

Moving Forward

Hybrid Working Arrangements

*Centered around the work you do, not where you do it*

*May 2022*

*Guidance Document*

carmarthenshire.gov.wales

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*Please note, throughout this document there is reference to supplementary advice, guidance, and information, all of which is available on our intranet. We have made sure that all our staff are able to access this information using any device, which includes your own personal device, by following this link:*

[*https://ourpeople.carmarthenshire.gov.wales/our-people/*](https://ourpeople.carmarthenshire.gov.wales/our-people/)*.*

### **Introduction**

This document sets out the approach Carmarthenshire County Council (CCC) is taking to hybrid working. Hybrid working refers to arrangements in which employees split their time between a workplace such as an office and working remotely, for example at home or at a location close to home.

Hybrid working is an important element of our:

* strategy for adapting to, and thriving in, the new working environment following the coronavirus pandemic
* commitment to becoming a net zero carbon authority by 2030 by reducing our commuting and travelling
* commitment to supporting a positive work-life balance for our employees and general wellbeing
* ambition to improve productivity by reducing down time that results from travelling / commuting time
* contribution to supporting the [Welsh Government long-term ambition](https://gov.wales/remote-working-policy) for 30% of the Welsh workforce to work at or near to home (remotely) on a regular basis
* commitment to reducing our reliance on CCC owned buildings in support of our Office Accommodation Programme

### **Who is covered by hybrid working?**

Hybrid working is available to all roles that have been designated as multi-located. This way of working is suited to the majority of our “office workers” where your ability to undertake your role is not reliant on the location that you work. This location could be a location close to home, one of our buildings, or your own home and a hybrid approach may be taken. From an employment contract perspective, a nominated base will still be required, and so your current base will remain the official base for travel and other administrative purposes. Any new starters will discuss their contract options with the recruiting manager before starting with the Council as part of the recruitment process.

Hybrid working is not suitable for fixed-located roles such as a Refuse Loader, Cleaner, Leisure Attendant, Receptionist or Senior Support Worker (Residential Care), where the worker’s ability to undertake their role is reliant on them attending a specific location e.g., one of our Depots, Council Buildings, Leisure Centres or Residential Care Homes.

Hybrid working is not suitable for community based roles. Currently, this way of working only applies to our Domiciliary Care Workers in line with the jointly agreed Operational Protocol. However, this model can be explored by services in consultation with their teams and advice from People Management.

### **Hybrid working arrangements**

Agreeing a hybrid working arrangement is **an informal arrangement** and so will not result in any changes to your contract of employment or contractual base. Adopting this type of working arrangement will mean that you will still be required to attend your contractual base when necessary. This will be determined by your manager.

The number of days per week an employee will be expected to attend their usual base compared with working remotely (i.e., any appropriate CCC premises, any community and other public sector buildings where joint working arrangements exist, home) will vary, depending on:

* the needs of our organisation
* the needs of the service they work in
* the nature of their role
* what is happening within their role and team at any time
* their individual circumstances

Given the degree of flexibility that our hybrid working arrangements provide, we expect our workforce to be flexible. **Each service and team is different, so managers and team members are encouraged to put in place working practices that suit the needs of their service.**

You may be required to attend the workplace on particular days at the request of your manager, for a number of reasons, for example:

* to attend meetings that your manager has determined are best conducted in person such as appraisals / supervision, induction for new starters to meet the whole team, employee relation meetings
* operational reasons, such as undertaking tasks that are better done at the workplace
* to attend in-person training, or
* anchor days[[1]](#footnote-2), where your team will, periodically, come together in person for team development / cohesion and wellbeing purposes.

Similarly, there may be circumstances in which we ask you to work remotely, or to work from such other place as we may reasonably require, when you would otherwise expect to attend your base for instance:

* where adverse weather prevents you from travelling to your base and our [Disruption to Working Arrangements policy](https://ourpeople.carmarthenshire.gov.wales/our-people/hr/disruptions-to-working-arrangements/) is applied or
* for coronavirus-related reasons, for example in the event of a further lockdown / government guidance that employees should work from home if they can.

In such cases, you will be given as much notice as possible.

