

ABERDEEN CITY COUNCIL

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COMMITTEE	Finance, Policy and Resources
DATE	26 September 2013
ACTING DIRECTOR	Paul Fleming
TITLE OF REPORT	Smarter Working Frameworks
REPORT NUMBER:	CG/13/102

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1. PURPOSE OF REPORT

To introduce comprehensive guidance for managers and for employees on different forms of flexible working available within Aberdeen City Council. This guidance subsumes within it the previous Flexible Working Scheme, Teleworking Scheme and Job Share Scheme which will be superseded by this guidance.

2. RECOMMENDATION(S)

The Committee is requested to approve the introduction of the Smarter Working Frameworks which will supersede the existing Flexible Working, Teleworking and Job Sharing schemes.

3. FINANCIAL IMPLICATIONS

There are no immediate financial implications associated with the adoption of the Smarter Working Frameworks. Where specific applications are made by employees to work flexibly those may have some financial impact on the Directorate concerned, for example the purchase of ICT equipment. Managers will be required to consider those financial implications on a case by case basis before deciding whether to agree to an employee's request.

4. OTHER IMPLICATIONS

There are no other immediate implications associated with the adoption of the Smarter Working Frameworks. Where specific applications are made by employees to work flexibly, those may have a range of impacts depending on the nature of the request. For example, where an employee requests home working, additional equipment may be required, there is likely to be a positive environmental impact due to

reduced travelling time and there would be a requirement to risk assess the home work space to ensure that health and safety requirements are met. Managers will be required to consider any such implications before deciding whether to agree to the employee's request.

## 5. BACKGROUND/MAIN ISSUES

The Council promotes and develops flexible working opportunities across the workforce and there are a wide range of flexible working arrangements which are already in operation, including:

- Flexible working hours – commonly known as flexi-time
- Compressed working arrangements – such as a 9 day fortnight
- Annualised hours – where working hours may vary at different times of the year
- Term time working – working contracted hours during school term time
- Home Working – working from home for the majority of the time
- Mobile/Satellite Working – avoiding unnecessary return to the work base
- Other Management Arrangements – for example using TOIL

Providing flexible working has a number of benefits, both for the employee and for the Council including:

- Improved performance
- Higher productivity
- Lower levels of absenteeism
- Higher retention rates
- Higher rates of return to work after maternity leave
- Lower accommodation costs
- Reduced environmental impact
- Less travelling time for the employee
- Reduced travelling costs
- Improved work life balance

To help promote access to the flexible working opportunities the attached Smarter Working Frameworks have been developed, giving information to assist managers to introduce or extend flexible working in their Services.

It is intended that all Council employees will have the opportunity to request flexible working and the current Flexible Working Scheme, which includes a process for considering an employee's legal right to request to work flexibly, will be superseded by the Smarter Working Frameworks. This will not lead to any reduction in flexible working opportunities for those with a statutory right to request flexible working

with the right to request now being covered in the Frameworks document.

The Smarter Working Frameworks will be regularly reviewed and adapted to reflect new forms of flexible working, developments in technology and any changes in legislation as they arise.

## 6. IMPACT

The Smarter Working Frameworks provide a set of options for Managers which will help them to meet the requirements of the Smarter Working Programme including those relating to rationalization of office space including the current drive for 10 employees to 8 desks.

The Smarter Working Frameworks also align with the Strategic Workforce Plan which has as a priority, “Ensure that the Council’s status as an ‘employer of choice’ is enhanced and that the principles and spirit of equal opportunities are evident in all aspects of the Council’s employment processes.”

The overall effect of the Smarter Working Frameworks is to enhance the flexible working opportunities available to staff. This should have a particular positive impact on those with caring responsibilities and on any employees who find it difficult to work to inflexible hours or in fixed work locations.

If the Council does not offer these types of flexible working opportunities it will be more difficult to attract and retain staff, particularly those who cannot work to standard business hours. That is likely to be particularly the case with those employees who take on caring responsibilities but is not restricted to that circumstance.

## 7. BACKGROUND PAPERS

None

## 8. REPORT AUTHOR DETAILS

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## Why have flexible working?

Flexible working has a number of benefits including:

- Improved performance
- Higher productivity
- Lower levels of absenteeism
- Higher retention rates
- Higher rates of return to work after maternity leave
- Lower accommodation costs
- Reduced environmental impact
- Less traveling time for the employee
- Reduced traveling costs
- Improved work life balance

**The majority of jobs which are not directly customer facing are likely to be suited to some form of flexible**

*Some employees already have a statutory right to have requests for flexible working considered for example those who care for a child under the age of 17 years (or under 18 years if disabled) and those who care for adults who are in need of care. The right to request flexible working is likely to be extended much more widely in the near future.*

**working.**

## Points to consider:

If you are considering introducing some form of flexible working then here are some of the things you will need to think about:

### The Job

- Is the job itself suited to flexible working?
- If not, could it be changed in some way to make it suited?
- What are the implications for service delivery?

## Flexible Working Frameworks

Frameworks are available for a number of flexible working arrangements:

- [Flexible working hours](#) – commonly known as flexi-time
- [Compressed working arrangements](#) – such as a 9 day fortnight
- [Annualised hours](#) – where working hours may vary at different times of the year
- [Term time working](#) – working contracted hours during school term time
- [Home Working](#) – working from home for the majority of the time
- [Mobile/Satellite Working](#) – avoiding unnecessary return to the work base
- [Other Management Arrangements](#) – using TOIL or coreless flexi-time

The frameworks give information on how flexible working should operate and guidance on any limitations or legal requirements. These frameworks can be used as a basis for developing local arrangements.

For flexible working hours a default scheme is available and (where appropriate) will apply unless there is a local arrangement in place.

The frameworks apply to all categories of employees, except Teachers who have their

- What are the implications for other employees?
- Would some form of training for the employees be needed?

### **Communication**

- How will communication with the employee be organised?
- How often will the employee come into the office (eg for team meetings, one-to-ones, office based duties)?

### **Health and Safety**

- What are the health and safety implications?
- How can you ensure that health and safety requirements are met?
- How will Display Screen Equipment tests be carried out?
- Are there any implications due to lone working?

### **The Employee**

- Is the employee able to work with limited supervision?
- Are they able to work on their own initiative?
- Are they self-motivated to meet deadlines and manage their workload?
- Is the employee able to cope with the potential isolation associated with some forms of flexible working?

### **Costs**

- What resources will be needed?
- What other costs are associated with the proposed flexible working option?
- What savings could be expected?
- Are resources available from other sources (eg

Access to Work for disabled employees)?

- Will the costs outweigh the expected benefit?

### **Confidentiality and Security**

- Does the employee need access to any personal data or otherwise confidential information?
- How will the security of information be assured?

### **Trial Periods**

- Would a trial period help you and the employee to decide whether the arrangement is going to work for you?

**All requests for flexible working will be given serious consideration. When deciding whether or not to operate a form of flexible working, at the least there must be no detrimental impact on services to customers.**

A flexible working arrangement has to be based on trust. When evidence can be produced that trust has been abused the Council may decide to apply the disciplinary procedure and to review or remove the flexible working solution.

***The frameworks apply to all categories of employees, except Teachers who have their working arrangements regulated by SNCT.***

*Each directorate will need to determine which flexible working solutions, if any, are appropriate. If a local flexible working arrangement is needed, the directorate will be responsible for developing the detail of the scheme and for consulting with the trade unions and staff with a view to reaching agreement. Any locally developed flexible working agreement must be discussed at the service Union Management Forum (UMF) and, once agreed, be signed off by the relevant Head of Service and by the Head of Human Resources and Organisational Development.*

*At an individual level the manager and the employee can work jointly to reach an acceptable solution that will be based on mutuality, co-operation and compromise.*

Flexible Working Hours (often referred to as flexi-time) means an arrangement which allows an employee to vary their hours of work within agreed limits.

## Is Flexi-time right for your Service?

Jobs which are not directly customer facing are likely to be suited to some flexible working hours.

For jobs with direct customer contact a modified form of the flexi-time scheme may be needed or flexi-time may not apply.

*If you decide to implement flexi-time then you can either use the [default scheme](#) or develop a local flexi-time arrangement. Any locally developed arrangement will have to comply with the [framework provisions](#).*

An employee who wants to apply for flexible working must complete the [Request Form](#). Guidance on the process and timescales is available in the [application process](#).

## Framework Provisions

The [framework provisions](#) explain which parts of the default scheme can be modified to meet the needs of individual Services.

Any locally developed flexible working arrangement will have to be discussed at the service Union Management Committee and, once agreed, be signed off by the relevant Head of Service and by the Head of Human Resources and Organisational Development.

An employee may be able to benefit from flexible working under one or more of the frameworks. If that is the case the framework benefits may be limited. For example employees working a [Compressed Working Week](#) cannot also get flexi-leave.

## What is compressed working?

Compressed working means an arrangement where employees work their contracted hours over an agreed working period, e.g. 74 hours over 9 days in a 2 week period. In practice compressed working leads to an employee working for more hours per day, but for fewer days per week or month. (In this example, a standard working day would be 8.22 hours or 8 hours 14 minutes.)

### Recording of Working Arrangements

The compressed working time or day off will be recorded as zero hours on the attendance card. If an employee complies with a request to work on their designated compressed working time or day off due to operational reasons they will have the option to take this at some other agreed time, or, with prior approval of their Line/Service Manager, receive an overtime payment.

### Calculating Annual Leave

Annual leave entitlement will be converted into hours for the year. As an example, annual leave entitlement based on an average 37 hour working week for an employee with less than 5 years continuous service is:

$(27 \text{ days} \times 7.4 \text{ hours}) = 199.8 \text{ hours annual leave}$  (this will be pro-rated for part-time staff)

The number of hours that would normally be worked on the annual leave day will be deducted from the annual leave entitlement. As an example, someone working 37 hours per week over a 9 day fortnight works 8.22 hours in each working day. For each day of leave they would deduct 8.22 hours from their leave entitlement.

### Public Holidays

Public Holiday entitlement will be converted into hours for the year. As an example public holiday entitlement based on an average 37 hour working week is:

$(7 \text{ days} \times 7.4 \text{ hours}) = 51.8 \text{ hours annual leave}$

The number of hours that would normally be worked on the designated public holiday will be deducted from the entitlement.

