

Hybrid Working Guidance

1. Introduction

Hybrid working is a form of flexible working that allows colleagues to split their time between attending the workplace and working remotely.

Many colleagues worked from home during the Covid pandemic. We want to continue to embrace the benefits that this way of working has offered, and as an organisation, we do not wish to return to less flexible, pre-pandemic working arrangements.

We need to embed the best of what we have achieved and at the same time, we need to ensure that we are using our available space and technology in the most efficient way possible. This means that not everyone will be able to return to work in the same footprint as previously, and instead individuals/teams will spend some of their working week at home and some in the office environment.

The Hybrid Working Checklist for Managers in Appendix 1 supports managers to identify the opportunities for hybrid working, potential barriers and plan for solutions.

2. Eligibility for hybrid working

Hybrid working is suitable for:

- Colleagues who may not need to be present on site every day of the working week, and
- The manager is satisfied that the role can be delivered remotely for some of the time by the individual, and
- The workspace at home is appropriate and safe, and there is access to the equipment needed.

3. Level of presence at the workplace

The number of days per week each colleague spends on site compared with working remotely will vary, depending on:

- The nature of their role,
- What is happening with their role and their team at a particular time,
- Their individual circumstances,
- The service needs of the Trust, including the space we have available on site.

4. Our need to be flexible

Given the degree of flexibility that our hybrid working arrangements provide, we expect our colleagues to also be flexible.

You may be required to attend work on particular days at the request of your manager, for example, for in-person training and for meetings that your manager has determined are best conducted in person.

Similarly, there may be circumstances in which we ask you to work remotely, or to work from such other place as we may reasonably require (such as a different Trust site), for instance:

- for operational needs, for example if we have too many colleagues attending an office on specific days; or
- for coronavirus-related reasons, for example in the event of a lockdown/government guidance that people should work from home if they can.

5. Equipment and environmental considerations

In order to do your job safely and effectively from home, equipment and environmental considerations will need to be made by you and your line manager:

- Is there a secure Wi-Fi connection installed at the place of home working?
- Is a laptop or computer and the necessary software (e.g., Cisco Remote Access) available?
- Is a work mobile or SIM card necessary and available?
- Is there a suitable space to work in at home, that meets health and safety requirements, has adequate security for Trust information and property, and is reasonably free from disruption?
- Are there reasonable adjustments that should be considered where a colleague has a disability under the Equality Act 2010?
- Are there any implications of working at home if it will also be occupied during the day by other family members who may be dependants?

The Hybrid Working Self-Assessment in Appendix B will support individuals and managers to identify workspace and equipment needs. All colleagues who are working from home should read and complete this.

6. Arrangements whilst working remotely

6.1 Working Abroad

All requests from colleagues requesting to work from a location abroad, must be authorised by a member of the Executive Management Team. Managers should not agree any arrangements locally as the legal consequences of working overseas must be fully explored beforehand.

6.2 Working hours

While working remotely, you must be available during the hours of work, as set out in the contract of employment, or, in line with flexibilities agreed with your manager (e.g., core hours and shifting start/finish times).

This guidance focuses on how our organisation operates hybrid working, but there are many other forms of flexible working. If you wish to change your working hours/days, please discuss this with your line manager, and refer to the flexible working policy.

6.3 Health & Safety

An employee working from home is required to take reasonable care for their own health and safety and that of other persons who may be affected by their acts and omissions at work in the home.

You should liaise with your line manager to ensure that your remote working set-up is appropriate and that you are working in a safe manner.

You must also notify your line manager if:

- you feel any discomfort due to working remotely (such as back pain); or
- you believe that there are any work-related health and safety hazards.
- any work-related accidents occur in your home. You should also complete an incident report (IR1).

It will not be appropriate to hold any work-related meetings in the home or to give out personal details such as your home address. Meetings may be held virtually using video-conferencing software such as MS Teams. All employees working from home should adhere to Trust policies and procedures.

6.4 Maintaining Communication

You should liaise with your line manager to agree when and how you will maintain communication when working remotely. This can include:

- Regular communication with the line manager and office colleagues via MS Teams, a Trust mobile, e-mail.
- You and your manager should discuss the issue of self-motivation, wellbeing, and loss of social contact.
- Team meetings to update on latest advice and exchange general work information.
- Implementing a work rota with team members if a level of office cover is needed.
- If you are working from home and become too unwell to work, you should inform your line manager in line with the Health and Attendance Policy, or isolation guidance. If you are in self-isolation and are not symptomatic or feel well enough to work, you may still be able to work from home.

