

- 1. Haringey Council Procedure
- 1.1 Haringey Council acknowledges its duty under the Health and Safety at Work etc Act 1974 to provide, as far as is reasonably practicable, a safe place of work. Working from home and other remote locations has now become a regular feature of many employees' working arrangements. The Council accepts that working from a location remote to the corporate operational buildings does not negate its duties under current legislation. This procedure sets out the Council's intention and methods to manage home working safely.
- 1.2 All homeworking activities will be considered and assessed for risk by the line manager. Where there is little or no risk to the homeworker or others in the home environment no further action will be taken. If a risk assessment indicates the need for action, the Council is committed to putting in place appropriate controls to reduce the risk as far as is reasonably practicable. Homeworking will not be allowed unless the home environment is safe, without risk to the homeworker or other persons in the household. Homeworkers are covered by existing health and safety law in the same way as any other worker within the Council.
- 2. Scope of Procedure
- 2.1 This procedure applies to all Haringey workers whether permanent, part time, agency, or consultants.
- 2.1.2 The procedure will be applicable to staff who are working from home on an occasional basis, as a regular part of their working arrangements or as a permanent arrangement.
- 2.1.3 The Council will, in consultation with homeworkers and their representatives:
 - Provide information, instruction, training, and supervision.
 - Assess all significant risks, including display screen equipment.
 - Make adequate arrangements for putting in place control measures and for managing control measures, through risk assessment and collaboration with homeworkers.
 - Supply all necessary equipment required for homeworking. (Permanent Homeworkers).
 - Ensure that all equipment provided is suitable for the job.
 - Arrange for the portable appliance testing (PAT) of electrical equipment supplied for use in the employee's home.
 - Provide, where practicable, scope for varying DSE work patterns and to allow employee's input into how the work is carried out, to ensure homeworkers take periodic breaks during the working day.



- Ensure that homeworkers are kept informed of what is going on within the Council via their management.
- Managers will review risk assessments whenever there are significant changes and at least annually.
- 2.1.4 The hard-wired electrical sockets and ring mains supplies are the employee's own responsibility. Guidance on the requirements for electrical installations and cable management is available from the Health and Safety Team, health.safetyadvice@haringey.gov.uk
- 3. Key Terms and Summary Information
- 3.1 Key Terms

Display Screen	DSE includes monitors, keyboards, mice, desks, chairs,	
Equipment (DSE)	environment, and lighting.	
Employee	External confidential support for staff.	
Assistance		
Programme (EAP)		
Essential and	Essential equipment is a laptop/PC, Separate Keyboard and	
Necessary	Mouse, laptop riser which is issued to all DSE users	
Equipment	Necessary equipment which will be issued to permanent	
	home workers (working three or more days a week from	
	home) on a risk assessed basis will be a DSE compliant	
	chair and suitable table/desk, DSE compliant	
11	monitor/screen	
Home Worker	A homeworker is any employee who works from home on	
My Conversation	behalf of the Council.	
My Conversation	The council's performance appraisal framework. Its focus is on meaningful conversations which should take place	
	regularly and incorporate discussions which includes but is	
	not limited to your performance, development, and	
	wellbeing.	
Occasional	Those members of staff that work from home on an ad-hoc	
Homeworker	or once a week basis.	
PAT	Portable Appliance Testing. Testing of portable electrical	
	equipment such as laptop chargers.	
Permanent	Those members of staff who work from home for more than	
Homeworker	three days weekly and only visit Council offices	
	occasionally.	
Regular	Those members of staff who work from home for two to	
Homeworker	three days weekly	
Risk Assessment	A systematic process of evaluating the potential risks that	
	may be involved in a projected activity or undertaking.	

HSP34 Home Working Procedure



- 4. Responsibilities for Implementation
- 4.1 Directors, Heads of Service and Headteachers are responsible for implementing and monitoring compliance with this procedure in their area or school.

