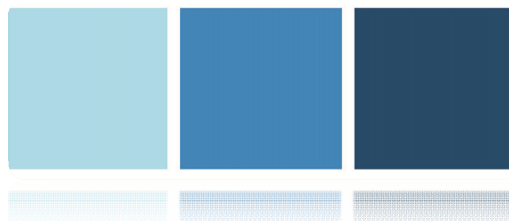


AGILE WORKING POLICY

Author and Contact details:	[REDACTED]	
Responsible Director:	[REDACTED]	
Approved by and date:	Executive Board Business Performance Committee Staff Partnership Committee	
Document Type:	Policy	Version 2.0
Target Audience:	All trust employees.	
Document Approval, History/Changes	See Appendix For further information contact the Governance Department on [REDACTED]	

Think of the environment...Do you have to print this out this document? You can always view the most up to date version electronically on the Trust intranet.



Executive Summary

The Walton Centre Foundation Trust (the “Trust”) recognises the need to develop modern working practices to enable employees to maximise their performance and productivity whilst maintaining a good work life balance. In addition, new technologies are making it easy to access information remotely, work from a variety of locations, whilst promoting a more joined up service. In order to ensure that the Trust’s Vision, Values and Goals become a reality the Trust must also continue to attract, develop and retain high quality staff.

Agile working is the term used to describe how employees can work flexibly from any location, whether it is from a Trust building, within the community and satellite sites or by varying degrees of home working and regular hot-desking.

Although the nature of most of the roles within the Trust cannot be classed as totally flexible, there is considerable scope in many cases for some form of agile working. The different ways in which agile working can be undertaken is dependent on the demands and needs of the role, the individual’s preferences and circumstances and the department an employee is engaged in. It is possible, with careful planning and a degree of best practice evaluation, for staff to carry out their duties from a variety of different locations.

Contents

1.0	Introduction	4
2.0	Scope	4
3.0	Definitions	4
4.0	Duties	5
5.0	Work Style Categories	6
6.0	Process for agreeing Agile Working	7
7.0	Accommodation and allocation of desks per Team/Department	9
8.0	Equality Impact Assessment and Monitoring.....	11
9.0	Monitoring and Review.....	12
10.0	References	12
11.0	Supporting Policies	12
	Appendix 1 – Principles of Agile Working.....	14
	Appendix 2 – Risk Assessment Checklist.....	16
	Appendix 3 - Equality Impact Assessment (EIA) Form	19
	Appendix 4 - Policy approval checklist.....	22
	Appendix 5 – Confidentiality.....	23
	Appendix 6 - Version Control	25
	Translation Service	27

1.0 Introduction

- 1.1 The Walton Centre recognises the need to develop modern working practices that enables employees to maximise their performance and productivity, whilst maintaining a good work life balance. We also need to make better use of our buildings, the space, facilities and technologies to deliver our services. This will also help us to contribute to the financial savings that The Walton Centre has been asked to make.
- 1.2 Agile working is a way of working which provides employees with the capability of working effectively anywhere across the authority, in any building, at home and on the move.
- 1.3 This new way of working along with the associated technologies will enable our employees to work in any number of ways if the service needs are met.
- 1.4 The Agile Working Policy sets out a framework within which work style arrangements can be developed and could include mobile and remote working, hot-desking and home working, to ensure the most appropriate workplace locations are utilised.
- 1.5 This policy should be read in conjunction with section 35 NHS TCS Handbook

2.0 Scope

- 2.1 This policy applies to all Trust employees who regularly require an office environment, such as a desk or office either at home or within the Trust, to work or touch base. It applies to all Trust office accommodation both in the main building and Sid Watkins.
- 2.2 The scope of agile working will vary according to job role and the main considerations are the impact on service delivery and employee wellbeing.
- 2.3 Agile working is different to flexible working and a separate Policy covers this. This policy does not cover requests from employees which affect their contract of employment. Flexible working requests should be considered under the Flexible Working Policy.
- 2.3 Any proposal to introduce agile working will be mutually agreed between the line manager and employee. All parties must recognise the needs of the organisation, the employee's role and the needs of a patient or patient group.

