Guide to Agile Working

'work is an activity we do, rather than a place we go'

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1. Introduction

Newcastle under Lyme Borough Council (the "Council") recognises the need to develop modern working practices to enable employees to maximise their performance and productivity and deliver the greatest value to the business, whilst maintaining a good work life balance. In addition, new technologies are making it easy to access information remotely, work from a variety of locations, whilst promoting a more joined up service.

The introduction of Agile working across the Council will not only realise financial gain for the organisation, but provide an enhanced working environment for staff, as well as improving service delivery. Agile working also links to the Council's vision for Sustainable Development; placing emphasis on the importance of sustainable economic growth and the health and well-being of both staff and the community. The benefits of improved work life balance, employee engagement and reduced travel make a direct contribution to this strategic priority.

Agile working supports the modernisation of our working practices and is part of the continuous change management process.

Agile working is the term used to describe how employees can work flexibly from any location, whether it is from a Council building, within the community and client sites or by varying degrees of home working and regular hot-desking.

Although the nature of most of the roles within the Council cannot be classed as totally flexible, there is considerable scope in many cases for some form of Agile working. The different ways in which Agile working can be undertaken is dependent on the demands and needs of the role, the individual's preferences and circumstances and the service an employee is engaged in. It is possible, with careful planning and a degree of best practice evaluation, for staff to carry out their duties from a variety of different locations.

2. The Potential Benefits

It is anticipated that the implementation of Agile Working will offer benefits to our customers, employees and the employer. The key benefits are as follows:

- allows the Council to provide improved services to our customers;

- allow the Council to focus time and money spent on services not buildings to ensure delivering services takes priority over occupying buildings;

- reduce unnecessary travel time, which increases productivity and reduces cost;

- create an environment which allows employees to achieve an improved work life balance, greater job satisfaction, motivation, morale and productivity;

- result in reduced costs through reduced travel and expense claims;

- lower our carbon footprint, through reduced emissions from reduced travel;

- improve the recruitment and retention of skilled and experienced employees by offering a range of work styles to match individual work preferences; and

- reduced absenteeism and related costs.

For employees, Agile Working can;

- provide an opportunity to manage their working day more efficiently;

- increase engagement as a result of autonomy and trust at work;

- improve work life balance;

- enable them to work more effectively on a particular piece of work, where concentration is important, by avoiding the interruptions that are part of the office environment;

- reduce travelling time and related costs; and

- increase their wellbeing, health and happiness – reduced stress, better sense of control.

3.   Scope

The Agile Working Policy applies to all Council employees working at any level within the organisation. The nature and extent of Agile Working will depend upon the job undertaken and considerations will include the impact on the ability to meet customer demand (internal and external) and employee welfare.

The policy will enable both managers and staff to gain a better understanding of Agile Working and understand the basic principles, which can then be considered and applied to specific roles.

The policy covers all Agile Working arrangements and there is an expectation that sharing workstations (hot-desking) will apply.

It is recognised that within integrated services Council employees will be working alongside staff employed by other public sector organisations i.e. Staffordshire County Council, Staffordshire Police etc. Other public sector employees will need to refer to their own organisational policies or appropriate joint protocols regarding Agile working.

For administrative purposes, including the claiming of travel expenses, employees working in an Agile way will retain a designated contractual work base.

4.   Agile Working

Agile working provides staff with more options with regards to where, when and how they undertake their roles by introducing an element of choice which will ensure that the needs of the service user are best met. Agile working allows staff to influence how they carry out their role and promotes varying levels of flexibility within the workplace. It is based on the concept that work is an activity we do, rather than a place we go to.

