

Revision History

Document	WDC Agile Working Guidance
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Approvals

This document requires the following approvals:

Name	Title
Senior Leadership Team	Yes
Employment Committee	14.3.23

Distribution

This document has been distributed to:

Name	Title
All Staff	Groups (Ways of Working/Unison/Staff Voice)
All Members	Employment Committee

1 Introduction

WDC's People Strategy, Behaviours and Values reflect our ambition as an organisation to embrace digital opportunities, innovate and enable our people to see work as what they do, not where they do it. Evidence supports that we deliver creative, customer focused, high performing services and positively contribute to the Council priorities within an agile working environment.

This 'Agile Working Guidance' supports the existing 'Ways of Working – Guide for Managers' and contains the detail to support this approach that our Managers, Leaders and colleagues can use to enable and support our commitment to agile working, maintaining its success now and the future.

2 Scope

- This guidance applies to all employees that are eligible for agile working.

3 Place of work

- The normal place of work will be identified as the nominated (contracted) work base location.
- Employees can work from other remote locations, such as their home address. It is in exceptional circumstances where you may be permitted to work outside of the UK (this is to do with data handling loss risks). Permission should be obtained through your Line Manager in consultation with the Information Governance Manager. The Risk and Insurance Officer should be advised for insurance purposes.
- Any change of address that may affect the ability to travel into the nominated work base location will require prior discussion with the employee's manager. Personal information must be updated in I-Trent.
- Where there is unmanageable financial impact on any agile working arrangement, this could result in alternative arrangements being made.
- WDC reserves the right to require employees to attend the employer's nominated workplace (or other such locations considered necessary for the performance of duties where required).

4 Hours of work

- It is important to clearly show on Outlook calendars individual working times and availability.
- Consideration must be given to the Working Time Regulations 1998 in respect of maximum weekly working hours and minimum rest breaks.
- Employees are responsible for regulating their own working time (subject to agreement with their Manager and needs of the business) and taking breaks as appropriate.
- Should employees or Managers identify that the Working Time Regulations 1998 are not being adhered to, or that excessive hours are being worked, it must be discussed at the earliest opportunity.
- Employees should not feel pressured to work excessive hours, any concerns should be raised immediately to their Manager.
- During agreed working hours adherence to other employment policies and procedures apply.

5 Wellbeing

- The wellbeing of our employees is of paramount importance, and we have developed a range of support tools and activities which are available for everyone to access.
- Further details can be found on the Intranet in the Health and Well-being section.

6 Policies and Procedures

- Employees should continue to comply with WDC policies and procedures, and any failure to do so may result in formal action being taken.
- This could include revoking an agile working arrangement if it is believed that this is in the best interests of the Council.

7 Managing by Outcomes

- Regular contact should take place between the Manager and the employee to discuss workloads, outputs, outcomes and maintain structured discussion and feedback.
- In addition, Managers should maintain contact to provide appropriate health and wellbeing support to agile workers ensuring they continue to feel part of the team.
- Employees should attend the office base if requested by their Manager for any work-related meetings, training, agile working reviews, performance reviews, and absence review meetings or to conduct face to face supervision.
- Agile working arrangements should continue to be monitored and reviewed at regular intervals.
- Employees who are being managed under another WDC policy such as performance, sickness absence, disciplinary or probation may need to be based for most of their working time at a fixed base where they have direct access to a manager to allow their workload to be monitored and appropriate support to be provided.

8 Expenses

- In line with the Council's climate change commitment, business mileage should be kept to a minimum.
- Home to base location mileage remains the individual's responsibility. WDCs Business, Travel & Expenses policy applies.
- See WDC Business Travel & Expenses Policy for all other expenses claims.
- Where working from home is having an unmanageable financial impact on any individual, a discussion should take place with their Manager to explore alternative arrangements.

9 Holidays and absence reporting

- There is no change to annual leave entitlement and absence reporting or pay. This is the same as the terms and conditions in the employee's employment contract.
- Employees should follow the usual sickness reporting procedure and contact their Manager at the earliest opportunity should they be unfit for work.

10 Equipment

- Employees will be provided with the appropriate technology to enable them to be connected to their team and fulfil their duties.
- Employees must be aware that IT support hours may not align with agile working times.

- Should employees experience technology issues they must contact the IT helpdesk as soon as possible and make themselves available for travel into a WDC office base location as required or necessary to enable them to have their equipment fixed or replaced.
- Agile workers may require additional equipment to work effectively from home. Reasonable costs for additional equipment can be reclaimed. This must be done with prior agreement by line managers and after undertaking the relevant DSE assessment.
- Laptops, removable devices and WDC mobile phones should always be locked when unattended.
- If working from home/another location, the working environment must be suitable, free of interruptions and with a suitable workspace and technology to enable effective communication and with due regard to confidentiality.
- Agile workers who experience technology difficulties may be required to work from a WDC work location on a temporary or permanent basis.