3.0 Definitions

- 3.1 **Agile working** is based on the concept that work is an activity that we undertake, rather than a place that we go, agile working allows organisations to work smartly and to take advantage of the opportunities available as a result of technology and situations where employees travel as a requirement of their role.
- 3.2 **Corporate Days** are designated days where all staff must base themselves on site to support the critical needs of the business.
- 3.2 **Field Base** describes the contractual base of the employee for HMRC, mileage/travel claims, and other expenses purposes.

3.3 **Remote working** is when an employee works from a location other than the nominal base remaining in contact electronically and via telephone.

4.0 Duties

4.1 Accountable Officer/Chief Executive

The Accountable Officer/Chief Executive has overall responsibility for this policy.

4.2 Line Managers are required to:

- Consider and where appropriate encourage agile working across their teams.
- Ensure fairness and consistency in applying this policy.
- Ensure flexibility, openness and constructiveness in all discussions and agreements about agile working with employees within their area of responsibility, remaining focused on the needs of the service.
- Discuss and agree core working hours for employees undertaking agile working. If there are any changes to then this is to be documented.
- Consider any health and safety implications when agreeing to agile working arrangements by consulting the Trust's Health and Safety manager/provider regarding any particular risks and the need to undertake any assessments such as Risk Assessments and Display Screen Equipment (DSE) Assessments.
- Arrange for the provision of any appropriate equipment needed by the employee to ensure they can work securely, effectively and safely when working agilely.
- Periodically review agile working arrangements for employees within their area of responsibility, in line with the policy and guidance.
- Review and ensure employees key deliverables are being achieved every 3 months.
- There is no one size fits all approach that can be applied across the Trust. It is essential that managers and employees enter into the spirit of agile working within the constraints of normal service provision.
- It must be remembered that the final decision on agile working will be based on the impact it has on the service. So although all employees have access to agile working the outcome for each individual may not be the same.

4.3 Health and Safety/Local Security Management Team

The health and safety team have responsibility for delivering the organisations health and safety plan and will:-

- Provide advice and support to managers to enable them to maintain a safe working environment
- Deliver the health and safety training programme
- Monitor the implementation of this policy

4.4 All Employees

All employees are required to:

- Familiarise themselves with the content of this document, and with health and safety requirements relating to agile working, ensuring that they protect their own health and safety when working agilely.

- Comply with all conditions contained within this document, and any other policies or guidance referred to within this document.
- Discuss and agree with their line manager what their core working hours are to be.
- Ensure their line manager has authorised (either verbally or in writing) the agile working arrangements in advance of undertaking any agile working.
- Ensure their line manager is advised of any changes to agreed agile working arrangements in a timely manner.
- Raise any concerns arising from agile working arrangements, including health and safety and information governance concerns to their line manager.
- Ensure flexibility, openness and constructiveness in all discussions with their line manager about agile working remaining focused on the needs of the service.
- Ensure the security of Trust equipment and data complying with the Data Protection Act and the Trust Information Governance policy.
- Report the loss or theft of any Trust equipment or data or breaches of the Information Governance policies and/or Data Protection Act 2018/General Data Protection Regulation in line with local policy and as soon as is reasonably practicable.
- Ensure that when working agilely, they are contactable via telephone and email as a minimum.
- Ensure that they attend meetings, training and other events as required in the performance of their duties
- Liaise with their line manager for advice or clarification as required.

4.5 **Human Resources Responsibilities**

- The HR Service is responsible for providing advice and guidance to employees and managers in relation to this policy and its procedural guidelines.
- To advise on the impact of the Equality Act 2010, including in relation to reasonable adjustments for staff with long term conditions/disabilities.

4.6 **Confidentiality**

The same rules surrounding confidentiality when working in the Trust apply when staff are working in an agile manner. If you have concerns around potential breaches in confidentiality that may occur whilst working in this manner please raise this with your line manager so it can be reviewed and addressed.

Please remember that there is personal liability under the Data Protection Act 2018/GDPR and your contract of employment for breach of Trust policies. Please see appendix 5 for additional information regarding confidentiality.

5.0 **Work Style Categories**

The following four categories will be used to determine which posts are appropriate to each work style:

5.1 **Fixed Desk**

These individuals require a fixed desk because of unique IT (e.g. particular layout of screens or job function), or physically they are required in one place for their role. It is assumed that these individuals would need a fixed PC.

