

DIGITAL HEALTH AND CARE WALES HOMEWORKING POLICY

This policy outlines the perameters for home working and the necessary steps required for an employee to request to work from home.

Document Version	V1

Status	Approved
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Document author:	Velindre NHS Trust
Approved by:	Velindre NHS Trust
Date approved:	12/02/2019
Review date:	31/03/2022



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Delivering High Quality Digital Services

WELL-BEING OF FUTURE GENERATIONS ACT A healthier Wales

If more than one standard applies, please list below:

A prosperous Wales, A resilient Wales, A more equal Wales, A Wales of cohesive communities, A Wales of vibrant culture and thriving Welsh language, A globally responsible Wales

DHCW QUALITY STANDARDS

ISO 20000

If more than one standard applies, please list below:

ISO 27001, ISO 9001, BS 76000:2015, BS76005, SDI (Service Desk Institute Standard)

HEALTH CARE STANDARD

Staying Healthy

If more than one standard applies, please list below:

Individual Care, Staff & Resources

EQUALITY IMPACT ASSESSMENT STATEMENT

Date of submission: 21/08/2012

No, (detail included below as to reasoning)

Outcome: Approved

Statement: Digital Health and Care Wales (DHCW) is committed to ensuring that, as far as is reasonably practicable, the way it provides services to the public and the way it treats its employees reflects their individual needs and does not discriminate against individuals or groups. An Equality Impact Assessment (EQIA) has been undertaken on this policy and the way it operates. The Organisation wanted to know of any possible or actual impact that this policy may have on any groups in respect of gender (including maternity and pregnancy as well as marriage or civil partnership issues) race, disability, sexual orientation, welsh language, religion or belief, gender identity, age or other protected characteristics.

The assessment found that there was no impact to the equality groups mentioned and this policy will have a positive impact on all the 'protected characteristic' groups. Where appropriate, the organisation will make plans for the necessary actions required to minimise any stated impact to ensure that it meets its responsibilities under the equalities and human rights legislation.

APPROVAL/SCRUTINY ROUTE:

Person/Committee/Group who have received or considered this paper prior to this meeting

COMMITTEE OR GROUP	DATE	OUTCOME
Local Partnership Forum	23/03/2021	Approved

WEOD-POL-020

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Author: Velindre NHS Trust Approver: Lead Executive



IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	Yes, please see detail below There is a potential for the organisation to make cost savings due to reduced need for estates.
WORKFORCE IMPLICATION/IMPACT	Yes, please see detail below This policy outlines the necessary steps to be able to accommodate requests for homeworking, this ensures the organisations commitment to work life balance and flexible working.
SOCIO ECONOMIC IMPLICATION/IMPACT	No. there are no specific socio-economic implications related to the activity outlined in this report

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1 DOCUMENT HISTORY

1.1 REVISION HISTORY

Date	Version	Author	Revision Summary
12/02/2019	1	Velindre NHS Trust	Policy finalised

1.2 REVIEWERS

This document requires the following reviews:

Date	Version	Name	Position
12/02/2019	1	Velindre NHS Trust	Host Organisation until 31/03/2021

1.3 AUTHORISATION

Signing of this document indicates acceptance of its contents.

Author's Name:	Velindre NHS Trust		
Role:	Host Organisation until 31/03/2021		
Signature:		Date:	12/02/2019

Approver's Name:	Velindre NHS Trust		
Role:	Host Organisation until 31/03/2021		
Signature:	N/A	Date:	12/02/2019

1.4 DOCUMENT LOCATION

Туре	Location
Electronic	Integrated Management System

2 POLICY STATEMENT

Digital Health and Care Wales is committed to continuously improving the working environment for its staff. The organisation's Flexible Working Policy and procedure recognise the need to enable staff to make a full contribution to work at different stages of their working lives while maintaining a work-life balance. The organisation also accepts that rigid adherence to traditional patterns of working may fail to maximise the considerable benefits to the organisation which can be derived from flexible forms of working.

Home Working means that an employee is able to carry out a proportion of their duties in their own home rather than on organisation premises. This facility supports recruitment, retention and worklife balance, and it should also improve efficient and cost effective services. There must however be a sense of proportionality, and an evaluation of each individual's working arrangements should be subject to regular review by the member of staff and their manager.