4.2 Managers

- 4.2.1 Managers are responsible for:
- 4.2.2 Ensuring through **employee's** self-declaration, regular and permanent home workers clearly demarcate an appropriate area of the property where homeworking will take place and for which the Council will undertake a risk assessment. This may be a room or part of a room. This will be jointly agreed with the manager and homeworker. Once the area has been set up and assessed for risks, the homeworker shall consult with the manager before making changes to the work area. This can be completed using the **employee's self**-declaration form.
- 4.2.3 Providing the homeworker with the necessary equipment required to work from home safely and ensure that it is properly set up. The equipment provided will be dependent on the level of home working undertaken.
- 4.2.4 Essential equipment required for all home workers will include a laptop, laptop stand, mouse, and a keyboard.
- 4.2.5 Regular and permanent homeworkers may require additional equipment which may include a table, chair, desk lamp, circuit breaker, extension leads. The equipment will be decided on a risk assessed, case by case basis.
- 4.2.6 Ensuring homeworkers receive the appropriate training and information. Online DSE training is available on the Haringey Intranet (Fuse). Additional DSE training if required is available can be provided by the Health and Safety Team.
- 4.2.7 Ensuring a risk assessment (Appendix 1) is carried out for all occasional homeworkers. The risk assessment must clearly specify which area of the property the homeworking will take place, i.e. a specified room or part of a room. If there is a significant change, such as pregnancy or a house move, the Manager will ensure another risk assessment is carried out.
- 4.2.8 In some cases, where the self-assessment form is not sufficient to identify suitable controls, i.e. a suitable work station cannot be accommodated, it may be necessary for a visit to be made to the permanent or regular homeworker's property to carry out a suitable and sufficient risk assessment of the demarcated area before the employee starts working from home or as soon as possible. If there is a significant change such as pregnancy or a house move or change to the demarcated area, the Manager will undertake another on-site risk assessment.
- 4.2.9 If the line manager is unable to deal with problems uncovered in the risk assessment, the line manager should refer these problems to the Corporate Health and Safety Team health.safetyadvice@haringey.gov.uk
- 4.2.10 Implementing arrangements to ensure regular contact **through 1:1's, Team meetings** etc with the homeworker to monitor that standards of health and safety are being maintained.

HSP34 Home Working Procedure



- 4.2.11 Ensure homeworkers are kept up to date with what is happening in the Council and events specific to the team, following up on work assignments to provide support or further instruction, keeping them abreast of any work and social events.
- 4.2.12 Ensure work-related accidents/incidents that occur while staff are homeworking within their demarcated area are reported to their line manager. Completed accident/incident forms must be emailed to the Corporate Health and Safety Team health.safetyadvice@haringey.gov.uk cc'd to the Insurance department Insurance@haringey.gov.uk
- 4.2.13 Investigate all work-related accidents and incidents as appropriate to the seriousness or potential seriousness of the incident. As a manager, you may have to go to your homeworkers home to carry out part of the investigation, doing so will be beneficial to understanding how the event occurred and to show support to the homeworker.

4.3 Employees

- 4.3.1 Homeworkers are responsible for their own health, safety, and welfare and that of others affected by their work whilst working at home. In addition, homeworkers must:-
 - Report any problems directly to their line manager. This will include incidents and near misses, equipment faults, and significant changes to their workspace.
 - Keep up to date with what is happening in the Council through the intranet and reading bulletins and news issued by the Council.
 - Managing working hours, not working excessive hours.
 - Taking regular breaks from screen work in line with DSE requirements and exercising, stretching, and keeping hydrated. It is advisable to take short, frequent breaks rather than occasional longer breaks for example, a 5-10minute break after 50-60 minutes continuous screen and/or keyboard use will be more beneficial than a 15-20-minute break every 2 hour. If possible, breaks should be taken away from the DSE workstation, to allow the user to stand up, move about and change posture.
 - Maintaining regular contact with colleagues using Microsoft Teams, phone calls etc.
 - Follow all training and instruction received.
- 4.3.2 if the homeworker is unable to meet their work commitments, training and instruction when working from home, the homeworker must cease work and report the problems to his or her line manager immediately. The manager and homeworker should work in collaboration to find a resolution to any issues. If a suitable resolution cannot be found it may be required for the homeworker to return to office-based working.
- 5. Specialist Advice
- 5.1 The council provides specialist advice by employing competent qualified health and safety practitioners, who are located within the Health and Safety Team.

