

Reference: FOI.ICB-2324/435

Subject: Working From Home (WFH) Policy

*I can confirm that the ICB **does hold some of the information requested**; please see responses below:*

QUESTION	RESPONSE
1. Could you please provide the current policy the ICB has on working from home for non-patient-facing staff.	Please find enclosed 'Our Hybrid Ways of Working' guidance (OHWOV).
2. What rules/ expectations/ policies are set by the ICB in terms of employees working from the office?	Please refer to the OHWOV guidance.
3. Are any staff groups exempt from these rules? If so, please give details	No, the guidance applies to all ICB staff.
4. When was this policy issued?	November 2022

<p>5. Please could you detail any changes to the WFH policy from a) April 2020 and b) September 2022</p>	<p>OHWOW guidance attached remains current.</p>
<p>6. Do you plan to change your work from home/ office policies in the next year? If so, please detail the changes</p>	<p>The ICB intends that a policy on hybrid working is developed in line with NHS Employers direction.</p>
<p>7. How regularly is the ICB monitoring office attendance/working from home?</p>	<p>The ICB uses a system of desk booking which indicates uptake of desks. Information from this system is reviewed weekly.</p>
<p>8. How many staff in non-patient-facing roles are currently</p> <ul style="list-style-type: none"> • Working full time from the office • Working full time from home • Working from office 1 day a week • Working from office 2 days a week • Working from office 3 days a week • Working from office 4 days a week • Working from office 5 days a week 	<p>The ICB does not hold this information</p>
<p>9. Has there been any disciplinary action taken against any member of staff for not working in the office? Are any cases being investigated?</p>	<p>There is no set requirement for staff to routinely work from our office. Staff are required to attend an office as required by management on a case-by-case basis, and for a particular reason. There has been no disciplinary action taken against a member of staff due to not working in the office.</p>

The information provided in this response is accurate as of 23 February 2024 and has been approved for release by Rob Hayday, Chief of Staff for NHS Bristol, North Somerset and South Gloucestershire ICB.

Our Hybrid Way of Working Guidance

Our hybrid way of working aspirations

We have reviewed our hybrid working arrangements, initially brought in due to Covid-19 and have decided to continue with hybrid working as a business-as-usual arrangement in the ICB. This responds to the positive feedback received about hybrid working in the staff survey and temperature checks.

We have produced this guidance to ensure that the arrangements are applied consistently across the ICB, and that staff and managers are clear about the practicalities of the arrangements.

Our aspirations for our hybrid way of working are:

- A. We want people to be able to work in the most appropriate setting for them and the ICB. This will usually mean a blend of office and home working.
- B. We want true hot desking in 360 Bristol, where you book a space and leave it free for the next person to be the norm.
- C. Maintaining our supportive and trusting culture, we want colleagues, to continue to be able to work a proportion of the working week from home, where it is practical to do so and agreed with their line managers.
- D. Through working flexibly from the best locations, we want individuals to be in control of their working days in order to better manage workload.
- E. Reduced time commuting can support individuals achieve a better home and work/life balance while continuing to get the job done.
- F. With some staff working from home some of the time, we want to be able to reduce our accommodation costs.
- G. We want hybrid working to save on commuting and reduce our carbon footprint.
- H. We want staff to continue to tell us about their experiences so we can evolve and adjust our hybrid working model based on feedback about how it is working.

Work base

All new employees should be contractually based at 360 Bristol. However, it is not expected that staff will be required to attend the office every day. Due consideration will be given to individuals, reasonable adjustments necessary due to disability, and the ICB's tailored adjustment planning.

Office attendance

Expectations of office attendance, either at 360 Bristol or some other suitable location, should be clarified between managers and individuals / teams. This should be based on the work being carried out at the most appropriate location. Some office attendance may be required to maintain team cohesiveness even though the actual work could be delivered from home. Staff are obligated to attend the office if required, by their manager

When coming into 360 Bristol, hot desks must be booked using the Cloudbooking software: [Book meeting rooms & equipment \(bnssgccg.nhs.uk\)](https://bookmeetingroomsandequipment.bnssgccg.nhs.uk) This link includes info about the process including booking on behalf of others eg where there are accessibility needs. Desks on Cloudbooking are already allocated to individuals with agreed reasonable adjustments

Meeting rooms can also be booked using the Cloudbooking software

When travelling into the office, staff are asked to consider their carbon footprint and cycle or use public transport where possible. Anyone bringing a vehicle should note that there is limited parking at 360 Bristol. [Parking at 360 Bristol \(bnssgccg.nhs.uk\)](https://parkingat360bristol.bnssgccg.nhs.uk)

You will not necessarily come into your office base if you want to meet someone, there may be a more convenient location to meet.