3 SCOPE OF POLICY

This policy will apply to all employees of Digital Health and Care Wales.

Employees have a statutory right to request flexible working from their employer if they have parental responsibility for a child up to the age of 16 years or a child under the age of 18 years with a disability. This right also extends to carers of dependant adults.

The organisation acknowledges that staff should strive to achieve an appropriate work life balance and therefore will consider applications for home working from all staff, not just those who meet the statutory criteria.

If a manager receives a number of home working requests from employees, priority may need to be given to those employees with a statutory right under the Flexible Working Regulations and Work and Families Act or other Equality legislation subject to the provisions of the policy. All decisions will take account of individual circumstances.

4 AIMS AND OBJECTIVES

The purpose of the Home working Policy is to:

- Optimise service delivery whilst ensuring a proper balance between the desirability of improving work life balance for staff and the exigencies of the service.
- Provide a framework to assist both the manager and employee to ensure that day-to-day issues are dealt with consistently and appropriately and to ensure continued effectiveness of the employee in their home environment
- Ensure that the employee and employer adhere to the legislation regarding Health and Safety and data protection.

5 RESPONSIBILITIES

5.1 Management

Management must ensure that the following actions are completed;

- Consider all requests on an equitable basis and assess the benefits to approving such requests
- Sign the Home Working Agreement and store on the employee's personal file
- Ensure the provision of necessary equipment and software in line with the Health and Safety legislation. Liaise with the Corporate Services and Client Services for details.
- Ensure clear objectives and measurable outputs are set for the work completed at home ensuring effective performance management
- Establish and maintain appropriate communication and feedback processes including technical and managerial support, and contingency systems
- Ensure that there are equal opportunities for training and development
- Undertake a regular review of the home working agreement on a regular monthly basis

5.2 Employees

Employees must;

- Ensure that there is an appropriate work area in the home that is secure and free from interruptions to create a normal working environment
- Inform anyone with an interest in their property of their intentions to work at home on a regular basis and ensure that this does not contravene any terms and conditions, leases or covenants.
- Inform relevant employees of their whereabouts as appropriate and where relevant, ensure calendars are populated accordingly.
- Be available and contactable by telephone/mobile/Microsoft Teams at all times within their normal contracted working hours, providing contact details
- Take responsibility for their health and safety and that of others as required.
- Ensure that the specified hours are worked and appropriate breaks are taken in accordance with the Working Time Regulations
- Ensure that all equipment provided by the organisation is maintained in a secure area and is not used by anyone other than themselves.
- It is the responsibility of the employee to inform the organisation as and when any circumstances that are specified within the agreement and/or the home working risk assessment require a change.

6 IMPLEMENTATION/POLICY COMPLIANCE

6.1 Eligibility

When considering the suitability of home working, the following criteria should be considered carefully before signing the home working agreement (Appendix 1);

A request must not be considered in isolation. Other staff working within the team/department must not ordinarily be disadvantaged by receiving less preferential treatment in response to a request for homeworking. In addition a service must not be compromised due to one or more members having a flexible working/home working request approved.

The reason for the request for home working and the suitability of the role and nature of the work required within the role. (regular requirement and/or an ad hoc requirement)

Whether the home working will impact on the employee's role as documented in their job description (for example whether the role requires supervisory responsibilities, or there is a requirement to be available in workplace for other team members.)

Due consideration for the practicability of a home working arrangement and general service requirements and performance

The need for sufficient cover and access while the member of staff works from home.

Whether the member of staff deals with patient / employee confidential information and the risk of any adverse effect on the security of such information.

The applicant's ability to be contactable and the ability to return to work base within a required timeframe.