### **Agreeing your hybrid working arrangements**

Agreeing a hybrid working arrangement is an informal arrangement and so will not result in any changes to your contract of employment or contractual base.

It is important that you discuss and agree the working arrangement best suited to your service ensuring a customer first approach. All decisions should be made in a fair and consistent manner.

Managers may wish to consider running a trial period for staff and/or teams to see how the new working arrangements operate in practice. If required, advice can be sought from our HR team.

Once agreement is reached, managers should keep a record locally of the discussion and review on a regular basis to ensure the arrangement is meeting the needs of the service, team and individual.

**If you wish to make a request to change any other aspect of your working arrangement e.g. reducing your working hours, a permanent change to start and finish times or working compressed hours, you should do so by using the Flexible Working Policy,** further information is available on our HR pages of our Intranet: <https://ourpeople.carmarthenshire.gov.wales/our-people/hr/flexible-working/>

### **Key components of a hybrid working arrangement**

#### Location

Your contractual base will be one named CCC workplace. This will be set out in your contract of employment. You may adopt a hybrid approach where your work location will vary depending on your work and service demands; for example, you may work in one, or a range of our buildings for part of your working week and work from home or other locations close to your home for the rest of your working week.

#### Pay

There will be no change to your current pay arrangements

#### Working hours

The hours you work will be in line with your contractual hours and you will have to be available during the hours set out in your contract of employment whether you are working remotely or in the workplace.

#### Council provided workplace

Your place of work will be your contractual base or any other CCC location agreed in advance with your manager. Longer term it is anticipated that you will be able to access any appropriate CCC premises, any community and other public sector buildings where joint working arrangements exist. Some dedicated touchdown zones in the workplace will have docking stations, monitors, mice, and keyboards for you to use, however these will not be provided at all locations.

Further information on the venues available for use will be made available as the council’s Office Accommodation Programme is developed and will include access to other public service buildings or shared spaces.

#### Health & Safety

Carmarthenshire County Council, as an employer has a legal and moral duty to ensure that work is undertaken in a healthy and safe way. The responsibilities outlined in the [corporate health and safety policy](https://ourpeople.carmarthenshire.gov.wales/our-people/health-safety/) apply, wherever work is being undertaken. Specific areas to consider include:

* [Lone working / personal safety](https://ourpeople.carmarthenshire.gov.wales/our-people/health-safety/personal-safety/)

You and your manager should agree a procedure to ensure that whilst working remotely, your location is known by your manager and colleagues, this could include updating shared calendars, implementing buddy systems, or using lone working systems depending on the risk assessments for the activities you will be undertaking.

* [Accidents / incidents](http://intranet/our-people/health-safety/reporting-an-accident-incident-near-miss/)

All accidents and incidents including near misses need to be reported to your line manager who will record on the online reporting system. Any actions to prevent re-occurrence need to be discussed where required an investigation by the health and safety team will be undertaken.

* [Workstation set up and Display Screen Equipment (DSE)](http://intranet/our-people/health-safety/workstation-assessment/)

Setting up your workstation correctly at any location you work from including your home is equally as important as when you are in the office, and the same principles apply. A good workstation setup reduces the effects of poor posture on the body and prevents musculoskeletal injuries e.g., muscle fatigue, tension, strain, cramps.

Where available, workstation equipment should be used to achieve an appropriate setup.

All new staff should complete the Self-Assessment Checklist during their induction week, it is also important that the DSE self-assessment is undertaken at regular intervals to ensure that any issues are identified as soon as possible.

A best practice guidance is available on the intranet for hybrid working safely that includes a checklist for use for home working.

* [Fire and First Aid Arrangements](http://intranet/our-people/health-safety/first-aid-at-work/)

Make sure you are aware of the fire evacuation procedures for the office / premises you are working from. If you are unsure of the procedures, ask your line manager for further advice and they can contact the Premises Responsible Person (PRP) who will be able to provide the most up to date information,

Undertake visual checks of the equipment in place before you use it, if in doubt do not use it and report any concerns / issues to your line manager.

There should be information available on the first aid provision available within the office / premises you are working. If you have any questions in relation to first aid provision, speak to your line manager or the PRP.

