Covid-19 Renewal Programme



Interim Homeworking Guidance

www.glasgow.gov.uk/staffupdates

Glasgow
CITY COUNCIL

Introduction

This guidance sets out our approach, responsibilities and expectations for homeworking during this interim period.
It should be used in conjunction with the council's health and safety guidance on home working including the Interim Home Working DSE assessment template. The homeworking DSE assessment template should now be completed for everyone who is working from home for this interim period in conjunction with their manager.



Who can **work from home?**

Managers will determine the roles which are suitable for working from home for an extended interim period, as part of their renewal planning, and following discussions with staff individually.

Your manager will take into account:

- **the nature of the work**
- **equipment available**
- **staff individual circumstances**
- **the needs of the service**

Our approach to COVID19 homeworking for a temporary period

The guidance supports a temporary arrangement that will be agreed in consultation with you which follows the government guidance on homeworking, to support public health and reduce the spread of the virus, whilst balancing the needs of the service and our staff. This is an interim home working guidance to support the current period and the council will consider any longer-term arrangements at the appropriate time for any long-term or permanent requirement for home or flexible working, in consultation with Trade Unions.

You will be expected to work with us, being flexible in your approach to these new work styles, whether balancing attending work on a rotational basis or working more often at home. Your manager will always ensure decisions are discussed with you and wherever possible take account of your individual circumstances. We continue to welcome your ideas and input about new ways of working and you should share these with your manager.

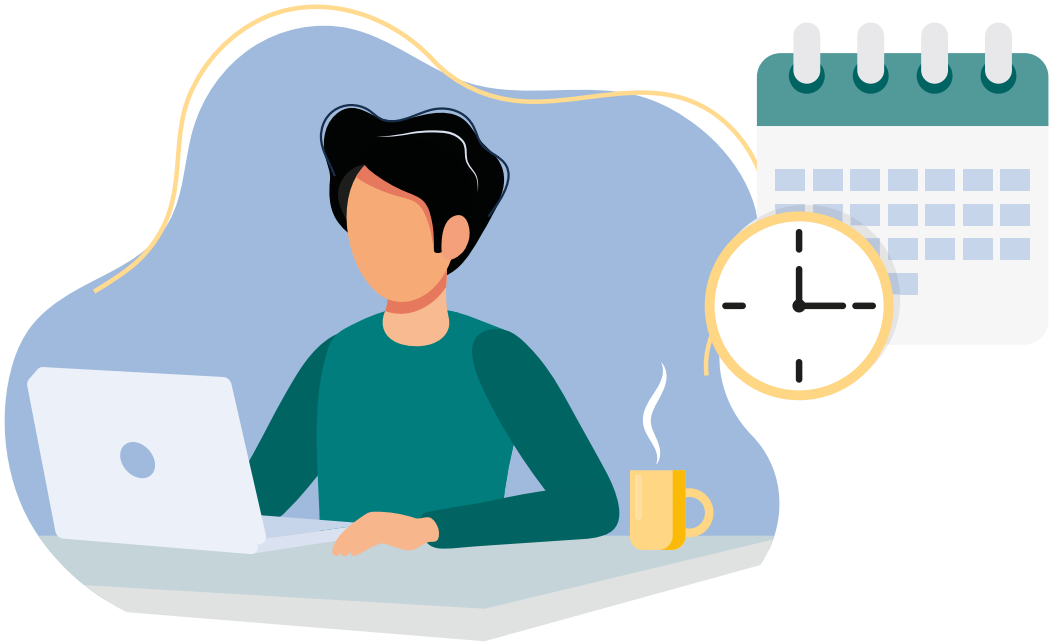
Conditions of Service

Your conditions of service remain the same with your temporary work arrangement and you should continue in the way you would normally in terms of requesting leave and reporting absences.

Working from home however can lend itself to different working patterns which help individual circumstances whilst maintaining service needs. Contractual hours should be worked, but managers may be able to offer increased flexibility around the pattern and timing. Employees working from home will require to make themselves available within their normal working hours for meetings, for example, however, adjustments to working patterns which do not cause detriment to the service and which are helpful to the individual can be discussed and agreed with your manager.

Any temporary arrangements to support an individual's circumstances will not attract any additional payments. Should the business request a change, then any appropriate payments will apply as normal.

Working hours must continue to comply with the requirements of the Working Time Regulations.



Personal responsibility
of home worker

- Check with your insurance company to ensure you have appropriate cover to work from home during this temporary period.
- Any equipment which is owned by the council in your home will be covered by the council's insurance provider. Check if there are any restrictions in your mortgage, lease or tenancy agreements that might prevent you from working from home.
- It is unlikely that there will be any individual tax implications of temporary home working but if you are in any doubt regarding your own situation, you should contact your local tax office to check.