## *Compressed Working Limits*

Daily working hours can be flexible between the hours of 07:00 and 20:00. Where 6 or more hours are worked in a 24 hour period an un-paid rest break of at least 30 minutes must be taken.

Local Conditions of Service Section 1.3 provides details of the Working Time Regulations. These are statutory provisions which must be complied with.

Under compressed working there is the potential for employees to work extended hours on some or all working days. Both the employee and the line manager have a duty of responsibility to ensure that all Health and Safety issues are identified and addressed and that performance is maintained at a consistent level.

Compressed working extends the normal working day and reduces the number of days worked over the period. Although there may be some flexibility in start and finish times, employees on compressed working will NOT be entitled to flexi-leave.

Compressed working can operate along with other solutions such as Term Time Working or Homeworking.



If a person is NOT scheduled to work on a public holiday no hours will be deducted. (i.e. if as a result of compressed working the normal working day is 8.22 hours, this will only be deducted from the public holiday entitlement if this would have been a normal working day.)

For part-time staff the public holiday entitlement will be pro-rated and if there are not enough hours in the public holiday entitlement to cover the time off for public holidays time will be taken from the annual leave entitlement. Conversely where there is an excess of hours for public holidays this will be added to the annual leave entitlement.

## **Points to consider:**

If you are considering a compressed working arrangement request then you should take these points into account:

- Your decision whether to approve an application from an employee for compressed working must take into account the effect on local service delivery and the impact on the workload of other staff members.
- Compressed working is only applicable for employees who work days (ie Monday to Friday within standard working hours). It does not apply to employees who contractually work outside the standard working hours. Those employees in receipt of a regular non-standard working week payment cannot be considered for compressed working.
- Each employee on compressed working must work their contracted hours over the agreed working period, e.g. 74 hours over 9 days in a 2 week period. In this example, a standard working day would be 8.22 hours (8 hours 14 minutes).
- The time or day the employee is not required to work will be fixed and the Line Manager will be responsible for ensuring normal service provision on that time or day with no overall changes to the work requirements of any other team member.

An employee who wants to apply for Compressed Working must complete the [Request Form](#). Guidance on the process and timescales is available in the [application process](#).

The annualised hours scheme allows flexibility for staff to work more or fewer hours at different times in the year to match demand. It is often associated with services that experience seasonal peaks and troughs.

*There is a [framework document](#) which gives guidance on operating annualised hours arrangements.*

*There is also an [example annualised hours](#) scheme which illustrates how annualised hours might work in practice*

The annualised hours arrangement will have to detail:

- The total number of hours to be worked over the year
  - A definition of what the working year is (ie when it starts and ends)
  - The number of hours that have to be worked in each period.
  - Any flexibility that is allowed in the working hours - Note that
- employees working annualised hours will not be eligible for flexi leave
  - Annual leave arrangements
  - Details relating to time recording.

### **Balancing Hours on Termination**

***The number of hours worked up to the date of termination in the year will have to be checked against the required number of hours. The employee can then be asked to work more or less hours during the remainder of their employment to try to “balance” their hours. If that is not possible then the final salary payment will be adjusted in relation to any negative or positive balance of hours worked.***

An employee who wants to apply for Annualised Hours must complete the [Request Form](#). Guidance on the process and

### Annualised Hours - statutory limits

To comply with the Working Time Directive an employee will not normally be permitted to work more than 48 hours per week as part of any annualised working arrangement. In addition an employee MUST not work more than 13 hours within any 24 hour period and they must have an unpaid break of at least 30 minutes when working 6 hours or more.

Annualised hours allow an employee to work reduced hours during some part of the year and more hours at another time. The reduced working time should be at times when service demand is low and increased hours when service demand is high.

All annualised working arrangements should be regularly monitored with actual working time being recorded and be within the minimum and maximum [working limits](#) per period.

With term time working contracts, the employee will remain an employee of the Council during the school holidays although they will not be required to work during this time.

Term time working may be more suited to those services that provide and operate primarily during the school term, but is not restricted solely to these services.

An employee who wants to apply for Term Time Working must complete the [Request Form](#). Guidance on the process and timescales is available in the [application process](#).

*The [Term Time Working Framework](#) gives more detail on the operation of the scheme, including the calculation of annual leave.*

## **Term Time Working – In Brief**

Employees will be required to work their contracted hours during the recognised school term times

Employees working term time will normally be paid one twelfth of their annual salary each month. This method of payment ensures that employees receive an income over the full calendar year, even during periods when they are not contracted to work.

The twelve equal salary installments assume that employees are working all available working days in the year under the term time arrangement and are due full holiday entitlement for the year.

Employees working term time will not be issued with leave cards as all leave will be taken outwith the contracted working weeks.

## Homeworking means that the employee:

- Spends around 90% of their working time working from home
- Requires access to corporate systems to perform their role
- Is provided with the required ICT equipment and support
- Has no requirement to work in the field

### ***Permission from mortgage lender/landlord and insurer***

*Employees may need the agreement of their mortgage lender or landlord to work from home. Employees must check the terms of their mortgage agreement/lease ensure that their lender or landlord has no objections.*

*Although employees will be responsible for ensuring the security of Council property within their possession, the Council will be responsible for any necessary insurance of equipment supplied.*

*Working from home may affect the buildings and contents insurance for the employee's home. Employees are advised to [inform their insurance company](#) of their home*

## Points to consider:

If you are considering a request for home working then as well as the general [points to consider](#) for flexible working, you will need to think about:

### **Home circumstances**

- Is there a suitable workplace in the home?
- What is the impact on other family members?
- A risk assessment must be carried out before homeworking starts
- Annual risk assessments will also be needed

### **Health and Safety**

## Working Arrangements

Before homeworking is agreed, the line manager and the employee must decide exactly how the arrangement is going to operate. Particular areas to be covered include:

- A needs analysis of equipment, software, furniture required
- Proposed work pattern – i.e. number of days at home/in the office
- How work will be set, delivered and collected
- How work will be monitored
- How communication will be dealt with – e.g. attendance at team briefings, team meetings etc
- How supervision and support will be provided
- Whether formal daily contact by either party is required
- Any other concerns either party has regarding the working arrangement

This information should be recorded in the form of a written agreement.

## Confidentiality and Security

Employees often need to have access to information which is confidential, personal or commercially sensitive in order to do their jobs. Employees and managers must be aware that whatever their work location and working arrangements, the need for security of that data is the same. All employees must comply with the ICT Acceptable Use Guidelines at all times. The rules on data protection and the provisions of the Data Protection Act apply just as if they were working in the normal office environment. Further guidance on confidentiality and data security is available [here](#).

*Allowances will not be paid for any extra heating and lighting costs incurred. This is on the basis that, for the most part, any such costs will be compensated by savings in travel costs.*

An employee who wants to apply for Home Working must complete the [Request Form](#). Guidance

More detailed guidance on Homeworking is available in the [Homeworking Framework](#)

on the process and timescales is available in the [application process](#).

### What is Mobile Working?

Mobile working describes an arrangement where an employee is involved in a mobile occupation entailing site or client visits.

### What is Satellite Working?

Satellite working is where the employee either works from a location other than a Council site or from a different Council site to the employee's normal base. Mobile or satellite working may be particularly applicable to employees who have to make several site or client visits over the course of a day enabling those employees to complete any necessary administrative tasks between appointments without a need to return to the main work location.

### Points to consider:

#### Work Location

Employees who are mobile or satellite working with the knowledge and consent of their manager are covered by the

*Employees often need to have access to information which is confidential, personal or commercially sensitive in order to do their jobs. Employees and managers must be aware that whatever their work location and whatever their working arrangements may be the need for security of that data is the same. All employees must comply with the ICT Acceptable Use Guidelines at all times. The rules on data protection and the provisions of the Data Protection Act apply just as if they were working in the normal office environment. Further guidance on confidentiality and data security is available [here](#).*

Council's insurance arrangements for employers' liability and personal accident as if they were in their normal place of work. It is therefore vital that a health and safety risk assessment is carried out for work locations. As the potential workplaces for mobile or satellite workers are not limited to standard office environments it may not be possible to carry out risk assessments in advance. All mobile or satellite workers must therefore be trained to carry out a basic risk assessment of their work location.

#### Lone Working

### Working Arrangements

The line manager and the employee should agree exactly how the arrangement is going to operate. Particular areas to be covered should include:

- A needs analysis of equipment (for example a suitable laptop)
- Proposed work pattern
- How work will be set
- How work will be delivered and collected
- How work will be monitored
- How supervision and support will be provided
- The extent and time of mobile working and arrangements for formal contact.
- Any other concerns/ issues either party has regarding the working arrangement

As part of the risk assessment mobile or satellite workers must take into account potential hazards due to lone working. The Council's policy on Lone Working is available on the Zone or a copy can be provided if required (contact the HR Service Centre for details). This policy gives details of steps that can be taken to manage any risks associated with lone working. Particular consideration should be given to:

- Clear reporting procedures – it is essential that employees who are frequently in lone working situations operate an efficient diary/location indicator procedure.

This should include:

- location
- telephone contact number
- description of work
- name of other person(s) involved
- estimated time of return

The procedure should include action to be taken if any employee fails to return at the indicated time.

- Personal alarms may be carried to dissuade potential attackers.
- Managers/supervisors of lone workers should be available to support and to maintain contact with lone workers.
- Information, instruction and training to facilitate the safe execution of tasks should be provided, including information on the hazards likely to be encountered, instruction about the systems and procedures to be applied and training in any skills needed to perform the job safely (this may include training in interpersonal skills such as dealing with confrontation/handling violent situations).

An employee who wants to apply for Mobile or Satellite Working must complete the [Request Form](#). Guidance on the process and timescales is available in the [application process](#).

An RSA token allows employees to access information easily from a wide range of locations. While the tokens are a useful tool in a range of flexible working situations, employees must be instructed that they cannot access sensitive, confidential or personal information in any situation where an unauthorised person might be able to access or even catch sight of that information.

### **Coreless Flexi-Time**

Coreless flexi removes the requirement for employees to work during their normal core hours (1000–1200 and 1400-1600 under the default scheme). This is subject to the requirements of the service being met.

