

## Appendix 1 – Hybrid Policy FAQs

<b>FAQ</b>	<b>Answers</b>
Will our core business hours be the same as current office hours	Initially we will stay with our previous office hours, as more work is required to understand our customer demand (virtual and non-virtual) now and in the future. We will start reviewing these for all services as part of our new operating model, agreeing and clearly communicating any changes for each service.
How does this impact the current flexi-time scheme	The current flexi-time system is a recognised benefit for staff and although we believe these principles and guidelines provide greater flexibility, which ultimately should enable the current formal flexi-time scheme to be changed to an informal scheme, we understand that this may require further work in some teams to ensure staff and managers can manage with this change.
How will we ensure consistency between services and teams	<p>We are very aware that some staff have not been able to be part of the current flexi time scheme, due to the nature of their work. We therefore want to ensure that these new principles and guidelines, provide as much flexibility as possible for all teams, recognising this will be more limited for some teams due to the nature of their role and the requirement on us all to ensure we meet the needs of our customer, service and teams.</p> <p>However, Managers will be working with their teams to discuss and determine suitable local arrangements to enable teams to work as flexibly as possible, this is captured in your Team Charter.</p> <p>Worker profiles ensuring consistency in terms of the support provided for each type of worker.</p>
What changes are you planning to our buildings	We recognise our current and future working demands are no longer aligned to our previous office accommodation. However, we need to understand what will be required from our future office space in terms of capacity and customer need before we make any recommendations.
Will we change the way we recruit	Hybrid working is a key benefit and something we will want to promote as part of our recruitment process. We will therefore review our current recruitment process and standard documentation to ensure flexibility is a key part of this, especially as allowing people to work from home or a remote location will mean we can hopefully attract more applicants for roles we struggle to fill from people who live further away.
Will the Council help pay my heating bill costs from working from home	<p>The council will not contribute to any additional household costs such as heating, lighting, electricity usage, wear and tear, parking costs, etc. as remote working arrangements are deemed a mutual benefit with savings in respect of transport costs, commuting time etc.</p> <p>It should be noted, the office is still available for those whose situation does not allow for them to work remotely or are concerned about additional personal costs.</p> <p>You are also able to claim tax relief if you regularly work from home. For more details please visit the Government's website:  <a href="https://www.gov.uk/tax-relief-for-employees/working-at-home">https://www.gov.uk/tax-relief-for-employees/working-at-home</a></p>

<p>What happens if I don't have good enough phone reception or wifi</p>	<p>Employees must ensure they have an adequate mobile phone reception and an appropriate internet connection to allow them to work seamlessly from home. Employees are advised to contact their internet provider to ensure that the terms and conditions of their internet/broadband package cover provision of internet connection for business use at home.</p> <p>Employees who are considering working from home on a permanent or ad hoc basis are required to check that no restrictions apply in mortgage or tenancy agreements.</p> <p>The council will only fund additional broadband costs in exceptional circumstances. It should be noted, the office is still available for those whose situation does not allow for them to work remotely or are concerned about additional personal costs.</p>
<p>What happens if I require specialist equipment or my well-being is negatively impacted by working remotely</p>	<p>If you require specialist equipment, highlighted by your DSE assessment or a recommendation from Occupational Health, you should discuss this with the Health and Safety officer (<a href="mailto:health&amp;safety@scambbs.gov.uk">health&amp;safety@scambbs.gov.uk</a>) or the HR team (<a href="mailto:HR@Scambbs.gov.uk">HR@Scambbs.gov.uk</a>). Where reasonable, the Council will endeavour to provide this for you.</p> <p>If your well-being is negatively impacted by working remotely please discuss this with HR or your line manager as soon as possible to see if any reasonable adjustments can be made, or any supports put in place. It should be noted, the office is still available for colleagues to work from if needed.</p>
<p>Am I insured to work from home</p>	<p>The council's existing liability insurance is not limited to covering a particular place or building and there are no exclusions or limitations in cover for staff working at home or on the go. However, it is important to ensure that reasonable care and precautions have been taken to minimise accident, injury, loss or damage and before any ways of working change. The relevant health and safety policies and risk assessments should be undertaken to ensure that precautions have been satisfied, In terms of personal motor insurance, employees are reminded that if they use their private vehicle for work, they have the appropriate business level of insurance.</p> <p>If employees will be undertaking any type of home working, it is advisable that they check their own household insurance that they intend to work from home as it could affect the terms of their own insurance. Some household insurance providers may charge an additional premium if homes are used for business purposes. Each insurance has its own attitude to business use at home and the council will not provide any allowance for personal household insurance.</p> <p>Please note if council equipment is accidentally damaged whilst in your home, it is covered under the council's insurance policy.</p>
<p>Do I need to complete a risk assessment for working from home</p>	<p>A risk assessment has been completed by our Health and Safety officer and is available on <a href="#">Insite here</a> If you have any specific concerns or requirements please contact our Health and Safety officer to discuss (<a href="mailto:health&amp;safety@scambbs.gov.uk">health&amp;safety@scambbs.gov.uk</a>).</p>
<p>Can my permanent working pattern be changed</p>	<p>As per our current terms and conditions, there may be occasions where we need to ask our staff to change their working hours to meet a new demand. This is relevant to part time staff with an agreed set of working hours or</p>