HSP34 Home Working Procedure



5.1.2 The Council provides access to an Employee Assistance Provider who can be contacted using this link https://www.peopleatwork.co.uk/my-eap/login

Log in: **Haringey** Password: **Support10** Phone: 020 3286 1545

Email: support@peopleatwork.co.uk

- 5.1.3 This service is available to all employees who may be experiencing issues with stress or wellbeing. It is a confidential service and can offer support and counselling where necessary.
- 5.1.4 Information and support can also be gained from Access to Work https://www.gov.uk/access-to-work which is a government organisation supporting persons who fall under the Disability Discrimination Act.
- 6. Action to Take

6.1 Risk assessment

- 6.1.1 It needs to be mentioned that home working is not an activity in itself. However, when home working, the working activity becomes more hazardous because employees could be on their own or isolated. It is necessary then to carry out a risk assessment for all planned home working activities to ensure that the hazards are identified, and measures put into place to avoid or control the risks. The risk assessment process is the responsibility of the manager and in cooperation and collaboration with the employee. Homeworkers must request that managers fulfil this requirement if no assessment has been arranged.
- 6.1.2 Risk assessments for home working must be completed using the Corporate Home Working Risk Assessment Checklist Template before home working commences or as soon as practicable. Appendix 1.
- 6.1.3 Risk assessments should be undertaken for all defined workspaces. For staff who are regular or permanent homeworkers, the Manager may need to arrange a visit prior to the start of homeworking to carry out a risk assessment of the agreed demarcated area if there are exceptional circumstances such as existing medical or muscular skeletal issues. All risk assessments must be completed in collaboration with the home worker and the line manager. All controls identified in the risk assessment must be agreed by both the employer and the employee before home working can commence or as soon as practicable.
- 6.1.4 The Manager shall review the risk assessment annually as a minimum, to ensure there have been no significant changes, including pregnancy or a house move.

6.2 **Equipment**

6.2.1 Council employees are provided with a laptop, laptop stand and mouse (essential equipment) at the start of their employment. For staff that are occasional homeworkers the Council will also provide a separate keyboard which should be tiltable to allow the user to find a comfortable working position avoiding fatigue in the arms and hands. The keyboard should have a matt surface to avoid glare.

HSP34 Home Working Procedure



- 6.2.2 Employees who will be working from home on a regular (two or three days a week) or full-time basis must have a suitable surface to work from. The work desk or work surface must have a sufficiently large, low-reflectance surface and allow a flexible arrangement of the screen, keyboard, documents, and related equipment.
- 6.2.3 Where the nature of the work being undertaken requires, (such as working on spreadsheets or detailed plans), a monitor that can swivel and tilt easily and freely and is height adjustable will be provided on a risk assessed basis.
- 6.2.4 For staff members who are permanent home workers, a work chair that is stable and allows easy freedom of movement and a comfortable position, is height adjustable with an adjustable seat back in height and tilt may be provided. Regular homeworkers may also be issued with an appropriate chair on a risk assessed basis.
- 6.2.5 Workstations should be arranged as far as practicable in line with appendix 2.

