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<b>Policy:</b>	Home Working Policy
<b>Legal Requirements:</b>	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 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
<b>Regulatory Standards:</b>	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.  This policy evidences that the following Regulatory Standards are being met:  Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.  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.  Standard 5. The RSL conducts its affairs with honesty and integrity.
<b>Notifiable Events Guidance:</b>	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.
<b>Equality and Diversity:</b>	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.  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.
<b>Human Rights:</b>	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.  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.
<b>Complaints:</b>	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.



<p><b>General Data Protection Regulation (GDPR):</b></p>	<p>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.</p>
<p><b>Policy Author:</b></p>	<p>Kevin Freeman</p>
<p><b>Policy Review:</b></p>	<p>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.</p>
<p><b>Policy Approval:</b></p>	<p>This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 25th of August 2022.</p>



## 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

## 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.

## Health & Safety

Home workers will be required to attend suitable Home Working Health & Safety Awareness and Display Screen Equipment (DSE) training courses. An employee will only be permitted to work from home where the Director is satisfied with the individual's maturity and knowledge of safe working practices.



**Health & Safety** (continued)

5 The health and safety assessment will be carried out according to the Association's health and safety checklist (Appendix 1), which covers general precautions for householder electrical safety. Domestic electrical supply configurations are out with the control of the employer and are the responsibility of the staff member as the homeowner or tenant. Staff will be asked to perform their own assessment and results will then be validated by the Director during a discussion or home visit. The employees will be expected to report any changes that may affect the arrangements in the future (in which case another assessment may be necessary).

10 As part of the health and safety assessment home workers will also be required to complete a DSE Risk Assessment (Appendix 2). Prior to permitting an employee to work from home the employee will be given a copy of this Policy.

15 Home workers will only be permitted to take home equipment that has been subject to a suitable and valid inspection and test regime (e.g. PAT). Home workers will not be permitted to hold any meetings within their home apart from telephone or video conferencing. Home workers must report any accidents, incidents or near misses that occur while working from home to the Director who will deal with the issue appropriately.

**Technical Support**

20 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**

25 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**

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

**Withdrawal of Home working**

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



**Appendix 1 - Home Worker Health & Safety Checklist**

The Association's health & safety checklist for employees working from home. This list is not exhaustive and should be used in conjunction with section 3.20 of the Health and Safety Manual.

**Electrical Equipment**

The safety and maintenance of the domestic electrical supply / installation is the responsibility of the householder. The Association will only take maintenance responsibility for any equipment it directly supplies.

**Householder checklist:**

- Ensure electrical equipment is turned off when not in use and before performing any checks.
- Check plugs are not damaged.
- Check domestic electrical supply is suitable for the equipment in use.
- Check plugs are properly wired and that the outer cable covering is gripped at the point it enters the plug or equipment.
- Check outer covers of equipment are sound and have no loose parts or missing screws.
- Check all leads and cables routinely against damage to the outer covers.
- Check for burn marks or other signs of overheating.
- Repair any electrical equipment with potential to harm.
- Check and secure all trailing wires – the best way is to use power outlets nearest to the equipment. Where this is not possible tuck trailing wires securely under desks etc. and out of normal walkways.
- Do not have young children unsupervised in any area where you are using electrical equipment.



**Appendix 2 – DSE Risk Assessment Template**

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)	




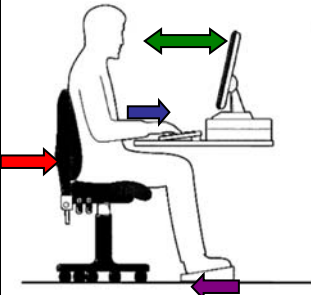
STAGE 4 – ASSESSMENT AND ACTION PLAN					
	Question	Self-Assessment – to be completed by the DSE User	Comp. Person Assessment – comments (including actions taken)	Further Actions Required	Actions Completed (person and date)
1	Do you feel any pain, discomfort or stiffness in your neck, shoulders, arms 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 Is your chair adjusted as follows: 	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 <b>only</b> 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?				