It must be noted however, that there is no expectation for staff to work at home and managers cannot force any member of their team to do so. It has been recognised that personal circumstances or personal preference may influence an employee's decision with regards to home working. In such cases where an individual does not want to work at home, other elements of Agile working must still be considered, for example, working at touchdown sites and hot desking.
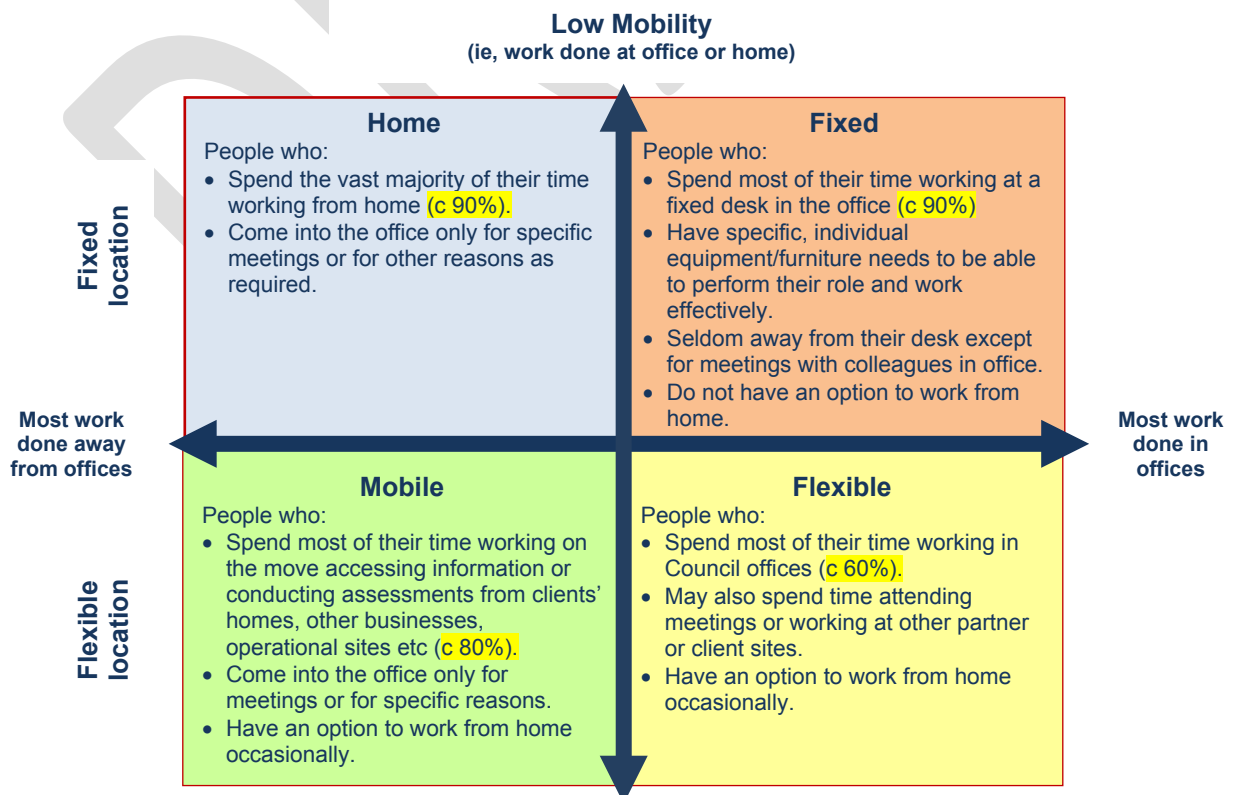
Agile Working is required when the Council offices move to the new Civic Hub in 2017. As some roles are more suited to Agile than others, Agile working will be adopted at varying levels within services.

After consultation and assessment by the relevant manager, a 'workstyle' is assigned to each staff member in scope and a technological solution is implemented by ICT, in order to support the transition to the new more Agile way of working. An Agile working environment not only relies on a new ICT infrastructure but also on staff engagement to ensure the successful adoption of this new way of working. In this respect, a huge culture shift must be achieved via the use of appropriate change management techniques; a key component in successfully embedding the Agile working principles across the Council.

4.1 Workstyling

The matrix below defines the 4 workstyles for Council staff, as defined under the Agile Working Principles to clarify the concept of Agile Working.

It can empower employees to work where, how and when they choose; subject to business needs.

Low Mobility
(ie, work done at office or home)

Fixed location

Flexible location

Most work done away from offices

Most work done in offices

Home
People who:
- Spend the vast majority of their time working from home (c 90%).
- Come into the office only for specific meetings or for other reasons as required.