The employee has a suitable area within their home that can be established as an office environment, from a Health & Safety perspective and also from a practical viewpoint (all approved requests will be subject to a risk assessment)

This procedure is not to be used for the purposes of care for dependants and or children. Please refer to the Special Leave Policy in these circumstances

6.2 Health and safety

Under the Management of Health and Safety at Work Regulations 1999, the organisation is responsible for the conducting of a risk assessment of the work activities carried out by homeworkers (Appendix 2). This assessment of the proposed area of work and equipment (including organisation-owned equipment) in the employee's home will be carried out to ensure the safety of the employee, their family and members of the public. This will be repeated if the area within the home changes significantly. This will include the following areas where applicable

- Working with Display Screen Equipment (DSE)
- Lone Working

New and Expectant Mothers

6.3 First Aid / Emergencies

Working from home is not generally considered a high-risk area for emergencies. However, employees are required to have:

- an adequate warning system a domestic smoke alarm in the work area and checked regularly
- a way of escape worked out in advance
- a small **first-aid** kit that is easily accessible in the home.

6.4 Equipment

The organisation will ensure that appropriate materials i.e. stationery, equipment, technology and furniture are provided for the home working employee under the Health and Safety at Work etc. Act 1974 and associated legislation.

The organisation will assume responsibility for the cost of any maintenance of any equipment provided by the organisation. Any electrical appliances or sources e.g. electrical sockets etc. will be the employee's responsibility.

The organisation will ensure however that the risk assessment undertaken at the employee's home includes the checking of all equipment/facilities utilised in the course of their work.

6.5 Reporting of Injuries, Diseases and Dangerous Occurrences

Employees must report any injury, disease or dangerous occurrence connected with their home working without delay to the organisation. This must be done in accordance with the organisation's Incident Reporting Procedure and in line with any additional Departmental / Organisational procedures that are in place.

7 REMUNERATION

7.1 Subsistence allowances

In accordance with Section 18.2 of the Agenda for Change Terms and Conditions, should the member of staff be required to make a telephone call for the purposes of their work, they will be entitled to claim for the reimbursement of telephone expenses. They should keep a record of the date, time and length of the call and claim this via e-expenses. The organisation reserves the right to request an itemised bill as proof of calls. The organisation including hosted organisations have access to Microsoft Teams therefore staff working from home are encouraged to use this facility to minimise costs.

7.2 Council tax/Business rates

On the basis that the home is not adapted for home working purposes and is still used for domestic purposes business rates would not apply.

7.3 Tax Relief

You can only claim tax relief if the organisation has formally requested that the employee works from home. If this is a mutual arrangement and/or the employee voluntarily requests this working arrangement, they will not be eligible to tax relief.

8 APPLICATION PROCEDURE

- If an employee wishes to request to work from home they should complete the 'Request for Variation to Working Pattern' in the WF23 Flexible Working Policy and Procedure.
- The manager should acknowledge receipt of the form within **7 calendar days** and arrange a meeting with the employee within **14 calendar days** to discuss the application.
- The employee has the right to be accompanied at this meeting by a Trade Union representative, colleague or a friend.
- The consideration of a request to vary working pattern should be based on sound business reasons and where a request may be declined, alternatives must be explored. (*Guidance in Appendix 7 of the Flexible Working Policy and Procedure*)
- The manager will respond to the request in writing within **7 calendar days** of meeting with the employee, outlining the decision, details of the agreement, key points of discussion and review dates.
- Managers can refer to Appendix 7 in Flexible Working Policy and Procedure for guidance when considering and responding to applications for flexible working.
- All applications will be considered. Where a request is refused, an employee may re-apply
 at the end of a 6 month period. Where there is a change of personal circumstances or a
 situation under which the reason for initial refusal has been resolved a new application will
 be considered.

9 APPEAL

Employees should submit written notification to the next senior manager in the structure highlighting the reasons for their appeal, within 14 calendar days of receiving the written decision. A meeting will be arranged to discuss the appeal within 14 calendar days of receipt of the appeal notification.

Employees have the right to be represented by a Trade Union representative, colleague or friend.

A decision will be made within 14 calendar days of the meeting and communicated in writing to the applicant.

10 TERMS AND CONDITIONS OF EMPLOYEMNT

10.1 Formal request

There is no automatic right to work from home. Where a request for homeworking has been agreed and accounts for more than 50% of their contracted hours, this will be a temporary variation to the employee's contract of employment with regards to their working location. This agreement will be reviewed by both parties after 3 months and every 6 months thereafter to assess continued effectiveness. All other terms and conditions of employment remain unchanged, including their contractual work base.