11 Employee responsibilities

It is the employee's responsibility to:

- Support the delivery of WDCs vision, clearly demonstrating our behaviours and values.
- Comply with all council policies and procedures including Information Governance and Health & Safety. Adhering to the same working standards as would apply in a fixed office base.
- Complete a Display Screen Equipment (DSE) assessment for home working locations with support from the Line Manager to confirm that it is suitable for agile working.
- Discuss any reasonable adjustments with their Line Manager (following the DSE).
- Keep in regular contact with their Line Manager.
- Ensure Health and Safety requirements are always maintained.
- Promptly raise any concerns with their Line Manager.
- Ensure that performance targets and outputs are met as agreed with their Line Manager.
- Ensure that all data is always kept secure and in line with policy.

12 Line Manager responsibilities

It is the line manager's responsibility to:

- Apply this guidance consistently, equitably, fairly, and objectively in accordance with the WDCs vision. Seeking further advice and guidance from their Line Manager or HR where necessary.
- Ensure, jointly with the individual, that agile working conditions include the most appropriate use of technology to reduce the production of paper or manual records and that records management and data protection requirements and processes are in place to comply with the obligations of that service area.
- Ensure that an IT and workstation inventory is maintained for any items that leave council premises and that they and the individual is aware of the responsibilities on each to return/retrieve any such equipment when the agile working arrangements cease.
- Maintain contact with employees on a regular basis.
- Offer support to employees to get the best out of agile working.
- Ensure that Health and Safety Policies and standards are always maintained.
- Set performance expectations and manage outcomes.

- Identify any training or support which is appropriate to support agile working.
- Promptly raise any concerns with agile working arrangements with the employee.
- Ensure that all data is always kept secure.
- Treat all equitably, inclusively, and fairly no matter where they work from.

13 Discipline and grievance

- All current policies & procedures regarding disciplinary and grievance remain the same, for further details please visit the intranet pages.

14 Data Protection

- WDC is committed to ensuring compliance with its obligations under UK GDPR. This includes ensuring the security and safekeeping of all work-related personal data held both on WDC's premises, transporting devices and paper files in personal vehicles and held by individuals working remotely. All employees should abide by WDC's Data Protection Policies and Procedures.
- Managers should be aware of confidential and/or sensitive information that is taken out of the Council setting to another environment with a secure method for these files/documents to be returned once the individual no longer requires the information. Confidential paper information should be disposed of securely either at home or in an office setting.
- WDC retains the right to withdraw agile working arrangements if data confidentiality is not maintained.
- Whether working from a public location, a Council work setting or in the home environment there is a need to keep data safe, be aware of having confidential conversations outside of Council settings even in the home environment with other people present. If individuals work with sensitive data or information a privacy screen should be supplied by line managers.
- All individuals have an implied duty not to disclose confidential information or use it for any purpose other than WDC's business.
- Individuals should only be using WDC issued equipment, including phones, for WDC business purposes.
- Agile workers must ensure that any documentation which contains personal data (such as data on customers, contractors, or our people), should be kept in a lockable area. When finished with, such documentation should be returned to the organisation to be stored or disposed of appropriately at the first available opportunity.
- Printing of data at home is not permitted on non WDC equipment.

15 Health and Safety

- WDC is still responsible for the welfare, health, and safety of agile workers.
- Equipment supplied by WDC will be suitable for its purpose and in good working order. Should individuals feel equipment is not in good working order they should contact their Line Manager to review immediately.
- WDC is responsible for the equipment it supplies. However, employees domestic supply, including electrical sockets, remains their responsibility.
- Should an accident occur while working remotely, employees should inform their Line Manager/Health & Safety Officer at the earliest opportunity and follow the Health and Safety guidelines.

16 Mortgages/Tenancy Agreements

- Employees may need to check with their mortgage providers or landlords that there are no issues with them working from a home environment in respect of their mortgage terms and conditions and tenancy agreements.

17 Insurance

- WDC is responsible for the insurance of equipment it provides.
- Employees may also need to check their home insurance and that there are no issues with working from home in respect of policies and premiums.

18 End of employment

- Equipment (and any documents and material, written or otherwise) supplied by the council shall remain the property of the council and must be returned immediately in good working order when either:
 - Employment has ended.
 - Any agile working arrangement ends.
 - Management request that it be returned.
- Line managers must follow leaver's guidance at the end of employment.

Related Policies

1. Flexi-time scheme and Time Recording Policy
2. WDC Business Travel & Expenses Policy
3. Ways of Working – Managers' Guide