6.3 Electrical Equipment

- 6.3.1 Any electrical equipment supplied by the Council shall be of a suitable standard, compliant with current British standards and tested, in line with portable appliance testing (PAT) guidelines, within the last twelve months. Or be brand new, bought from a reputable company.
- 6.3.2 Home workers will ensure that electrical items are only plugged into appropriate outlets. Where practicable all electrical items should be plugged into wall sockets not on extension leads. However, where extension leads are required, the Manager will supply a suitable surge protected extension lead and ensure suitable information, instruction and training is provided. Where electrical items produce heat or contain a motor, they must only be plugged into wall sockets. Electrical items that have a low electrical consumption such as laptops, monitors, or printers, have a suitably rated (13 amp) fused can be plugged into a surge protected extension lead. Do not daisy chain extension leads.
- 6.3.3 Staff working from home should be aware of good cable management. Electric cables should be placed safely away from walkways to avoid trip hazards, leads should not be placed under desks/workstations where they can be crushed or worn by furniture.
- 6.3.4 Arrangements will be made with the line manager and Haringey Corporate Landlord for portable electrical equipment supplied by the Council to have a portable appliance test in line with current Council procedure. HSP08 Electrical Safety procedure. This will entail the home worker making work related electrical equipment available for testing at an agreed time. Electric items will be brought into Council operational buildings for testing. However, in exceptional circumstances arrangements can be made to have items tested in the homeworkers home. This will only be for circumstances when it is not physically possible to bring items to Council premises and must be agreed by the Head of Service and the Corporate Landlord.

6.4 Communication

6.4.1 Homeworking can present stress hazards which if not carefully managed can lead to ill health and sickness absences. It is important that managers maintain agreed appropriate contact with homeworkers to prevent feelings of isolation from normal Council life. Regular communication is as important for homeworkers as staff based

HSP34 Home Working Procedure



- in Council offices to maintain a suitable level of work output and to provide the wellbeing provided to all staff.
- 6.4.2 Homeworkers should maintain regular contact with managers and colleagues as part of their normal working day using Microsoft Teams, phone calls and emails etc.
- 6.4.3 Homeworkers must have a clear understanding of what work they are expected to carry out, with expected timeframes for completion.
- 6.4.4 Managers must schedule regular meetings with home workers to discuss their work and address any problems that may arise. The home workers health, safety and wellbeing must be a consideration in meetings
- 6.4.5 Contact with homeworkers can be achieved through emails, phone calls and Microsoft Teams. It is expected that managers will ensure homeworkers are included in team meetings with colleagues. Wherever possible permanent home workers should attend team meetings in person.

6.5 Training

- 6.5.1 It is a requirement of health and safety law that employees receive appropriate information, instruction, training, and supervision. To this end there are specific training requirements that must be provided to employees working from home.
- 6.5.2 All employees must complete the <u>Display Screen Equipment Training</u> module on Fuse. In addition, employees approved for homeworking should complete the <u>Health</u> and <u>Safety for Home Workers module</u> before commencing working from home.
- 6.5.3 Employees must receive the appropriate training on the software, applications, and equipment they will be using. Managers must be able to ensure employees competencies to carry out their work activities safely and satisfactorily.

6.6 Incidents. Accidents and welfare

- 6.6.1 Incidents and accidents that occur due to work related activities will need to be reported to managers in the same way as office-based staff. The Haringey Accident Reporting Procedure provides comprehensive information on accident and incident reporting and should be referred to.
- 6.6.2 Accidents and incidents should be reported to the Line manager as soon as possible using the <u>Accident and Incident Reporting Form</u>, available on the Intranet. Forms should contain as much detail as possible on how the incident occurred, nature of injury and actions taken. Only work-related accidents and incidents that occur within the demarcated risk assessed work area need to be reported. Any accidents or incidents that occur within the homeworkers domestic setting will not apply.
- 6.6.3 Managers should review the form to ensure all details are correct as far as possible. The completed form should be sent by email to the Health and Safety Team, health.safetyadvice@haringey.gov.uk
- 6.6.4 If the incident has resulted in significant injury, the line manager must conduct an investigation using an <u>Accident Investigation Form</u>. For further information on which circumstances would require an investigation please refer to the accident reporting

HSP34 Home Working Procedure



policy or contact the Corporate Health and Safety Team, email - health.safetyadvice@haringey.gov.uk

- 6.6.5 Managers should be aware of their home workers welfare while working from home. The HSE have identified six key areas that can cause stress in the workplace and these will be equally applicable for home workers. Managers should consider:
 - The workload, work patterns and the environment.
 - How much say do homeworkers have over the way they work.
 - How much support, encouragement and resources are provided to the homeworker.
 - Are positive working relationships with colleagues promoted, conflict and unacceptable behaviour dealt with appropriately observing Haringey Council procedures.
 - Do home employees understand their role within the organisation and within their teams.
 - How is organisational change (large and small) managed and communicated.
- 6.6.6 All employees including home workers should be able to discuss their working environment and mental health with their line manager. This will be to address and deal with any potential issues as soon as possible.