**Risk Assessment and Safe Working Practices for activities undertaken outside of an office/Homeworking environment are still required.**

#### IT & Equipment

You will be provided with a standard laptop, monitor, mouse, headset, bag, and charger. You will be expected to carry this equipment with you in the laptop bag provided when working remotely.

At some of our locations you will have access to workstations with a dock, monitor, mouse, and keyboard for you to use – this will be determined by the needs of your service and any additional equipment needs over and above those already provided for, will be charged to the service.

You will need to discuss with your line manager if you feel you should be provided with an additional “dedicated” workstation, following a workstation assessment and / or agreed for other reasons by your manager.

If you regularly work from home the following IT / equipment may also be requested if the requirement is identified following a workplace assessment and / or agreed for other reasons by your manager:

* keyboard & mouse
* monitor(s)
* chair
* desk

The cost of any additional equipment will be charged to your service.

Equipment provided by us must be used for work-related purposes and must not be used by anyone else at any time. All systems and devices must be used in compliance with our Information Security Policy, further information can be found by visiting our IT pages on the intranet:

<https://ourpeople.carmarthenshire.gov.wales/our-people/it-support/it-security/>.

Staff and managers should also familiarise themselves with the Hardware FAQ, which provides information on setting up new members of staff and on how to return equipment when leaving the Authority. further information can be found by visiting our IT pages on the intranet:

<https://ourpeople.carmarthenshire.gov.wales/our-people/it-support/hardware-faq/>,

It is important to note that the Authority reserves the right to charge for any equipment which is not returned.

#### Dress Code

The same standard of dress code applies regardless of whether you work at your base, remotely or at home. A customer, colleague or Councillor should see no difference in the service we provide and how we present ourselves. Further information relating to successful managing and working in a hybrid team can be found on our intranet pages: <http://intranet/our-people/learning-and-development/managing-and-working-in-a-hybrid-team/>

#### Printing

We are reducing our reliance on paper and so the printing of any documents should be done as a last resort. At the workplace you will be able to access one of our secure Konica printers at your work location. At home you will be able to send print jobs to a secure Konica printer located in one of our council buildings and collect at your convenience. Connecting your own printers to your home working setup is not supported. Further information on printing can be found by visiting our IT pages on the intranet:

<https://ourpeople.carmarthenshire.gov.wales/our-people/it-support/print-and-scan/>

#### Broadband

At the workplace you will be able to access the CCC provision. At home you will arrange your own broadband provision at your own cost. The specification should be sufficient for you to undertake your role. If it is not sufficient, you will be able to access the CCC provision from one of our buildings or your base. Further information in relation to broadband requirements can also be found in Appendix 1 – Your Questions Answered.

#### Telephone

The nature of your work will dictate the best solution for your role, which you will discuss with your line manager. Appendix 2 – Telephony Options, provides full details of the options available. In addition, we have further information on the IT pages of our intranet:

<https://ourpeople.carmarthenshire.gov.wales/our-people/it-support/portable-devices/> and our IT Division can provide advice and guidance.

#### Official travel & subsistence

Travel and subsistence in respect of official business travel (i.e. to locations other than your contractual workplace) may be claimed in line with our Travel Policy available on our intranet pages here:

<https://ourpeople.carmarthenshire.gov.wales/our-people/hr/pay-benefits/expenses/>

and our Financial Procedure Rules available here:

<https://ourpeople.carmarthenshire.gov.wales/our-people/finance-payments/financial-procedure-rules/>.

#### Travelling for work purposes

We are reducing the amount of travel we do, so before travelling, consider whether the journey is necessary and agree it in advance with your manager. We have said that we will become a net zero carbon local authority by 2030. Therefore, limiting the travelling and commuting we do is essential to achieving this. We have the technology to hold meetings virtually, therefore, before travelling, you must consider whether the journey is necessary. If you need to travel, you are required to choose the most cost-effective mode of transport e.g. electric pool car or public transport, and the purpose of the journey should be for a specific official business reason. Examples may include:

* Where there is a statutory or business requirement for the meeting to be held in person rather than online meetings
* Where attendees do not have to access to technology
* Where disability may preclude someone from using technology to communicate
* To establish and maintain work relationships e.g. new employee induction, team development, anchor days
* Where learning and development can only be provided from a fixed location or face to face e.g. manual handling training
* Some employee relations meetings where trade unions and/or employees may request to meet in person
* Meeting with service users
* Democratic meetings with Elected Members

This list is not exhaustive, and instances will depend on the type of service you provide. Further information in relation to our Travel Policy can be found here:

<https://ourpeople.carmarthenshire.gov.wales/our-people/hr/pay-benefits/expenses/>

#### Commuting time and costs

Commuting time and costs from your home to your contractual workplace (or an alternative workplace of your choice) will not be reimbursed. Any claims of this nature will not be authorised.

#### Confidentiality & data security

Whichever location you work from, you should ensure confidentiality and data security. When working from home, no other members of the household should be able to access any CCC device, see council documents or overhear your conversations.

For confidentiality reasons, when making calls or attending meetings via Microsoft Teams or Zoom, you should always use the headphones provided by CCC and ensure you have an appropriate background. We have developed resources for you to use, which can be found on our Marketing and Media pages of the intranet <http://intranet/our-people/marketing-media/>[[2]](#footnote-3)

In addition, useful information relating to meeting etiquette is available on our Intranet here: <https://ourpeople.carmarthenshire.gov.wales/our-people/it-support/microsoft-teams/meeting-etiquette-guidance/>

The council is reducing its reliance on paper and, unless there is no alternative, you should not work with hard copy documents or print information. However, where you are required to store hard copy data, you must keep all documents and information associated with the authority secure at all times. All personal data should be handled in accordance with the authority’s information governance procedures. Further information can be found on our intranet here:

<https://ourpeople.carmarthenshire.gov.wales/our-people/information-governance/> in particular the section that deals with the handling of personal information.

#### Insurance

If you have a multi-located working arrangement, and you plan to work from home part of the time, you should **check with your home and contents insurance providers that you have adequate cover** for the fact that you work from home/that any of your own equipment is covered for work use.

#### Mortgage & rental agreements

If you have a multi-located working arrangement, and you plan to work from home part of the time, you are responsible for checking applicable mortgage or rental agreements to ensure you are permitted to work from home, and for obtaining any permissions necessary to work from home.

#### Tax Relief

You cannot claim tax relief if you choose to work from home.

#### Sickness

When working remotely, you should not work if you are unwell. If you are sick and unable to work, our [Sickness Absence Policy](https://ourpeople.carmarthenshire.gov.wales/our-people/hr/sickness-absence/) applies.

You must telephone your line manager at the earliest opportunity when you are unable to attend work due to sickness absence. This should be prior to your normal start time, but no later than the first hour of the normal working day. Messages by text and other forms of communication should only be used in emergencies and must be followed up by a telephone call as soon as possible.

### **Additional Resources**

* 1. Employee Wellbeing

We have a range of resources available to support the wellbeing of all our staff. Full details are available on our Health and Wellbeing pages on the intranet and can be accessed by visiting: <http://intranet/our-people/health-wellbeing/>

* 1. Learning Opportunities

We have a range of learning opportunities available to you and your manager. Full details can be found on our Learning and Development pages of the intranet and can be accessed by visiting:

<https://ourpeople.carmarthenshire.gov.wales/our-people/learning-and-development/>

### **Your Questions Answered**

We have developed a suite of frequently asked questions for you to refer to, which can be found in Appendix 1 of this document. These are also available on our intranet and can be accessed by visiting: <http://intranet/our-people/hybrid-working/>

If you can’t find the answers you are looking for, you can also submit a question (anonymously) via our “Ask A Question” section on the Intranet, which can be accessed by visiting here: <http://intranet/our-people/hybrid-working/>

### **Ensuring equality of opportunity**

All our employees are required to adopt a positive, open and fair approach and ensure the authority’s Equality and Diversity Policy is adhered to and applied consistently to all irrespective of race, colour, nationality, ethnic or national origins, disability, religion and belief or non-belief, age, sex, gender reassignment, gender identity and gender expression, sexual orientation, pregnancy or maternity, marital or civil partnership status. You can access our Equality and Diversity Policy by visiting our HR Page on the intranet here:

