Health and Safety Policy (Appendix K) Home Working Policy

DOCUMENT INFORMATION	
Author:	John Dunn, Head of Risk and Security
Ratifying committee/group:	Health, Safety and Risk Group
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Contents (this is an automatic table, use the headings throughout the document and then **right** click on the table and select update field, then update entire table

1. Introduction

1.1 The South Central Ambulance Service NHS Foundation Trust recognises its duty to comply with the Health and Safety at Work Act (HSWA) 1974 and all subordinate regulations, such as the Management of Health and Safety at Work Regulations 1992 (Amended 1999). Therefore, the Trust is committed to ensuring, so far as is reasonably practicable, the health, safety and welfare of all of its employees, including all those who work from home for the Trust.

1.2 The Trust recognises that working from home may present risks to the health, safety and welfare of staff who are designated as 'home workers'. As a result of this the Trust will fulfil the requirements of the Health and Safety at Work Act 1974 and, more specifically, the Display Screen Equipment Regulations 1992 (Amended 2002) and the Management of Health and Safety at Work Regulations 1992 (Amended 1999) and the Provision and use of work equipment regulations 1992 (Amended 1998) and will do all that is reasonably practicable to protect these staff.

2. Scope

2.1 This policy applies to every department within the Trust which has designated 'home workers'.

3. Equality statement

3.1 The Trust is committed to promoting positive measures that eliminate all forms of unlawful or unfair discrimination on the grounds of age, marriage and civil partnership, disability, race, gender, religion/belief, sexual orientation, gender reassignment and pregnancy/maternity or any other basis not justified by law or relevant to the requirements of the post. The Trust will therefore take every possible step to ensure that this procedure is applied fairly to all employees regardless of the afore mentioned protected characteristics, whether full or part time or employed under a permanent or a fixed term contract or any other irrelevant factor.

3.2 By committing to a policy encouraging equality of opportunity and diversity, the Trust values differences between members of the community and within its existing workforce, and actively seeks to benefit from their differing skills, knowledge, and experiences in order to provide an exemplary healthcare service. The Trust is committed to promoting equality and diversity best practice both within the workforce and in any other area where it has influence.

3.3 Where there are barriers to understanding; for example, an employee has difficulty in reading or writing, or where English is not their first language, additional support will be put in place wherever necessary to ensure that the process to be followed is understood and that the employee is not disadvantaged at any stage in the procedure. Further information on the support available can be sought from the HR Department.

4. Aim

4.1 The aim of the policy is to set out the arrangements for the identification, assessment and management of the risks to the health and safety to designated 'home workers' within the Trust.

4.2 The objectives are to ensure that the Trust has clear and defined arrangements for:

- the identification of 'home workers'
- the carrying out of risk assessments on 'home workers' and home working
- the regular review of these risk assessments
- the management and control of the risks to 'home workers' whilst they are carrying out Trust work at home.

5. Roles and Responsibilities

5.1 Trust Board

5.1.1 The Trust Board will ensure that there suitable and sufficient arrangements and adequate resources for the identification of 'home worker' and for the assessment and management and control of the risks to them from the work they carry out at home for the Trust.

5.2 Chief Executive

5.2.1 The Chief Executive has overall responsibility for:

- the effective implementation of this policy within the Trust and for ensuring that there are suitable and sufficient arrangements for the identification of 'home workers', and for the assessment and management and control of the risks from the work they carry out at home for the Trust.
- ensuring the allocation of sufficient resources to maintain efficient and effective health and safety arrangements for 'home workers'.
- ensuring that policies are reviewed to secure compliance with existing legislation and any changes to this legislation.

5.3 Executive Directors

5.3.1 Executive Directors are responsible for the effective implementation of this policy within their directorates and for ensuring that there are adequate resources available to fulfil the requirements of this policy.

5.4 Director of Patient Care and Service Transformation

5.4.1 The Director of Patient Care and Service Transformation is directly accountable to the Chief Executive and will advise and assist the Trust Board in fulfilling its duties under the relevant statutory legislation. In particular, the Director of Patient Care and Service Transformation is responsible for:

- ensuring that workplace health, safety and welfare procedures are constantly reviewed
- ensuring that there are arrangements for liaising with the Health and Safety Executive (HSE)
- ensuring that the Trust Board are kept abreast of relevant new legislation and guidance in order to ensure on-going compliance with the law.