5.2 Agile/Laptop

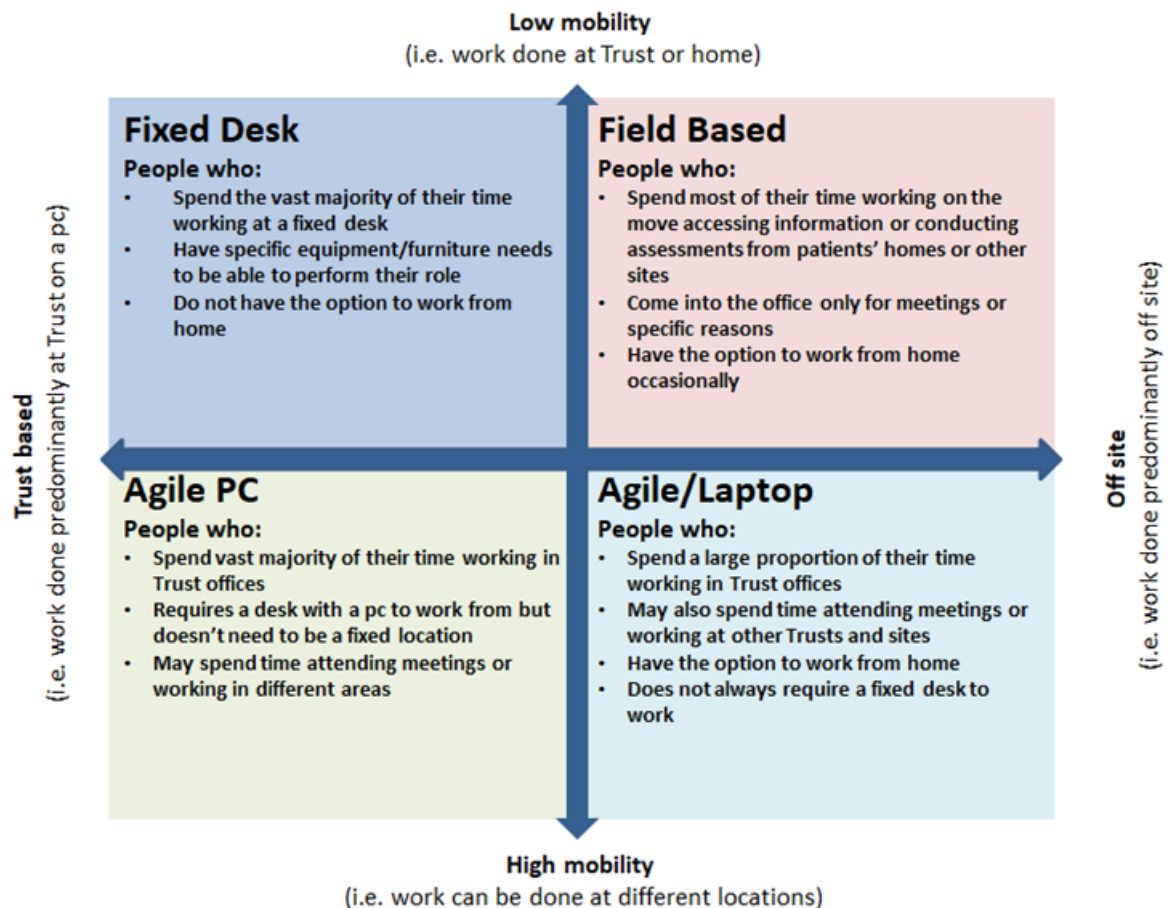
These individuals will require some form of office base, but can work from multiple locations. It is assumed these individuals will have some form of IT, such as laptop and smartphone (if needed).

5.3 Agile PC

These individuals can work from multiple desks, but do not require the agility of laptop etc.

5.4 Field/Based

These are individuals who require a base for contractual purposes, but may be out and about a lot of the time and will require a laptop



6.0 Process for agreeing Agile Working

6.1 Either the line manager or the employee can initiate a discussion about the possibility of agile working. The line manager should give appropriate consideration to a request made by an employee to work in an agile way and employees should similarly give appropriate consideration to management requests to work agilely.