During any review session, if the homeworking arrangement is no longer appropriate, one to one discussions will be arranged to explore alternative solutions. This may include making adjustments to the agreed work pattern or reverting to the original working pattern if appropriate. In circumstances where, due to service provisions or personal circumstances the continuation of the homeworking agreement is no longer possible, either party may terminate the home-working agreement by giving one months-notice in writing (or shorter if mutually agreed).

When home working arrangements are terminated, the line manager is responsible for making arrangements for the employee to resume their work activities at their substantive base. The manager is also responsible for ensuring that all facilities such as furniture, equipment etc. required at their base is acquired and/or equipment supplied by the organisation for use in the home is returned.

10.2 Ad-hoc arrangements

It is acknowledged that there are occasions where there is no contractual arrangement in place, however it may be beneficial to the employee and the organisation for the employee to work from home on an adhoc basis during their contracted working hours. Such circumstances could include undertaking a specific piece of work requiring complete concentration without interruptions.

As adhoc homeworking arrangements are not a contractual change the full application and approvals process is not applicable in respect of such requests.

It is important however that key issues for example Health and Safety requirements including risk assessment, data protection legislation, and organisational Policies are complied with.

A request must be made in writing via an email / letter confirming that they will adhere to all the responsibilities as laid out in section 4.2 of this Homeworking policy. If approved, a record will be placed on the individual's personal file and will be deemed current for a period of 12 months at which time a renewed application will be required.

11 CONFIDENTIAL INFORMATION

Home workers are obliged to ensure that the confidentiality and security of information is maintained. Organisation property including tangible or electronic information must be stored securely and not left in a vulnerable position or open to access by non-authorised persons.

Confidential waste must not be destroyed with normal domestic waste but must be brought to organisation premises for secure disposal.

The provisions of the All Wales Information Governance Policy and All Wales Information Security Policy should be considered at all times.

12 EQUALITY IMPACT ASSESSMENT STATEMENT

The organisation is committed to ensuring that, as far as is reasonably practicable, the way it provides services to the public and the way it treats its employees reflects their individual needs and does not discriminate against individuals or groups.

The organisation has undertaken an Equality Impact Assessment (EQIA) and received feedback on this policy and the way it operates. The organisation wanted to know of any possible or actual impact that this procedure may have on any groups in respect of gender (including maternity and pregnancy as well as marriage or civil partnership) race, disability, sexual orientation, Welsh language, religion or belief, transgender, age or other protected characteristics.

The assessment found that there was no impact to the equality groups mentioned and this policy will have a positive impact on all of the 'protected characteristic' groups where appropriate the organisation will make plans for the necessary actions required to minimise any stated impact to ensure that it meets its responsibilities under the equalities and human rights legislation.

In the application of this policy all employees will be treated with dignity and respect, taking into account equality legislation.

The organisation is required to monitor the implications of this policy and to ensure that it assesses the impact of any proposed redundancies across the 'protected characteristics' and in respect of individual's human rights.

13 REFERENCES

https://www.gov.uk/introduction-to-business-rates/working-at-home assessment tool https://www.gov.uk/contact-voa

14 RELATED POLICIES

The following policies must be adhered to in conjunction with this policy, they can be found in the Integrated Management System;

- Information Security Policy
- Internet Usage Policy
- Email Use Policy
- Information Governance Policy

- Flexible Working Policy and Procedure
- Data Protection and Confidentiality Policy
- Equality & Diversity Policy
- Annual Leave Policy
- Working Time Regulations Policy
- Local arrangements for flexi-time
- Future Generations Act (ref. carbon footprint reduction)

Any breaches of the Home Working Agreement, the general terms contained in this policy or any associated organisational policies, may lead to the immediate suspension of the home working arrangement pending an investigation. Breaches may lead to consideration under the organisation's Disciplinary procedure.

15 SUPPORT AND GUIDANCE

Further information and support is available from the Workforce and Organisational Development team.

Staff should refer any queries to nwis-wfod.shared@wales.nhs.uk

16 MAIN RELEVANT LEGISLATION

The following legislation must be adhered to in conjunction with this policy;

- General Data Protection Regulation (Regulation (EU) 2016/679)
- Data Protection Act 2018
- Health & Safety at Work etc. Act 1974
- Working Time Regulations 1998
- Provision and Use of Work Equipment Regulations 1998
- Electricity at Work Regulations 1989
- Health & Safety (Display Screen Equipment) Regulations 1992 (as amended)

This is not an exhaustive list.