6.7 Emergencies

- 6.7.1 All staff including employees should know what to do in an emergency. It is an established fact that most accident and fires start in the home. The Council has a duty of care to ensure as far as is reasonably practicable that it provides a safe place of work. Managers should have ensured that a suitable and sufficient risk assessment has been completed which must include the environment. Employees working from home also have a duty of care to cooperate with their employer and to take all necessary actions to ensure their home working area is safe. This will include:
 - Maintaining good housekeeping, keeping areas clear of slip and trip hazards.
 - Ensuring lighting is adequate to prevent falls.
 - Electric cable management, performing regular checks of electric cables to ensure no damage to plugs and flexes has occurred. Checking electrical equipment to ensure no damage to casings, guards etc.
 - Routing cables out of walkways and away from being crushed or compressed by furniture.
 - Having a planned escape route from their homes in the event of a fire, which should include evacuating other members of the household if applicable.
- 6.7.2 The Council will issue a Health and Safety Law leaflet to employees who work from home for most of the time. These are available from the <u>HSE</u>. The leaflet should state the point of contact for health and safety matters within the Council.
- 7. Security
- 7.1 Employees working from home should be aware of their own security while home working. Keep windows and doors shut when working in other parts of the house. Maintain contact with the line manager or colleague, ensuring the employee notifies the manager on Teams when the employee has finished work at the end of the day.

HSP34 Home Working Procedure



- 7.1.2 Employees working from home should keep expensive electrical items such as laptops, tablets, and mobile phones out of sight as much as possible.
- 7.1.3 Home working employees should never arrange to meet clients in their own homes. All meetings should be arranged to take place within Council operational buildings or at the client's site.
- 7.1.4 When arranging meetings with clients at their sites, managers must be made aware and agree the meeting. Any visits outside the home must be planned with due regard to Haringey's Lone Working Procedures.
- 8. Record Keeping
- 8.1 Managers are responsible for maintaining records of risk assessments, training records and agreed arrangements with home workers. Documents must be filed on the department/services shared drive using the appropriate formats and templates.
- 9. Monitoring and Review
- 9.1 A variety of monitoring systems must be utilised to ensure adherence with this procedure including departmental monitoring checks and internal health and safety audits.
- 9.1.2 This safety procedure must be reviewed by the Corporate Health and Safety Team every 26 months and revised as soon as practicable where changes in statute or industry best practice deem the content out of date.
- 10. Approval of the Procedure

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10.1 This safety procedure was reviewed by the Corporate Health, Safety and Wellbeing Board and approved by the Council's Head of Organisational Resilience on 10th November 2020. Any required variations from this safety procedure should be brought to the attention of the Council's Head of Organisational Resilience.

Approved by (print name):

Signature:

Date: 1st December 2020

HSP34 Home Working Procedure



11. AppendicesAppendix 1

HARINGEY COUNCIL HOME WORKING RISK ASSESSMENT

- All staff must complete a risk assessment process before they can work from home or as soon as is practicable This is because the employer remains responsible for your work environment and needs to be satisfied that it is fit for purpose.
- Use this form to help you carry out a self-assessment of your home workstation and environment. You may need to answer some of the questions as if your workstation has already been set-up (indicating this under comments) and then carry out a further review after set-up.
- Completed forms should be handed to your manager, who will then arrange a follow up meeting either face to face or through Microsoft Teams
- Both you and your manager must sign this form to confirm a risk assessment has taken place.
- As your home environment is outside the direct control of your managers, all staff should also complete the e-learning <u>Display Screen Equipment</u> (available on the Intranet) so that you are trained to manage risks yourselves.
- Staff designated as Homeworkers must complete the training Health and Safety for Homeworkers before commencing homeworking or as soon as is practicable. Training is available on Fuse see Link.
- Managers must make staff aware of the Health and Safety Home Working Procedure HSP34

Name	
Address to which risk assessment applies	
Job title	
Directorate / Service / Team / Section	
Manager	
Please state if assessment is for occasional,	
regular, or permanent homeworker	
Date of assessment	

Please answer all questions - the list of questions is not exhaustive but does cover all the common hazards found in your home.