Fixed
People who:
- Spend most of their time working at a fixed desk in the office (c 90%)
- Have specific, individual equipment/furniture needs to be able to perform their role and work effectively.
- Seldom away from their desk except for meetings with colleagues in office.
- Do not have an option to work from home.

Mobile
People who:
- Spend most of their time working on the move accessing information or conducting assessments from clients' homes, other businesses, operational sites etc (c 80%).
- Come into the office only for meetings or for specific reasons.
- Have an option to work from home occasionally.

Flexible
People who:
- Spend most of their time working in Council offices (c 60%).
- May also spend time attending meetings or working at other partner or client sites.
- Have an option to work from home occasionally.

High Mobility
(ie, work done at customer, partner, Council sites)

Those who fall in the low mobility range (ie **Fixed** or **Home**) are generally at a desk for approximately 90% of the time. They rarely attend meetings or work from alternative locations. This may be fixed in the office or fixed at home, depending on the role.

Staff who have a more mobile workstyle are usually able to work from a variety of locations. **Flexible** staff are those who spend most of their time working in an office environment although may frequently be away from a desk attending meetings, working from other Council sites or working occasionally from home. Similarly employees, who tend to spend a lot of time in client's homes will also be 'flexible'. In this respect, a high proportion of staff will be categorised as flexible and the degree of flexibility is to be determined by the member of staff and their manager.

Mobile staff have a designated base (as with **flexible** staff) but are generally working out in the field eg home visits, site visits etc. This cohort of staff have less of a requirement to be at a base and may choose to undertake office duties from an alternative building/touchdown site that may be closer to their current location, or from home.

The most appropriate workstyle will be recommended by the manager. An initial discussion will then be held with the employee, to ensure they fully understand the concept of workstyling, how this will affect them and most importantly, consider the best practical and operational arrangements for working in this way. Expected work outputs for the employee and the arrangements for communication, support and housekeeping rules need to be in place before the employee undertakes Agile working.

Once an employee's workstyle has been agreed, an Agile Home Working Agreement Form (Appendix A) must be completed. Clear and realistic objectives should be agreed between you and your manager to enable your performance to be managed by outcomes rather than presence. This should be reviewed on a regular basis through performance appraisals and regular 1 to 1 discussions. Employees will be expected to deliver the outcomes agreed with their manager. Methods of communication should also be agreed to ensure both parties are fully informed, using a combination of face to face conversations, emails, telephone and team meetings/briefing etc.

Although Agile workers will not necessarily work standard office hours (unless the role dictates this), it is essential to plan and agree a work programme for others (eg the manager, the rest of the team and colleagues) so they are aware of the individual's working pattern, where they are located and know when and how to contact them. The hours of work must be agreed in advance allowing employees who are using their homes as part of their Agile working arrangements, to have a right to privacy out of hours and be able to separate their working and home lives.

Agile working must not affect the provision of services and therefore managers must ensure that they have systems in place to maintain suitable office presence, as required and to monitor the level of available front line staff on duty at any one time.

Employees must note that the ability to work from home is not a substitute for childcare or similar carer responsibilities. It is the employee's responsibility to ensure adequate provision is in place, should they choose to work from home.

Should an employee request to work from home when unwell, their manager will need to consider whether this is appropriate. Each case will be assessed on its own merit with support from HR, as some illnesses may be more appropriately managed from home, resulting in a shorter recovery period.

5. Costs

An employee who is an Agile worker will be provided with the necessary ICT equipment and technology to work in this way The employee should use the Council's equipment whilst Agile Working and will not be eligible to claim expenses for use of personal equipment such as home phone lines.

The Council will not be responsible for any home internet broadband costs and increased energy or heating costs whilst working at home.

The Council will not make payments for heating or lighting when working from home. This applies to all Agile workstyles, including full homeworking.

6. Responsibilities

6.1 Corporate responsibility:

- The Chief Executive (Head of Paid Service) on behalf of the Council carries overall responsibility for ensuring that the Council has the appropriate processes in place which adequately and appropriately support its employees, regardless of what working pattern or arrangement they have.

