

Latest Coronavirus update – important information on our ways of working

23 July 2020



Dear colleagues

Recently we have shared several key pieces of information for those of you who have been [asked to return to the office](#) and those of you [continuing to work from home](#).

In this email, we share further information and guidance for those staff who have been working from home up to this point, but do not feel that their personal circumstances allow this, and they would like to return to work in a NSS building.

Please remember: in line with Scottish Government guidance, working from home where it is possible to do so remains our default position.

If you would like to return to work in a NSS building due to your personal circumstances, please read this email carefully and in full.

We recognise that not all staff may find it straightforward to continue working from home. You may not have all the necessary equipment, you may be restricted on space to work, or your personal circumstances may have had an impact on how you fulfil your role. Some of our staff may also have faced increasing anxiety and or feelings of isolation.

The wellbeing of our staff is our priority, and as a result the organisation takes these issues very seriously. If you have been working from home up to this point, but do not feel that your personal circumstances allow this to continue, you should complete the online form titled 'COVID-19 personal request to return to a NSS building self-assessment' available on [HR Connect](#). The form itself takes around 10 minutes to complete. This will allow you to formally ask for a workspace in one of our offices. This will be automatically shared with your line manager and a final decision taken by your Strategic Business Unit Director on whether this will be possible.

You should not come to any NSS location unless you have been notified by your line manager that your personal request has been successful. It may not be possible to approve all requests; if your submission is unsuccessful, you will have the opportunity to discuss with your line manager anything else that NSS could support with to make the experience of working at home feel easier.

Completing the request form

Please note, the form and process is generated through Microsoft Teams therefore you must input your **line manager's Teams/0365 email address**. This can be found by hovering over your line manager's initials on the Microsoft Teams contact card and will be in the format of [forename.surname@nhs.scot](#) (selected individuals may also have a number after their surname for example [joe.bloggs1@nhs.scot](#)). The automation process of the form will only work if the Teams/0365 email address is

used. You should notify your line manager that you have submitted the form so you can make sure they have received it.

If you have any questions regarding this information, please ask your line manager in the first instance.

ACTIONS FOR LINE MANAGERS

All line managers need to carefully read through the guidance on staff asking to return to a NSS location due to personal reasons that is available on [HR Connect](#). This guidance will help to support and embed a consistent approach across the whole of NSS.

If anyone within your team submits a request this will be sent to you electronically via Microsoft Teams – you will see it appear as a note from Flow in ‘Chat’ on the application sidebar. This will include the information submitted by the individual. Once received you should contact each member of staff to discuss their situation. After you have discussed you should agree an outcome – further information is provided in the guidance.

There is also a personal request to return to work in a NSS building process map available on [HR Connect](#) to ensure that line managers accurately follow the required processes. Line managers can access support from across the HR and workforce development teams via the Contact Us section on HR Connect.

Important reminder

If you are a line manager of a new member of staff (who joined after 16 June) please make sure they receive a copy of this important information and any following emails from nss.communications@nhs.net – due to the Microsoft Office 365 migration new staff cannot be added to existing distribution lists and we want to make sure no one misses any important guidance.

We know that working from home will really suit some people, and be challenging for others. Please let’s support each other through these unusual times.

Stay safe.

Colin Sinclair
Chief Executive

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Employee Director

Where to go for help and useful information

- **COVID-19 symptoms and how to manage them:** [NHSInform](#) (available in [BSL](#) and [a variety of languages](#))
- **HR or staff-related questions and support -** [HR Connect Coronavirus Hub](#)
- **IT-related questions and support** – visit DaS Knowledge base and more <https://nhsnss.service-now.com/das>. If accessing from an external internet connection your login details should be in the format of [networkID@nss.scot.nhs.uk](#) (ie [kyllem01@nss.scot.nhs.uk](#)) and then your network password
- **Travel info and updates:** [Traveline](#)

- **Communications queries** - nss.communications@nhs.net



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