Comments
S O



	Where will your home workstation be located?	>	
2.	Is there a suitable space to work with a desk or table at a comfortable height?		
3.	Is the work area a comfortable temperature, well-lit with sufficient ventilation (i.e. able to open a window)?		
4.	Is local or task lighting required? (e.g. desk lamp)		
5.	Do you have sufficient space to change position and vary your movements?		
6.	Is your screen free of reflections and glare from the lighting and windows?		
7.	Is there adequate segregation from non-workers (e.g. children, pets, and visitors)?		
Но	usekeeping		
8.	Is the work area clear from obstructions and tripping haza ds?		
9.	Are sufficient storage facilities available?		
10.	Are files and documents safely & securely stored and kept to a minimum?	\ /	
	securely stored and kept to a	y/N	Comments
Ele	securely stored and kept to a minimum?	y/N	Comments
11.	ctrical Safety To the best of your knowledge, the electrical wiring must be safe with sufficient sockets so that multiple adapters are not required. Extension leads must not cause a tripping	y/N	Comments
11. 12.	ctrical Safety To the best of your knowledge, the electrical wiring must be safe with sufficient sockets so that multiple adapters are not required. Extension leads must not sause a tripping hazard Are extensions leads used fuse	Y/N	Comments



	/
Y/N	Comments
	Y/N



 Of suitable height and length to enable you to sit safely. 		
- Large enough to enable you to work safely.		
20. Is your external monitor if you have one flicker free?		
21. Is the desk large enough to enable you to work in comfort and to rest your wrists in front of the keyboard?		
22. Does your chair allow you to adopt a comfortable working posture?		
For Permanent and Regular homeworkers v for a DSE compliant work chair, please answers		
23. Is your chair adjustable in height, with a backrest that can be adjusted for height and forwards and backwards?		
24. Do all your adjustments on the chair work?		
25. When your chair is set to the correct height, do your feet rest comfortably on the floor?		
26. If your answer to the above was no do you have a footrest?		
27. Is the floor area around and under your workstation free from obstruction i.e. stored boxes etc?		
28. Do you know the procedure for reporting any accidents or work-related illnesses?		
29. As a result of the above questions, are you confident your nome workstation meets all minimum legal requirements?		
30. In general, does the workstation conform to the illustrations shown on the last page?		
Fire Safety & Emergency Arrangements	Y/N	Comments
31. Are all combustibles, papers, stationary etc. stored away from heat sources?		
32. Is there a means of detecting a fire? e.g. smoke detectors		
33. Do you have and know what action to take in case of fire?		



34. Are there adequate means of esca in an emergency, no loose carpets slippery surfaces?	•		
35. Is a first aid kit available?			
36. Is there a telephone or mobile pho available for use in an emergency?			
Stress	Y/N	Comments	
37. Are you familiar with ways or techniques to alleviate or reduce work-related stress?		Employee A	nave access to the Assistance Program w.peopleatwork.co.uk/my-
38. Have you discussed the need for a call-in procedure with your manage			\sim
39. Remember to vary your activities s that you rest away from the screen at least five minutes every hour?			
Items Requiring Attention			
Please complete below inventory, addi	ng additior	nal items in bla	ank rows provided.
• •	ouncil to rovide	Will use my own	Notes
Desk			
Adjustable Chair			
PC/Laptop			
Broadband line			
Mobile phone			



Additional Comments
Safety check carried out by home-worker and discussed with manager YES / NO
Signature of employee Date
Signature of Manager Date
PLEASE REMEMBER TO REPORT ANY CHANGE IN YOUR HOME WORKING ENVIRONMENT IMMEDIATATELY TO YOUR LINE MANAGER.

HSP34 Home Working Procedure



Appendix 2

