



POLICY STATEMENT

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Policy:	Home Working Policy
Legal Requirements:	The Health and Safety at Work etc. Act 1974; The Management of Health and Safety at Work Regulations 1999; The Corporate Homicide Act 2007; Control of Substances Hazardous to Health Regulations 2002, as amended; Health & Safety (Display Screen Equipment) Regulations 1992, as amended; Fire (Scotland) Act 2005; Fire Safety (Scotland) Regulations 2006; Electricity at Work Regulations 1989; and Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
Regulatory Standards:	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
Notifiable Events Guidance:	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
Human Rights:	<p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p>
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
Policy Author:	Kevin Freeman
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of August.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 28th of August 2025.



Introduction

Home working is a type of employment arrangement where staff members can do work at home instead of their workplace. It is an increasingly popular arrangement in the UK and realising the potential benefits from it, many employers have chosen to adopt, and allow various methods of home working.

There are two types of home working:

- **Contractual:** Home workers are employees based at home on a regular basis either for all their working week or part of it.
- **Occasional:** Home workers spend the majority of their time at their workplace but now and then may work from home, normally to perform a specific non-routine task that requires a high level of concentration with minimum interruptions. It can also be used in specific circumstances where an employee cannot get to their workplace but could still do the work (for instance an injury or bad weather). It is up to the employer to set parameters for occasional home working and consider each request on its own merit. This type of arrangement does not require contractual change and it can be withdrawn at any time.

Occasional home working is a much more common arrangement within British organisations, with many employers recognising the flexibility and benefits it can bring to both the employer and the employee.

Policy Principles

The Association's Home Working Policy aims to:

- Benefit the business from creative solutions, ideas and projects by giving staff the opportunity to do these at home, without interruptions;
- Not compromise the usual level of service offered to customers; and
- Set out the parameters to ensure the above conditions are met

Definitions

The HSE defines homeworker as "those people employed to work at home from an employer".

Hybrid working applies to employees who routinely split their working time between the workplace and home.

Employees who regularly work from home are classed as 'homeworkers' and therefore subject to this policy.

Home Working Parameters

For occasional home working, limits will be set for each employee to work from home. Those limits are absolute and cannot be breached. The only situation where they could be waived is if bad weather or injury prevents the employee from being able to commute or attend work and where that work could be done at home.

Line Manager's Approval

Each request for home working must be individually discussed with the Director, who will assess each request against the rules set out by this policy. Business pressures, such as covering annual leave and staff sickness, will also be assessed when considering an employee's request.

Performance Management

Working from home presents a particular challenge to normal management controls, but the risk of potential abuse can still be managed.

To ensure the Association gets value for money, home working will be managed by results (rather than managing time and the way the task is done). The manager will therefore agree with the employee the outcomes of work to be produced at home and expect those to be delivered.

Breaches of the policy will lead to the home working arrangement being withdrawn from the employee and potential formal disciplinary action. A review of the policy may also be carried out to mitigate the risk of future breaches.



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Procedures

- Only normal 'office-type / administrative' work will be permitted to be carried out at home.
- A homeworking 'management system' will be established to ensure that the key risk areas associated with employees working from home are adequately addressed, managed and monitored. The principal components will include:
 - Individual Risk Assessments.
 - Equipment – ensuring all equipment provided is fit-for-purpose and where employees use their own equipment that it is appropriate and safe to do so.
 - Information, instruction and training – ensuring homeworkers are properly instructed in safe working procedures and homeworking arrangements.
 - Communications – ensuring all reasonable efforts are taken to maintain adequate communications between the office / management staff and homeworkers.
 - Lone working – aiming to provide suitable and sufficient support, supervision and monitoring of homeworkers.
 - Security, confidentiality and data protection.
- A homeworking risk assessment will be carried out, and regularly reviewed, for all proposed homeworkers. As a minimum, the assessment will address:
 - DSE work (cross-referring to an appropriate DSE Risk Assessment) (Appendix 1).
 - The working environment and other occupants.
 - Communication and support measures.
 - Equipment and IT.
 - Lone working.