Appendix 1

1. Homeworking agreement

This document must be read in conjunction with the Homeworking Policy, it has been developed to support the application of home working in Digital Health and Care Wales. In accordance with the Policy, it is anticipated that home working will;

- Optimise service delivery whilst ensuring appropriate office presence and cover
- Provide opportunities for staff to achieve a greater work life balance
- Ensure that legislation regarding Health and Safety and data protection are complied with
- Ensure staff can perform their full range of duties whilst working from home

A full risk assessment will have to be completed on the home office premises before the commencement of any home working. All equipment supplied by Digital Health and Care Wales must have passed a portable appliance testing (PAT). The line manager must ensure this is completed before home working commences. The Departmental Line Manager will arrange this testing in liaison with a Digital Health and Care Wales Health & Safety Representative.

Employee Name (hereafter referred to as employee):	
Employee job Title:	
Home working agreement in days and hours:	
Date agreement commences:	
Date agreement ends:	

This agreement provides a temporary variation to the employee's contract of employment with regards to their working location. All other terms and conditions of employment remain unchanged, including their contractual work base. The employee is responsible for notifying their manager immediately if there is any change in circumstances as referred to in this agreement, their risk assessment, or the Homeworking Policy.

2. Health and Safety

A self-assessment (as detailed in the Homeworking Policy) has to be completed by the employee.

This will be repeated if the areas within the home changes significantly. This will include the following areas where applicable:

- Working with Display Screen Equipment (DSE);
- Lone Working
- New and Expectant Mothers

If required, a more detailed assessment may be conducted which may require a home visit. As part of this assessment the employee has confirmed that they have:

- An adequate warning system e.g. a domestic smoke alarm in or surrounding the work area which is regularly tested
- A way of escape from the property and work area
- A small first aid kit in the work area

The organisation reserves the right to require reasonable access to an employee's home to;

- Ensure it meets health and safety requirements
- Install, maintain, check and collect equipment or material that belongs to the organisation
- To remove files stored either electronically or in paper format to comply with the organisations obligations

The employee should ensure that if they move from their home address that they update their employee record via their ESR Employee self-service, and verbally advise their manager. Additional assessments will need to be completed to ensure ongoing compliance with this agreement and the Homeworking Policy.

The employee is required to report any injury, disease or dangerous occurrence connected with the home working without delay to their manager and via the usual incident reporting procedure.

The employee is responsible for ensuring that they work their specified hours and that appropriate breaks are taken in accordance with the Working Time Regulations.

3. Equipment

The employee should ensure that any equipment provided by the organisation to allow them to work from home is stored in a secure area. Equipment provided by the organisation should not be used for personal use or by any other party.

4. Communication

Whilst working from home the employee should ensure that they provide appropriate contact details to ensure that colleagues, customers, management etc. can contact them as they would if they were in the work place. This should include updating their work diary to reflect their working arrangements. Employees have access to Microsoft Teams therefore staff working from home are encouraged to use this facility.

5. Training and Development

The Employee may be required to attend the workplace on a designated home working day to attend training, development or other meetings at management's request.

The Employee is required to complete the Display Screen Assessment e-learning package via their ESR Employee self-service access.

6. Absence

If the Employee is absent from work during a designated home working day for any reason (including sickness absence, annual leave, time off for medial appointment etc.), they should ensure that they notify their manager or request this absence in the usual way.

7. Performance

Clear objectives and measurable outputs will be set and agreed to support this home working agreement to ensure effective performance management. Any issues identified will be addressed through the NHS Wales Capability Policy, and may result in this agreement being suspended or terminated as per point 11 of this agreement.

8. Confidentiality

The Employee, at all times, must be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users. The Employee must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Legislation and Digital Health and Care Wales policy. Any breach of confidentiality may lead to disciplinary action and may be regarded as gross misconduct justifying summary dismissal.

9. Expenses

The Employee will be expected to meet the cost of travelling to work when they do come into their work place in the normal way. If the Employee is required to travel to other locations as part of their job, the claim should be submitted in the usual way via the e-expenses system.

