

DRAFT Ways of working policy

What is it?

1. This document supports the organisations flexible working practices and sets out the expectations of employees on the way we work.

Definitions

1. *Flexible working* refers to the statutory right for employees to request flexible working arrangements, such as compressed hours and part time working.
2. *Homeworking* is a flexible working arrangement where employees are contracted to work from their home.
3. *Remote working* is a flexible working arrangement where employees work from another suitable location which is not their home or a Council hub. This is usually associated with a hybrid working arrangement (see below).
4. *Hybrid working* is a type of a flexible working arrangement where an employee splits their time between the workplace and working from home/ remotely.

Scope and General Principles

5. The policy applies to all Wiltshire Council employees unless a separate policy applies under a TUPE transfer. The policy does not apply to Maintained schools and academies, which have their own policies.
6. This policy forms part of the organisations flexible working practices and employees may also wish to consider other flexible ways of working such as [job share](#), [term time working](#), [compressed hours](#), [annualised hours](#) and [part time working](#).
7. Managers are expected to discuss flexible working opportunities with their team to support our aim in creating an agile and flexible workforce.
8. It is recognised that certain roles may not be suitable for home/remote working, and that some employees will have circumstances which mean that home/remote working will not be feasible.
9. Employees fit into one of four workplace personas, these are flexible, settings based, mobile and community based. These personas outline generic ways of working and help to inform ICT equipment provided. The table below outlines these personas and how they support flexible working.

Flexible worker		Mobile and community-based workers	Settings based worker
Home worker	Hybrid worker		
Your home is your base of work and your contract reflects this.	A council hub/workplace is your base of work and this is specified in your contract	Works out in the community and remotely from several locations.	A council workplace is your base of work and you work there all of the time.
You work from home all of the time	You have the ability to split your time between the council workplace and working from home/remotely.	A council workplace is your central base of work and this is specified in your contract.	You may have several settings/workplaces that you work from.

	You may have regular workplace days on a pattern/rota or you may go into the office on an ad hoc basis when required	You may work from home in between visits and other remote working	
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10. Employees, with agreement from their managers, can choose to work from home/remotely where it does not impact on service delivery. However, employees will be required to attend the workplace if requested to do so or where service delivery demands it.
11. When working remotely employees are expected to work from a suitable location which is free from distractions and offers a private confidential space where appropriate.
12. Working from home should not be used as a way of looking after dependents. If an employees children are old enough not to require supervision (as a guide aged 13 or over) and the employee has a separate space in which they can work, then the manager may agree to the arrangement. Alternatively, it may be possible for the employee to work flexible hours so that they stop work when the children are at home and make up additional hours when they are in bed or have alternative supervision. Employees should discuss the situation with their manager. Guidance on support with caring responsibilities can be found on [HR Direct](#).

Conduct and Behaviours

13. [Our Identity](#) provides a shared understanding of how we are all expected to work, lead and act. Furthermore, it sets out how we will continue to develop to achieve the council's vision of building stronger communities.
14. Our flexible working practices support us to be agile and to deliver on organisational priorities.
15. All employees are expected to engage with Our Identity so we can work together as one council and deliver the best for our communities.

Our workspaces

16. Our flexible working practices support employees to choose to work at home or in a workplace based on meeting their circumstances and supporting service delivery.
17. Our workplace design supports employees to collaborate more effectively to deliver services and increase agility.
18. Employees are encouraged to use council offices closer to home, reducing time spent travelling and supporting our 2030 carbon neutral promise. Further information on our workspaces can be found on our [EPIC hub](#).

Flexi time

19. There are no standard “core hours” during which employee must be in work as these will vary between teams
20. Services will define their standard opening time and core hours. Where there is an operational requirement, workplaces must be staffed throughout these opening hours.
21. Working patterns should be agreed between managers and their employees taking into account operational requirements.
22. The council’s flexitime scheme enables employees to vary their start, finish, and break times to suit both operational requirements and their individual needs. Any permanent change of working pattern must be agreed with their manager in advance
23. As standard the scheme should operate between 7am and 7pm, however, each team may determine what hours their flexitime scheme operates within.
24. Employees are required to record the hours that they work on a [flexitime recording sheet](#). They should record start and finish times as well as lunch breaks and any other absence for non-work related reasons.
25. Where an employee works more than 6 hours they are required to take a minimum unpaid break of 30 minutes for lunch which must be recorded on their flexitime sheet. Employees may take multiple breaks in agreement with their manager but one of these breaks must be at least 20 minutes in duration to meet working time regulations.
26. Guidance on how flexitime works, flexitime rules and how to record can be found on [HR Direct](#).
27. Any abuse of the flexitime scheme may result in disciplinary action being taken in accordance with the [council’s disciplinary procedure](#).