6.5 Information Governance (IG) requirements

As an NHS Trust, we are required to demonstrate compliance with Department of Health & Social Care requirements, along with compliance with the Data Security & Protection Toolkit and National Data Guardian Data Security Standards.

Any colleague working at home should read and comply with IG home working requirements contained in Appendix C.

6.6 Security

All colleagues have a responsibility to ensure Trust property and information is treated safely and securely:

- Colleagues are responsible for ensuring that PC, laptop and network passwords are encrypted and not disclosed to any other person.
- All colleagues working from home are responsible for ensuring Trust equipment is kept safe and secure from access by others.
- No property of the Trust must be left in cars overnight or left unattended during journeys to or from Trust premises.
- Equipment supplied by the organisation is only for the use of the employee for work purposes, and not for use by other members of the household or those visiting the home.
- Colleagues working from home must comply with Trust IT procedures at all times and log off when a computer/laptop is not in use.
- All confidential waste must be disposed of safely on Trust Premises in the waste bags provided and not shredded or burned on home premises.
- Colleagues are expected to keep private conversations and confidential Trust information safe from potential leaks whilst working on the Trust premises, and the same principle applies when working from home. It is therefore advised that personal digital assistants like Apple Siri and Amazon Alexa are turned off to avoid any unauthorised access and breaches of security being made.

6.7 Insurance, Mortgage and Renters

Colleagues are responsible for making sure that there are no restrictions to using their home for work, such as their mortgage or rental agreement, any restrictive covenants, or their home insurance. Individuals should inform relevant parties of their intention to work from home (e.g., mortgage lenders, landlords, home insurers).

Colleagues who are working from home will be responsible for any additional premiums on their insurance cover. Colleagues should ensure that they have adequate insurance in place, as the Trust is not liable for any loss, damage or injury caused by them where appropriate care and attention has not been taken.

6.8 Equipment

Where colleagues work from home occasionally and for an hour at a time or less, it will not be necessary to supply additional equipment, but a discussion on health and safety aspects should still take place with between the individual and their manager.

Ideally, individuals should try and use a fully adjustable chair where possible. Colleagues can use a non-adjustable chair so long as it is comfortable and supportive (e.g., by using lumbar support). It is not recommended that colleagues sit on a settee or bed with their laptop, with no table to work from.

Laptops should be at wrist height level when resting on desk and screen tilted. Alternatively, laptops can be lifted so that they are at eye level. This could be done by placing the laptop on a laptop stand or on a stable box where no stand is available. Alternatively, a separate monitor could be provided if it is necessary to do the work. Laptops should be used with a separate keyboard and mouse.

7. Ordering Equipment

If any specialist equipment is required due to underlying health conditions, an assessment should be completed via Occupational Health.

Access to Work may also be consulted for advice as they can support colleagues with a health condition or disability. www.gov.uk/access-to-work
Helpline 0800 121 7479

7.1 Standard equipment

This should be accessed from IT, Procurement and Voice services as follows:

IT Home Working Kit – IT Service Desk

Colleagues who are working from home and do not currently have access to a laptop can request to swap their computer for a laptop and work based docking station using the online [Digital Services Capital Bid Form](#)

Any other hardware required for working from home such as keyboards, mice or docking stations/screens, can be requested via Digital Services by logging a request on the [Sunrise Self Service Portal](#). Please note a departmental budget code will be required to fund the cost of this additional hardware. The full list of equipment is outlined below:

Essential equipment for remote workers	Advanced equipment for remote workers
<i>Suitable for roles using email, MS Teams and producing documents/letters</i>	<i>Suitable for roles where tasks completed would benefit from the largest screen or 2 screens (laptop screen + additional monitor) e.g. sole use of multiple systems/windows, detailed work and data entry</i>
Laptop & Charger Keyboard Mouse Laptop bag Laptop stand	Laptop & Charger Keyboard Mouse Laptop bag Philips 24" Docking monitor (Monitor & Dock Combined) Webcam Headset

7.2 Telephone Equipment – Voice Services

Microsoft Teams is widely used for general communication and meetings across the Trust, however there may be circumstances where a Trust mobile is required. If a mobile phone, or soft phone, is required, colleagues should discuss and agree this with their manager and contact Voice Services here: <https://neti.uhdb.nhs.uk/az-nc-efm-voice-services>

All equipment provided is for work use only and remains Trust property. All equipment should be returned to the Trust upon the home working arrangement ceasing or the employee leaving the Trust.