<https://ourpeople.carmarthenshire.gov.wales/our-people/hr/equality-diversity/>

If you have any equality and diversity concerns in relation to the application of this framework please [contact a member of the HR](http://intranet/our-people/hr/meet-the-team/) Team who will, if necessary, ensure the framework is reviewed accordingly. A full list of contacts can be found by visiting our HR pages on the intranet here:

<https://ourpeople.carmarthenshire.gov.wales/our-people/hr/meet-the-team/>

In addition, the Welsh Language Standards requires us to ‘ensure that the Welsh language is treated no less favourably than the English language’ and this principle should be adopted in the application of this policy and procedure. Read our advice and guidance on working bilingually by visiting the Working For Us pages on our intranet here:

<https://ourpeople.carmarthenshire.gov.wales/our-people/working-for-us/working-bilingually/>

If you require this framework in an alternative format, please email: CEDutyHR@carmarthenshire.gov.uk

### **Appendices**

### Appendix 1: Your Questions Answered

1. **As a manager what should I consider when agreeing to a hybrid way of working?**

Hybrid working now forms part of our approach to better ways of working. Some of the benefits of hybrid working include:

* Reduced travelling which has a positive impact on the environment
* Reduced travel time
* Reduced downtime
* Increased productivity
* Increased employee engagement
* Staff work/life balance and wellbeing

It is important to also consider such things as:

* Any impact on business delivery and performance both for the employee and the wider team
* Any effect on ability to meet customer demand
* The fit with other team members’ working arrangements
1. **Under what circumstances would travelling for in person meetings be appropriate?**

Whilst we accept that minimising the amount of travelling, we do is key to delivering the environmental benefits this framework has been based on, there will be circumstances where travel will be essential to conduct in person business. Section 5.10 of this document outlines examples of where this would be appropriate, which include:

* Meetings where in person attendance would be preferable
* Developing and maintaining work relationships
* Some democratic meetings with Elected Members
1. **What support is there to help me to work effectively in a hybrid way?**

We have developed a Toolkit which is intended to provide advice and guidance about self-management when working in a hybrid way (for individuals); and managing teams and people who work in a hybrid way (for managers). Further information is available on our [Learning & Development Intranet pages.](https://ourpeople.carmarthenshire.gov.wales/our-people/learning-and-development/managing-and-working-in-a-hybrid-team/)

1. **What buildings / facilities will I be able to use if I am working in a hybrid way?**

You should choose a location where you feel you will be most productive. This could be one of our buildings, a community facility, your home or a client’s / customer’s premises. Prior to deciding where to work you will need to:

* Consider the needs of your service and your team
* Ensure you can work safely and efficiently
* Be free of distractions
* Be contactable at all times and be able to receive and make calls in a confidential manner
* Make sure all data is kept securely
* Agree your arrangement in advance with your line manager and make sure your colleagues are aware.
* If you are unsure of the suitability of your proposed location discuss it with your line manager

You can also find information relating to personal safety on the Health and Safety pages of our intranet:

[https://ourpeople.carmarthenshire.gov.wales/our-people/health-safety/personal-safety/#](https://ourpeople.carmarthenshire.gov.wales/our-people/health-safety/personal-safety/)

Going forward we will be operating with fewer council buildings and will be looking to make better use of our retained assets, along with identifying community and other public sector buildings that CCC staff will be able to use. More information will be made available once the Office Accommodation Programme has been agreed.

Part of this work will also help us identify what our teams need from our buildings, which will help us decide what facilities we need to provide e.g., team meeting spaces, quiet space. Your manager will be speaking to you about how your service will run going forward and accommodation will be a key part of the discussion. So, if there are facilities that you feel you need to do your job more effectively, please let your manager know.

Once our Office Accommodation Programme is agreed more details will be provided on alternative places for you to work.

1. **What notice do I have to give to work from a different location, can I just decide on a morning?**

This depends on the arrangement you have in place with your manager but for lone working purposes it is really important that your manager and colleagues know where you are working and how long for. You will need to develop a system/process with your manager and colleagues to maintain contact and ensure your diary and work locations are readily available.