ICT and Equipment

28. Employees will be provided with equipment required to perform their role such as a laptop.
29. Where an employee chooses to work from home, the council can provide homeworking equipment (e.g., monitor, keyboard and a mouse). Homeworking equipment can be requested via the ICT portal and FM. It is employee’s responsibility to collect their homeworking equipment.
30. Employees should use their own internet provider, when working from home, to access the council’s network. Employees must ensure they have a suitable internet package to accommodate this.
31. The costs of electricity, water, heating, telephone, broadband and other utilities whilst working from home will not be covered by the Council. These costs will remain the employee’s responsibility.

32. Employees are responsible for looking after and returning any equipment provided by the organisation and failure to do so may result in charges and enforcement proceedings to recover the items and court costs. Please read the [leaver guidance](#) for further information.
33. Furniture and specialised equipment may be provided for those who have a disability. [Refer to guidance for managers](#) – provision of furniture and specialised equipment

Health and safety / Risk assessments

34. To make sure employees at Wiltshire Council work in a safe and healthy environment, [clear advice and instructions](#) are outlined in respect to the major risks that may be faced in carrying out the work of the council.
35. When working from home employees have the same responsibilities for their own health and safety as any site-based employee.
36. All home and flexible workers must complete the following prior to commencing any home working.:
 - a Flexible Working Risk Assessment
 - Display Screen Equipment Self-Assessment
 - Annual online DSE training
37. Managers must ensure that the Flexible Working Risk Assessment and online DSE assessment form have been completed satisfactorily before any regular home working is authorised/commences.
38. It is expected that employees and managers will discuss employees working arrangements at regular 121's and annual appraisals to ensure that their working environment continues to be suitable and that no health or wellbeing concerns are developing as a result of working at home/remotely.
39. When working remotely, i.e., not at home or in a council workplace, employees are expected to ensure the workspace is suitable, guidance can be found on [HR Direct](#).
40. If an employee's does not have a suitable home/remote workplace, they will be required to work from a council workplace.

Data protection

20. All employees must complete the mandatory [information governance e-learning modules](#).
21. Employees are responsible for complying with the [Data Protection Act](#) and whilst working from home/remotely should ensure:
 - a clear desk policy
 - household members or visitors do not have access to confidential data e.g., confidential information must not be left on screens when equipment is unattended.
 - keep Council documents, equipment and materials safe and secure at all times and ensure that reasonable precautions are taken to maintain confidentiality and security in accordance with GDPR and DPA

- confidential waste is brought back to the office to be disposed of in the normal way or is shredded.
 - do not print confidential information at home
22. Any breach of security (including theft of equipment) must be reported to the information security team immediately

Meetings and Travel

41. All meetings should be virtual where possible, where they have to be face to face for business value reasons employees should utilise the hybrid meeting rooms.
42. If an employee has to travel for work, they should book a [pool car](#) to reduce spend and support the green agenda.
43. If a pool car is not available, or they travel all of the time as part of their role then they may arrange different travel arrangements in line with the [travel expenses policy](#).
44. In line with the [travel expenses policy](#), employees will not be reimbursed for mileage for travelling from home to their place of work, even if travel is on an ad hoc basis.

Personal security

45. Employees should not release personal details (e.g., home telephone number, address) to anyone not employed by the council.
46. Communication with colleagues and customers should be through council communication devices e.g., Microsoft Teams and work mobile
47. Employees must not arrange meetings with clients at their home.
48. Employees should use their team's usual lone working procedures if they are making a work visit to somewhere other than a normal office base.

Mortgage/ insurance

27. Employees whose contract states that their home is their base of work (full time homeworkers) must inform the following of their intention to work from home:
- anyone with an interest in the property (e.g., mortgage/lease company) to ensure that there are no terms or conditions, leases, or covenants, which prevent this
 - home and contents insurance companies

Employees will be required to confirm that they have done this to their manager as a condition of home working.

Full time homeworker request process

28. To support workforce agility, full-time homeworking will only be approved in exceptional circumstances as it is expected that all employees will attend the workplace if requested to do so or where service delivery demands it.

29. Employees can request to be a full-time homeworker via the [flexible working policy](#). If agreed, managers need to notify the HR payroll team using the [change of employee job details form](#). Employees who become full home workers will receive a revised statement of written particulars that will form part of their contract.
30. All terms and conditions of employment for full home workers are the same as for office-based employees with some additional points to cover the fact that the workplace is the home.