7.3 Trust provided chair or lockable cabinet – Procurement

In most circumstances, it will not be necessary to provide additional equipment such as chairs, desks or cabinets. Where a risk assessment or occupational health identifies this equipment is needed, it can be ordered via procurement and funded from the departmental budget.

For any large or bulky equipment, such as chairs, it is recommended that it is explored if delivery can be arranged direct to the colleagues' home. Please enquire with procurement

to make any arrangements, permission from the colleague for address details to be provided to the supplier may be required.

Monitoring and review process

Home working arrangements should be reviewed regularly by both the colleague and line manager. Upon the home working arrangement ending, or if the employee leaves the Trust, all equipment should be returned to the manager.

These guidelines will be subject to review and monitor every 3 years, or on a more regular basis as required.

Hybrid Working Checklist for Managers

1. Background & Introduction

During 2020/ 2021, the way our colleagues live and work has fundamentally shifted, due to the pandemic. For some colleagues, this has meant working from home for the majority of their time. This will have been both a challenging and rewarding experience, and as we move forward in developing a new culture of different work styles, we need to ensure colleagues feel safe, supported and still part of the team.

We need to embed the best of what we have achieved over the last 18 months and ensure that the organisation and our colleagues continue to benefit from flexibility and agility. We must also take advantage of the opportunity to ensure that we are using our available space and technology in the most efficient way possible which means that not everyone will be able to return to work in the same footprint as previously

The Trust is supporting teams to do this through **hybrid working**, which means that teams should either continue, or begin to spend some of their working week at home and some in the office. In deciding whether to bring colleagues back to the workplace, managers should consider the suitability of the role for hybrid working, as well as the work style being in the best interests of the individual.

2. Principles of Hybrid Working:

- Work takes place at the most effective locations and times.
- Colleagues have more choice about where and when they work, subject to service needs.
- Space is allocated to activities rather than individuals

The following checklist has been prepared for managers to consider a team wide approach to hybrid working. There are several implications that need consideration to prepare for hybrid working, such as:

- **Space:** getting offices ready for shared use, by reducing clutter and unused objects, becoming paperless, considering health, safety, infection control and equipment.
- **Roles:** appraising the roles and tasks/activities in the team and challenging which of those can be done at a set location at a set time.
- **People:** communicating principles of hybrid working within the team, and understanding individual circumstances/preferences, such as suitability of home for work and whether adjustment needs can reasonably be met.
- **Plan:** preparing spaces on site to meet the future needs of the team (e.g. desk spaces and meeting spaces) and supporting colleagues to prepare their home space.
- **Embed:** evolving into a hybrid-friendly team for the future; consider how you will lead and manage the team differently, as well as offer health & wellbeing support.

3. Getting Ready for Hybrid Working

Space

Ideally, a hybrid-ready space will be clutter free, paperless, with no 'individual ownership' of desk spaces. This means that personal items are packed away at the end of the day, or taken home, for someone else to use the desk next.

De-clutter

Scan in paperwork the team are keeping for interest / information. Dispose of the hard copies in confidential waste or the recycling.

Check filing/storage for any records that can now be destroyed. Click here for the [Retention and Destruction Schedule](#).

If any of the above records need to be retained, they should be scanned and retained digitally to free up storage space.

Eliminate or reduce personal effects on desk spaces (e.g. books, cutlery, mugs, photographs, personal stationary). If personal items need to stay in the office, they should be kept in a shared space off desks e.g., shelving/ cupboard.

Identify processes that are paper based. Is there an opportunity for these to be digital going forward so no more paper is generated?

Tidy shared areas (e.g., tea/coffee, mugs, stationary). Dispose of broken items and take personal belongings such as coats, spare shoes etc home each day.

Clean and Safe

Top up supply of hand sanitiser, wipes and masks. Ensure the team knows where to access supplies.

Remind teams to wipe down desks, keyboards, mice and phones at the start and end of the day. Waste bins to be emptied each day.

