



## Agile Working

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<b>Owner:</b>	Michael Catlin	<b>Job Title:</b>	Head of People & Organisational Development
<b>To be issued to:</b>		ARK Management All Priory Staff Other	
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### Version Control

Date	Owner	Version	Reason for Change
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### Summary of Changes

Section	Change
<b>Title</b>	<b>Updated from Mobile Working</b>
<b>Allowance</b>	<b>Removed</b>
<b>Legislation</b>	<b>Aligned with relevant legislation Health &amp; safety &amp; data protection</b>
<b>Format</b>	<b>Updated to new format</b>

# Agile Working

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## 1.0 ARKs Values

Our organisational values are the basis for everything that we do, from providing housing, care and support to tenants and service users to ensuring that staff have clear standards of performance set. ARK believes that everyone should have the opportunity to lead a happy, healthy and safe life. We value:

- The worth of each person
- Trusting relationships
- Understanding difference
- Challenging oppression
- Personal and organisational accountability
- Caring for our physical environment
- Enjoyment

All ARK policies and procedures are underpinned by our values and we will ensure that our employees are treated fairly, consistently and in line with our values.

## 2.0 Purpose

This policy and associated procedure explains the remote working arrangements where staff are not working from an Ark owned or leased office space.

This policy will provide a framework for consistent and fair practice and give clarity on what is expected of employees when working in this way.

This policy will outline the responsibilities of Ark when staff members are working in this way.

## 3.0 Policy Statement

Ark recognises that there may be circumstances when it would be more beneficial or flexible for an employee to work remotely either on an ad-hoc basis (for example to complete a particular task or project) or on a longer term basis.

Ark recognises the need for modern working practices to enable employees to maximise their performance and productivity and deliver the greatest value to the organisation and its customers, whilst maintaining a positive work life balance.

Ark will provide staff with the ICT equipment (excluding internet connection) and opportunities to work out with an Ark owned or leased building, where this is appropriate for their role. ICT equipment includes, but is not restricted to, laptop computers, mobile phones, desktop thin clients, monitors, keyboard, mouse. All ICT equipment will be maintained by Ark.

Agreement made to implement remote working with an individual does not alter the employee's terms and conditions of employment. Ark reserves the right to withdraw their approval for remote working if they believe its use is being abused or for any other reasonable business needs.

Where remote working is agreed for an employee their substantive base will remain as per their contract of employment and travel expenses will not be claimable from any other location. Please refer to the mileage and expenses policy on MyView.

Ark will ensure that staff do not suffer any financial detriment as a result of remote working.

## 4.0 Scope

This policy and associated procedures applies to all office based staff and Board of Management members who require remote access to Ark's information systems or information and to Ark's third party ICT support and maintenance contractor.

## 5.0 Legal/Regulatory Framework

This policy and associated procedures are written with regard to the following:

- Health and Safety at Work Act 1974
- Working Time Regulations 1998

## 6.0 Responsibilities

### 6.1 Board of Management

Ark's Board of Management is responsible for consideration and approval of this policy, and for ensuring that its decisions are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

## 6.2 Executive Team

Ark's Executive Team is responsible for ensuring that this policy is reviewed in accordance with ARK's schedule for review of policies, or sooner if required. The Executive Team is responsible for ensuring that its decisions, and that the decision of officers, are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

## 6.3 Senior Leadership Team

Ark's Senior Leadership Team is responsible for review of the policy, and for ensuring that its decisions, and that the decision of officers, are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

## 6.4 Managers

All Ark Managers are responsible for the effective implementation of this policy within their area of responsibility and specifically:

- For monitoring, supervision, setting workloads, etc., in agreement with the staff member
- Ensuring flexibility, openness and constructiveness in relation to discussions and agreements about remote working with employees within their area of responsibility, whilst remaining focused on the needs of Ark
- 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 performance appraisals and regular one-to-one meetings
- Allowing employees who are remote working 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
- Undertaking a regular review of remote working arrangements. If it is not working reasonable endeavours will be made to resolve any issues. In some cases, it may be necessary to adjust remote working arrangements

## 6.5 All Staff

All office based staff are required to familiarise themselves with this policy and comply with its provisions as well as undertake any training required as part of this policy or associated procedures. All office based staff should:

- Take reasonable care of all Ark equipment, to keep it secure and to use it in accordance with the operating instructions, and G15 – Computer System Security, email & Internet Policy. They must also ensure that any such equipment is returned at the end of the arrangement or on request
- Ensure they inform their insurers prior to commencing remote working from home on a long term basis and that their home insurance adequately covers a working at home arrangement
- Ensure that all equipment and files are only accessible to Ark employees and these must be safeguarded from access by other members of the household and visitors
- Complete a Remote Working Risk Assessment and review it with his/her Line Manager before undertaking remote working. This document should be reviewed if additional risks are identified or if there is any reason to suggest that the control measures are deemed insufficient
- Complete a Display Screen Equipment (DSE) assessment. See HS09 – Display Screen Equipment Policy
- Ensure there are not any other commitments, including dependent care responsibilities that would conflict with the requirement to work remotely
- Be flexible, open and constructive in discussing and agreeing remote working arrangements, whilst remaining focused on the deliverable of their role
- Maintain regular contact with their manager
- Comply with all Ark policies & procedures whilst working remotely
- Comply with the Health and Safety standards and guidance 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
- Comply with confidentiality, data protection and internet security policies
- Ensure that they will not install any hardware/software or update any software on to an Ark owned portable computer device

## 7.0 Remote Working Expenses

All remote working expenses e.g. heating/lighting costs, internet connection are the responsibility of the individual. You may be able to claim tax relief (maximum of £6 per week) for additional household costs if you have to work at home on a regular basis, either for all or part of the week. This includes if you have to work from home because of coronavirus (COVID-19). You cannot claim tax relief if you choose to work from home.

## 8.0 Related Policies & Procedures

This policy and associated procedures should be read and understood in conjunction with:

- HR13a – Agile (Remote) Working Procedure
- G03 - Staff Code of Conduct
- HR32 – Expenses & Allowances Policy
- G15 - Computer System Security, Email & Internet Policy
- G46 - Computer Security, Email & Internet Procedure
- G24 – Privacy and Data Protection Policy
- G48 – Privacy and Data Protection Procedure
- G13 – Openness and Confidentiality Policy
- HS12 - Lone working Policy

## 9.0 Equality Impact Assessment (EIA)

Please see relevant Equality Impact Assessment.

## 10.0 Data Protection Impact Assessment (DPIA)

Please see Organisational Development Data Protection Impact Assessment.

## 11.0 Stakeholder Consultation

- Ark Board of Management
- Ark Executive Team
- Ark Senior Leadership Team
- Unite the Union

## 12.0 Monitoring and Review

### 12.1 Monitoring

Ark's Executive and Senior Leadership Teams will monitor implementation of this policy on an ongoing basis and ensure that relevant decisions within Ark are taken in line with the obligations and expectations set out in this policy.

### 12.2 Review

This policy will be reviewed within 3 years from the date of approval by Ark's Board of Management, in accordance with the agreed policy review framework.