The Homeworking Assessment is detailed in Appendix 2A with guidance provided in Appendix 2B

4. An employee will only be permitted to take home equipment that has been subject to a suitable and valid inspection and test regime (e.g. PAT testing for portable or transportable electrical equipment). Normal maintenance and inspection regimes will also be maintained for any equipment held at an employees home.
5. No employee will be permitted to hold any face-to-face meetings within their home.
6. Any accident / incident / near miss occurring at an employees home and during working hours will be reported without delay to the HSA, who will deal with the situation as appropriate. All such incidents will initially be regarded as having the potential to be classed as 'work related incidents' and will be fully investigated on their own merits.

Stress and Mental Health

- It is recognised that people who are deprived of social contact through working at home can feel isolated or disconnected, bringing on pressure and stress or aggravating pre-existing mental health problems. In order to manage the risks of stress and mental health problems for home workers, the Association will:
 - Involve them in completing stress risk assessments so they can help identify potential problems and solutions.
 - Keep them updated on what is happening so they feel involved and reassured.
 - Have regular keep-in-touch meetings or calls so they can share any concerns.
 - Make home workers aware of any occupational support available to them.
 - Take account the needs of the individual – if someone is a home worker for medical reasons their needs may need to be met differently.
- To ensure a work / life balance, home workers will be encouraged to take regular breaks and use their annual leave. Home workers should not work too long or feel obliged to answer emails outside normal working hours.
- If stress is identified, the employee will be supported, and help given as soon as possible.

Technical Support

The Association's IT infrastructure can support home workers and gives employees remote access to calendars, mails and documents. Home workers are required to have broadband with a sufficient speed in place. The Association will provide the appropriate equipment and / or software to allow people to work from home.



Costs / Allowances

No allowance for paper / ink / subsistence / internet service or wear and tear on equipment will be considered or paid. It is considered that the saving in time and money getting to and from work is a reasonable notional offset to any personal cost of working from home.

Recording the days of working from home

Home workers must record all days that they work from home in the shared diary.

Withdrawal of Home working

The Association reserves the right to withdraw the home working arrangement for business reasons at any time, with immediate effect.



Note: This Assessment may be used by a Competent Person to assess the risks associated with each DSE User's working practices or by the DSE User as an initial 'Self-Assessment', followed by review by a Competent Person where problem areas or uncertainties are identified.


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STAGE 1 – ASSESSMENT DETAILS			
Name of DSE user		Date of self-assessment	
Location of workstation		Desktop or laptop?	
Name of assessor		Date of assessment	
Signature of assessor		Review date	


STAGE 2 – DSE ACTIVITIES	
Provide a summary of DSE activities – e.g. type of use; number of hours used each day, length of continuous use, etc.	

STAGE 3 – PHOTOGRAPHS OF WORKSTATION (at time of Assessment)	


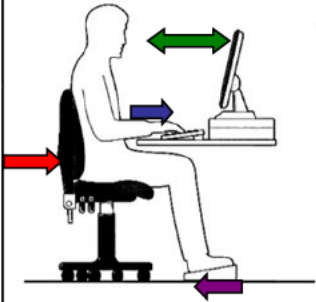


STAGE 4 – ASSESSMENT AND ACTION PLAN						
	Question		Self-Assessment – to be completed by the DSE User	Comp. Person Assessment – comments (including actions taken)	Further Actions Required	Actions Completed (person and date)
1	Do you feel any pain, discomfort or stiffness in your neck, shoulders, arms or hand(s) during or after using IT equipment?					
2	Have you have felt any of the above when working with IT equipment in the past (e.g. at another workstation or during previous employment)?					
3	Do you/have you had any health problems that could affect your work with IT equipment? (For example: epilepsy, back problems, poor circulation)					
4	Are the words on your screen clear, easy and comfortable to read?					
5	Is the image on the screen stable and flicker- free?					
6	Can you adjust the brightness and/or contrast?					
7	Does your screen: 	Swivel?				
Tilt?						
8	Are there any reflections on the screen? (For example from windows or lights)					
9	Is the keyboard separate to the screen?					