Ensure there are appropriate screens and signage in place for capacity and social distancing. Click [here](#) to email for advice for where to access screens/ signs. □

Roles

To make the most of hybrid-working, we will need to think differently about the roles across our services and evaluate how flexible and agile they can be. The pandemic has showed us that work does not need to be done in a specific place to be carried out successfully.

To identify if a role is suited to hybrid working, consider:

- What is the purpose of the role?
- Is the nature of the role site-specific?
- Does the role need to be done at particular times?
- Who are your customers/ stakeholders and what do they need?
- How often does the whole team need to be together, in the same room?
- How will the team communicate and share knowledge or ideas?
- Are you ready and open to requests for different types of flexible working from day one of the employee journey?

Good reasons for roles to be 'site-specific'	Poor reasons for roles to be 'site-specific'
<ul style="list-style-type: none">✓ They are patient or customer facing and need to be face-to-face✓ The role requires specialist equipment that can't be taken off site✓ The cost of remote or agile working would be too significant✓ The service could not be delivered away from site	<ul style="list-style-type: none">• Can't be sure people are getting work done at home• Using paper-based processes, that could be digital• It doesn't 'look good' if the team are off site• There is one role in the team that is site-specific so the rest of the team's roles should be too

People

For longer-term hybrid working to be an option after the pandemic, it must also be suited to the individual. If the home space or individual is not suited to hybrid working, and adjustments cannot be made to mitigate this, long term home working will not be appropriate.

Principles

Identify what the principles of hybrid working could be in the team. The principles should cover what the ask is of individuals, and what the service can accommodate in terms of agility and flexibility.

You should consider:

- On what days/times is on site cover required, and how many people need to be there?
- Are there core hours of work?
- Do colleagues have flexibility to adjust their start and finish time?
- Is there an expectation of the proportion of time spent at home and in the office?

You should also communicate what the team can expect of you as the manager, in terms of trust, communication, keeping in touch, and looking after health and wellbeing.

Produce hybrid working principles (example at end of checklist) and communicate these with the team.

Individual Preferences

Discuss preferences with the individuals in your team:

- Do they feel able to work at home as well as in the office?
- Can colleagues continue to work their usual hours at home? If alternative hours are needed, can they be accommodated?
- Is the individual able to work independently with minimal supervision?

Suitability of the home space

All colleagues working from home should complete the Home Workers Self-Assessment Checklist in Appendix A of the Working from Home Guidance.

Advise colleagues to read the Working from Home Guidance, so that they are fully informed and able to take in to account additional considerations including their lease or mortgage terms and their home insurance terms.

If required, following self-assessment, follow up on outcomes (which may include a virtual workplace assessment with [Occupational Health](#), and ordering IT [equipment](#)).

Reasonable Adjustments

Can existing adjustments be reasonably met in the home work-space?

Consider if additional adjustments required, and if these can reasonably be met in the home work-space?

Broader Factors

Is the person a new starter, and would they benefit from initially spending time on site?

Is the person being supported with their performance, and would they benefit from remaining or returning to site?

Will working off-site instead of in the office cause health and wellbeing concerns for a person, or exacerbate existing concerns?

Plan

Now that roles and individuals have been identified as suitable for working from home, you should plan how your available space on site will be used.

On- site considerations

Consider what access people need to on- site spaces and resources daily, occasionally or rarely (e.g. printing facilities, face-to-face meeting rooms, desks).

Consider how many hot desks/workspaces do you need going forward and how many are no longer required by your team.

Do you need to retain any space to be used for meetings, e.g. bookable confidential, 1:1 spaces?

How will desks and meeting rooms be booked by the team?

Is any additional or alternative equipment required? e.g. are all of the docking stations compatible with the laptops in the team? Do any team members require a particular type of desk chair, monitor or reading pane? Does anyone need voice recognition?

Will colleagues need a space to store equipment/documents? Consider where this will be.

If you need support [to move or remove furniture](#), and if you require any additional [phone](#) points to be installed, put the arrangements in place.

Home and workspace considerations

Follow up on any actions arising from your Team's Home Working Self-Assessment Checklists.

Has the equipment required been ordered and received, ready to embed the hybrid model of working?

4. Embedding Hybrid Working

For the many benefits of hybrid working to be realised, there will need to be a change in how you lead and manage the team. To get the best out of the team after implementing the change, you should continue to communicate what is working well, what needs improvement and experiment

4.1 Trust

Working remotely means performance can be less visible, which is a challenge for managers who build trust based on evidence, rather than trust their teams by default.