5.5 Managers and Supervisors

5.5.1 Managers and supervisors' responsibilities include:

- attending any training to enable them to fulfil their responsibilities outlined in this policy
- considering and deciding upon requests from staff to work from home
- carrying out or arranging for the carrying out of all risk assessments, including display screen equipment workstation risk assessments for all home workers within their area of responsibility; and any revisions to these assessments
- making arrangements to ensure, so far as is reasonably practicable, that all identified controls and further controls identified by the assessment and any subsequent reviews are put into place
- where necessary, designing suitable daily work routines for home workers, including regular changes in activity, ensuring that appropriate screen breaks are taken
- making arrangements to ensure that all of the designated home workers receive appropriate information, instruction and training about the significant hazards and risks associated with home working; and how to avoid such problems and what to do if problems occur
- where applicable, advising home workers of their entitlement to eye and eyesight tests and corrective appliances (spectacles or lenses) and about the documentation that needs to be completed and provided to the Trust
- arranging for the investigation of any problems which may be associated with home working by home workers within their area of responsibility; including arranging for the carrying out any revisions to the risk assessments
- notifying the Risk Department immediately of any staff who inform them that they are any experiencing health related problems that can be attributed to home working
- where necessary, referring any home workers to Occupational Health for assessment
- ensuring that all equipment provided by the Trust for an employee's home workstation is assessed and that procedures exist for rectifying faults promptly.

5.6 Home workers

5.6.1 Staff designated as 'home workers' in accordance with this policy have the following responsibilities:

- to make themselves fully aware of the policy and to abide by it
- to co-operate with the Trust in relation to the completion of any risk assessment on the work they carry out for the Trust whilst at home and the home environment that they do this work in

- to carry out visual inspections on any electrical equipment or work equipment provided by the Trust for them to use whilst working from home
- where applicable, to ensure they take regular breaks/changes of activity as identified by any display screen equipment workstation risk assessment
- to notify their manager of any work-related problems they are experiencing whilst working at home; and if it cannot easily be resolved to report any health and safety related concerns using the Trust's incident reporting system, Datix
- to report any incidents arising from the carrying out of work at home using the Trust's incident reporting system, Datix
- to attend the Occupational Health department, if referred by their manager because of possible work-related problems associated with home working.

5.7 Risk Team

5.7.1 The Risk Team will carry out or assist with the carrying out of the risk assessment on home workers and home working. They will also advise managers and home workers on the types of hazards associated with their work and what should be considered in any risk assessment on home workers or home working.

5.8 Occupational Health

5.8.1 The Occupational Health Department, commissioned by the Trust, have the following responsibilities:

a) To advise the Trust of all aspects of health in the workplace, including working from home, in order to assist the Trust in complying with legal requirements.
b) To assess any home workers who have been referred to Occupational Health with suspected work-related ill-health due to working from home and to advise the Trust of the action that should be taken.

6. Definitions

6.1 Home workers are defined as: those people who are required to work at home for either personal or organisational reasons to maintain the performance of the Trust.

6.2 Home working is defined as working from home as part of a pre-agreed arrangement with the Trust for a significant and continuous designated period of time. This does not have to be on a permanent basis but it is to be distinguished from someone who is working whilst at home on an occasional basis.

7. Home working

7.1 Home working can only be undertaken following the approval of the employee's line manager. The decision about whether to allow a member of staff to work from home will need to be assessed in accordance with the Trust's financial position and the need to maintain performance. For example there may be a cost incurred for Information and technology equipment. Likewise the home worker could incur costs from an increase in energy bills. However, this cost could be offset against the savings made in not having to travel to work by car.

8. Risk assessment on home workers and home working

8.1 Wherever home working takes place on a regular basis it should be supported by the carrying out of a risk assessment using the Trust's generic risk assessment form and any other risk assessment forms that are applicable; for instance, the display screen equipment risk assessment form or the control of substances hazardous to health risk assessment form.

8.2 As to what risk assessments are carried out will largely depend on the type of work carried out by the member of staff who works from home.

8.3 The assessment(s) should identify hazards and the existing controls in place (if any) to protect home workers from those hazards and from this evaluate the risks. The level of risk should be reduced to the lowest level so far as is reasonably practicable. Therefore, it may be necessary to introduce further measures to manage and control the risks effectively. The significant hazards, risks and controls should be recorded on the risk assessment form.