- 6.2 The line manager and employee should consider the following points before agreeing an agile working arrangement:
- Whether this policy is applicable or whether an alternative policy may be more appropriate, for example, the flexible working policy;
 - Whether the business needs of the Trust can be best met if an agile working arrangement were to be agreed;
 - Whether there are any health and safety implications or information governance implications, consulting the information governance lead or the Trust's Health and Safety manager/provider and undertaking assessments such as Risk Assessments and Display Screen Equipment (DSE) Assessments, as appropriate;
 - Whether there are any other risks associated with agile working, for example, risks to equipment and the Trust's obligations in relation to the Data Protection Act in line with information governance requirements.
 - Where risks are identified, the line manager and employee should discuss whether these can be adequately mitigated to ensure that the Trust continues to comply with any legal or other obligations;
 - Whether any additional equipment may be required and whether this is financially feasible;
 - Whether the employee will be adequately contactable. As a minimum staff should be contactable by email and telephone; as if they are not doing agile working, so email response times should not be adversely affected by agile working and telephone numbers must be transferred to and answered from the alternate location;
 - Whether HR or other advice may be required.
- 6.3 If agreed, the line manager should:
- Confirm agreement to the principle of working agilely to the individual and the line manager will confirm arrangements in writing
 - Confirm any particulars of the agreement, for example, in relation to management supervision and communication, or other specific arrangements, including how the employee will be contactable and their location known to their manager, their team and others;
 - Ensure that all specific expectations of the agile working arrangement are clear to the employee, including the delivery of outcomes whilst working agilely; and
 - Regularly review the agile working agreement and update this where necessary.
- 6.4 If an employee's request to work agilely is not agreed, the line manager should confirm this in writing as soon as is reasonably practicable to the employee, providing a rationale for the rejection of the request. The line manager may wish to seek HR advice in such instances.
- 6.5 If an employee does not agree to a manager's request to work agilely, the line manager should ascertain the reasons for the employee's refusal and discuss the reasonableness of this, the reasonableness of the request and all other relevant circumstances with a member of the HR team. In some cases where there is a critical business need to transition staff to working more agilely, it may be necessary to consult with employees and HR advice should be sought from the appropriate HR Business Partner to determine the best course of action in the circumstances. Employees are also able to discuss this with a staff side representative.

- 6.6 Any agreement to work agilely must not be seen as creating any specific new right or obligation to work from home and will not constitute a change to an employee's field base.
- 6.7 The above principles of agile working must operate based on trust. Any abuse or misuse of agile working may be investigated under disciplinary process / could result in disciplinary action.

7.0 Accommodation and allocation of desks per Team/Department

The Trust aims to provide accommodation that is fit for purpose, meets the Trust strategic priorities, and meets the aspiration of the users, in addition to complying with statutory and non-statutory standards. The Trust recognises the important role that accommodation plays in promoting cultural changes and developing new and more effective ways of working. Furthermore providing flexible accommodation that facilitates sharing resources and encourages team working is a key objective of the Trust.

Once a team/department has determined the work styles for each employee and these have been approved/agreed, desks will be apportioned using the desk allocation agreed with your manager. A hot desking area/zone will be provided near to the team/department for employees to use should all the team/department desks be in use. Employees will be required to ensure that these spaces are kept clean and tidy when being utilised.

7.1 Hot Desking/Touch Down Facilities

Hot desking involves multiple employees using a single physical workstation or desk during different time periods. Workstations can be pre-booked at specific locations using the Trust's designated room booking calendar in the same way as booking a meeting room.

Sid Watkins Building has a limited number of hot desks available that are set aside for agile workers, these are in a general area. Each desk will be equipped with a desktop computer/laptop docking station and telephone.

The clear desk protocol will apply to all employees across the Trust including those using hot desks. At the end of the working day no paperwork/ documents/ files etc. should be left on them.

In respect of all desks, these should not be personalised so as to discourage the open use of space by employees. Agile desks should encourage free use as necessary.

7.2 Zoning

In relation to the zoning of work areas, this will be initially at the discretion of Heads of Department.,

Zoning may apply for many reasons, including confidentiality, work function and/or business need.