Managers will need to consciously communicate that they trust the team's competence, capability and their integrity, and ensure this is reflected in practice.

It can be tempting for managers to want to closely monitor or observe their team's work, but it is essential colleagues feel trusted to work independently and supported to set goals and priorities. Absence of trust can lead to unhelpful cultures, such as working excessively long hours, not taking rest breaks and being 'always online'.

4.2 Health and Wellbeing

While working remotely can have benefits to health and wellbeing when introduced in the right way, it can be less immediately obvious when someone is feeling unwell and body language may be less obvious on teams. In particular, it can take a toll on mental health where there are less social interactions and can risk burn-out if colleagues feel unable to 'switch off'.

Consider what the mechanisms are for informal support in the team. This can be as simple as a daily/weekly catch up and wellbeing enquiry with the team, as well as regular 1:1 meeting and a more formal wellbeing conversation. Managers should encourage sharing of problems, create opportunities for checking in and encourage breaks and logging off on time.

4.3 Managing the team

In the virtual world, managers will also need to consider how they plan to recruit new colleagues to the team, how to train them and how to do appraisal and development conversations.

Where possible, it is good practice to ask the individual what their preferences are and accommodate those through a virtual conversation or face-to-face.

4.4. Team Hybrid Working Principles

In the XXX Team, we are committed to offering flexible working opportunities where we can, so that our team members can balance their work with their commitments outside of work. Our flexible and agile working principles outline what we are able to support in the team, and how we will work with each other.

4.5 Roles where we can support hybrid working

The following roles have been identified as suited to hybrid working (can be carried out by some time working at home and sometime on-site), if also suited to the individual.

- *Role 1.....*
- *Role 2.....*

In order to take up the offer of hybrid working moving forward, you must have a working space at home that meets safety standards.

4.6 Supporting flexibility

- We can support colleagues to spend 60% of their time at home and 40% of their time in the office.
- We need to make sure there is at least one person on site/ in the office between 10-4pm Monday-Friday.
- The team can flex their start and finish times around the core hours of 10-4pm but are expected to attend ad hoc meetings outside these hours if necessary.
- We will consider requests for flexible working if members of the team wish to change their contracted working hours. Examples of flexible working we may be able to support in our team are: compressed hours, annualised hours, part-time hours, working from home on a regular basis.

4.7 Expectations of the team

- If wishing to work at home, read the Homeworking Guidance and complete the Self-Assessment Checklist
- To be available to come on-site if necessary, or if part of an on-call rota, or contingency in case of a majax alert
- To take responsibility for our own health, safety and wellbeing, including setting up a safe workspace and taking regular breaks
- To keep up communication with the team, share your priorities and raise any concerns to your line manager.

4.8 Expectations of the manager

- To set the goals and priorities for the team and supervise delivery of the service.
- To support team members to access equipment they need, where reasonable.
- To trust the team members and support their development.
- To regularly review the team's flexible and hybrid working arrangements
- To support the physical and psychological wellbeing of their colleagues

Home Workers Self-Assessment

The purpose of this assessment is to assist you and your manager in safeguarding your health, safety and well-being whilst working from home. Please read all the supporting information in **Appendix C** as well as the **Hybrid Working Guidelines**.

Now complete and discuss the risk assessment with your manager, sending a completed copy to uhdb.dsehybridworking@nhs.net to enable the Health & Safety Team to monitor completion, and any follow up required. Managers and colleagues should each retain a personal copy which should be reviewed at regular intervals, particularly in circumstances where the working arrangements change significantly.

Employee Name	
Job Title	
Employee Number	
Home Telephone Number	
Mobile Number	
Home Working Address	