8.4 When carrying out the risk assessment the following should be considered:

- Does the work at home involving lifting loads? If it does a manual handling assessment would have to be carried out.
- Does it involve using work equipment provided by the Trust?
- Does it involve using display screen equipment and would the home worker be classed as a designated display screen equipment user? If it does and they are then a display screen equipment assessment would have to be carried out using the DSE risk assessment form in the Display screen equipment policy.
- Whether the work involves any information governance risks and whether these are suitably controlled?
- Does it involve using electrical equipment provided by the Trust? If it does, have arrangements been made to inspect and test this equipment?
- Does it involve using chemicals? If it does then a control of substances hazardous to health (COSHH) assessment would have to be carried out.
- Whether the home worker was a new or expectant mother? If they were then a specific new or expectant risk assessment would have to be carried out, using the risk assessment form in the New or Expectant Mothers policy.
- The requirements for first aid would also have to be considered.

This list is not exhaustive.

8.5 The risk assessment should be reviewed periodically by revisiting the home of the home worker to check that all of the controls that are in place are working effectively.

8.6 The risk assessment should be reviewed and revised following any significant changes to any aspect of the risk assessment. For instance, if there is a change in working practices or changes in work equipment used to do the work at home. All revisions and changes to the risk assessment should be recorded.

9. Training

9.1 Managers and Supervisors who have to carry out risk assessment on home workers, including any display screen risk assessments, must obtain training in how to carry out a risk assessment and a display screen equipment workstation risk assessment from the Risk Team prior to undertaking any risk assessments as per this policy.

9.2	Home workers who are designated display screen equipment uses will receive information on:

- The existence of this policy
- Arrangements for display screen equipment and workstation risk assessments
- Risks associated with display screen equipment use
- Measures to take to avoid those risks
- Adjusting chair and positioning of display screen equipment
- Reporting any problems with display screen equipment use
- Changes of activity/rest breaks.

10. Equality and Diversity

10.1	An equality and diversity impact assessment has been carried out on this policy and can be found at appendix 3.

11. Monitoring

11.1	The effectiveness of this policy will be monitored in the following way.

Standard / process / issue	Monitoring and audit			
	Method	By	Committee	Frequency
a) The number of risk assessments and display screen equipment and workstation risk assessments completed on home workers as per legislation and policy in a financial year. b) Actions taken as a result of the risk assessments.	a) Report from the Risk Team on the number of risk assessment and display screen equipment workstation assessments completed on home workers in a financial year. b) Audit on 10% of the display screen equipment and workstation risk assessments completed on home workers in a financial year.	a) Risk Team. b) Risk Team.	Health, Safety and Risk Group.	Annually, as a minimum.

12. Consultation and Review

12.1	A consultation exercise on the policy will be carried out with the stakeholders listed below.

12.2	This policy will be reviewed every three years or sooner if there are any relevant changes to legislation or best practice.

Stakeholder or Group Title	Consultation Period (From-to)	Comments received (Yes/No)
All Managers and Staff	17/12/15 to 6/1/2016	Y
Health, Safety and Risk Group	17/12/15 to 6/1/2016	Y
Health, Safety and Risk Group	13/11/18 to 21/11/2018	Y

13. Implementation (including raising awareness)

13.1 The policy will be implemented and communicated to managers and staff within the Trust via the weekly newsletter, Staff Matters. Emails will also be sent to senior managers and area managers asking them to bring the existence of the policy to their staff.

14. References

- Health and Safety at Work Etc. Act 1974

- Health and Safety (Display Screen Equipment) Regulations 1992

- Management of Health Safety at Work Regulations 1992 (Amended 1999)

- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.

15. Associated documentation

- Health and safety policy

- New or expectant mothers policy

- Display screen equipment policy

- Adverse incident reporting policy

- Reporting of Injuries, diseases and dangerous occurrences regulations (RIDDOR) policy

- Control of substances hazardous to health policy

- Risk management strategy

16. Appendix 1: Review Table

Version	Reason for change	Overview of change
V4	Review of policy	Adoption of new policy template. Policy completely rewritten and changes to all sections.
V5	Review of policy	3.4 Deleted 5.4 Reference to Director of Quality and Patient Care changed to Director of Patient Care and Service Transformation, both here and throughout the document, namely in section 17: Appendix 2. Section 14: Addition of Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013. Section 17: Appendix 2: Director of Clinical Services changed to Director of Patient Care and Service Transformation. Clinical Review Group changed to Patient Safety Group. Section 18: Appendix 3: Equality Impact Assessment. The headings on the second part of the form, namely Positive impact, Negative impact and Reasons have been put in bold; and the words 'it could disadvantage' have been deleted. The headings, Disability, Sexual Orientation and Religion/Belief added and put in bold. The words Disabled people; Lesbians, gay men and bisexuals are no longer in bold type. The reference to Trans people has been deleted. The word, Notes has been put in bold. Section 19: Appendix 4: The format and content of Part A and Part B has been amended. The EQIA Action plan has been added. Section 20: Appendix 5: Ratification checklist. A new date for the Equality

		Impact assessment has been added. The name of the Accountable Group Chair has been changed from Will Hancock to Philip Astle.
V6	Amendments following discussion at Health, Safety and Risk Group.	Section 20: Appendix 5: section 2: Deletion of Philip Astle's name before Chief Operating Officer.