- The Human Resources team is responsible for providing advice, guidance and training on this procedure.

- The Head of Human Resources is responsible for reviewing, updating and amending this policy and procedure to reflect changes in legislation or employment practice in conjunction with the trade unions.

- Executive Directors are responsible for establishing their own arrangements to ensure:

    o Effective implementation of the policy
    o Continued service delivery; and
    o Consultation with their employees on these arrangements

- Executive Directors are responsible for delegating authority to Heads of Service/Business Managers to take action under this policy, as appropriate.

6.2 Management Responsibilities

Managers are responsible for:

- Ensuring flexibility, openness and constructiveness in relation to discussions and agreements about Agile working with employees within their area of responsibility, whilst remaining focused on the needs of the service.

- Making arrangements for both regular individual and team meetings, ensuring regular communication is maintained between themselves and team members, providing support for employees and implementing ways of measuring and monitoring work output that have been mutually agreed.

- Setting and monitoring defined performance measures in line with the Council's Performance Appraisals and regular 1 to 1 meetings.

- Allowing employees who are using their homes to work from to have a right to privacy out of working hours and the ability to separate their working and home lives.

- Meeting their duties in relation to health and safety by undertaking appropriate risk assessments and acting on any areas of concern for employees who they are responsible for, as outlined in section 8 of the procedure.

- Jointly agreeing with the employee their Agile working style and how this will be achieved.

- ensuring good communication with employees and agree clear communication lines and methods. This includes arrangements for employees to report sickness absence.

- undertaking a regular review of the Agile Working arrangements. If it is not working, every effort will be made to resolve any issues. In some cases it may be necessary to terminate the Agile Working arrangement. In these instances, the employee will revert back to their previous working arrangements.

6.3   Employee Responsibilities

Employees are responsible for:

- Complying with this procedure in a reasonable, constructive and appropriate manner.

- Jointly agreeing an Agile working style with their manager. When agreeing how this will be achieved, careful consideration should be given to all of the necessary requirements in order to determine how / if their post can adopt this style of working.

- Being flexible, open and constructive in discussing and agreeing Agile working arrangements, whilst remaining focused on the needs of service.

- Maintaining regular contact with their manager.

- Working within the agreed "housekeeping rules" (appropriate work area for working at home etc) and abiding by all the Council Policies (available on the intranet) whilst working in this way.

- Optimising meetings to minimise the amount of travel time when working off site.

- Complying with Health and Safety policy and procedures by participating in and undertaking risk assessments; carrying out any necessary actions to minimise risk; maintaining a safe working environment and taking reasonable care of their own safety, as outlined in section 8 of the procedure.

- Complying with confidentiality, data protection and internet security policies.

- Ensure that all reasonable care is taken of all Council supplied ICT equipment

- Reporting immediately once known, any loss, theft or damage to Council IT equipment or the loss of confidential information.

- Consulting with any necessary parties, such as landlords, insurance or mortgage companies, regarding home working.

- Ensuring that any personally adapted equipment (e.g. left-hand orientation or widescreen laptop) required in order to undertake their duties is available for their use wherever they are working under this arrangement.

7. Health and Safety

Employees have a responsibility for their own and others health and safety while they are carrying out work activities regardless of the work location in accordance with the Council's Health and Safety Policy.

Where employees use other Council locations to work they should familiarise themselves with the local arrangements for managing health and safety. They should ensure they are aware of fire safety arrangements to ensure they are fully conversant with the actions to be taken in the event of discovering a fire or on hearing the fire alarm signal and ensure they adhere to the local signing in and out arrangements.

Due consideration to lone working arrangements should be explored fully between the line manager and employee to ensure safe working arrangements are in place.

A full completed and signed Agile (Home) Working Agreement (Appendix B) and Health and Safety Home Risk Assessment (Appendix C) will be carried out if any part of an employee's working style requires them to work from home. This will need to be carried out again if any substantial changes are made to the working environment or arrangements. Employees must fully participate in completing the necessary risk assessment paperwork and review this with their manager.