Property	Tick	Comments
Do you need to check any restrictions on working from home with your insurance company/ mortgage lender/ landlord?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are there any hazards/issues that would affect storage of Trust equipment/ materials at the property? i.e. limited space/ landlord restrictions	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is a smoke alarm fitted to your home? (Strongly recommended)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is a carbon monoxide detector fitted to your home?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Work Area/Environment	Tick	Comments
Is there sufficient space to do your work safely?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is the temperature comfortable, and can it be adjusted to suit?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Can windows be opened if necessary, to provide air flow around yourself and equipment?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Are floor coverings in a safe/sound condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is the work area and walkways free from trip hazards, e.g. trailing cables, lifted carpets, uneven surfaces?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Have cables and extension leads provided by the Trust been PAT tested and are within the dates for the next test?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are cables and extension leads to be used for home working in good condition and free from faults and overloading?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Workstation	Tick	Comments
Do you use your PC/laptop on a desk/table with an office type or other suitable chair like a dining chair?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Can you sit comfortably in the chair so that you can achieve and maintain a correct posture?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the screen of your laptop swivel or tilt?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is the screen positioned directly in front of you and at the correct height?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is the image on the screen clear and stable?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Can you adjust the brightness/contrast between the characters on the screen and background?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are you using a separate keyboard and mouse?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is there sufficient space on the desk/table in front of the keyboard to rest the wrists on, and can you find a comfortable keying position?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Can you place your feet flat on the floor or footrest when sitting at the desk?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Health & Wellbeing	Tick	Comments
Have you read the Working from Home Guidelines & Handbook in full?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you need to complete, or review an existing, Stress Risk Assessment with your manager?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are you able to work reasonably free from distraction such as family, pets and other occupants in the home?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are you familiar with the IR1 procedure for reporting work-related incidents?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you read the Ensuring Safety of Lone Workers - Trust Policy and Procedure (Derby & Burton sites). https://derby.koha-ptfs.co.uk/	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Have you had or planned a wellbeing conversation with your manager?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you require any additional adjustments?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Data and confidentiality	Tick	Comments
Is your Information Governance mandatory training up to date?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you read and understood the Information Governance information in the Handbook?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you have a place to lock away a work laptop/equipment and any files?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
As part of your job, do you need to take any paper records/files off site?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are your passwords and PIN numbers kept secure and not divulged to anyone?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Mitigation/Actions agreed:
Summary of equipment agreed to be supplied for home-working:
<p>Home worker declaration: I have discussed and agreed the home working self-assessment checklist with my manager including agreeing any mitigations and actions. I confirm I will adhere to home working guidelines and return any equipment provided to me.</p> <p>Signed:</p>
<p>Manager's declaration: I have discussed and agreed the home working self-assessment checklist, including agreeing mitigations and actions and equipment to be supplied.</p> <p>I confirm my authorisation/support for you to temporarily work from home.</p> <p>Signed:</p>

Hybrid Working Support Information

1. Setting up your workspace while working at home

While completing your risk assessment for working at home, please watch the video below to assist you with setting up your work station.

<https://www.youtube.com/watch?v=Af7q5j14muc>

Laptops should be at wrist height level when resting on the desk and screen tilted.

Ideally, raise the monitor so that the visible screen top is just below eye level. Any document holder should be at screen height and in the same focal plane to minimise head twisting and tilting.

You can place your laptop on a laptop stand or a stable box to raise the height. Laptops can be a significant cause of MSK problems. Using a separate keyboard and mouse can help to improve posture when using a laptop.

Move the chair close to the desk/table and sit back on the seat. Ensure that your back/upper body is relaxed and supported. Raise the chair seat or use a cushion pad so that with the upper arms vertical, the elbows are level with or just above the desk/table. Raise the feet on a footstool where available if the feet do not touch the ground.

2. Information Governance (IG) Rules, for staff working from home

All colleagues working from home must follow Trust IG and IT policies and the rules below. Any breach of IG rules could result in a Trust and personal fine from the ICO.

Please note: All colleagues who have remote access must be up to date with their IG training. Remote access will not continue if your IG training has expired. Training can be completed via the E-Learning module available on My Learning Passport.

2.1 Confidential Information

- Patient or staff personal data must not be taken home without approval from the IG Team and your line manager. If you have any paper records at home currently you must talk to the IG Team about this ASAP – IG Team contact details are overleaf. The IG Team will then liaise with IT to ascertain if the data can be accessed remotely.
- Where data cannot be accessed remotely and there is no alternative but to take paper records home, you must:
 - Ensure the IG Team is informed of the records being taken home (they need a record of what data has been taken off-site).
 - Store the information in a locked suitcase or cabinet. **Please note, you are not permitted to take the information home until you have a lockable suitcase/cabinet.**
 - Keep a record in your team of who has the records.
 - Transport the information in a sealed envelope/bag.

- Never leave the information unattended and it must never be stored in your car.
- Ensure that family members do not have access to the information.