One coreless flexi day can be requested per accounting period, in addition to two half days or one full day flexi leave.

Employees must have a positive flexi-time balance before any request for coreless flexi is made and must be at work for a minimum period of four consecutive hours per day. Employees must request coreless flexi in advance of taking it.

The provisions of the Council's Special Leave policy continue to apply and the introduction of coreless flexi should be seen as a complementary addition to the provisions within the Special Leave policy. Coreless flexi provides employees with additional choices to allow them to better balance home and work commitments.

All employees participating in coreless flexi must have authorisation from their Line Manager before taking coreless flexi. Employees participating in coreless flexi must provide reasons for requesting coreless flexi which will be recorded by their Line Manager.

Employees requesting coreless flexi must provide their Line Manager in advance with specific details of their working hours on the coreless flexi day.

Options are:

- Arrive after 10am (indicate time)
- Vary lunch break (indicate times)
- Take longer lunch (indicate times)
- Leave before 4pm (indicate time)
- Leave and return during core hours (indicate times).

Where possible, appointments should continue to be made outwith core hours

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### **Time Off in Lieu (TOIL)**

Time off in lieu applies in circumstances where an employee has been asked by their manager to work longer hours so that, for example, a particular peak in workload can be dealt with.

In these circumstances the manager and employee can agree that the additional hours worked can be taken as time off in lieu at a later date.

In order to grant time off in lieu the following must apply:

- The employee must have a positive flexi balance at the time the arrangement is made.

- The manager must have requested that the employee carry out the additional work.
- The manager and employee must agree in advance that time off in lieu will be granted for those hours.

TOIL can only be given at like for like rates ie one additional hour of work gives one hour of TOIL even if worked at a time when enhanced rates would normally apply

The additional hours worked can then be recorded on the front of the leave card showing the date and the number of additional hours worked. When the employee would like to take



those hours off the TOIL can be requested and authorised by completing the Special Leave/TOIL section on the reverse of the leave card.

## Security and Confidentiality Requirements

Some forms of flexible working, particularly home and mobile working, present additional challenges for confidentiality and data security. Wherever an employee works the arrangements for security/ confidentiality of data, information and documentation, including adherence to the [ICT Acceptable Use policy](#) and the [Data Protection policy](#) and related procedures apply.

Where it is agreed that the employee requires to have access to information held on the Council servers or within the email system, a Council encrypted laptop and remote access (RSA) token must be used.

RSA tokens allow employees to access information easily from a wide range of locations. While the tokens are a useful tool in a range of flexible working situations, employees must be instructed that they cannot access sensitive, confidential or personal information in any situation where an unauthorised person might be able to access or even catch sight of that information.

## Use of Private Computer Equipment

Outlook webmail can be checked using the following link <https://outlook.aberdeencity.gov.uk/owa>. This is only secure if the email is read and not the attachments - if you open sensitive/ confidential email attachments then you could be putting yourself and the Council at risk of being prosecuted under the Data Protection Act

No Council data/information is to be stored on private computer equipment.

If you have to open an attachment then you must use a Council approved and supplied Integral Encrypted memory stick. These encrypted memory sticks can be obtained through an ICT Helpdesk call and by supplying the relevant Budget Code.

If you open an attachment and save it to the Integral Memory stick you must follow these instructions when you have finished with Outlook webmail:

1. First click on the Tools tab in Internet Explorer (IE);

- A risk assessment should be carried out by the employee's manager in relation to security and confidentiality of data, information and documentation.
- Employees must be informed that they must not in any circumstances transfer Council data or information to another PC, lap top or to the Internet.
- Employees must be informed that they must not upload software or other programs to a personal computer or lap top without the prior authorisation of ICT.
- Employees must be informed to have regard at all times to the type of work they are undertaking and where they are working, to ensure the security and confidentiality of Council information and data.
- Employees must have a facility to lock away any confidential manual information.
- Security and confidentiality must be observed when undertaking any travelling to and from workplaces or elsewhere, to ensure that Council data, information and manual files are kept secure at all times.

2. Then click on Internet Options;
3. Then the General tab;
4. Then the delete browser history;
5. Then click OK and finally close IE.

This clears any temporary data stored on the device (if you use other browsers such as Firefox, Chrome etc. then you will need to carry out the same or similar actions).

Finally, if you use gsx emails (secure email) do not proxy into your account and access gsx emails whilst accessing webmail on a non-council device.

More information on data security, including the use of secure emails, is available on the Zone. [http://thezone/CorporateGovernance/CSP/MI/ICTSecurity/CI\\_SDD\\_ict\\_security.asp](http://thezone/CorporateGovernance/CSP/MI/ICTSecurity/CI_SDD_ict_security.asp)

## **Use of Council Telephones and Mobile Devices**

This covers use by employees of the Council's telephone systems for private calls and of mobile devices for private calls and digital messaging

Whether you work flexibly or normally at a Council site you should avoid using either the Council's telephone systems or any mobile

devices provided to you by the Council, for private calls or messaging. If you have to make or receive private calls or messages then try to do that at periods of low workload and when it is least likely to inconvenience the public or other Council employee. Any time you spend on private calls or messages must be kept to a minimum.

### Employees

Any employee with at least 26 weeks continuous service can apply for flexible working using the [Request Form](#).

Complete the form with information on:

- Any caring responsibility you have for dependants
- Why you want or need to work flexibly
- How you think the change to your work can be accommodated and how it might affect your colleagues
- Any ideas you have to reduce any problems that might be caused
- Details of your current work pattern
- What flexible working arrangement you would like
- When you would like the new arrangement to begin

When the form is completed it needs to be returned to your line manager who will then arrange to meet you and discuss your request. You can be accompanied by a trade union representative or by a colleague at that meeting if you wish.

Your manager will want to talk with you about your reasons for making the request and about how it could be accommodated. They may want to discuss alternatives with you if they think that your initial request cannot be supported.

Following the meeting your manager will let you know in writing whether they can agree your request or not. If you want to appeal against their decision then you can do that by writing to your Head of Service.

### Appeals

You can appeal against the manager's decision if;

- Your manager didn't know something important related to your request when they made their decision
- You want to challenge information used by your manager

Appeals must be submitted in writing to your Head of Service within 14 days of being advised of receiving the outcome letter. Your letter should say which of these two grounds for appeal applies and why.

The Head of Service (with an HR Adviser) will consider the appeal within a further 14 days. You can be accompanied by a trade union representative or by a work colleague at the appeal meeting if you wish.

You will be advised in writing of the outcome of the appeal within 14 days of the appeal meeting.

### Timescales

- The manager and employee should meet to discuss the request within 28 days of the request form being submitted.
- If an adjournment to consider alternative suggestions is needed that should not normally last more than 14 days
- The employee must be informed of the manager's decision in writing within 14 days of the meeting.
- The employee can appeal the decision by writing to their Head of Service within 14 days of receiving their outcome letter.

## Frequency of Requests

Normally you will have to wait for 12 months from the date of your last request, whether successful or not, before applying again. If you can show however that there has been a substantial change to your personal circumstances and in particular to your caring responsibilities that 12 month restriction will be lifted.

## Withdrawing a Request

If you decide to withdraw your request before a decision has been made by your line manager then you can submit a further request within the 12 month period if you wish.

If you fail to attend either the initial meeting with your manager or a subsequent appeal meeting more than once without a reasonable explanation then your application will have to be treated as withdrawn. In that circumstance you cannot submit another request within the next 12 months.

## Extensions to Timescales

*Note: The timescales in this guidance will apply after the initial application window is closed.*

There are two circumstances which might lead to the timescales for the application process not being met.

- Where the manager and employee agree that more time will be needed to complete a particular part of the procedure
- Where the manager is absent when the request is submitted. If that is the case then the initial meeting to discuss the request should take place within 28 days of the manager's return to work

## Managers

When you get a request to work flexibly:

- Arrange to meet the employee to discuss their request.
- Think carefully about whether their request can be approved taking into account the [points to consider](#).
- Check the guidance in the Smarter Working frameworks for information on the particular type of flexible working being asked for.
- If you decide to agree to the request then let the employee know (in writing) confirming the details of the revised working arrangement.
- If you have discussed and agreed a trial period with the employee then the letter should detail the period and what will happen at the end of it.
- If you can't agree the request, then discuss any alternatives with the employee. Perhaps there is another solution which could work for you both.
- If you have to refuse the request then let the employee know in writing why you have refused and about their right to [appeal](#).
- There are a limited number of acceptable [grounds for refusal](#) and you will have to let the employee know which of these is the reason you cannot agree.

### Grounds for Refusal

- The burden of additional costs
- A detrimental effect on the ability to meet customer demand
- The inability to reorganize work among existing staff or recruit additional staff
- A detrimental impact on quality or performance
- Insufficient work being available during the period the employee wants to work
- Planned organisational changes

## *Making the Change*

Once the flexible working arrangement has been agreed (which may be following a trial period) you will have to arrange for the necessary changes to the employee's contract. Forward a copy of your letter to the employee to the HR Service Centre. Depending on what type of flexible working has been agreed you may also need to send other documents such as the [Health and Safety Risk Assessment](#), [written agreement](#) or [approval checklist](#). The HR Service Centre will arrange for revised contractual documents to be sent to the employee and the change will become permanent.

## Flexible Working Hours (Flexi-Time)

### Default Scheme

Flexible Working Time refers to an arrangement which allows an employee to vary their hours of work within agreed limits.

Where flexi-time working is agreed to be worked this default scheme will apply unless a local arrangement that meets the framework provisions is in place.

## **FLEXIBLE WORKING HOURS SCHEME (FLEXI-TIME)**

### 1. DEFINITIONS

#### 1.1 Permitted Working Hours

The permitted working hours are from 0730 until 1830.

#### 1.2 Core Time

Core time comprises the time which all employees must work (see Section 2).

#### 1.3 Flexible Working Hours (Flexi-Time)

**Within permitted working hours and, outwith core time, an employee has the flexibility to choose the start and finish of their working hours.**

#### 1.4 Flexible Working Hours (Flexi-Time) – Group Working

Within permitted working hours, and outwith core time, where employees are required to work as a group or a team, they may, in consultation with associated groups, choose the start and finish of the group or team's work, subject to the provision of a proper flow of work in the Service.