When working from home, even if it is only on an ad-hoc basis, the employee has a responsibility to ensure they have an appropriate workspace with adequate security, storage and screening from activities and noise in the rest of the home. There must also be adequate ventilation and lighting.

Employees must not carry out work meetings in their home with customers, elected members or officers from other agencies.   If homeworkers need to attend site meetings direct from home they must notify their line management of their itinerary. Employees will also be asked to agree with their manager whether the risks of violence/difficult situations justifies a telephone call to

the office by the employee at the end of the working period to confirm safe completion of the visits.

Managers should seek advice regarding any specific concerns around health and safety issues as sign off for Agile working will not take place until all the Health and Safety requirements have been appropriately addressed.

8. Data Protection, Security and Confidentiality

The Council provides employees with access to the personal and confidential information they need to do their job. This information must not be disclosed to others who are not authorised to see it.

The Council's Information Security Policies apply at all times regardless of working site.

When working in a mobile manner, the employee is responsible for the security of equipment, files and any other information in their possession, including the transportation of such items whenever outside of the Council office environment. It is particularly important to ensure that non-authorised personnel (in the home environment or whilst working off site) cannot gain access to confidential or personal information.

All efforts must be made to secure Council equipment when being used at home. Wherever possible, this equipment should be locked away. At a minimum, all equipment should be stored out of sight of windows and doors to deter equipment being stolen.

Any paper based documentation that contains personal or confidential information must be disposed of securely. Employees are encouraged to fully utilise the document management system, to reduce paper file storage, printing costs and increase security.

No work related emails or sensitive data should be sent to the employee's home email addresses. No work related files should be stored on an employee's personal computer.

Any loss of equipment or information is reported immediately to the employee's line manager.

Managers must ensure their staff:

- Know their responsibilities under the Data Protection Act and the Council's Security policies.
- Never leave a computer with personal confidential information on screen.
- Never leave a computer 'logged on' when unattended.
- For staff who work from home occasionally, home security must be at the same level as at work.

9. Allocation of Equipment and Other Financial Support

The manager, in consultation with the employee will determine their workstyle/activity. ICT will be responsible for determining and providing the equipment and technical requirements for the employee undertaking an Agile working arrangement.

The initial technology and equipment to assist with the implementation of Agile working will be provided via the Agile Working Project Budget. Post implementation of the Hub, additional equipment should be funded through normal channels.

Personally adapted equipment will be provided to an individual should a Workstation Assessment deem this necessary; however, this equipment will be provided at the place where they predominantly work and not across multiple sites. Therefore the individual will be responsible for ensuring that this equipment is available for their use wherever they work.

10.   Insurance, Mortgage and Tenancy Arrangements

Computers and other items of equipment provided by the Council as part of the Agile working arrangement will be covered by the Council's insurance policy. In instances of loss of this nature, the Council's 'Replacement Equipment Issued to Staff' Policy will apply.

Home workers are required to contact their own insurance company to inform them that they will be working at home. This does not usually result in an increase in premium and it is unlikely that working from home will affect cover. The Council may reimburse any increase in premium should this occur. An example letter for use can be found at Appendix D – Home Based Workers' Letter to Insurers.

Liability insurance arranged by the Council will operate once the risk assessments are completed satisfactorily; Risk control measures identified as a result of risk assessment must be addressed prior to the Agile working arrangement commencing.

Employees working at or from home are covered by the Council's Employer's Liability Policy. Any accidents must be reported immediately in accordance with the Council's health and safety guidelines.

Although covered by the Council's Employer's Liability Policy, employees working at or from home are advised to ensure their home contents policy has public liability cover for at least £1 million. This is a standard clause in most home insurance policies. If an employee does not have such cover then they must notify their manager who should seek appropriate advice from the Insurance and Risk Service.

Before commencing home working, employees should advise mortgagees or landlords that they intend to work at home. The Council will not be responsible for any additional costs as a result. An example letter for use can be found in Appendix E – Home Based Workers' Letter to Mortgage Lender, Landlord, etc.

Using a room or part of a room to work in would not normally require planning permission.

