SCOTTISH AMBULANCE SERVICE

Agile Working

Guidance for Managers and staff

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CONTENTS

1.0   Background

1.1   The Scottish Ambulance Service recognises the fact that work space is becoming an increasing challenge and that there is a need to develop modern working practices enabling employees to maximise their performance.

1.2   Agile working is the term used to describe how employees can work flexibly from any location, which could include SAS national headquarters or other SAS locations, offices of partners, stakeholders or Shared Service providers, at home on occasion, or in any combination of these.

1.3   Agile working is based on the concept that work is an activity that employees undertake, rather than a place that employees visit. Agile working allows SAS employees to work smarter and to take advantage of the opportunities available as a result of technology and situations where employees travel as a requirement of their role.

1.4   The concept of agile working gives employees the ability and the equipment to carry out their role securely, efficiently and successfully in different locations across the geographical area in which they work.

1.5   The aim of this guidance is to support agile working for SAS staff. This guidance does not negate or supersede SAS's current Flexible Working Policy. This guidance is not appropriate for instances where regular flexibility of working patterns is required for personal reasons; instead SAS's Flexible Working Policy should be considered.

1.6   It is accepted that not all employees or job roles may be suitable for agile working. Some jobs are intrinsically not suitable (e.g. receptionists and staff whose role requires them to be office based) and some proposed arrangements may not be considered safe and secure. Line managers should consider each situation on its own merits, applying the principles of fairness and consistency whilst ensuring that overriding business needs and other requirements can be appropriately met.

1.7   This guidance provides a framework for consistent and fair practice on the issues to be taken into account when considering agile working arrangements.

1.8   For this to be successful, a different cultural mind set is required focused on results and performance, and removing artificial barriers such as time and attendance. The primary focus must remain however on meeting the needs of the Service within boundaries which are agreed between the manager and member of staff.

2.0   Eligibility and Exclusions

2.1   Line managers are responsible for determining eligibility for agile working and have the ultimate responsibility for deciding whether an employee is authorised to undertake agile working. Line manager's decisions in these matters will be final.

2.2   Agile working is not a substitute for Flexible Working, nor is it considered a contractual right or a permanent arrangement. In instances where regular flexibility of working patterns is required for personal reasons, SAS's Flexible Working Policy should be considered.

3.0   Process for Agreeing Agile Working

3.1   Either the line manager or the employee can initiate a discussion about the possibility of agile working. The line manager should give appropriate consideration to a request made by an employee to work in an agile way and employees should similarly give appropriate consideration to management requests to work agilely.

3.2   The line manager and employee should consider the following points before agreeing an agile working arrangement:

   • Whether this guidance is applicable or whether an alternative Service policy may be more appropriate, for example, the Flexible Working Policy;

   • Whether the business needs of SAS can be best met if an agile working arrangement was to be agreed;

   • Whether there are any health and safety/information governance implications, consulting the appropriate Service Lead where necessary and undertaking assessments such as Risk Assessments and Display Screen Equipment (DSE) Assessments, as appropriate;

   • Whether there are any other risks associated with agile working, for example, risks to equipment and SAS's obligations in relation to the Data Protection Act/GDPR in line with information governance requirements. Where risks are identified, the line manager and employee should discuss whether these can be adequately mitigated to ensure that the SAS continues to comply with any legal or other obligations;

   • Whether any additional equipment may be required and whether this is financially feasible;

   • Whether the employee will be adequately contactable. As a minimum, staff should be contactable by email and soft phone/mobile phone; and

   • Whether HR or other advice may be required.

3.3   If agreed, the line manager should:

   • Confirm agreement to the principle of working agilely to the individual. The line manager must confirm the agreed arrangements in writing;

   • Confirm any particulars of the agreement, for example, in relation to management supervision and communication, or other specific arrangements, including how the employee will be contactable with their location known to their manager, their team and others;

   • Ensure that all specific expectations of the agile working arrangement are clear to the employee, including the delivery of outcomes whilst working agilely; and

   • Review the agile working agreement every 3 months and update this where necessary.