#### 1.5 Standard Hours

These are the employee's contractual hours which should be achieved in each accounting period (i.e. 148 hours for an employee working a 37 hour week).

#### 1.6 Accounting Period

An accounting period is four weeks.

#### 1.7 Time Credits/Time Debits

**Any time credit or debit is found at the end of the accounting period by comparing the actual hours of attendance with the standard hours. A time credit of not more than 15 hours may be carried forward to the following period (the carry forward limit will be pro-rated for those not working a 37 hour week). Anyone with a time debit greater than 7.5 hours (the carry forward debit limit will be pro-rated for those not working a 37 hour week) at the end of any period shall be reported to the Line Manager. Three such time debits in any 12 month rolling period or ongoing failure to fulfil contractual hours may be dealt with in accordance with the Council's disciplinary procedure.**

#### 1.8 Time Recording Equipment

This equipment registers the times of starting and stopping work and is to be used in those establishments where it is available.

#### 1.9 Record Card

Where time recording equipment is not available each employee will receive a card to record their periods of attendance. This is intended as a record of attendance achieved.

#### 1.10 The Person Responsible

The responsibility for ensuring that the scheme is being properly applied and complied with on a day to day basis rests with line management within the Service. It is the responsibility of the individual employee to ensure their periods of attendance are recorded accurately.

#### 2.0 DAILY WORKING HOURS

Flexible start of work	-	between	7.30	and	10.00
Flexible lunch time (minimum 30 minutes)	-	between	12.00	and	14.00
Flexible finish of work	-	between	16.00	and	18.30
Core Time	-	10.00 - 12.00			
	-	14.00 - 16.00			
Permitted working hours	-	07.30 - 18.30			

#### 3.0 OPERATION OF SCHEME

##### 3.1 Time Recording

**Each employee will record all periods of attendance at work and all absences on the record card. This will be done using time recording equipment where installed, or by manual recording where time recording equipment is not available.**

##### 3.2 Overtime Working

**Overtime working must be pre-authorized in writing by your line manager. No work will be paid at overtime rates during the permitted working hours covered by this scheme and without authorisation having been granted.**

##### 3.3 Categories Covered

**This scheme does not itself represent a contractual entitlement and may be withdrawn where the terms of the scheme are not complied with. The scheme applies to staff employed under the SJC for Local Government Employees but may also apply to Chief Officials and Craft Workers where deemed appropriate.**

##### 3.4 Abuse of the Scheme

The Flexible Working Hours Scheme relies heavily on the trust and co-operation of all employees. It should be noted that any abuse of the scheme will be regarded in a most serious light and the offending member of staff will be dealt with in accordance with the Disciplinary Procedure and provisions of the scheme removed where the scheme is being abused.

#### 4.0 "FLEXI" LEAVE

4.1 Staff may request flexi-leave, including core time, on the following conditions:-



- 4.1.1 such leave of absence will not exceed two half-days, or one full day, in any four week period (i.e. 13 days per year).
- 4.1.2 a time credit of not less than four hours must apply at the date when flexi-leave is granted.
- 4.1.3 such leave cannot be authorised retrospectively and any such unauthorised absence will be treated as leave without pay.
- 4.1.4 where possible three clear working days' notice of request must be given to the Line Manager before the day of absence and the agreement of the Line Manager must be obtained at least one clear day before the day of absence.
- 4.1.5 flexi-leave will normally be granted; however due to demands or exigencies of the service that apply at the time the request may be refused and either an alternative day suggested or accrued time taken at some other time.
- 4.1.6 no credit will be granted for any period of "flexi" leave.

## **Flexible Working Hours**

### **Framework Provisions**

This framework document explains which parts of the default scheme can be modified to meet the needs of individual Services and should be read in conjunction with the default scheme.

**Any locally developed flexible working agreement must be discussed at the service Union Management Committee and, once agreed, be signed off by the relevant Head of Service and by the Head of Human Resources and Organisational Development.**

Where an employee is contracted to work on a compressed working arrangement (in accordance with the Compressed Working Arrangements Framework) they may also be permitted by their Line Manager to work their contracted hours as detailed in the flexi-time scheme. In those circumstances however there is no entitlement to accrue hours in order to take flexi leave.

#### *1. Permitted Working Hours*

The permitted working hours of flexi-time will normally be within the standard working week (i.e. 0700 until 2000). Directorates may vary the hours of the standard working week when normal service provision is outwith these times. Any variation in permitted working hours cannot exceed a continuous period of 13 hours per day maximum.

(Non-Standard Working Week Allowance will not be payable for any hours worked within the standard working week.)

#### *2. Core Time*

Core hours should normally cover;-

A six hour period; with

A maximum break period of 2 hours; and

A minimum break period of 30 minutes; and

At least 4 hours to be worked with no more than one break period.

Services may decide that core hours are not required for service reasons and not apply this provision.

### 3. *Daily Working Hours*

- Where 6 or more hours are worked continuously in a 24 hour period an unpaid rest break of 30 minutes must be taken. Local Conditions of Service Section 1.3 provides details of the Working Time Regulations, which must be complied with.
- A maximum of 11 hours may be worked in any 24 hour period. If an employee chooses to work in excess of the recommended maximum they will not accrue additional time credits.
- Under the flexible working time scheme there is the potential for employees to work extended hours. Both the employee and the line manager have a duty of responsibility to ensure that all Health and Safety issues are identified and addressed and that performance is maintained at a consistent level.

### 4. *Local Operating Arrangements*

Directorates may develop local arrangements taking account of local operating environments (i.e. standard working when flexi-time operates, core hours). Only those provisions which are noted in the framework above can be varied. All other provisions must apply as detailed in the default scheme.

**If a local flexible working arrangement is needed, the directorate will be responsible for developing the detail of the scheme and for consulting with the trade unions and staff with a view to reaching agreement. It is recommended that managers discuss their intentions with the HR Business Partner for their directorate before beginning formal consultation so that the legal compliance of the proposals can be confirmed.**

# ANNUALISED WORKING HOURS SCHEME

## Framework Provisions

### Scope

This framework document explains the operation of the scheme which can be modified to meet the needs of individual Services.

#### **1. DEFINITIONS**

##### **1.1 Annualised Hours**

These are the contracted number of hours required to be worked over a 12 month period which are expressed in the contract of employment.

##### **1.2 Working Year**

This is a 12 month period commencing at the first day of January and ending the last day of December.

##### **1.3 Working Limits per Period**

In each period the employee will be required to work a minimum of 71% of their contracted hours for that period.

In each period the employee will **NOT** be permitted to work more than 129% of their contracted hours for that period.

##### **1.4 Weekly Working Limits and Working Time Regulation**

To comply with the Working Time Directive an employee will not normally be permitted to work more than 48 hours per week as part of any annualised working arrangement. In addition an employee **MUST** not work more than 13 hours within any 24 hour period and they must have an unpaid break of at least 30 minutes when working 6 hours or more.

##### **1.5 Balancing Months**

Within the working year the employee will have their actual time worked “balanced” against the notional time that should have been worked. The balancing will take place at the end of April and September.

#### **2 ANNUALISED WORKING HOURS**

Annualised Hours	1924 per annum (FTE)
Notional Weekly Hours	37 per week (based on FTE working 12 months per year)
Minimum Weekly Hours (71% of 37 hours)	26.27 hours
Maximum weekly Hours (129% of 37 hours)	47.73 hours

These example figures are based on weekly periods. The same principles apply where either 4 weekly or monthly periods are used. For example, if basing the calculation on 12 monthly periods a full time employee would have notional hours of

160.33 per month and could not work for less than 113.83 or more than 206.83 hours per month.

### **3 OPERATION OF SCHEME**

#### **3.1 Annualised Working Arrangement**

A working arrangement for the year MUST be agreed in advance with the employee to undertake the annualised hours. If a working arrangement cannot be agreed between Manager and Employee it will be for the Service Manager to determine the working arrangement based on service requirements.

#### **3.2 Varying Work Hours during the Year**

By definition annualised hours allow an employee to work reduced hours during some part of the year and more hours at another time. The reduced working time should be at times when service demand is low and increased hours when service demand is high.

The scheme allows for individual working arrangements for employees, where agreed with their Line Manager, not to work for a particular day(s), week(s) or month(s). In this case the notional hours will be calculated over actual total period required.

All annualised working arrangements should be regularly monitored with actual working time being recorded and be within the minimum and maximum working limits per period.

#### **3.3 Balancing Months**

For individual annualised working arrangements which vary from month to month there is a requirement for the actual working hours to be reconciled against the notional working hours for a preset period.

#### **3.4 Abuse of the Scheme**

The Annualised Hours Scheme relies heavily on the trust and co-operation of all employees. It should be noted therefore that any abuse of the scheme will be regarded in a most serious light and the offending member of staff will be dealt with in accordance with the Disciplinary Procedure and provisions of the scheme removed where the scheme is being abused.

#### Local Operating Arrangements

Directorates may develop local arrangements taking account of local operating environments. In the case of annualised hours arrangements only the monthly working limits (as detailed above) can be varied. All other provisions must apply as detailed in the framework.

An example Annualised Hours Scheme is attached at Appendix 4 to illustrate how these arrangements might work in practice.

If a local flexible working arrangement is needed, the directorate will be responsible for developing the detail of the scheme and for consulting with the trade unions and staff with a view to reaching agreement. It is recommended that managers discuss their intentions with the HR Business Partner for their directorate before beginning formal consultation and provide a copy of the final agreement before implementation so that the legal compliance of the proposals can be confirmed.

## Annualised Hours – Additional Guidance

### **Working Time and Hours**

The total number of hours an employee is contracted to work within the scheme year will be agreed in advance by the Service Manager.

Where 6 or more hours are worked in a 24 hour period an un-paid rest break of 30 minutes must be taken. Local Conditions of Service Section 1.3 provides details of the Working Time Regulations, which must be complied with. Both the employee and the line manager have a duty of responsibility to ensure that all Health and Safety issues are identified and addressed and that performance is maintained at a consistent level.