11.   Council Tax and Business Rates

It is extremely unlikely that there will be any change to an employee's Council Tax or any liability for business rates. Business rates could only be levied where a homeworker has an area of their home dedicated exclusively to their work (eg, a study with PC, filing cabinet

etc). Where the business use of a part of the house is subsidiary to the domestic usage (eg, a desk in the corner of a living room) then rates should not be levied. Should an employee have any concerns, they should address their queries to their local council.

12. Review and Revision Arrangements

This policy will be reviewed on a regular basis by the Agile Working Project Team throughout the project lifecycle. Once formal project closure has taken place, the policy will be reviewed in line with HR processes.

Employees should familiarise themselves with the following Council Policies:

Flexible Working Hours Policy
Information Security Policies
Health and Safety at Work
Lone Working Policy
Removable Media Policy
Replacement Equipment Policy
Software Policy
Computer, Telephone and Password Policy

APPENDIX A

AGILE WORKING FORM

Employee Name: ....

Job Title: ....

Service Area: ....

The Agile Working 'workstyles' must be discussed with the employee and the manager and, where necessary, work colleagues.

Current work location: .... Contact No: ....

Current number of working hours per week/working pattern ....

Which work style is being adopted (*Section 4 of the Agile Working policy refers)*?

....

Requested number of hours the employee can work from home worked per week ....

Please state how it is envisaged that the Workstyle will work.

....

....

....

What impact will this have on the service and work colleagues?

....

....

....

How do you think the service level can be maintained?

....

....

....

Employee's Signature .... **Date** ....

Manager's Signature .... **Date** ....

AGILE (HOME) WORKING AGREEMENT

The agreement is to be completed by the employee.

Please tick the boxes to confirm you will or have carried out the necessary actions. Please send a copy of this completed agreement to Human Resources who will then attach the completed 'Agile (Home) Working Assessment of Risks' checklist to confirm a risk assessment has been undertaken. The arrangements that have been agreed will be reviewed and a decision taken on whether the arrangements will continue. Please initial each of the boxes to signify that you agree to these terms.

I agree to provide an appropriate workspace in my home for the furnishings and equipment to enable me to work effectively at home. ☐

I will inform my manager of changes to my home or personal circumstances, which could affect my health and safety ☐

I agree to provide reasonable access to my home by an employee of the Council, or their representative in order for them to undertake any Health & Safety assessments, provide maintenance/repair to council equipment, or the undertaking of relevant audit activities. All access requirements will be discussed prior to the visit, and appropriate notice given. ☐

I have informed my landlord / mortgage / Insurance company in writing of my intention to work at home (please attach a copy of the letter – Appendices D and E apply). ☐

I am aware of the security measures required and the sensitive nature of the data I am working with. I agree at all times to protect access, maintain and store the data securely and confidentially in line with the Data Protection Acts and Council requirements. My computer will not be used by anyone other than myself. ☐

I am aware and understand my requirements to notify my manager when I am unable to work or absent from work due to sickness or any other reason. I will also continue to use Mitrefinch to clock in and out whilst Agile working at home or otherwise in line with the procedure. ☐

In the event of home working ceasing I will co-operate with the Council in arranging a time for any equipment to be collected or I will return the equipment to the Council within 5 working days of home working ceasing. ☐

I am aware and understand the requirement to report any work-related accidents whilst working at home or other locations and of the actions I am required to take in an emergency. ☐

I agree to attend the office (location to be confirmed as appropriate) for regular communications/meetings as defined by my manager. ☐

I am aware that I must continue to comply with all Council policies, practices and procedures. ☐

I'm aware that regular performance reviews will be conducted ☐

I agree to work in accordance with the times agreed with my Manager as follows _____ ~~and to *supply accurate records of my hours worked.*~~ ☐

I agree to provide the Council with a contact phone number that can be used for work purposes during work hours or arrange for my calls to be directly forwarded. ☐

Line Manager Discussions *(within this section the manager should consider and document the full business case including costs/benefits/savings)*

....
....
....
....

Equipment likely to be required:

....
....
....
....

Employee Name and Signature: ……………………………………………………………………

Approved by: Line Manager Name and Signature: ....