2.2. Confidential Conversations

If working from home involves making telephone calls with patients or other staff members, you should use a work mobile rather than a personal mobile wherever possible.

If you do not have a Trust mobile phone and it is necessary for you to use your personal device in order to communicate with patients or other colleagues, you should:

- **Dial 141 first before the patient telephone number.** This should work for the majority of mobile networks to protect your personal telephone number from being available to the patient. However, if in doubt, please check with your service provider.
- Delete any patient contact details that are captured as soon as they are no longer required.
- Make every effort to ensure other family members do not overhear confidential conversations.
- Use a headset if necessary.

2.3 Equipment

Only Trust owned Information Technology (IT) devices are allowed to be connected to our network. You are not allowed to try to access the Trust's network from a personal device. When transporting a device it must never be left unattended in a vehicle and should be kept in a secure place within the house.

Every effort must be taken to ensure screens are not in a position that they could be viewed by other family members. Ensure that you lock the device or log off when walking away to ensure others do not have access to the device/information. It must never be left unattended.

2.4 Other data security requirements

- **Microsoft Teams** – please ensure that you comply with IT's check list of six rules which can be found [on Net-i >](#)
- **Positive Patient Identification** – if contacting patients from home you still need to adhere to the PPI requirements and ensure that you check a number of identifiers i.e. patient name, address, Date of Birth, NHS Number to ensure that the right information is provided to the right patient.
- **Access to information** - Access to information is on a strictly need to know basis. It is a criminal offence to access information that you do not have a legal right to access.

You must not:

- Access information about a family member, friend or colleague.
- View your own information – if you wish to view your case notes you must apply through the Subject Access Team.
- **Reporting incidents** - All Information Governance incidents that occur within the Trust need to be reported via our Datix Incident System as soon as they are identified.

- **Leavers** – if you are leaving the Trust’s employment, it is essential that all Trust information is returned to the Trust prior to your termination date, and delete the contents of your NHS email account on your last day of employment, as you have no right to access personal data held by the Trust. **Please note that under Section 170 of the Data Protection Act 2018, it is a criminal offence to retain personal data without the consent of the Data Controller (the Trust).**

Information Governance queries:

- **Emily Griffiths, Head of Information Governance/Data Protection Officer**
Email: Emily.Griffiths23@nhs.net Tel: (01332) (7)88645 or Mobile: 07500052642
- **Helen Alty, Information Governance Co-ordinator**
Email: Helen.alty@nhs.net Tel: 01283 511511 Ext. 6546 or Mobile 07384 914130

Digital Services IT Equipment and Usage

IT Support

If you need help with IT while you are working from home, you can contact the IT Helpdesk on 01332 (7)85777. If you are able to access Net-I you can see the IT pages here: <https://neti.uhdb.nhs.uk/az-it-service-desk>

IT Working at Home FAQs

<https://neti.uhdb.nhs.uk/download.cfm?doc=docm93jjim4n11281.pdf&ver=21871>

Use of home Wi-Fi

Colleagues are encouraged to use their home Wi-Fi solution at all times; if colleagues do not have a home Wi-Fi solution but have a work mobile phone, they can tether the mobile to the laptop and access Wi-Fi that way. If colleagues do not have Wi-Fi access at home at all, they should contact their Line Manager who will need to request a dongle from Voice Services.

Accessing NHSmail from home

The use of a Trust device is recommended – however, as NHSmail and MS Teams is managed via NHS Digital access is secure and can be accessed from other devices, but certain security policies will be enforced to secure data, such as setting a device password and encrypting the device to secure data.

Colleagues need to ensure that they do not store sensitive information on non-trust owned devices. (As per Information Governance instructions).

Colleagues who need to access clinical or non-clinical applications such as Lorenzo, Meditech or Unit 4 will need to do this via Cisco Anyconnect. All laptops are configured with Cisco Anyconnect loaded but colleagues will need to contact the Service Desk with their mobile phone number so they can load the encryption app onto their phone (Trust or Personal). This will provide them the access code to be able to log on to Cisco Anyconnect securely and access shared drives, clinical and non-clinical applications. Colleagues will need to raise a call with the Service Desk to ensure this process is activated – full instructions on how to use this process will be provided via email.

Any laptop lost or stolen must be reported immediately to IT Services. Data is secure as all hard drives are encrypted, and colleagues must take care of Trust owned property in an appropriate manner at all times.