3.4   If an employee's request to work agilely is not agreed, the line manager should confirm this as soon as is reasonably practicable to the employee, providing a

rationale for the rejection of the request. The line manager may wish to seek HR advice in such instances.

3.5   If an employee does not agree to a manager's request to work agilely, the line manager should ascertain the reasons for the employee's refusal and discuss the reasonableness of this, the appropriateness of the request and all other relevant circumstances with their HR Manager. In some cases where there is a critical business need to transition staff to working more agilely, it may be necessary to consult with employees and HR advice should be sought from the appropriate HR Manager to determine the best course of action in these circumstances.

3.6   Any agreement to work agilely will not constitute a change to an employee's nominal base. Line managers who are considering a permanent change of nominal base for any staff member should contact their local HR Manager.

4.0   Communication

4.1   In an agile working environment, communication becomes even more vital to ensure that SAS is able to provide safe and effective services. It is recognised that there are a number of communication methods available and individuals have their own preferences. Managers should adapt to both the needs of the individual and the team in their methods of communication. Depending on an individual's style of working and role, staff may need different levels of contact and managers may therefore need to adjust the level of communication as appropriate.

4.2   Agile working provides opportunities to consider more efficient and effective means of communication and staff should be provided with a suitable mobile telecommunications solution. It is important to acknowledge the role of both formal and informal communications, the limitations of these and adopt new communication strategies including the use of technology.

4.3   Staff may become detached from their manager and team, and technology such as MS Teams can play a role in ensuring communication channels remain open. MS Teams can be adapted to supplement and replace some traditional face to face meetings, reducing travel to base and creating more 'time to care' for clinical staff. However, it is essential that time is built in to enable face to face meetings and communication to take place at an appropriate level.

5.0   Workforce

5.1   Managers should be aware that some staff may be uncomfortable with change, feeling the loss of a permanent desk and the reduced face to face contact with colleagues. They will need extra support during the transition period to get used to the new way of working. Agile working may not be appropriate for all staff and managers should observe for early warning signs that a team member is not coping well. Both managers and staff must be willing to engage in joint problem solving and trouble-shooting to ensure that the agile working arrangements work effectively. Both parties are responsible for maintaining good working relationships.

5.2   Managers must ensure that both they and their staff fully understand how the new ways of working can be successfully adopted and there should be evidence that both parties are in agreement with the new working practices. In addition, both managers and staff are responsible for ensuring that once established, the arrangements continue to work effectively and are reviewed on a regular basis.

5.3   Staff become less 'visible' when working in an agile manner. This can create anxiety for some managers as they may feel they do not have the same level of control. Monitoring staff output must go beyond looking at the level of activity, and also consider other measures such as data quality, timeliness of record keeping, caseload management and other non-patient/service user related performance measures. These outputs reflect a more accurate picture than a member of staff being present at a desk at prescribed times of the day. It must be made clear to staff as to how they will be managed and what is expected of them in terms of outputs. This should be agreed between the staff member and their manager.

5.4   Service provision and responsiveness should also inform agile working boundaries and any agreements related to agile working. Agile working must not adversely impact on the provision of services. Managers must therefore ensure that they have systems in place to ensure that requests for services can be maintained and where appropriate, with adequate levels of front line staff available for duty at any one time.

5.5   There may be specific times of the day or week when individuals need to be contactable in order to meet Service requirements. It is advisable to plan and agree a work programme for staff so that other team members are aware of an individual's working patterns, current location and contact arrangements. Hours of work must be agreed in advance, allowing staff the right to privacy out of hours, enabling staff to separate work and non-work time.

5.6   Where a manager has concerns related to staff performance and agile working, they have discretion to review whether agile working is still appropriate and, where necessary, rescind the agreement and return the staff member to standard working arrangements.

5.7   The on-going wellbeing of staff should be monitored through regular review of agile working arrangements by managers.