1. **What hours can I work when working in a hybrid way?**

Our flexi time scheme, which is currently under review, allows you to work between the hours of 7am and 7pm and, recognising that our normal public opening hours are between 9am and 5pm, any arrangements need to be agreed within these parameters. You will need to consider the needs of the service, your team and other colleagues who may need to collaborate with you. You should also consider any team targets or response rates that you will still need to adhere to when deciding on what hours to work. You will need to be clear with your manager and your team what hours you are planning to work on that day so that people know when you are going to be available. Shared calendars must be kept up to date as this is an essential way of detailing where you are and when.

1. **How do I record my hours when working in a hybrid way?**

As you would normally. Where you work does not impact on the way you record your hours.

1. **Am I able to work from a location outside of the UK?**

As a Local Government Officer, you are expected to work and be resident in the UK. In exceptional circumstances you may be able to agree with your manager that you can work for a very short time as a one-off, informal arrangement from a temporary location outside the UK. However, you would not be able to do this on a regular and / or long-term basis.

1. **Can I buy my own IT, equipment or furniture and claim this back from the Council?**

No. These will need to be ordered and will be provided by the Council. This equipment will remain the property of CCC and will need to be returned if you no longer need it or if you leave the Council. It is important to note that the Authority reserves the right to charge for any equipment which is not returned.

1. **I am not a CCC employee – what flexibility is there for me to work in a hybrid way?**

Agency workers and those on secondment to the CCC, who are employed in a multi-located role, may agree informal hybrid working arrangements with their employer, subject to the requirements of the service being provided.

1. **On the days that I don’t work from my contractual workplace, if I choose to work from a nearby CCC building or other location, can I claim travel costs to that location?**

No. Travel costs (and travel time) will not be reimbursed to or from any alternative workplace where it has been your choice to work from that place rather than attend your contractual workplace.

1. **If I work from home, will you carry out a workplace assessment on my home workstation?**

No. You will be expected to carry out a self-assessment both before you start working from home on a regular basis to identify the equipment needed and then once you have your home-working equipment set up, to ensure this is correct and complies with our Health & Safety requirements. You can access the workstation assessment form on the Health, Safety and Wellbeing pages here <https://ourpeople.carmarthenshire.gov.wales/our-people/health-safety/workstation-assessment/>

1. **If I work from home, what is the minimum broadband specification required?**

Your broadband should be sufficient for you to work from home effectively and your productivity should not be compromised because of poor connectivity. If you are unable to reasonably work from home, you should use one of our council buildings or your base. We would recommend a minimum specification of 2MB however this will vary depending on job roles. Ofcom offer a free ‘online’ speed checker which can be run to test your current internet speed at <https://checker.ofcom.org.uk/broadband-test>. It is your responsibility to speak to your broadband provider if the speeds you are being provided with are poor and/or insufficient for home working. The Authority will not provide any costs towards landline rental, broadband or 4G/5G mobile devices.

1. **What should I do if I experience issues with my broadband and it affects my ability to work from home?**

Until your broadband issues are resolved you should work from your contractual base or one of our buildings. Discuss and agree the alternative location with your line manager. Contact your broadband provider to resolve the issues. If you are required to upgrade your broadband package due to speed issues, you will be expected to meet the additional costs yourself.

1. **I temporarily changed my domestic arrangements during the covid emergency to enable me to take / collect my children to / from school. Am I able to continue with these arrangements in a hybrid working arrangement?**

During the covid emergency the Authority recognised that normal pre/after school childcare arrangements were disrupted and, as a result, afforded extra flexibility for working families. Now that childcare facilities are fully operational you should ensure that you have appropriate care arrangements in place to enable you to fulfil your contractual hours so that the delivery of service within you team is not compromised. The same would apply for all other caring responsibilities. If you would like to permanently change your working hours so that you can continue with this arrangement please refer to the [Flexible Working Policy](https://ourpeople.carmarthenshire.gov.wales/our-people/hr/flexible-working/) and discuss with your line manager.

1. **Can I look after a child, or other dependent, while working from home?**

It is important that you are not working at home whilst solely responsible for a child or dependent. If it is agreed that you can work from home then, depending on your hours of work, we expect you vary your childcare arrangements and work this around your working hours, as you would do if you were in the workplace. You will need to be able to deliver your work objectives / outcomes, and more specifically, you need to be available and able to attend / contribute to meetings. If this is not possible because there is a child or other dependent at home that prevents this, then you will not be able to work from home.