### **Annual Leave**

The annual leave and public holiday entitlement will be calculated for the year and where appropriate on a pro-rata basis. For a full time employee with less than 5 years service this would be worked out on the basis of:

Annual Leave: 27 days x 7.4 hours = 199.8 hours

Public Holidays 7 days x 7.4 hours = 51.8 hours

When requesting annual leave it will be deducted from the above hours based on the number of hours due to be worked on the day for which leave is requested. For example, if the employee was due to work for 8 hours on the day leave is taken, then 8 hours will be deducted from the leave entitlement. The Annualised Working Hours Scheme may specify limits on the proportion of annual leave which can be taken during periods of extended working hours.

### **Relationship with other Flexible Working Frameworks**

Annualised hours is likely to vary the normal working day and perhaps reduce the number of days worked over the year. Although there may be some limited flexibility in start and finish times, those employees with an annualised hours working arrangement will NOT be entitled to access the full provisions of the flexi-time scheme, in particular the entitlement to flexi-leave. It will however be consistent with other solutions such as Term Time Working or Home/Mobile/Satellite Working.

### **Operation of the Scheme**

Although hours of work may vary throughout the year staff are paid the same each month, irrespective of the number of hours worked in that month. Staff are contracted to work a set number of hours per year, these hours will be calculated out into an annual salary which will be paid in twelve equal monthly instalments.

The annualised hours are broken down into a set number of hours to be worked each week. Every 4 weeks each employee will be informed of the number of hours actually worked against those notionally contracted to work for that period. This will result in either a negative balance if the employee works less than the notional contracted hours for the

month or a positive balance if the employee works more. Each period balance is taken forward.

Those staff who at the end of month 11 of the working year are projected to work, or have already worked, more than their annual contracted hours will be allocated additional hours for the year by way of contract variation. Additional hours will be paid at flat rate for all hours worked up to the annual full-time equivalent number of hours and at the agreed overtime rate thereafter. The additional monies will be paid at the earliest opportunity through payroll.

Where a negative balance is projected, arrangements should be made for the employee to work the required hours so that a balance can be achieved.

### **Group or Individual Annualised Working Arrangements**

This scheme allows for group or individual annualised working arrangements. This is likely to be appropriate for a group of workers where the work demands are seasonal or cyclical and can be determined in advance. Where an annualised working arrangement is developed for a group all employees in the group must comply with the pre-set annualised working arrangement. Such an arrangement will not normally require for there to be a “balancing” of working time during the year of actual against notional working hours.

The scheme provides the facility for an individual to agree with their managers their own annualised working arrangement. This may be appropriate where the demands of their job are not predictable and forward planning is not straight forward. For the individual arrangements where working times are more likely to vary from month to month there will be a requirement to “balance” actual working time against the notional hours for the period.

### **Balancing of Hours on Termination of Employment**

On notification of termination of employment the number of hours worked up to the date of termination in the year will be reconciled against the required number of hours in the scheme year and every effort made for the hours required to “balance”. Where the required credits/debits against the required number of hours at the time of leaving the final salary payment will be adjusted in relation to any negative or positive balance of hours worked.

## Annualised Working Hours Scheme

### (Example scheme)

*This is an example only. The type of arrangements shown below might apply, for example, where an employee would like to work fewer hours per week during school holiday periods.*

#### **1.1 Annualised Hours**

These are the total contracted number of hours required to be worked over a 12 month period which are expressed in the contract of employment. The annual contracted hours for a full time employee will be 1924 hours per year (average of 37 hours per week)

#### **1.2 Working Year**

This is a 12 month period commencing at the first day of January and ending the last day of December.

#### **1.3 Working Limits per Period**

For a total of 39 weeks of the year during school term time the employee will be required to work 105.4% of their contracted hours. This is equivalent to 39 hours per week for a full-time (notional 37 hour per week) employee.

For the remaining 13 weeks of each year, each employee will be required to work for 83.8% of their notional contracted hours. This is equivalent to 31 hours per week for a full-time (notional 37 hour per week) employee.

#### **1.4 Flexible Working Hours**

Employees will have flexibility to vary their start and finish times within the limits imposed by the scheme of Flexible Working Hours which operates at their workplace. While this will allow limited flexibility in the working day, employees must ensure that they comply with the agreed working limits in each time period as shown at section 1.3. Employees with an annualised hours working arrangement will NOT be entitled to take flexi-leave.

#### **1.5 Annual Leave**

The annual leave and public holiday entitlement will be calculated for the year and where appropriate on a pro-rata basis.

When requesting annual leave it will be deducted from the entitlement based on the number of hours due to be worked on the day for which leave is requested.

#### **1.6 Recording Time Worked**

The annualised working arrangements will be regularly monitored. Each employee will record their actual working time which must be within the minimum and maximum working limits per period.



## **1.7 Abuse of the Scheme**

The Annualised Hours Scheme relies heavily on the trust and co-operation of all employees. It should be noted therefore that any abuse of the scheme will be regarded as a serious matter which will be dealt with in accordance with the Disciplinary Procedure and provisions of the scheme removed where the scheme is being abused.

## Term Time Working

### Framework Provisions

#### *Scope*

With term time working contracts, the employee will remain an employee of the Council during the school holidays although they will not be required to work during this time.

Term time working may be more suited to those services that provide and operate primarily during the school term, but is not restricted solely to these services.

#### *Working Arrangements*

Employees will be required to work their contracted hours during the recognised school term times, for a duration of either 38 weeks (term time not including working on in-service days) or 39 weeks (term time including working on in-service days). The number of weeks to be worked will be established in agreement with the Service Manager. This does not change existing contractual arrangements for school based staff who may be contracted to work for a different number of weeks per year.

#### *Pay*

Employees working term time will be paid one twelfth of their annual salary each month. This method of payment ensures that employees receive an income over the full calendar year, even during periods when they are not contracted to work. The annual salary includes payment for working days and annual leave (including public holidays).

The twelve equal salary instalments assume that employees are working all available working days in the year under the term time arrangement and are not due full holiday entitlement for the year. When the term time arrangement begins or ends, a calculation will be done to adjust the first or final salary payment to reflect the proportion of salary due based on the number of working days worked and paid leave days taken under the term time arrangement in the year.

#### *Annual Leave*

Employees working term time will not be issued with leave cards as all leave will be taken outwith the contracted working weeks. Where exceptional circumstances arise which mean that leave has to be taken during term time, the provisions of the Council's Special Leave policy will apply.

Paid leave will be allocated to 5 days during the Easter break, 5 days during the October break and the remainder during the Summer break. The number of weeks paid leave an employee is entitled to will depend on the number of contracted weeks to be worked and their length of service (please see below table for reference). Paid leave will be pro-rated based on contracted working hours.

<b>LESS THAN 5 YEARS SERVICE</b> Full time entitlement: 34 days (inclusive of public holiday entitlement)				<b>BETWEEN 5 &amp; 10 YEARS SERVICE</b> Full time entitlement: 39 days (inclusive of public holiday entitlement)			<b>MORE THAN 10 YEARS SERVICE</b> Full time entitlement: 42 days (inclusive of public holiday entitlement)		
Contracted Weeks Per Year	Days Leave	% of full time entitlement	Paid holiday weeks per year	Days Leave	% of full time entitlement	Paid holiday weeks per year	Days Leave	% of full time entitlement	Paid holiday weeks per year
<b>38</b>	25	73%	5	28.5	73%	5.7	30	73%	6
<b>39</b>	25.5	75%	5.1	29.5	75%	5.9	31.5	75%	6.3

## Homeworking, Mobile or Satellite Working

### Framework Provisions

#### **1. INTRODUCTION**

The Council provides for Homeworking, ad hoc home working and remote working, as flexible working options for employees, where it is appropriate to do so. This scheme outlines the arrangements that should be applied in relation to a request or proposal to Homework, ad hoc home work or remote work and the way in which the scheme should operate.

#### **2. DEFINITION**

Homeworking is working from home on a permanent contractually agreed basis as part of a regular work pattern using electronic means', whether on a full time or part time basis.

Ad hoc home working is where agreement is given for the employee to work from home on an occasional basis, but it is not a formalised, permanent arrangement. Home working can also be applied on a temporary basis.

Mobile or satellite working is where the employee either works from a location other than a Council site or it may describe an arrangement where an employee is involved in a mobile occupation entailing site or client visits and can be on a permanent or ad hoc basis.

Sections 3 to 6.3 of this scheme below relate to the implementation of a permanent homeworking arrangement on a contractual basis. Ad hoc home working, temporary home working mobile and satellite working are covered in section 6.4.

#### **3. PROCEDURE FOR APPROVING A CONTRACTUAL HOMEWORKING ARRANGEMENT**

In order for Homeworking to operate smoothly, there needs to be a clearly understood process for those involved to follow. The purpose of this process would be to provide fairness, consistency and transparency in decision making.

In each case, the following provisos must be met:

- 3.1 Participation in contractual Homeworking requires to be agreed in advance between the manager and the employee.
- 3.2 Approval will only be given where a clear business case can be made for doing so. This case should ideally be based on the grounds of economy – i.e. where it is possible to demonstrate a financial saving or where there is significant benefit to be gained by the service in terms of efficiency and effectiveness.

- 3.3 The decision to allow, or enter into, a contractual Homeworking arrangement must be based on the interests of the service with the final decision resting with management
- 3.4 Where any Homeworking arrangement is envisaged, the line manager should first review the work of the whole section and decide how many of the team could feasibly be allowed to Homework in order that service provision is not adversely affected.
- 3.5 The line manager would review the situation against the strength of the business case for Homeworking, based on demonstrable economy, efficiency and effectiveness savings, and against eligibility criteria ([available here](#)) which take account of the suitability of:
  - The job
  - The individual
  - The individual's home circumstances (particularly distance of home from workplace)
  - The impact on the team

#### **4. STARTING HOMEWORKING**

- 4.1 Once final approval has been received for a contractual Homeworking arrangement, the line manager and the employee should discuss and agree exactly how the arrangement is going to operate. Particular areas to be covered should include:
  - The arrangements for security/confidentiality of data, information and documentation, including adherence to the [ICT Acceptable Use policy](#) and the [Data Protection policy](#) and related procedures.
  - A needs analysis of equipment, software, furniture required
  - Proposed work pattern – i.e. number of days at home/in the office
  - How work will be set
  - How work will be delivered and collected
  - How work will be monitored
  - How formal/informal communication will be dealt with – e.g. attendance at team briefings, team meetings etc
  - How supervision and support will be provided
  - Whether formal daily contact by either party is required
  - Any other concerns/issues either party has regarding the working arrangement

The above information should be recorded in the form of a written agreement ([available here](#)) for review and monitoring purposes.