6.0   Information Governance

6.1   Staff must ensure that all information (including any information that is held on laptop, mobile phone or other device) is secure and cannot be accessed by other parties. The use of a personal headset is encouraged if unable to ensure privacy. Personal ICT equipment should not be used for agile working. Failure to keep information secure will be considered as a serious matter and dealt with under the SAS Conduct Policy. Staff working in an agile manner must adhere to SAS policies in relation to sensitive and confidential information.

6.2   Under no circumstances will any other person other than those authorised by SAS be allowed to access any equipment provided by SAS. Any non-SAS controlled working environment should be assessed by the user of the equipment for any perceived Information Governance (IG) risks and these should be addressed prior to the commencement of agile working. Examples of IG risks include potential to:

- Accidentally breach patient confidentiality;
- Disclose sensitive data to unauthorised individuals;
- Lose sensitive information.
- Intentionally damage SAS infrastructure and e-services through the spread

of untapped malicious code such as viruses;

- Intentionally create a hacking opportunity through an unauthorised internet access point;
- Intentionally cause other operational or reputational damage.

6.3   Staff working in an agile manner should be made fully aware of their information governance responsibilities to SAS and must maintain the security and confidentiality of documents as set out in SAS Information Governance Policy and ensure that mandatory information governance training is kept up to date.

6.4   All agile workers must complete the relevant LearnPro module: "Protecting Information Level 1."

7.0   Health, safety and security

7.1   The Health and Safety at Work Act 1974 states that an employer shall ensure, so far as it is reasonably practicable, the health, safety and welfare at work of all employees. This extends to agile workers and staff who may work from home.

7.2   As the supervision that can be exercised over a member of staff working agilely or from home is limited, the main responsibility will be with staff to ensure that they are able to do their work in a way that ensures they and other persons who may be affected, including other members of their household as well as the public, will not be exposed to risks to their health and safety. Staff must take measures to control risks whenever they are working in an agile manner.

7.3   The following areas of current SAS health and safety policy are relevant and the main points are outlined below.

   ➢ **Display Screen Equipment (DSE)**

   A laptop, notebook or tablet device is defined as portable Display Screen Equipment. It is each staff member's responsibility to make a judgement as to whether the environment that they are working in is conducive to ensuring their on-going health needs are met, taking into account the factors that are presented in SAS Policy for Display Screen Equipment.

   ➢ **Equipment maintenance and inspection**

   Equipment used by staff working in an agile manner must be safe to use and not give rise to any significant risks to health and safety. Any equipment provided by SAS must be maintained in an efficient working order and in good repair. The equipment should be inspected and tested in accordance with the SAS Equipment Maintenance and Inspection procedure and electrical safety policy. Staff are responsible for regularly inspecting their equipment and for reporting faults.

   ➢ **Lone Working**

   Clear and robust procedures and training is needed to ensure that staff are aware of the need to continuously risk assess the environment that they are in and that they are trained how to react in any situation. There are a number of precautionary measures that must be implemented and provisions put in place to ensure that these are monitored. Examples of these are:

   - All electronic diaries are up to date and are as accurate as possible,

enabling a staff member's most recent location to be checked.

- A robust 'buddy' system or similar is used to allow staff to call in once they are safe.
- Reference may need to be made to the SAS Lone Workers Policy for further information.

➢ **Manual Handling**

Agile working may involve moving and carrying additional loads such as a laptop and papers. A dynamic risk assessment must be carried out and if a risk is identified then measures must be taken to reduce the risk. Staff should refer to the SAS Ergonomics Adviser or IPRS for advice and reference may need to be made to the SAS Manual Handling Policy for further information.

➢ **Fire Safety**

Staff working in an unfamiliar environment must familiarise themselves with the security and fire safety arrangements for the area. This includes familiarisation with fire safety notices, exit routes, fire assembly points and lockdown arrangements for the building as appropriate. Reference may need to be made to SAS Fire and Security policies for further information.