Yes/No ....   Date ....

If no, please briefly state reasons: ....

....
....

Please forward a copy of this document to Human Resources.

AGILE (HOME) WORKING ASSESSMENT OF RISKS

	Yes	No
1. Fire		
If working from home is your means of leaving free from obstructions? Do you have a smoke alarm or fire extinguisher?		
2. Accidents / First Aid		
Do you have first aid equipment available? (e.g. plasters) Who will any accidents or sickness be reported to:		
3. Electricity		
Are all electrical outlets (sockets) in a sound condition? Has any equipment you have been supplied with been PAT tested Who can you contact for repairs and maintenance for work equipment?		
4. Manual handling		
Will the task include lifting or carrying, especially up the stairs? Have you received training for lifting safely?		
5. Display Screen		
Are screen characters well-defined and of adequate size and spacing?		
Are screen images flicker-free / stable?		
Can screen brightness and contrast be adjusted?		
Is the screen free from glare and reflection?		
Is the screen positioned correctly to enable comfortable use?		
6. The Keyboard		
Can the keyboard be tilted?		
Is the keyboard separate from the terminal?		
Does the keyboard have a non-reflective surface?		
Are the keyboard characters clearly defined?		
7. The Work Desk		
Is the work desk large enough for all the equipment?		
Is there sufficient space in front of the keyboard to allow you to rest hands/wrists?		
8. The Pointing Device		
Has a pointing device (mouse) been provided which is a suitable type for the you and the work involved?		
Is the device suitably positioned so you can adopt a safe, comfortable working posture?		
Are regular breaks taken from using the device?		
Is there a suitable surface on which to use the device?		
Are arrangements in place for cleaning and maintenance of the device?		

	Yes	No
9. Work Chair		
Is the work chair stable?		
Can the chair height be adjusted?		
Can both feet be placed on the floor when in comfortable working position?		
10. The Environment		
Is this room of a size that is comfortable to work in? Is there sufficient space for comfortable handling of documents and telephone etc.?		
Is the lighting adequate at the workstation?		
Is the general lighting adequate to prevent excess lighting contrast when you look away from the screen?		
Is the temperature at the workstation comfortable?		
Are heat levels emitted by the equipment under control?		
Are noise levels comfortable?		
Is ventilation of the area adequate and comfortable?		
Is the relative humidity comfortable?		
11. Health		
Are you free of eyesight problems?		
Have you requested or been offered an eyesight test?		
Where appropriate, do you wear eye correction provided as a result of an official eyesight test?		
Are you free of aches, pains, or sensory loss (tingling or pins and needles) in the neck, shoulder or upper limbs?		
Are you free of restricted joint movement, impaired finger movements or grip or other disability?		
Are you free of fatigue or stress?		
12. Training, Information and Work Planning		
Have you received training in the use of DSE and software system(s)?		
Have you received training or information in identifying and correcting workstation hazards, including equipment adjustments?		
Is there a written record of the training?		
Has the work been planned to include breaks and changes in activity to avoid excessive exposure to DSE work?		
Can your take regular breaks from DSE work?		
13. Contact and Support		
Manager Name: **Safety Advisor Name:** Claire Dodd – 01782 742262 Kate Bartels – 01782 742518 **In order for you to remain in contact with the office is it a requirement that you provide a contact phone number that can be used by management during normal at work hours.**		

Please list the contact phone number here:		
Any Other comments:		

Signature of Employee: .... Date: ....

Signature of Manager: .... Date: ....

Actions Required

(if none please state none)	Completed by & date
Fire	
Accidents / First Aid	
Electricity	
Manual Handling	
The Display Screen	
The Keyboard	
The Work Desk	
The Pointing Device	
The Work Chair	
The Environment	
Health	
Training, Information & Work Planning	

Review by DSE Assessor / Manager / Health and Safety Officer

Name	
Signature	
Date of Review	

Agile (Home) Worker's Letter to Insurer

Address Line 1
Address Line 2
Address Line 3
Address Line 4

Date

Dear

Insurance Policy No. (where appropriate)

I have agreed with my employer, Newcastle-under-Lyme Borough Council, that I will be working at home under the council's Agile Working Policy on an ad hoc/partial/full time basis (delete as appropriate).