17. Appendix 2: Responsibility Matrix – Policies, Procedures and Strategies

Policy Group	Lead Director / Officer	Working Group	Committee	Board Ratification
Strategies	As appropriate	As appropriate	As appropriate	Required
Standing Orders & Standing Financial Instructions	Chief Executive + Director of Finance	Not applicable	Audit Committee	Required
Corporate Policies	Chief Executive +Director of Patient Care and Service Transformation	As appropriate	Quality and Safety Committee	Required/ Committee decision
Health and Safety Policies and Procedures	Director of Patient Care and Service Transformation	Strategic Health, Safety and Risk Group	Quality and Safety Committee	Health and Safety Policy – Required H&S Appendices – Committee decision
Control of Infection Policy and Procedures	Director of Patient Care and Service Transformation	Clinical Review Group	Quality and Safety Committee	Required
Human Resources Policies and Procedures	HR Director	Staff Consultation Group	Quality and Safety Committee	Required for new policies. Committee decision for revisions
Financial Policies and Procedures.	Director of Finance	Not applicable	Audit Committee	Required for new Policies. Committee decision for procedural changes.
Operational Policies and Procedures	Chief Operations Officer	As appropriate or through Team Meeting	Quality and Safety Committee	Committee decision
Information and IT Policies and Procedures	Associated Director of Information Management and Technology (IM&T)	Information Management and Technology Control Board.	Audit Committee	Committee decision

Emergency Operational Centre Policies and Procedures	Chief Operations Officer	As appropriate	Quality and Safety Committee	Committee decision
Clinical Policies and Procedures	Director of Patient Care and Service Transformation	Patient Safety Group	Quality and Safety Committee	Committee decision

18. Appendix 3: Equality Impact Assessment Form Section One – Screening

Name of Function, Policy or Strategy: Home Working Policy.

Officer completing assessment: John Dunn, Head of Risk and Security.

Telephone: 07788 584786.

1.   What is the main purpose of the strategy, function or policy?
The main purpose of the policy is assist the Trust with the protection of all staff, but in particular designated home workers who carry out work for or on behalf of the Trust at home.
2.   List the main activities of the function or policy? (for strategies list the main policy areas)
The organisational objectives of this policy are to provide an effective framework to assist the Trust in complying with statutory requirements by ensuring that there are arrangements in place for: • the identification of 'home workers' • the carrying out of risk assessments on 'home workers' and home working • the regular review of these risk assessments • the management and control of the risks to 'home workers' whilst they are carrying out Trust work at home.
3.   Who will be the main beneficiaries of the strategy/function/policy?
Home workers who carry out work for or on behalf of the Trust at home.
1. Use the table overleaf to indicate the following:- a. Where do you think that the strategy/function/policy could have an adverse impact on any equality group, i.e. it could disadvantage them? b. Where do you think that there could be a positive impact on any of the groups or contribute to promoting equality, equal opportunities or improving relations within equality target groups?

		Positive Impact	Negative Impact	Reasons
GENDER	Women	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.
	Men	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.
RACE	Asian or Asian British People	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.
	Black or Black British People	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.
	Chinese people and other people	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.
	People of Mixed Race	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.
	White people (including Irish people)	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.
DISABILITY	Disabled People	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.
SEXUAL ORIENTATION	Lesbians, gay men and bisexuals	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.
AGE	Older People (60+)	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.
	Younger People (17 to 25) and children	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.

RELIGION/BELIEF	Faith Groups	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.
	Equal Opportunities and/or improved relations	✓	N/A	Policy is designed to protect all home workers who carry out work for or on behalf of the Trust.

Notes:

Faith groups cover a wide range of groupings, the most common of which are Muslims, Buddhists, Jews, Christians, Sikhs and Hindus. Consider faith categories individually and collectively when considering positive and negative impacts.

The categories used in the race section refer to those used in the 2001 Census. Consideration should be given to the specific communities within the broad categories such as Bangladeshi people and to the needs of other communities that do not appear as separate categories in the Census, for example, Polish.