➢ **Road Risk**

Driving is one of the highest risks that staff face on a day to day basis. Reference must be made to the SAS Management of Road Risk policy. The risk assessment form in Appendix 3 sets outs some measures to reduce the risk. Staff must remain in control of their vehicle at all times and staff should familiarise themselves with the law. This is done at the discretion of the staff member and should be limited to short periods, having assessed the risk of doing so, and in line with guidance on the use of portable display screen equipment and information governance.

➢ **First Aid**

Staff working in an unfamiliar environment must familiarise themselves with the location of first aid kits for the area. Refer to the SAS First Aid at Work policy for further information.

8.0   Equipment

8.1   All staff identified as agile workers will be provided with appropriate mobile IT and support equipment to enable them to fulfil their role. Staff working in an agile manner in non-SAS supported buildings will be provided with training to enable them to assess their environment and to determine if it is suitable to work in an agile manner. As a result of completing a risk assessment, it may be necessary to provide equipment, e.g. office chair, for working in non-SAS supported areas.

8.2   Specialist equipment will be provided by SAS to staff should an assessment deem this necessary; however, this equipment will be provided at the place where they predominantly work and not across multiple sites.

8.3   All equipment provided by SAS remains the property of SAS. Staff allocated equipment to support them in their role are responsible for ensuring its security while it is in their possession. Equipment which is the property of SAS should not be

personalised or de-faced (avoid the use of stickers etc.) as equipment may be used by another staff member upon its return.

8.4   SAS will not provide network connectivity or on premise ICT support to staff homes.

8.5   In the event that equipment is stolen, the theft must be reported to the Police and a crime reference number obtained before logging an Incident Report. Any repairs or replacement of equipment as a result of breakages is to be funded from the Service.

8.6   Homeworkers shall be supplied with relevant IT equipment, e.g. e-mail, telephone conference facilities, computer, etc. to allow them to work effectively.

8.7   The Scottish Ambulance Service will be responsible for installation, maintenance, repair and removal as required. Stationery and similar office materials will be supplied by the employer.

8.8   Staff should never use their home computer or personal laptop for working with any data related to patients, staff or Service confidential work unless they are using a Scottish Ambulance Service approved solution.

9.0   The Agile Working Environment

9.1   Agile working can take place in a number of environments, which may include a staff member's own home, public places and 'hot-desk' areas provided by SAS or other partner organisations. This is dependent on current social distancing measures being complied with.

9.2   In order to support staff to work in an agile manner SAS will adopt the use of functional space for some buildings. Functional space can be defined as space that is not service or team specific and can be used by any member of staff requiring a workspace in that area. Access to a relevant web based app on @SAS will be provided to inform staff of buildings which are available for hot-desking and provide the access arrangements to these. Where possible, multi-purpose and quiet areas will also be provided to support staff in carrying out work activities.

9.3   A hot desk is defined as a "workspace for any member of staff to use at any time." Desks which are designated as a hot-desk should not contain any personal belongings such as photographs, plants, mugs etc. All desks should be cleared when vacated after each period of work as they should be available to use by other staff. Before and after leaving the desk, staff should use the disposable wipes that have been provided to clean the desk and any equipment enabling the next person to start working. This is in addition to any cleaning regimes already in place. Where appropriate, lockers will be provided at nominated bases.

9.4   Where refurbishment/reconfiguration work is undertaken on SAS's existing estate, these principles will also be adopted.

9.5   Nominal base describes the contractual base of the employee for HMRC, mileage/ travel claims, and other expenses purposes.

9.6   Remote working is when an employee works from a location other than the nominal base, remaining in contact electronically and via telephone.

10.0   New Ways of Working

10.1   As a way of supporting staff to work from alternative work locations, the following options are also available to managers and staff to ensure that work areas remain safe and in compliance with national and local guidance. This should ensure that staff can work from their normal workbase where it is safe to do so.

10.2   Compressed Hours

Compressed working weeks (or fortnights) is an agreed arrangement whereby a member of staff works contracted hours over fewer days than the traditional work pattern. For example a 5 day, 37.5 hour contract might be worked over a 4 day period or 75 hours over a 9 or 8 day period. Non-working periods will be fixed but may be varied from time to time by mutual agreement. Any agreement on compressed hours should be in writing and be subject to 3-6 months review.