10	Can you tilt the keyboard?					
11	Can you easily read the letters, numbers and symbols on the keyboard?					
12	Do you have a comfortable keying position?					
13	Is the mouse suitable for your needs?					
14	When using a mouse do you:					
	a) Keep it close to the keyboard?					
	b) Have a straight wrist and relaxed hand?					
	c) Take your hand off the mouse when you are not using it, i.e. type using both hands?					
	d) Support your wrist and forearm while using the mouse?					
15	Does the mouse work smoothly at a speed that suits you?					
16	Is the software you use suitable and can you use it comfortably?					
17	Is your work surface large enough?					
18	Can you comfortably reach and use the equipment/papers etc. on your desk?					
19	Are your work surfaces free from reflections? (For example from windows or lights)					
20	a) Can you adjust your seat's: 	Back height?				
		Back tilt?				



		Seat height?				
	b) Does your seat have wheels/glides?					
21	<p>Is your chair adjusted as follows:</p> 	The small of your back supported?				
		Forearms horizontal?				
		Eyes level with the top of the screen?				
	Feet flat on the floor without too much pressure from the seat on the backs of the legs?					
22	Do you have enough room under your desk to move your legs and change position?					
23	How long do you work at a computer before taking a break?					
24	How often do you have an eyesight test?					
25	When was your last eyesight test?					
26	Do you wear glasses only when you are working with IT equipment?					
27	Do you feel that the lighting levels are suitable?					



28	Do you have comfortable levels of ventilation?				
29	Is the workplace at a comfortable temperature?				
30	Are there comfortable noise levels in the workplace?				
31	Do you have any other concerns or comments regarding your workstation or DSE use?				
32	Have you received adequate information, instruction and training on DSE use, hazards, risks, control measures, reporting faults and injuries and in the use of hardware and software?				

**Appendix 2A – Homeworking Assessment Template**

Date		Assessor	
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Location of Assessment	
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Risk	Yes / No	Action Required
Desk Area		
Do you have adequate space to work comfortably?		
Is there enough space under your desk to stretch your legs?		
Are there trailing electrical cables around your work area that need to be tied up?		
Is your working area warm, well-lit and well ventilated?		
Do you need a desk lamp to improve lighting?		
Is your work area clutter free?		
Do you sit at your desk with good posture?		
Can you reach everything easily without twisting your upper body?		
Do you have a comfortable, adjustable chair that provides back support?		
Display Screen Equipment		
Has a DSE assessment been carried out?		
Have any actions identified been addressed?		
How regularly are DSE assessments reviewed?		



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Have you received training or information on the correct use of DSE and how to set up your workstation?		
Electrical Safety		
Does any electrical equipment spark or show signs of burns and therefore need to be removed from use?		
Do any wires look damaged or frayed and therefore need to be removed from use?		
Do you regularly inspect your electrical equipment for signs of wear and tear?		
Do you have a process for reporting faults with electrical equipment?		
Do you switch off electrical equipment when not in use?		
Is equipment used for homeworking subject to regular PAT testing?		
Do you have an emergency arrangement in place in case of fire?		
Are smoke detectors checked regularly and in working order?		
Stress, Mental Health and Wellbeing		
Do you take regular breaks away from your workstation?		
Do you have access to first aid equipment if required?		
Do you have arrangements in place to check in with a manager or colleague every day?		
Do you have the chance to discuss workload, demands and training needs with managers?		



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Do you receive adequate support from managers and colleagues to carry out your work remotely?		
Are you aware of the organisation's Stress Management procedures?		
Has a Stress Risk Assessment been carried out that takes into account homeworking?		
Have you had Stress and Mental Health Awareness Training?		
Slips, Trips and Falls		
Are floor coverings, such as carpets and rugs secure?		
Are stairways and corridors clear of trip hazards?		
Is the floor area round your desk clear?		
Lone Working		
Are you familiar with the organisation's policy on lone working?		
Has a lone working risk assessment been carried out?		
Do you have a system of regularly checking in with your employer?		
Is your home kept secure while you are working there?		
Are important files kept securely when not in use?		
Are measures in place to get help in the case of an accident or emergency?		
Do you know how to report accidents, incidents and near misses?		
Do you have access to suitable first aid equipment and facilities?		