If any of the arrangements will impact on others, for example other members of the team, their views should also be taken into account.

- 4.2 Once the needs analysis is complete, ICT should be contacted to arrange dates for installation of equipment and also to provide advice on options available to suit any special requirements an employee might have.
- 4.3 Human Resources should be contacted so that a variation in contract, or a new statement of particulars, can be drawn up confirming the individual's

status as a Homeworker. This should include a clause allowing either party to vary the agreed working pattern or to terminate the arrangement with a reasonable period of notice. An exception to this would be where the post is specifically designated a Homework post.

- 4.4 The service representative responsible for risk assessment should be contacted to arrange a health and safety risk assessment prior to the individual commencing Homeworking.
- 4.5 A risk assessment should be carried out by the employee's manager in relation to security and confidentiality of data, information and documentation, with the Homeworker informed that they must not in any circumstances transfer Council data or information to another PC, lap top or to the Internet. Also, they should be informed that they must not upload software or other programs to a personal computer or lap top without the prior authorisation of ICT. In addition, the Homeworker should be informed to have regard at all times to the type of work they are undertaking and where in their home they are working, to ensure the security and confidentiality of Council information and data and should also have a facility to lock away any confidential manual information. It should also be stated that security and confidentiality must be observed when undertaking any travelling to and from workplaces or elsewhere, to ensure that Council data, information and manual files are kept secure at all times. Example scenarios in relation to data and information security can be found [here](#).

As well as the above, where it is agreed that the employee requires to have access to information held on the Council servers or within the email system, a Council encrypted laptop and remote access (RSA) token must be used.

## **5. OPERATING THE SCHEME**

### **5.1 Working time and Time Recording**

- a) Any overtime or other allowances will be required to be pre-agreed with the manager of the service, as with normal working.
- b) Homeworkers will be required to complete working time records, as with normal working.
- c) Managers and other team members should be made aware of the working pattern of a Homeworking colleague so they are aware of the days and times they are working at home. It should be the exception rather than the rule for those days to be subsequently altered.
- d) Where the nature of a Homeworker's job is such that they need to be contactable during office hours, the hours worked at home should comply with a 7:30 am to 6:30 pm pattern, as with normal working. Where the nature of the job does not require this, it may be possible to reach local agreements whereby the individual could work outwith that pattern.

It should be recognised, however, that such an arrangement would be at the employee's request, not the manager's and as such they would not be eligible for any additional allowances.

It would still be necessary for the Homeworker to advise their manager and other team members of their working pattern in advance. Any agreement to allow such an arrangement must be made in line with the needs of the service with the final decision resting with management.

- e) As the Council is responsible for the health and safety of its employees while at work, it is recommended that no individual should continue to work at home in circumstances where they would not consider themselves fit to travel into the workplace.
- f) Suitable arrangements for care of dependants must be in place while an individual is Homeworking i.e. the homeworker cannot act as a carer at the same time as they are home working.

## **5.2 Equipment**

- a) Contractual Homeworkers should be issued with equipment in line with the needs analysis conducted with their line manager and as deemed necessary to carry out Homeworking effectively. As a minimum, however, the Homeworker should be provided with a dedicated telephone line, a personal computer or laptop, a hand held fire extinguisher suitable for use on electrical equipment and a basic first aid kit.
- b) All equipment issued remains the property of the Council and will require to be returned if the Homeworking arrangement terminates.
- c) All electrical equipment to be used by the Homeworker in the course of their job should be inspected by a competent person for electrical safety. Accurate records should be kept, including an inventory of all equipment, cables and leads. All electrical items should be given a serial number. A suitable label should be attached to each item of equipment tested. The label must have an identification number and indicate when the test was undertaken and, ideally, when the next test is due.
- d) All office equipment and furniture issued should be ergonomically suitable for the individual and of a comparable standard to that used in the work place. Advice on this will be given by the officer carrying out the risk assessment.
- e) ICT will provide the Homeworker with information regarding basic maintenance of equipment, such as routine cleaning, changing toner etc.
- f) Where there is a requirement for any non-routine repair or maintenance, the ICT Help Desk should be contacted and the Homeworker's line manager advised, since this may have temporary implications for the ability to carry out work from home.

- g) The Homeworker will be required to agree that any equipment issued by the Council for the purpose of Homeworking be used solely by the employee, and solely for the work of the Council.

### **5.3 Health and Safety**

- a) Most of the regulations under the Health and Safety at Work Act apply to employees Homeworking as well as to those working at Aberdeen City Council premises.
- b) A Council employee competent to do so will carry out a risk assessment of the remote location (see 4.4). A Health and Safety checklist is available to use for this purpose.
- c) The risk assessment should include all aspects of the Homeworker's job and extend to others who might be affected by their work, for example family members; access and egress for all persons who would normally be expected to use the room where the Homeworker is working; display screen equipment and all other equipment used during the course of the Homeworker's job.
- d) Further risk assessments should be carried out annually, as in the normal workplace, by an appropriately qualified service representative.
- e) Ideally the Homeworker should be located in a part of the house which is not in general use by the family or other people living in the accommodation. Where this is impractical, it is recommended that the Homeworker has a 'permanent' workstation, rather than have to move equipment from public areas on a regular basis. It is the individual's responsibility to ensure that the workstation is kept in a safe manner at all times.
- f) If the Homeworker's workstation is to be cited in a public area of the home, particular attention should be paid during the risk assessment to the possibility of risk to other members of the household from wires etc.
- g) In order to ensure personal safety, all meetings with clients etc should be conducted in the workplace or at a location other than the Homeworker's home. Any visits by the Homeworker's supervisor, or representatives of any of the Council's directorates visiting to carry out risk assessments or maintenance tasks, should be agreed with the Homeworker in advance. Where the Homeworker feels their personal safety may be at risk through the sensitive nature of a piece of work, it is recommended that they discuss this with their line manager and be given the option of completing the piece of work in the office.

## **6. OTHER ISSUES**

### **6.1 Insurance**



- a) Employees working at home with the knowledge and consent of their manager are covered by the Council's insurance arrangements for employers' liability and personal accident as if they were in their normal place of work. It is therefore vital that a health and safety risk assessment is arranged prior to the commencement of Homeworking (see 4.4) and that the employee signs an agreement to the effect that they will keep the remote location and equipment in that same state.
  
- b) All employees are requested to inform their home insurers that they will be carrying out some of their work from home. The following wording can be used by the employee when they contact their insurers.

### **Model Wording for Informing Lender/Landlord/Insurer**

To whom it may concern.

#### **Home Working at (insert home address)**

I am about to commence working from home in connection with my employment with Aberdeen City Council. This is an arrangement made under the Council's Flexible Working Policy.

I will not be running a business from my property, this is simply a change of work location for my employment with Aberdeen City Council. There will be no structural alterations to the property and no marked increase in the number of people calling to it.

*For insurer – The equipment supplied by my employer will be insured by them. A list of the equipment supplied is attached for information.*

I would be grateful if you could let me know of any details or conditions that I need to action, and also confirm to me in writing that you agree to the above arrangement.

I look forward to hearing from you.

Yours faithfully,

### **6.2 Cost issues**

- a) Each service will need to make provision in their budget to cover the cost of setting up and running any agreed Homeworking arrangements.
- b) Travel allowance from home to the normal place of work will not be paid.
- c) Although the Council will not pay for any extra heating and lighting costs incurred by the Homeworker, for the most part, any such costs may be at least partially if not wholly offset by savings in travel costs and that, on the occasions when this does not happen, it has to be recognised that

Homeworking is on a voluntary not mandatory basis and so should not be entered into by anyone who feels they would be disadvantaged by participating in the scheme.

### **6.3 Support for Homeworkers and Services**

- a) Where a Homeworking arrangement has been agreed it will be necessary to brief each Homeworker and line manager on the issues involved, to answer any questions they may have and to clarify any points raised. Where there is an individual within the service with the appropriate knowledge and experience, this should be handled by the service. Where there is not, Human Resources should be contacted to arrange an appropriate induction.
- b) This guidance also operates as an information and induction pack looking at wider issues regarding Homeworking and providing advice and support to line managers and potential Homeworkers.

### **6.4 Ad Hoc Home Working**

- a) Ad hoc home working is where agreement is given for the employee to work from home on an occasional basis, but it is not a formalised, permanent arrangement and is non-contractual. As well as ad hoc home working, a temporary home working arrangement could also be put in place for in certain circumstances, such as following a period of long term sickness absence.

Where a need for temporary Homeworking arises, a similar process as outlined at section 3 should be followed, in considering the strength of the business case for temporary Homeworking and whether the individual meets the appropriate eligibility criteria.

While an equipment needs analysis may still be required, it should not be necessary to install dedicated lines etc. Rather the temporary allocation of a Council laptop or stand-alone personal computer should help maximise benefit to the service yet minimise costs.

The guidance on Health and Safety and Insurance shown above applies to ad-hoc homeworking as for permanent homeworking. In these cases however the most practical solution will normally be for the employee to carry out a risk assessment using the [checklist](#). The completed form should then be returned to the manager for sign-off and a copy sent to the HR Service Centre to be added to the employee's personal file. If the risk assessment highlights any areas of concern then the manager should arrange with the employee to visit their work site and verify the assessment before signing off the document.

### **6.5 Mobile or Satellite Working**

Satellite working is where the employee either works from a location other than a Council site or from a different Council site to the employee's normal base. Mobile working describes an arrangement where an employee is involved in a mobile occupation entailing site or client visits. Mobile or satellite working can be on either an ad hoc basis or on a contractual basis

Normally, mobile/satellite working would be done with the use of a Council lap top or other hand held device, unless the employee was working from another Council location, in which case a Council PC should be available.