1. **Do I need to inform my insurance company if I am working at home?**

CCC property issued for use at home does not need to be insured through your home insurance or contents policy. It is however your responsibility to inform your home insurance company of your home-based working arrangements. In doing so, it is important that you emphasise that although there will be some work e.g. administrative work, carried out at your home, the official business of the Council remains at the offices of CCC. It should also be made clear that it is not intended that customers will visit your home and that CCC colleagues will visit very rarely (if at all).

1. **Do I need to inform my landlord that I am working from home?**

Employees working at or from home on a regular basis must inform anyone with an interest in the property (for example, building society, bank, or landlord). In doing so, it is important to emphasise that although there will be some work, e.g. administrative work, carried out at your home, the official business of the Council remains at the offices of CCC. It should also be made clear that it is not intended that customers will visit your home and that CC colleagues will visit very rarely (if at all). Note: it is your responsibility to inform, where appropriate, any relevant parties about your home working arrangements and / or abide by any service provision contracts.

1. **Will you pay for extra lighting / heating when I am working at home?**

No, we do not pay a home working allowance. However, you may be able to claim tax relief for some of the bills. Further information can be found on [HMRC Website.](https://www.gov.uk/tax-relief-for-employees/working-at-home)

1. **If I travel to third party premises for a meeting on a day that I am working from home (i) can I claim travel and subsistence and (ii) how do I record my working hours?**

Necessary travel to locations other than your contractual workplace is official business travel and so you may claim reimbursement for travel and subsistence costs in line with the Travel Policy, which can be found by visiting our intranet here <https://ourpeople.carmarthenshire.gov.wales/our-people/hr/pay-benefits/expenses/>

In respect of recording working hours, as you are not travelling to your contractual place of work, you would record your travel time as working hours.

1. **If I am ill can I work from home rather than call in sick?**

Generally, if you are too ill to attend work then you are too ill to work at home. However, there may be some circumstances when you are fit to work and it is agreed that you work from home to avoid transmission of communicable diseases especially during the winter period where there is generally a higher incidence of respiratory infections. If you are unsure, speak to your line manager.

### Appendix 2: Telephone - Options

The nature of your work will dictate the best solution for your role, which you will discuss with your line manager:

***Microsoft Teams*** with a headset is the standard method of making and receiving calls between staff members. Voice and video calls can be made in this way.

Calls to partner and external organisations (such as neighbouring Authorities, the NHS, WG etc) can also be made via Microsoft Teams. Further guidance on how to use Teams can be found on the intranet [here](http://intranet/our-people/it-support/microsoft-teams/).

***Softphone*** option for staff who frequently make incoming and outgoing calls from their working location. The softphone allows you to have an extension number and a Direct Dial Number (DDI) on your laptop. This will allow you to make and receive external calls from your laptop using your headset. There is an additional cost per softphone licence, which will be charged to your service. Information on softphones can be found [here](http://intranet/our-people/it-support/softphone/).

***Smart Mobile Phones*** are also available for staff who need to make and receive calls and be contactable out of hours or are community based. CCC provided smartphones have access to some systems such as Outlook for email. Your departmental mobile phone representative should be contacted if this is a requirement of your role. List of mobile reps is available on the intranet [here](http://intranet/our-people/it-support/portable-devices/mobile-phones/). There is an additional cost to your service for smart mobile phones purchases.

We operate a ***Bring Your Own Device (BYOD) Scheme****.* Staff may be able to enrol a personal smartphone into the Council BYOD scheme. This will allow you to access Council emails and calendar from your personal device. We do not pay any of the costs associated with using BYOD on your personal device and this is a voluntary scheme for employees. Further details is available here:

<http://intranet/our-people/it-support/portable-devices/bring-your-own-device-byod/>

1. where a group of employees or team commits to coming into the office on a specific day [↑](#footnote-ref-2)
2. Only available on the internal pages of our [Intranet](http://intranet/our-people/marketing-media/) [↑](#footnote-ref-3)