10.3   Staggered Hours

Staggered hours mean that a member of staff could have a different start, finish or break time from others. The use of staggered hours can assist in promoting physical distancing and may be of particular use where staff use common facilities. Consideration of personal circumstances of staff should be taken into account when looking at staggered hours. This arrangement should be agreed in writing and be subject to 3-6 months review.

10.4   Alternating days

Alternating days means that a department or team can work on alternating days at another location or home instead of a fixed set of days. Alternating days can be used to maximise physical distancing and to minimise staff contact where it is not necessary. This arrangement should be agreed in writing and be subject to 3-6 months review.

10.5   Remote Working

This arrangement allows members of staff to work part of their week at a location remote from their normal base. The member of staff would continue to retain their main base for contractual purposes and agreement would be reached to enable the member of staff to work safely from another location. A risk assessment would have to be undertaken to ensure that the remote base was safe, viable and had the relevant IT and communication links. This arrangement should be agreed in writing and be subject to 3-6 months review.

10.7   When considering changes to working patterns or working arrangements it will be important to ensure that any outcomes do not have a direct or indirect discriminatory effect in relation to protected characteristics and in particular in relation to disability, ethnicity, pregnancy or gender.

11.0   Training Implications

11.1   At the outset of any work taking place to move services towards agile working, all staff will be provided with the opportunity to complete a self-assessment of their basic IT skills. Additional training and support will be provided where required. Training on all new IT solutions deployed to facilitate agile working will be provided at

the time of deployment of the equipment with ad hoc follow up support also available. All staff need to be aware of the key points that this guidance covers through:

- Training specific to agile working.
- Team Meetings.
- One to One meetings/supervision.
- All staff e-mails.
- SAS intranet.

12.0   Working from home - HMRC guidance

12.1   Agile workers may be able to claim tax relief for some of the bills they have to pay because they have to work at home on a regular basis: https://www.gov.uk/tax-relief-for-employees/working-at-home. They cannot claim tax relief if they choose to work from home. They can only claim for things to do with their work, for example, business telephone calls or the extra cost of gas and electricity for their work area. They cannot claim for things that they use for both private and business use, for example, rent or broadband access. Staff will not need to keep any records.

12.2   If staff choose to work at home voluntarily, or if they have agreed with their line manager to work at home, they cannot claim tax relief on the bills they have to pay.

12.3   For agile workers, reimbursement of business travel costs will be based on the home address as the normal place of work and will be in line with Agenda for Change Terms and Conditions.

12.4   Based on current legislation, it is not expected that there should be any additional personal taxation or Benefit in Kind implications on the homeworker as a result of working from home. Employees should be encouraged to contact HMRC to satisfy themselves as to any tax liability or relief arising from working from home.

12.5   It is not expected that there will be any Capital Gains Tax implications if the room used for working from home is dual purpose (i.e. occupies under 10% of the employee's home). However, homeworkers should contact HMRC to confirm their individual circumstances.

12.6   Insurance arrangements are a joint responsibility between the employee and the Scottish Ambulance Service. Homeowners must provide evidence of adequate insurance cover prior to commencing homeworking.

12.7   The Service will not meet any additional costs of insurance or any additional lighting, energy or heating costs.

12.8   Staff should also check their tenancy/mortgage agreements to ensure there are no provisions that prohibit home working.

13.0   Equality Impact Assessment Screening

13.1   The completed Equality Impact Assessment for this Policy will be published on SAS website.

14.0   Links to Any Associated Documents

SAS Display Screen Equipment Policy
SAS Equipment and Inspection procedure
SAS Lone Worker policy
SAS Manual handling policy
SAS Fire Safety policy
SAS First Aid arrangements policy
SAS Management of Road Risk Policy
SAS Working securely from Home

15.0   References which are not contained in above policies

Institute of Occupational Safety and Health (IOSH) Managing Remote Working.
Health and Safety Executive Guidance for Employers on Health and Safety for
Homeworkers (INDG226 (rev1) – 8/11).