In accordance with Section 18.2 of the Agenda for Change Terms and Conditions, should the member of staff be required to telephone organisation premises for the purposes of work, they will be entitled to claim for the reimbursement of telephone expenses. No additional expenses will be paid. Employees have access to Microsoft Teams therefore staff working from home are encouraged to use this facility to minimise costs.

10. Review of this agreement

This agreement will be reviewed by both parties after 3 months. There is no automatic right to work from home.

If the employee moves address, and the terms of this agreement and the Homeworking Policy cannot be satisfied, the agreement may be terminated in accordance with point 11 of this

agreement.

11. Termination

Either party may terminate the agreement by giving one months' notice (or shorter if mutually agreed) in writing.

Where issues regarding performance, conduct, or health and safety are identified, this agreement may be terminated immediately and other policies or procedures may be invoked.

12. Declaration

I can confirm that the conditions as outlined in the policy have been clearly explained to me. I accept and agree to adhere to all the requirements with regards to my application for home working.

I understand and accept that any breaches of the Home Working Agreement or the general terms contained in these guidelines or associated organisational policies will lead to immediate suspension of my home working arrangement. Breaches may lead to an investigation which may in itself lead to action under the organisation's Disciplinary procedure

Employee	
(Print name)	
Signature:	
Date:	
Manager	
(Print name)	
Signature:	
Job Title:	
Date:	

Appendix 2

Home Working Self-Assessment

Individual & Dept.:		Α	Assessor:		Date of Assessment:			
Key: Lev	el of Risk				L			
	Of concern,	early action needed						
	Acceptable	but clear need for further	action					
	Good but m	ay need further action						
HAZARD)	REGULATIONS		WHO MAY BE AFFECTED	CONTROL MEASURES IN PLACE	E RECOMMENDATIONS		
Display S Equipme		The Health and Safety (DSE) Regulations 1992.	Upper limb strain from seating positio or repetitive movement.	Home worker; family members; on visitors;	Machines provided are suitable their intended purpose maintenance of machines is restricted to designated person who have received adequate training;			
Work Eq	quipment	The Provision and Use of Work Equipment (PUWER) Regulations 1998.	Trapping, entanglement, electrical risks, and musculoskelet problems.	, visitors;	Ensure work equipment is suita for intended use; Ensure work equipment is safe for use, and maintained in a safe condition;			
Electrici	ty	Electricity at Work Regulations 1989.	Electric shock of fire.	or Home worker; family members; visitors;	Plugs are correctly wired and maintained; Plugs, leads, wires and cables are checked regular and kept in a condition that do not cause harm.	rly		
Manual	Handling	The Manual Handling	Musculoskelet	al Home worker	Avoid heavy, hulky loads or			

of office IT	Operations Regulations 1992.	strain or injury, particularly to the back.	family members; visitors;	materials; Avoid steps and steep ramps; When lifting is necessary,		
Fire	The Regulatory Reform (Fire Safety) Order 2005 (The Order) See Trust Fire Safety Policy for further legislation	Electric shock or fire.	Home worker; family members; visitors;	Smoke detectors fitted Exit is easily accessible from designated office area		
SECURITY	REGULATIONS		WHO MAY BE AFFECTED	CONTROL MEASURES IN PLACE	RECOMMENDATIONS	
Equipment	General Data Protection Protection Act 2018 and legislation	associated	Digital Health and Care Wales	Individuals store equipment in a secure environment		
Documentation	The Computer Misuse Ac The EC Directive on Lega Databases 1996.			Individuals store documentation in a locked unit Ensure passwords are not disclosed		
	Electronics Communicati Not exhaustive	ons Act 2000				

Important: It is the responsibility of the employee to inform the Organisation as and when any circumstances change that are specified within the agreement and the home working risk assessment.

Employee (PRINT)	Sign	.Date
Assessor (PRINT)	Sign	Date

3 Month - REVIEW MEETING

Date review meeting:	Manager/Assessor's Name:

Updated Actions & Further Comments	Updated level of risk (tick)		
			Of concern, early action needed
			Acceptable but clear need for
			further action
			Good but may need further
			action