5.	If you have indicated that there is a negative impact, is that impact:		

		Yes	No
Legal (it is not discriminatory under anti-discriminatory law)			✓
Intended			✓
		High	**Low**
Level of Impact			✓

If the negative impact is possibly discriminatory and not intended and/or of high impact then please complete a thorough assessment after completing the rest of this form.

6(a).   Could you minimise or remove any negative impact that is of low significance? Explain how below:

6(b).   Could you improve the strategy, function or policy positive impact?   Explain how below:

7.   If there is no evidence that the strategy, function or policy promotes equality, equal opportunities or improves relations – could it be adopted so it does? How

Please sign and date this form, keep one copy and send one copy to the Trust's Equality Lead.

Signed:……………………………………………………………………

Name: John Dunn, Head of Risk and Security.

Date: 2/11/2018.

19. Appendix 4: Equality Impact Assessment Form Section Two – Full Assessment

Name of Function, Policy or Strategy: Home Working Policy.

Officer completing assessment: John Dunn, Head of Risk and Security.

Telephone: 07788 584786.

Part A

Looking back at section one of the EqIA, in what areas are there concerns that the strategy, policy or project could have a negative impact?

Gender ☐

Race ☐

Disability ☐

Sexual Orientation ☐

Age ☐

Religion/Belief ☐

2.   Summarise the likely negative impacts:-

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....

....

3.   Using the table below, give a summary of what previous or planned consultation on this topic, policy, function or strategy has or will take place with groups or individuals from the equality target groups and what has this consultation noted about the likely negative impact?

Equality Target Groups	Summary of consultation planned or taken place
Gender	
Race	
Disability	
Sexual Orientation	
Age	
Religion/Belief	

4. What consultation has taken place or is planned with Trust staff including staff that have or will have direct experience of implementing the strategy, policy or function?

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5. Check that any research, reports, studies concerning the equality target groups and the likely impact have been used to plan the project and guide or indicate what research you intend to carry out:-

Equality Target Groups	Title/type of/details of research/report
Gender	
Race	
Disability	

Sexuality Orientation	
Age	
Religion/Belief	

6. If there are gaps in your previous or planned consultation and research, are there any experts/relevant groups that can be contacted to get further views or evidence on the issues?

☐ Yes (Please list them and explain how you will obtain their views)

....

....

☐ No

Part B

Complete this section when consultation and research has be carried out

7a. As a result of this assessment and available evidence collected, including consultation, state whether there will be a need to be any changes made/planned to the policy, strategy or function.

7b. As a result of this assessment and available evidence is it important that the Trust commission specific research on this issue or carry out monitoring/data collection?

(You may want to add this information directly on to the action plan at the end of this assessment form)

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8. Will the changes planned ensure that negative impact is:

Legal?

(not discriminatory, under anti-discriminatory legislation)

Intended?

Low impact?

9a.   Have you set up a monitoring/evaluation/review process to check the successful implementation of the strategy, function or policy?

Yes   No

9b.   How will this monitoring/evaluation further assess the impact on the equality target groups/ensure that the strategy/policy/function is non-discriminatory?

Details:

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....

....

Please complete the action plan overleaf, sign the EQIA, retain a copy and send a copy of the full EQIA and Action Plan to the Trust's Equality Lead.

Signed:..

Name:...

Date:..

EQIA ACTION PLAN

Issue	Action Required	Lead Officer	Timescale	Resource Implications	Comments

Please continue on another sheet if you need to.

20. Appendix 5: Ratification Checklist

Section 1: To be completed by Author prior to submission for ratification

Policy Title	Home Working Policy
Author's Name and Job Title	John Dunn, Head of Risk and Security.
Review Deadline	7/1/2016
Consultation From – To (dates)	17/12/2015 to 7/1/2016
Comments Received? (Y/N)	Y
All Comments Incorporated? (Y/N)	Y
If No, please list comments not included along with reasons	N/A
Equality Impact Assessment completed (date)	15/12/2015; 2/11/2018.
Name of Accountable Group	Health, Safety and Risk Group.
Date of Submission for Ratification	21/1/2016

Section 2: To be completed by Accountable Group

Template Policy Used (Y/N)	Y
All Sections Completed (Y/N)	Y
Monitoring Section Completed (Y/N)	Y
Date of Ratification	28/1/2016
Date Policy is Active	28/1/2016
Date Next Review Due	28/1/2021.
Signature of Accountable Group Chair (or Deputy)	
Name of Accountable Group Chair (or Deputy)	Chief Operating Officer.