The arrangements for security/confidentiality of data, information and documentation, including adherence to the ICT Acceptable Use policy and the Data Protection policy and related procedures, should be highlighted to the employee prior to the commencement of either ad hoc or temporary mobile or satellite working.

A risk assessment should be carried out by the employee's manager in relation to security and confidentiality of data, information and documentation, with the employee informed that they must not in any circumstances transfer Council data or information to another PC, lap top or to the Internet. Also, they should be informed that they must not upload software or other programs to a personal computer or lap top without the prior authorisation of ICT. In addition, they should be informed to have regard at all times to the type of work they are undertaking and where in their home or other location they are working, to ensure the security and confidentiality of Council information and data and should also have a facility to lock away any confidential manual information. It should also be stated that security and confidentiality must be observed when undertaking any travelling to and from workplaces or elsewhere, to ensure that Council data, information and manual files are kept secure at all times. The organisational and technical measures for different users are set out in the [example scenarios](#).

As well as the above, the employee should be informed that where access is required to Council servers or attachments in the e-mail system, a Council encrypted laptop and remote access (RSA) token should be used.

## **6.6 Monitoring and Review**

- a) Each participating service should take responsibility for monitoring the effectiveness of the Homeworking, mobile and satellite working arrangements within their sections and for reviewing the overall running of the scheme. This could take place as part of performance appraisal or other regular review meetings.
  
- b) Where it is felt that improvements or amendments could be made to the scheme overall, Human Resources should be advised in line with the principle of continuous improvement and in order to ensure that Homeworking, mobile, satellite or ad hoc home working is operating to the benefit of the organisation as a whole.

## Request for Approval – Homeworking, Mobile or Satellite Working

Applicant:	Date:
Line Manager:	Service:

### 1 Reason for request

--

### 2 Eligibility Criteria

	Agree	Disagree	Comment
<b>Nature of Job</b>			
• Does not require daily face to face contact with others			
• Does not require frequent daily access to manual files			
• Has clear outcome or end product			
• Requires long periods of concentration			
• Work can be transmitted electronically or by hand			
<b>Nature of Individual</b>			
• Is self disciplined			
• Is self motivated			
• Requires minimum supervision of tasks			
• Is good manager of time and workload			
• Is able to work on own initiative			
<b>Nature of Home Circumstances</b>			
• Has suitable space for office equipment			
• Has suitable arrangements for ensuring security/confidentiality of data, information and documentation			
• Does not have dependents on the premises requiring their attention during working hours			
<b>Impact on Team/Service Provision</b>			
• Would not affect team morale adversely			
• Would leave team effectiveness either unchanged or improved			
• Would not involve increased workload for other team members			
• Would leave level of service			



## TEMPLATE WRITTEN AGREEMENT

Homeworker:	Date:
Line Manager:	Service:

***NB This is a template of a written Homeworking agreement with the information it should contain.***

1	<b>Needs Analysis</b>	ISDN line Personal Computer Printer Desk and Chair
2	<b>Work Pattern</b>	2 days home (usually Tuesday and Thursday) 3 days in the office Above can be flexible if required
3	<b>Method of setting work</b>	Project and development work to be done at home and agreed in advance with line manager Meetings and reactive work in the office
4	<b>Method of work delivery/collection</b>	Network or by hand (no cost involved)
5	<b>Method of work monitoring</b>	Objectives of project to be agreed in advance with line manager along with milestones for completion of project elements. Review meetings to be held at milestone dates. General performance to be reviewed at annual and interim performance appraisal meetings.
6	<b>Communication</b>	Circulars and general information to be left on desk (since only away from office one day at a time). All other job related information to be e-mailed. Team meetings and briefings to be held on Monday, Wednesday or Friday.
7	<b>Supervision and support</b>	Generally to be provided through regular review meetings and performance review. Line manager/Homeworker to have 5 minute meeting each Friday morning.
8	<b>Daily contact required</b>	Not necessary since only one day away at a time
9	<b>Security/ confidentiality of data, information and documentation</b>	To detail the arrangements for security/confidentiality of data, information and documentation, including adherence to the ICT Acceptable Use policy and the Data Protection policy and related procedures, with the employee signing this checklist to confirm that they understand their responsibilities in this respect.
10	<b>Health and Safety information and documentation</b>	To detail the requirements for Health and Safety risk assessments and any other related documentation required.
10	<b>Any other concerns</b>	Homeworker to be flexible enough to provide office cover during holiday periods when numbers in office fall below acceptable quota. Homeworker to advise line manager of any technical problems likely to delay work so alternative arrangements can be made.

Name: ..... Signature: ..... Date: .....  
(Line Manager)

Name: ..... Signature: ..... Date: .....  
(Employee)

## **Example Scenarios**

### **Background**

Working from home or other locations offers many benefits including reduced commute times, greater flexibility and opportunities to focus on specific pieces of work away from the distractions of the office environment.

For some employees this has been formalised into a regular 'tele-working' environment where staff work from a dedicated home-based office with equipment supplied by ACC. A second profile is of an ACC employee who works much or most of their time away from the office visiting clients in a variety of locations often using an ACC provided laptop and mobile phone or other device to support the mobility the position requires. Thirdly there are those employees who are mostly office-based but might occasionally find it useful to work from home. Where their job requires the use of a computer, they are generally assigned a desk at a fixed ACC location from which they access their files and emails etc.

There is an increasing trend within both the public and private sectors to support and encourage mobile and flexible working. This presents a number of challenges some technical, some cultural, particularly where working remotely requires access to personal or sensitive data.

### **What we're doing**

ACC is committed to supporting and enabling workplace flexibility whilst protecting the public trust. A number of initiatives are helping to deliver this vision. This includes an on-going programme of laptop hard drive encryption, the launch of a virtual desktop environment (VDE) and the provision to employees of secure access and storage solutions such as encrypted USB devices and remote access tokens sometimes referred to as RSA.

Companies and organisations recognise that in the absence of a managed solution, staff may be tempted to resort to less secure workarounds such as using personal email accounts to send and receive work information from home or printing hard copies of sensitive information to read off-site. Whilst policies exist to control this behavior it is far preferable to find and support safer ways of enabling staff to work safely and flexibly and we will continue to focus our efforts in this direction.

### **What you can do now**

As profiled in the introduction, staff generally fall into one of the following categories with some overlap;

- Tele-worker
- Field-based worker
- Office-based worker (may occasionally work from home)

The following paragraphs contain helpful guidance on how to manage this in practice based on your working practices.

#### **I'm a tele-worker**

As a tele-worker you have entered into a formal agreement with ACC that your normal workplace is based outside ACC premises, generally at home. As such, you will have been issued with the required technology and guidance to perform your duties as if you were in an ACC office. During your normal duties working on an ACC-provided device connected securely to the ACC network, you will not need to take any additional precautions other than adhering to the ACC tele-worker, data protection and ICT acceptable use and encrypted media policies.

- Jane is a tele-worker who works 100% of her time at home using an ACC-provided desktop PC and accessing the ACC network via a network connection set up by ICT. Jane should follow the same processes and procedures as an office-based worker paying particular heed to securing the workspace and access to her PC and any paper documents.
- Tom is a tele-worker with the same setup as Jane who occasionally has to attend meetings at ACC offices and partner or client sites. Tom is required to present and share information at these events some of which might be personal or sensitive in nature. Tom should;
  - Follow the normal processes as Jane when working at home
  - Where possible, Tom should avoid physically transporting personal data between sites by saving it to a secure ACC network drive that he can access at either site.
  - Where physical transportation of sensitive data is required, Tom should use only an encrypted USB device provided by the ACC ICT Helpdesk.
  - Only take the paperwork required for the meeting rather than the whole file.
  - Keep any manual information secure and with him at all times.
  - Dispose of any personal data which is held in hard copy securely (e.g by putting it in confidential waste) if it is surplus to requirements.
  - Any loss of data should be immediately reported to your information officer/line manager in accordance with the Breach Reporting Procedure.
- Jeff is a tele-worker who works similar patterns to Tom. He has been issued with an ACC laptop.
  - a. Jeff should apply for an ACC-issued remote access (RSA) token from ICT Helpdesk that will allow him to securely access the ACC network from a variety of locations.
  - b. Jeff should follow the same procedures as Tom in relation to physically transporting personal data e.g only taking the paperwork required for the meeting rather than the whole file and keeping any manual information secure and with him at all times or using an encrypted USB stick.
  - c. Sensitive or personal data should never be saved onto the local (C:\) drive but instead should be saved on the network drive (when connected) or to an encrypted USB device supplied by ACC.

### I work regularly away from the office

Many Council roles require staff to deliver services at client and citizen premises as a regular part of their job. Where your responsibilities require you to have access to a computer whilst in the field you will generally be provided with a portable device such as a laptop pc.

Ian works frequently away from the office and has to attend meetings or deliver services at ACC offices and partner or client sites. Some of the information Ian requires whilst working remotely might be personal or sensitive in nature. He has been provided with a laptop computer. Ian should;

- only take the paperwork required for the meeting rather than the whole file.
- keep any manual information secure and with him at all times.
- apply for an ACC-issued remote access (RSA) token from ICT Helpdesk that will allow him to securely access the ACC network from a variety of locations.



- where physical transportation of sensitive data is required, use only an encrypted USB device provided by the ICT Helpdesk.
- report any loss of data immediately to the information officer / line manager in accordance with the Breach Reporting Procedure.
- Sensitive or personal data should never be saved onto the local (C:\) drive but instead should be saved on the network drive (when connected) or to an encrypted USB device supplied by ACC.

#### [I am primarily office-based but work remotely occasionally](#)

This scenario applies if your normal place of work is in an ACC premises where you access your work via an assigned or shared/hot desk using ACC equipment that is non-portable such as a desktop pc. The normal data and acceptable use policies and procedures apply as they would in the workplace.

You have arranged to work occasionally from home but have not been issued with an ACC device such as a laptop pc. You are able to access your Outlook email account from your home pc to send and receive messages.