	<p>full-time staff who have agreed a specific working pattern. This would be completed in consultation with you and following our correct processes.</p> <p>If you wish to request a change to your working hours or pattern please refer to our Flexible Working Policy.</p>
How will the worker profiles be allocated	<p>The worker profiles have been designed to enable each role in the council to be allocated to a profile, which has an agreed set of standard equipment and support allocated to it. The role you undertake will be allocated to either the hybrid or fixed profile and then if your role is determined as a hybrid role, you will be asked about your personal preference e.g., prefer to work mainly from home or from an SCDC building.</p> <p>Please note, the flexibility within the hybrid roles will then be agreed between a manager and member of staff based on the policy and principles, and subject to business needs.</p>
My role has been determined as a fixed role, how can I work flexibly	<p>We are not able to offer as much flexibility for fixed roles, due to the nature of the job the roles undertake. However, we wish to encourage flexibility of working style for all and within the more limited boundaries of the fixed roles, we are happy to have team discussions about what flexibility can be offered and still enable the team to meet the needs of the customer, service, and each other.</p>
Is there a requirement for me to come into the office every week	<p>There is no corporate requirement for all SCDC staff to have a set number of days in an SCDC building per week. However, the benefits of face-to-face collaboration are recognised and encouraged to ensure team performance and removal of silo working. Coming into any of our buildings will be based on the worker profile, activity requirements and your team charter.</p>
Can I complete caring duties and work at the same time	<p>We do not believe it is possible to conduct caring duties whilst at work. However, we are happy for you to flex your hours to enable you to complete caring duties throughout the day. This falls under the same criteria of meeting the needs of your service, customer, and team.</p>
Will all levels of staff be able to be hybrid workers	<p>All roles, including our leadership team will have their role classified into either a fixed or hybrid worker profile. If your role (regardless of level) is classified as a hybrid worker, then you will be able to agree what flexible working means to meet the needs of your service, customer and team.</p>
Will working in this more flexible way really mean we are being greener and more sustainable?	<p>We believe the reduction in staff travel will have a positive impact on our sustainability agenda, however we do understand that for some households this might be slightly off-set by increased carbon outputs in staff houses, due to working from home</p>
Will we produce new guidelines on how we use different communication channels	<p>We are very aware that there are now many different communication routes available to customers and colleagues and understand that looking at how we manage and prioritise different communication channels needs to be reviewed. We don't believe there will be one size fits all across SCDC, however we are clear that some of the key areas we will need to review are:</p> <ul style="list-style-type: none"> <li>• Use of personal mobiles,</li> <li>• Social media and use of groups such as WhatsApp groups,</li> <li>• Impact on staff of taking difficult calls at any time or location,</li> <li>• Needing to switch off,</li> </ul>

If I need to change my hours to work extra, will I get this time back	<p>We would hope to avoid unplanned evening or weekend work however realise on occasions this does happen. Any additional time should be recorded on our flexi system, and then taken back at a time agreed between you and your manager.</p> <p>NB: Accruing excessive hours over a period of time is not an acceptable way of working and managers must agree how hours will be 'taken back' if additional hours are required to meet a specific service demand.</p>
Have we looked at other organisations and considered best practise from these	<p>Yes, we have looked at other councils and businesses flexible and agile working practices and policies.</p> <p>In addition, we have worked with the Chartered Institute of Personnel and Development (CIPD) to look at their recommendations and research in preparing and implementing hybrid and flexible working. Our focus is on ensuring that introducing a flexible working approach delivers benefits to SCDC in all areas; inclusion, sustainability, talent, wellbeing, engagement, performance</p>
Will my travel time and cost to the office be covered by the Council	Travel to and from the main office location will be completed by staff in your own time and at your own expense.