Have you had/do you require any first aid training?		
Number of Actions		Date actions completed
Signed off by employee		Date signed off
Signed of by Manager / HSA		Date signed off



Appendix 2B – Homeworking Assessment Guidance

This document provides some useful advice and guidance to assist with carrying out the Homeworking Assessment in Appendix 2A.

Desk Area and Display Screen Equipment

Working remotely, including homeworking, can lead to many workers having unsuitable workstation set ups. This in turn can cause employees to develop musculoskeletal problems due to adopting poor posture whilst working.

Risks associated with DSE work and poor workstation set ups can be best managed by ensuring that all employees have completed DSE assessments. These should take into account both office and homeworking set ups and must be reviewed on a regular, generally annual, basis. Any control measures identified by the employee or the manager reviewing the assessment must be complied with, so far as is reasonably practicable, and managers should check in with employees to ensure that control measures have been implemented. A sample DSE Assessment is found in Appendix 1 of this policy.

Stress and Welfare

Over recent years, mental health issues and the wider topic of employee wellbeing has dramatically increased in prominence, largely due to the COVID-19 pandemic. Projections suggest that the future of remote working may further exacerbate mental health issue through employees feeling isolated and unsupported. It is, therefore, important that remote working plans take cognisance of this key risk area and address how working remotely can be carried out without adversely affecting employees' mental health and wellbeing.

Remote working has the potential to bring a number of specific wellbeing hazards and increased risks, including:

- Vulnerable employees suffering from a lack of the support that may have been in place when working in an office environment which may lead to increased levels of stress.
- Lone working and general isolation causing or exacerbating mental health issues, even in employees with no prior history of mental health or wellbeing concerns.
- Reduced levels of supervision, daily support and colleague interaction on a 'face-to-face' level resulting in some tell-tale signs of mental health issues going unnoticed and increased levels of stress.
- A lack of physical activity and sedentary work resulting in a general deterioration of health (e.g. employees may no longer leave the house in a working day).
- Overworking and not taking sufficient breaks.

These risks can be controlled by:

- Ensuring there are adequate communication channels between home/remote workers and other staff. This should include access to appropriate support and supervision from managers and other colleagues to ensure homeworkers can do their job effectively.
- Carrying out regular stress risk assessments for each remote worker with the aim of looking at the employee as an individual, their work related (and relevant personal) circumstances and their stress position. These assessments may result in personalised action plans being developed to address otherwise unseen problems.
- Providing information, instruction and training on wellbeing, incorporating the specific topics of stress and mental health.
- Ensuring line managers, HR and senior staff have appropriate training in order to recognise the signs of mental health problems in employees (even where not being seen on a day to day basis), to recognise the importance of keeping in touch with all employees, and to deal with suspected issues timeously and in the most appropriate manner.
- Consider the availability of third-party support and counselling services, allowing employees to confidentially seek wellbeing support.
- Think about how face-to-face human interaction may be incorporated into remote workers' schedules.
- Involve remote workers in the development of their remote working plans in general and in the development of effective wellbeing arrangements in particular. This not only ensures a level of buy-in but, in itself, can help employees to feel less isolated and more connected to colleagues.

Lone Working

Homeworkers are classed as lone workers and employers have the same health and safety responsibilities for homeworkers and the same liability for accident or injury as for any other workers. As such, employers must provide supervision, education and training to homeworkers and ensure that any control measures required to protect the homeworker are implemented.



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Emergency procedures must be put in place for all lone workers and homeworkers. Employees should be informed of what procedures are in place and how to use them. Emergency procedures should include guidance on how and when homeworkers should contact their employer, including details of any emergency contact numbers. Homeworkers may need to be provided with first aid equipment, first aid training covering how to use first aid on themselves and access to adequate first aid facilities. Whether these are required will be discussed when completing individual Homeworking Assessments.