7.3 Kitchen Areas / Dining

A number of break out areas will be designated for lunch during specific times. Eating at desks will be permitted and dealt with on a common-sense basis. Break out /work areas

should be left clean and tidy after use. Lunch time will generally be between the hours 12 noon to 2 pm.

Employees are encouraged to use the available space in a considerate way, the area needs to be maintained by staff using it and clutter free for others to use also. This is in line with standard Trust policy for office working.

7.4 Storage

Storage facilities will be limited, however individual lockers or storage will be provided to store items at your regular base. All materials are to be stored in the department's allocated filing system or scanned to electronic filing systems or returned to off-site storage where possible.

Individual lockers will be personal space, however, they should only be used for work related matters and may be, as necessary, opened should the need arise.

7.5 Home Working Expenses

There will be no reimbursement for any personal costs including utility costs where employees work from home as part of agile working. Employees are responsible for all costs associated with telephone and internet connections in their home. The Trust will reimburse employees for any additional telephone and internet premiums due to an increase in data or telephone usage required for work, only where this has been agreed in advance with the employee's line manager and following submission of appropriate documentation to evidence this.

Employees working from home might be eligible for tax relief on their costs associated with utility bills and telephone costs. Employees should refer to GOV.UK: Tax relief for employees: Working at home. It is the responsibility of the home worker to clarify their position with the HMRC if unclear.

Where employees work from home they will also be responsible for checking that their home and contents insurance policies reflect this, if required by their provider.

7.6 Travel Expenses

To achieve the benefits of agile working, it is important to manage and limit the time travelling.

All employees will have a designated base location which is their normal place of work. Claiming travel expenses will not change under agile working. Employees will not submit mileage claims when they are required to visit their designated base. Claims will only be paid when an employee's journey exceeds the mileage they would have travelled on the journey to and from the designated based.

7.7 Equipment

All employees who are agile workers will be provided with the necessary equipment and software required to perform their work at required locations.

Equipment provided for agile working will remain the property of the Trust and must be returned to the Trust when no longer required, or at the request of the manager.

Line managers and employees are required to keep a record of the equipment issued.

7.8 Insurance

Agile workers must ensure that they have the appropriate vehicle insurance when undertaking travel for work purposes. Further information is provided in the Trust's Expenses Policy.

Computers, telephones and other items of equipment supplied by the Trust for agile working will be covered by the Trust's insurance policy. All reasonable costs associated with lost or damaged equipment will be covered and replaced, except where employees are found to have been negligent. In this instance, the employee may be required to pay for the replacement on a like for like basis. This would be discussed and confirmed with the employee and would then be recovered via the employee's salary.

7.9 Health and Safety Risk Assessment

All employees are expected to work safely in compliance with the Trust's Corporate Health and Safety Policy and Working Time Directive.

The Trust has a legal responsibility to ensure the health, safety and welfare of all employees to ensure risk assessments are completed for the work that they do. Employees who work agilely have responsibilities in the same way as any other employee and must continue to take reasonable care of their own health and safety and maintain a safe working environment.

A risk assessment questionnaire must be completed by all individuals who will be undertaking agile working.

7.10 Reasonable Adjustments

Individuals with underlying medical conditions/disabilities may require additional reasonable adjustments in terms of agile working. In the first instance, the general scheme will be subject to appropriate health and safety assessment, and these should anticipate any general issues that may exist.

Specific issues that may exist with individual employees should be discussed with the line manager and included as part of a Tailored Reasonable Adjustment Template (TRAT).

The Equality Act 2010 states that people must not be discriminated against on the grounds of disability, and it places a duty on employers to make reasonable adjustments to physical features of the workplace, or to work arrangements, to prevent any disadvantages which a disabled employee may otherwise suffer. Guidance can be provided from the HR Team.

8.0 Equality Impact Assessment and Monitoring

The operation of this policy will be monitored for its impact on different staff groups in line with the Equality Act 2010. This will enable the Trust to assess whether there has been an adverse impact on a particular group, so that further action would be required.