Additional Costs

It is recognised that home workers may incur additional costs as a result of working from home, but similarly there may be reduced travel and other expenses that offset these. For this temporary arrangement, your manager will discuss any equipment or materials which can be provided to ensure you don't incur further unnecessary costs.

Home Working
Equipment

Where completion of your Interim Home Working DSE assessment has identified that you require your office chair, footrest or any other DSE equipment at your home location, your manager will support you with this, liaising if required with FM colleagues.

Similarly, if there are items of IT equipment identified that you need, for example, a mouse, keyboard, monitor, then your manager will help to supply these to you via your local Service ICT contact.

Your manager will ensure that any equipment taken home is monitored and recorded.

Our SIT Business Partners will also keep managers updated on any developments which allow the increased use of personal IT equipment working from home or developments in new options and improvements for mobile working. However for the interim period, the majority of home working will be undertaken on council supplied IT mobile devices.

Personal safety

For your safety when working at home you should not release your home address or telephone number to service users, clients or representatives from external organisations. Any mail should be addressed to the council office for your Service, section or team and arrangements made to forward this on.

When working at home you should not meet with colleagues, service or representatives from external organisations at home for any business related purposes.

Data protection and Security

Appropriate measures must be in place to ensure the security of any information and equipment.

This covers the confidentiality, security and accurate processing of information in all forms, whether:

- printed or written on paper
- stored electronically
- transmitted by post or electronically
- carried on laptops.

Our **Information Security Policy** and guidelines and policy on the **Acceptable Use of Information Technologies Facilities** should also be followed.

Lost or stolen equipment or information should be reported immediately to your manager giving an accurate account of the circumstances surrounding this. Please ensure you familiarise yourself with and follow all relevant guidelines and policies including the guides below.

- **Staff Information Security Guidelines - how to work from home safely and securely - 7 May 2020 [404kb]**
- **GCC Guidance on Managing Outlook Calendar [333kb]**
- **GCC information Security Guidelines [515kb]**
- **GCC Email Guidelines [460kb]**
- **Top 10 Cyber Security Tips for Homeworking 19 March 2020 [286kb]**

Additional home working **considerations**

Successful homeworking must include the following considerations by managers:

- **Clear and achievable work plans, objectives and standard of work**
- **Regular communications with manager and team colleagues**
- **Continued one to one discussions through agreed processes such as Performance Coaching Reviews which include discussion on performance, development needs and aims**
- **Recognition of the importance of health and wellbeing and in particular mental health during these challenging times.**

Wellbeing
while working at home

There are many reasons why working from home may suit some of us at this time and not others. We have a responsibility together to be open and honest about the challenges we face in this regard. Knowing we have support and someone to talk about our feelings can play a great role in supporting our mental health. As a result you may feel able to listen and support someone else in return. Working together in your role as a manager, a colleague or even a friend you should:

- Recognise any changes in mood or tone from your colleagues that might be unusual or prolonged
- Put wellbeing check-ins to the forefront in one to ones or team briefings
- Take care of one another by understanding what actions keep each other well and check in on these happening, for example, taking breaks and going for a walk
- Show compassion and kindness through our workplace interactions to support one another, recognising we're all doing the best we can
- Ensure pressure doesn't become overly intense or prolonged
- Take time out to talk about wellbeing, hobbies and interests outside of core work.

We've all experienced great change and uncertainty and continue to do so. We often recognise these short-term impacts and acknowledge with one another that it's okay, not to be okay sometimes. However if you feel that your feelings are particularly intense, new or prolonged, you should not hesitate to seek support as quickly as possible and talk with your GP.

Our Coronavirus staff updates on the website at **wwww.glasgow.gov.uk/staffupdates** have a variety of resources and support, including websites and information that can help and support you and your colleagues.

You can also contact the following organisations for help:

Employee Assistance Provider
Breathing space
Samaritans

Equality, Diversity and Inclusion

We value and respect our workforce and where appropriate will do all we can to support employees where working from home is an option for them. Managers should review our **Equality and Diversity Connect Pages** for further support and guidance.

Our **Equality Peer Support Networks** are also available to home working employees alongside the other support options detailed below.

Support and Assistance

Whilst working from home employees can still access all in-house sources of professional advice and support including:

- **HR**
- **Health and Safety**
- **Occupational Health Services**
- **Employee Assistance Provider**
- **Trade Unions**

For more information and staff update go to **www.glasgow.gov.uk/staffupdates**