- Consider organising your work so that sensitive or personal data is only accessed whilst in the office. Home-based work could focus on lower risk data.
- Only take the paperwork required for a meeting rather than a whole file. Keep any manual information secure, and with you, at all times.
- Never send personal or sensitive data using personal email accounts such as Gmail or Hotmail.
- Never store personal data on your home pc or other non-ACC device. If your work requires you to have access to personal data whilst away from the office consider requesting a laptop pc from your service.
- In the event you need to view/edit personal information on non-ACC equipment such as your home pc, this should be via an encrypted USB connection only provided by ICT and any changes should be saved directly onto the USB device and not the local drive. (see the box below for further instructions.) Encrypted USB memory sticks are available through the ICT Helpdesk.
- Dispose of any personal data which is held in hard copy securely (e.g by putting it in confidential waste) if it is surplus to requirements.

#### **Working with files on an encrypted USB stick**

After inserting the USB stick into your PC and entering your password a dialog box will open showing you the files that are stored on the device. Click on the file you wish to view/edit. When finished, click 'Save' and log off the USB drive. The updated file will be on the USB device and not on the local drive. If you create a new document or wish to save the original with a different name, click 'Save As' and make sure the file is saved on to the encrypted

USB drive and not in your C: drive or your 'My Documents' folder.

### Next Steps

In the coming months ICT will roll out important enhancements that will deliver a range of benefits including safer data storage and retrieval.

The Virtual Desktop Environment or VDE will mean that all your files and applications reside on the network regardless of your location. You will be able to log on as usual, access your normal desktop, drives and files but the information will at all times be stored on the ACC network rather than on your local drive reducing the risk of unauthorised access to ACC data in the event of loss or theft of a device.

If you are in any doubt about any of the information contained in this update please contact your service's business support manager or the ICT Helpdesk for further clarification.

## Health and Safety Checklist – Homeworker

To be completed every 12 months or when circumstances or risks change.

This form is to be used when an employee is defined in their contract of employment “You will be based from your home address”

Employee Name:	Employee Number:
Employee Address:	Telephone Number:
Date Completed:	
Checklist Completed By:	Planned Review Date if not in 12 months time:

Any items identified as being of serious and or imminent risk to Health and Safety must be reported and actioned immediately.

<b>Checklist Summary</b>	
<b>Section Covered</b>	<b>Completed Yes/No</b>
Section 1 – Place of work (page 2)	Yes/No
Section 2 – Buildings and Workplace (Page 2)	Yes/No
Section 3 – Harmful Chemicals and substances (Page 3)	Yes/No
Section 4 – Work equipment and electrical (Page 3)	Yes/No
Section 5 – Fire and evacuation (Page 4)	Yes/No
Section 6 – Manual handling (Page 4)	Yes/No

### Signatures

<b>Employee:</b>	<b>Line Manager:</b>
<b>Date:</b>	<b>Date:</b>

<b>Section 1 – Place of work</b>		
1.1 Do you have a defined place/room where you work each day?	Yes/No	If “yes” complete answer all questions in this checklist. If “no” you must designate a room to carryout work activities (see question 1.2)
1.2 Have you informed the following that you are a homeworker or occasionally homeworker?	<input type="checkbox"/> Mortgage company <input type="checkbox"/> Landowner or owner of the property <input type="checkbox"/> Buildings insurance provider <input type="checkbox"/> Contents insurance provider	
1.3 The place/room where I work each day is called (draw a plan view of the room)		

<b>Section 2 – Buildings and Workplace</b>		
If you answer <b>NO</b> to any item give further details	Delete as appropriate	Detail problem and possible corrective action
2.1 Carpets and/or floors in good condition?	Yes/No	
2.2 Floors clean and level?	Yes/No	
2.3 Desks, filing cabinets and shelves generally tidy?	Yes/No	
2.4 Room secure from access by children?	Yes/No	
2.5 Lighting adequate?	Yes/No	
2.6 Chairs in good condition and fully adjustable?	Yes/No	
2.7 Walkways tidy and unobstructed?	Yes/No	

2.8 Store rooms tidy and accessible?	Yes/No	
2.9 Window, blinds and doors operative and in good condition?	Yes/No	
2.10 Boxes and files stored safely?	Yes/No	
2.11 Storage space adequate?	Yes/No	

<b>Section 3 – Harmful Chemicals and Substances</b>		
	Delete as appropriate	Detail problem and possible corrective action
3.1 Are there any harmful chemicals or substances kept in place/room where you work?	Yes/No	If “yes” go to question 3.2. If “no” don’t answer questions – go to next section.
3.2 Does ACC supply the chemicals or substances and needed to perform the job?	Yes/No	If “yes” please answer all the questions in this section. If “no” don’t answer questions – do to next section.
3.3 Hazards identified in data sheets have adequate written safety procedures available. Relevant employees trained?	Yes/No	
3.4 All chemical containers clearly labelled and stored in accordance with manufacturer instructions?	Yes/No	
3.5 Empty and used chemical containers removed from area and disposed of in accordance with manufacturer instructions?	Yes/No	
3.6 Spillage control kits available and replenished?	Yes/No	
3.7 Safety signs in place and legible?	Yes/No	

<b>Section 4 – Work Equipment and Electrical</b>		
If you answer <b>NO</b> to any item give further details	Delete as appropriate	Detail problem and possible corrective action
4.1 Employee aware of procedure for reporting defective equipment?	Yes/No	
4.2 Sufficient sockets available and extension cables kept to a minimum?	Yes/No	
4.3 Electrical cables secure and away from walkways?	Yes/No	
4.4 Electrical equipment used in accordance with manufacturer instructions?	Yes/No	
4.5 Electrical equipment tested with date and signature visible?	Yes/No	
4.6 Employee owned electrical equipment tested and approved by Facilities?	Yes/No	
4.7 ACC supplied equipment secured after use?	Yes/No	

<b>Section 5 – Fire and Evacuation</b>		
If you answer <b>NO</b> to any item give further details	Delete as appropriate	Detail problem and possible corrective action
5.1 Heat sources kept away from potential fire hazards including flammable chemicals?	Yes/No	
5.2 Sufficient smoke detectors in place?	Yes/No	
5.3 Smoke detectors functional?	Yes/No	
5.4 Fire extinguishers available in place/room of work?	Yes/No	

<b>Section 6 – Manual Handling</b>		
	Delete as appropriate	Detail problem and possible corrective action
6.1 Is there any manual handling activities that may cause injury?	Yes/No	If “yes” complete all questions in this section. If “no” don’t answer questions – go to next section.
6.2 Employee in good health relative to manual handling requirements of job?	Yes/No	
6.3 Manual handling risk assessments completed and documented on tasks identified as presenting a risk of injury?	Yes/No	
6.4 Control measures in place to prevent injury or damage to property or products?	Yes/No	
6.5 High-risk employees trained in manual handling techniques?	Yes/No	
6.6 Employee informed ACC of any issues relating to manual handling?	Yes/No	

<b>Section 7 – Personal Protective Equipment (PPE)</b>		
	Delete as appropriate	Detail problem and possible corrective action
7.1 Is there a requirement for PPE?	Yes/No	If “yes”, make a list below and answer all questions in this section.  If “no” don’t answer questions – go to next section.
7.2 PPE available and accessible relative to hazard?	Yes/No	
7.3 PPE checked and maintained effectively?	Yes/No	
7.4 PPE used in accordance with manufacturer instructions?	Yes/No	
7.5 Where mandatory to do so – all employees	Yes/No	

wearing PPE?		
7.6 PPE fit for purpose and effective?	Yes/No	
7.7 Procedure for replenishment of PPE consumables effective?	Yes/No	
7.8 Safety glasses used where mandatory?	Yes/No	

<b>Section 8 – Other</b>		
If you answer <b>NO</b> to any item give further details	Delete as appropriate	Detail problem and possible corrective action
8.1 Employee aware of accident reporting procedure?	Yes/No	
8.2 First Aid box available and replenished?	Yes/No	

Any other information or items for improvement



Aberdeen City Council  
 Human Resources and Organisational Development  
**Flexible Working Request**

To be considered for Flexible Working Arrangements you must complete this form (you may continue any part on a separate sheet if necessary) and then submit it your line manager.

**1. Personal Details**

**Name (in full):** \_\_\_\_\_ **Payroll No.:** \_\_\_\_\_

**Directorate:** \_\_\_\_\_

**Location:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**2. Dependant Responsibilities**

Employees with 26 weeks' continuous service at the date of application, and who have dependant responsibilities \*, have a statutory right to request to work flexibly.

**Do you have a statutory right to request flexible working:** Yes  No

If **No** then continue to Section 3

If you have a statutory right to request flexible working then please complete this section to tell us about your caring responsibilities.

Type of Dependant	Number of Dependants	Type of Responsibility – Sole or Shared with another person
<b>Child</b> (under 18 years)		
<b>Adult</b> (over 18 years)		

Please provide details about your caring responsibilities:


### 3. Supporting Information

To help your manager decide whether your request to work flexibly can be approved please tell us why you are making the request:

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How do you think your requested working arrangement will affect your Service and your colleagues?

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Have you any suggestions about how the possible effects of implementing your flexible working request could be dealt with?

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**4. Details of Request**

What is your current working pattern (days/hours/times worked/work location)?

What kind of flexible working would you like to request?

<b>Flexi-time</b>		<b>Term Time Working</b>	
<b>Compressed Working</b>		<b>Home Working</b>	
<b>Annualised Hours</b>		<b>Mobile or Satellite Working</b>	
<b>Other</b>			
Please describe the arrangement you would like:			

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When would you like your new working arrangement to begin (date)? \_\_\_\_\_

**5. SIGNATURE**

Signed: ..... Date: .....

**6. FOR SERVICE USE**

(1) Request approved (letter sent)    Initials .....    Date.....

(2) Request declined (letter sent)    Initials .....    Date .....

\* Dependant responsibilities is defined as an employee who is caring for a person who is:

- 1) Married to or the partner or civil partner of the employee
- 2) The relative of an employee; or
- 3) Falls in to neither of the categories above but lives at the same address as the employee

The definition of relative includes any person related to the employee, such as mother, father, son, daughter, adopter, guardian, brother, sister, brother-in-law, sister-in-law, father-in-law, mother-in-law, son-in-law, daughter-in-law, uncle, aunt or grandparent.

The definition of partner means the other member of a couple consisting of (a) a man and a woman who are not married to each other but are living together as husband and wife, or (b) two people of the same sex who are not civil partners of each other but are living together as if they were civil partners.