16.0   Appendices

Appendix 1 – Principles and benefits of agile working

Principles

Agile working is not prescriptive in its application, i.e. one size does not fit all; but it is underpinned by key principles which should be evident in all decisions taken and all new ways of working. It should be used as a tool to maximise efficiency, improve service delivery, develop relationships and improve outcomes for patients, service users, their families and carers as well as staff.

Agile working aims to support the Scottish Ambulance Service values by:

1. Putting the patient at the centre of all decision making solutions. Service provision should always come first when considering agile working boundaries and agreeing expectations with staff.
2. Embracing a culture of innovation by encouraging staff to develop new working practices which focus on improving outcomes for patients.
3. Focusing on delivering quality outcomes and improving performance, rather than on artificial measures of success such as whether someone is visible during working hours.
4. Emphasising the importance of staff wellbeing, particularly in creating an improved work/life balance by providing opportunities for staff to work in different ways, removing boundaries such as travel, time and reliance upon specific physical work locations.
5. Adopting the use of functional space across all SAS buildings, enabling staff to work in an environment which is conducive to the task they are completing.
6. Promoting equality across professional groups and teams. Agile working is not hierarchical, including in the provision of equipment. Staff will receive a package which enables them to adopt new ways of working within the remit of their role.
7. Supporting teams through the change to an agile working model to ensure best practice and lessons learned are shared and embedded into core business. All departments have the opportunity to develop their own vision for agile working which will form the basis of their new working practices.
8. Developing new agile working practices will directly support other SAS initiatives, supporting the SAS commitment to sustainability through a reduction in unnecessary mileage and production and utilisation of paper documentation.

Appendix 2 – Agile Working agreement form

Name of Staff member:	
Job title:	
Department/ location:	
Line manager:	

The completion of this form confirms that the above named member of staff, together with their line manager, has properly considered all issues relevant to agile working as detailed with the Agile Working policy as set out below. A copy of this form is to be retained on the staff member's personal file.

Agreed work style for job role: NB. Definitions included at the end of this document.	Occasional home working /hot desking/ mobile working [confirm all that apply]
Nominal base:	
Contracted working hours:	
Core service hours:	[Specify here core service hours/scope of working hours in order to identify flexibilities.]
Agile equipment issued:	Laptop/notebook/smart phone/smart card/3G/4G card/VPN licence/equipment bag/laptop stand. [delete as applicable]

	Comments	Agreed
Has the member of staff read and understood the Agile Working Policy, the principles underpinning Agile working and completed the health and safety risk assessment set out in Appendix??	Reinforce expectation that agile working requires a change in way of working. Where appropriate it can support more efficient and effective travel, use of different work locations/hot desk areas.	Y/N
Is the staff member compliant with mandatory Information Governance (IG) training requirements?	If not, agree completion date to ensure compliance.	Y/N
Is the staff member trained to use all allocated agile equipment efficiently?		Y/N

Does the staff member have a health condition which requires additional specialist equipment?	Examples include: Back care issues and need for specialist chair/desk.		Y/N
If so, is this equipment restricted to certain locations where they can work from?	Include restriction details. E.g. sites where equipment is available for them to work from.		Y/N
How will performance be measured and outcome monitored?	Examples include: • Activity levels • Data quality • Service KPIs • Caseload size		Y/N
How will communication between line manager and staff member be maintained?	Examples include: • Monthly supervision • Weekly scheduled meeting/discussion • Ad hoc contact • Team meetings • Use of MS teams		Y/N
What are the mechanisms in place for informal support from the wider team?	Examples include: • Team meetings • Use of MS Teams • Shared contact numbers for advice and consultation. • Peer support		Y/N
How will the staff member's safety be monitored when lone working?	Examples: • Electronic diaries to be kept up to date and accurate as possible enabling most recent location to be checked by the team. • Robust team buddy system in place. • Staff to call in at the location after the visit.		Y/N