Newcastle-under-Lyme Borough Council will provide me with the following items of office furniture and equipment to enable me to work at home.

(list all equipment)

I require written confirmation of receipt of this letter and acceptance of these terms. I would be grateful for an early response. (or an alternative paragraph)

I would appreciate your confirmation that this will not affect in any way the validity or cost of my household insurance cover which is placed with you (policy number as above) and that my policy includes public liability cover for at least £1m (include in letter to home contents insurer only).

Yours faithfully

Agile (Home) Working Letter to Mortgage Lender, Landlord etc

Address Line 1
Address Line 2
Address Line 3
Address Line 4

Date

Dear

Policy No. (where appropriate)

I have agreed with my employer, Newcastle-under-Lyme Borough Council, that I will be working at home on an ad hoc/occasional/full time basis (delete as appropriate) under the council's Agile Working Policy.

Newcastle-under-Lyme Borough Council provide me with the following items of office furniture and equipment to enable me to work at home.

(list all equipment)

The equipment remains the property of Newcastle-under-Lyme Borough Council and is insured by them in respect of property damage and third party liability risks.

The area set aside in my home will not be used exclusively for business purposes and there will be no structural alterations to the property. There will not be a marked rise in traffic or in people visiting the property and there will be no disturbance to neighbours as a result of my working from home.

I require written confirmation of receipt of this letter and acceptance of these terms. I would be grateful for an early response. (Or an alternative paragraph)

Yours faithfully

Housekeeping Rules

Desk Usage

Hot desks

The Council has agreed that in respect of Agile working, a hot desk refers to a designated work space for any employee to use at any time. Where applicable, designated banks of hot desks should be used by visiting staff, or alternatively individuals should approach a team member to ask if they may work from a free desk within that team zone.

Team 'zones' refer to a designated area where employees work when at their work location.

Employees must remember that they can work from any Council location and managers must ensure employees feel comfortable when 'touching down' at temporary desks and zones.

Clear desk principles -

As all desks may be used by any employee of the Council, adopting clear desk principles will assist with the changes in working practice; in that employees will feel more comfortable working from a desk that has not been personalised. There is an expectation therefore, that when an individual vacates a desk to enable usage by another member of staff, it will be left clear, with no materials left either on the desk or beneath the desk, other than the standard IT kit provided by the Council. Laptops, if not taken home, should be stored in the personal locker provided. This should be observed when attending meetings to enable the best use of all workstations, but is not required whilst taking a lunch break. Further details can be found under section 6.4 of the Computer, Telephone and Password Policy.

Eating/drinking at desks

When working at a desk area you will not be allowed to eat, this is to encourage employees to take regular breaks throughout the day. It encourages collaborations and knowledge sharing between colleagues and provides a more hygienic work area. There will be designated kitchen rest areas on each of the floors for staff to use. Employees will be able to drink at a desk. Ensure the desk areas are left clean and tidy once you have vacated the area.

There will be facilities available at the Hub to enable confidential discussions to take place. Confidential discussions should not be carried out in communal areas.

Designated Base -

All employees will continue to have a designated base for travel claims purposes, although they may choose to work from an alternative location to allow for improved efficiency and a more effective service.

The Agile working desk ratio -

The Council will adopt the Agile working desk ratio principles to assist with the successful implementation of Agile working and to enable potential estate rationalisation, going forward.

Fixed worker – desk ratio is 1:1 – each fixed (office) worker has a desk provision although during periods of absence, this desk may be used by other staff.

Flexible worker – desk ratio no more than 6:10 – for every 10 members of staff the number of desks will not exceed 6. This will exclude staff working in public areas such as front reception and customer service desks where managers need to ensure there is no detriment to front line service provision. Mobile worker – desk ratio no more than 4:10 – for every 10 members of staff the number of desks will not exceed 4

There are no desk ratios for Home Workers as the expectation is for them to be working at home and spending minimal time in a Council building; perhaps only returning to base for team meetings or supervision.