Attendance at Work During ICT Downtime - Guidelines

These guidelines should be used when staff are unable to access ICT systems during their normal working day due to planned or unplanned system maintenance, security incidents or any circumstances beyond the council's control. For clarification, these guidelines do not apply when staff are unable to access council ICT systems because personal equipment on which they are reliant fails. For example, when working from home and their personal broadband connection does not work.

The Chief Executive will hold the authority for deciding on the severity of circumstances preventing employees accessing ICT systems as an extreme cause of action.

- It is expected that every member of staff will attend work, unless leave is requested or agreed.

- Staff who work from home should come into the office unless leave is requested or agreed.

Line Managers should review their staff cover based on the above and agree what the work priorities are and allocate them based on needs of the service.

If staff are unable to attend work after considering the above then the time off must be taken as flexi, unpaid leave or annual leave as agreed with the line manager.

Line managers must agree with any staff that are not at their normal place of work – how they will maintain communication during the disruption and how 'business as usual' can be maintained and restored.

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