The following are some examples of when you might work in an office:

- Spending time with a new starter to build a relationship and provide that initial supportive welcome. This will be a meeting between our new colleague and a line manager or other team members of stakeholders
- Developing new ideas or being in a creative space to bounce ideas around.
- Completing work with others who may require a supportive presence because the work is new and there is a need for quickfire questions to be answered to clarify requirements to complete the work. This could be at the start of a project or new piece of work for example.
- Individuals may need to come into an office because their domestic environment is not the best place for working. This could be because that environment is the wrong size, or not configured properly. It might be because there are distractions which prevent you from doing your work. It may also support your mental health and wellbeing
- Holding meetings that are public facing which would benefit from that face-to-face interaction.
- Accessing the IT network and the enhanced digital connectivity that results from having your laptop connected through wires not Wi-Fi.

- Your role requires you to be in an office because of the tasks that you perform, this could include accessing print or post services.

You may find it more beneficial to work from home to participate in MS Teams meetings, have uninterrupted time for a piece of work which requires significant concentration or to answer emails and make telephone calls, though of course you may do this in between any commitments requiring you to be present in an office too.

Working from home

Staff who are working from home should ensure that they have a place to work which is appropriate and is free from interruption. Staff who cannot provide this may attend 360 Bristol every day.

Staff are also responsible for ensuring that their home Wi-Fi is sufficient for working from home.

A £100 grant is available to support your working from home arrangements. This grant is available to an individual only once. ADD link / advice

When working from home, staff must work at appropriate times to allow contact from colleagues and engagement in work activities. Adequate breaks, including lunch breaks should be scheduled and taken.

Equipment provided by the ICB

A laptop is provided for office and home working as standard. Other equipment may be requested from the ICB depending on need:

- Additional screen
- Chair
- Keyboard
- Mouse

Equipment must be returned when the staff member leaves the employment of the ICB. Line Managers are responsible for arranging for the return of equipment. Equipment can be obtained via bnssg.corporate@nhs.net

IT support and MS Teams

IT support is accessed in the same way as when in 360 Bristol. Use the Top Desk portal to access this support: [Home Page - Self-Service Portal \(topdesk.net\)](#)

There are training programmes available on the hub to support the use of IT and MS Teams. IT use and data security policies are also on the hub. Please ensure that you continue to follow good practice regarding data and screen security wherever you are working from.

Teams Etiquette

When using MS Teams please take account of the following:

- Check that your availability is showing correctly
- Standard practice is that your camera should be on, especially where groups are smaller, and you are an active participant. Exceptions to this might be:
 - When there is a presentation being made to a large group
 - If you are administering a meeting but are not a participant
 - If you need to leave the meeting temporarily.
 - If you are experiencing Wi-Fi connectivity issues which are alleviated by turning off the camera
 - Turning the camera off to eat is acceptable. (see below) But ideally you should take lunch breaks away from your screen.
 - For other personal reasons which may necessitate the camera to be off, such as sneezing and coughing.
 - When you are not speaking or if there is background noise consider using the mute function. This is also advised if eating / drinking.
- Dress appropriately, particularly for external MS Teams meetings as you are representing the ICB
- Consider using a background. An ICB branded background is available via The Hub.
- Please do not smoke or vape during an MS teams meeting.
- Please use your judgement when eating and drinking during a Teams meeting. Whilst drinking is acceptable, It might be better to turn your camera off while eating.

If you are organising or chairing a meeting, it is essential that you ascertain and meet the accessibility and inclusion needs of any disabled participants. Make adjustments to the approach that you take, e.g.: not using the chat function, or describing what is being displayed on screen (even when materials have not been circulated in advance). Be mindful of the needs of participants, and for those that lip read, ensure cameras are turned on.

Home Workplace Risk Assessment

To support safe working from home, the following risk assessment of your work area at home, should be completed and submitted to your line manager, using this form:

<https://intranet.bnssgccg.nhs.uk/index.php/resources/branding-and-templates/1989-home-working-risk-assessment-form-july-2022>

This must be kept under review in line with the arrangements stated on the form.