Signed: [staff member]		
Date:		
Signed: [line manager]		
Date:		
Agile working agreement review date:		

Definitions:

- Agile working: Agile working uses **information technology** to enable people to work without the traditional limitations of where and when tasks must be performed to optimise their performance and deliver best in class value and customer service.
- Mobile working: Mobile working uses information technology to enable people to work away from their regular place of work, whilst retaining a physical base/desk to work within the SAS geographical footprint.
- Flexible working: flexible working is a way of working that may suit SAS and its staff needs, e.g. having flexible start and finish times outside of the scope of managers' authorisation, part-time employment.
- Hot desking: is a system which involves multiple workers using a single physical work station or surface during different time periods.

Appendix 3 - Agile Workers Risk Assessment

Purpose

To ensure that agile staff working from different work locations, including home, have in place appropriate risk assessments to identify hazards in their workplace associated with agile working, including working at home, that may affect themselves, their families or friends.

This risk assessment should be completed on an annual basis and reviewed by the line manager.

Scope

All Scottish Ambulance Service staff who are confirmed as agile workers including those staff required to work from home on a regular basis, usually on a contractual basis as stated in the terms and conditions of employment. This document should also be used where staff are required to work from home as part of the implementation of business continuity activities.

This risk assessment process will apply to all electrical equipment provided in the interests of work such as:

- ➢ Comms equipment
- ➢ IT equipment
- ➢ Furniture provided for work
- ➢ Consumables provided for work

Any supplies of services provided by the Service for the purposes of work
is not designed to cover the supplies of services (gas, water, electricity) within the property as these are the responsibility of the home owner.

Any issues identified during the risk assessment process should be dealt with by the line manager in a timely manner, however due consideration must also be given to the fact that the work environment for agile workers may also be their home.

Checklist:

Name of Employee:		Employee Number	
Department / Region:		Contact Phone Number:	
Address of home location:		Service Email Address:	
		Number of other adults on site	
		Number of children on site	
Postcode:			

Manual Handling Risks				
H&S Risks	People at Risk	Measures in place to control the risk	Are the controls in place and adequate	If Not, list controls required to control risk adequately and the person responsible
Physical injuries caused by the use of incorrect manual handling techniques (e.g. twisting, stooping, stretching) Staff with pre-existing musculoskeletal conditions	The member of staff and possibly any other present at the time	Generic Manual Handling assessment should be completed		
		Generic office ergonomics training should be provided to home worker		

		Home worker to ensure loads being moved are within personal capacities		
		Access to Service Specialists for ad hoc advice		
		Service Manual Handling policy and documentation available through @SAS		

Additional Comments:

Display Screen Equipment				
H&S Risks	People at Risk	Measures in place to control the risk	Are the controls Adequate	If Not, list controls required to control risk adequately and the person responsible
Poor work station layout and insufficient working space resulting in poor posture leading to work related upper limb disorders and other musculoskeletal disorders Working for too long without appropriate breaks	Agile worker	Generic office ergonomics training should be provided to home worker		
		Generic DSE assessment should be completed		

		Agile worker to ensure office layout in lines with Service guidance and training		
		Approved furniture available for home offices		
		Service DSE policy and documentation available through @SAS		

Additional Comments:

Slips Trips and Falls				
H&S Risks	People at Risk	Measures in place to control the risk	Are the controls Adequate	If Not, list controls required to control risk adequately and the person responsible
Physical injury caused by poor housekeeping and hazards in the workplace Poor layout and storage leading to inappropriate space for movement	Agile worker and others who may be present	Agile worker to ensure work area and any areas used for storage are tidy with clear walkways		
		Ensure no trailing cables from work equipment		
		Adequate lighting		
		Work area maintained appropriately to minimise risks		

Additional Comments:

Electricity				
H&S Risks	People at Risk	Measures in place to control the risk	Are the controls Adequate	If Not, list controls required to control risk adequately and the person responsible
Risk of electrical shock from electrical equipment, cables and plugs. NB: The Service is Not responsible for the electrical system in the house, this is the householders responsibility, unless the power supply has been specifically provided by the Service	Agile worker and others who may be present	Agile worker inspects plugs and cables for visible signs of damage		
		Extension cables should be used as a temporary measure only		
		Unavoidable trailing cables are covered by cable protectors or matting		
		All Service provided equipment is protected by RCD device		
		All Service provided equipment receives PAT test on annual basis		
Additional Comments:				

Work Equipment				
H&S Risks	People at Risk	Measures in place to control the risk	Are the controls Adequate	If Not, list controls required to control risk adequately and the person responsible
Coming into contact with moving parts of machinery leading to entanglement, crushing, or entrapment	Agile worker and others who may be present	Agile worker to ensure all equipment in use is suitable and appropriately protected to ensure they and others cannot come to harm		

		Any equipment with a specifically high risk should be subject to a service generic risk assessment		
Additional Comments:				

Isolation from other work colleagues / Lone working				
H&S Risks	People at Risk	Measures in place to control the risk	Are the controls Adequate	If Not, list controls required to control risk adequately and the person responsible
Working alone can lead to stress and depression and other illnesses. Increased isolation from colleagues/ team.	Agile worker	Ensure that agile worker has regular face to face contact with other Service staff		
		Ensure the agile worker is aware of the symptoms of "stress"		
		Ensure the agile worker is aware of all aspects of the Service's employee assistance programmes		
		Ensure local stress risk assessment is conducted for agile worker		
		Service Stress policy and documentation available through @SAS		
Additional Comments:				

Working Patterns				
H&S Risks	People at Risk	Measures in place to control the risk	Are the controls Adequate	If Not, list controls required to control risk adequately and the person responsible
The agile worker will resort to inappropriate working patterns leading to tiredness and fatigue The agile worker fails to maintain an appropriate split between work and home life leading to work life balance issues	Agile worker	Regular monitoring of agile worker by direct manager		
		Regular monitoring of agile worker workloads by manager		
		Agile worker to ensure regular breaks taken and appropriate work patterns adopted		
		Service Stress policy and documentation available through @SAS		
		Ensure the agile worker is aware of all aspects of the Service's employee assistance programmes		
Additional Comments:				

Fire

H&S Risks	People at Risk	Measures in place to control the risk	Are the controls Adequate	If Not, list controls required to control risk adequately and the person responsible
A risk that inappropriate storage of equipment or materials leads to fire

A risk that Service provided equipment is inappropriate or inappropriately maintained leading to fire

Overloading of electrical sockets leading to fire

Lack of smoke detection | Agile worker and others who may be present | Ensure that all Service materials are appropriately stored | | |
		Regular PAT testing as detailed above		
		Agile worker to ensure that sufficient power points are in place and that the electrical system is safe		
		Service to provide one smoke detector for work place if the dwelling does not already have smoke detection		
		RCD devices provided for all Service provided equipment		
		Agile worker to ensure that there are appropriate means of escape		
Additional Comments:				

Theft				
H&S Risks	People at Risk	Measures in place to control the risk	Are the controls Adequate	If Not, list controls required to control risk adequately and the person responsible

| A risk that Service provided drugs are stolen from the property (including controlled drugs)

A risk that service provided equipment is stolen from the property (including data)

A risk that Service kit (badged uniforms etc.) are stolen	Agile worker, others who may be present and the thief	All drugs to be securely stored out of plain sight		
		All service equipment should be stored out of plain sight when possible		
		All Service equipment containing data (including patient data) must be stored out of sight and in a locked container when not in use		
		All service data should be backed up regularly to minimise data loss in the event of theft		
Additional Comments:				

Other Site Specific Risks – please detail				
H&S Risks	People at Risk	Measures in place to control the risk	Are the controls Adequate	If Not, list controls required to control risk adequately and the person responsible
Additional Comments:				

Appendix 4 - SAS Going Home checklist