9.0 Monitoring and Review

Not all agile working arrangements will be successful, either from the service point of view or the individual's point of view. Structural changes may also require job roles to be revised. Any agile working arrangements will be open to review at any point.

All agile working arrangements should be monitored and reviewed formally as part of the performance review and development process. LNC and SPC will be actively part of any consultation in assessing impact and providing views.

Compliance with the policy will be audited on an annual basis in line with table 1 below.

Standard	Mechanism for Review	Responsible	Oversight Group
An audit of the policy will include:- <ul style="list-style-type: none"> • How the need for remote working has been identified • Clear agreement of the scope of the lone working Training and awareness provided for the lone worker • Arrangements for reviewing the lone working activities 	Undertake periodic audits to include:- <ul style="list-style-type: none"> • A review of the checklists and risk assessments. • Discussions with managers 	Health & Safety Team	Health and Safety Group

Table1

10.0 References

1. Health and Safety at Work etc. Act (HSE 1974)
2. Health and Safety at Work Regulations (HSE 1999)
3. Display Screen Equipment Regulations (HSE 1992)
4. Personnel Security in Remote Working (CPNI February 2012)

11.0 Supporting Policies

This policy should be read in conjunction with the following:

- Corporate Health and Safety Policy
- Flexible Working Policy
- Risk Assessment Questionnaire
- DSE Policy

- Expenses Policy
- Data Protection Policy
- Information Security IT Acceptable Use Policy
- Working Time Directive Policy
- Code of Conduct for Employees in respect of patient confidentiality
- Information Governance Strategy and Framework

Appendix 1 – Principles of Agile Working

Agile working is not prescriptive in its application i.e. one size does not fit all; but it is underpinned by key principles which should be evident in all decisions taken and all new ways of working. It should be used as a tool to maximise efficiency, improve service delivery, develop relationships and improve outcomes for patients, service users, their families and carers as well as staff.

Agile working aims to support the Trust's Mission and Values by:


1. Putting the patient/service user at the centre of all decision making/solutions. Service provision should always come first when considering agile working boundaries and agreeing expectations with staff.
2. Empowering clinicians by providing access to information at the point of contact to support them in delivering timelier, safer and more patient centred care.
3. Embracing a culture of innovation; encouraging staff to develop new working practices which focus on improving outcomes for patients/service users.
4. Focusing on delivering quality outcomes and improving performance; rather than on artificial measures of success such as whether someone is visible during 'work hours'
5. Developing both a responsive and proactive workforce, able to meet the needs of our service users whenever and wherever they come into contact with our services; by removing barriers such as connectivity, travel, time and reliance upon specific physical locations.
6. Emphasising the importance of staff wellbeing; particularly in creating an improved work/life balance by providing opportunities for staff to work in different ways.
7. Adopting the use of functional space across all Trust buildings, enabling staff to work in an environment which is conducive to the task they are completing. A 'clear desk' approach is to be implemented across all designated agile working areas, and no designated team space will be provided to agile working teams, ensuring sufficient hot-desking facilities are available across localities.
8. Promoting equity across professional groups and teams. Agile working is not hierarchical, including in the provision of equipment; staff will receive a package which enables them to adopt new ways of working within the remit of their role.
9. Supporting teams through the change to an agile working model to ensure best practice and lessons learned are shared and embedded into core business. All services will work with the Agile Working Project team to develop their own vision for agile working which will form the basis of their new working practices.
10. Making the Trust a provider of choice for service users and carers by utilising technology to aid safer and speedier decisions and encourage collaboration on assessments and treatment plans.

The framework is underpinned by three principles; trust and respect, open and honest communication and judging on output. Through following these principles, we are able to ensure that our staff are able to work in a way that suits both them and their team and the overall business. This is about empowering our people to make the right choices, but knowing that the choice will be made through careful consideration of their own needs and those of the team. There is also an open discussion about expectations and our staff will be trusted to work in a way that works for both sides.

Supporting Agile Workers

Managers may need to consider how they continue to support staff who are working in an agile manner, and how effective working relationships are maintained. Managers should check in regularly with employees and their teams through phone calls or virtual meetings where they do not meet regularly in person. The use of video technology in particular helps to maintain face-to-face contact with colleagues. Managers should ensure that regular updates are dispersed to all colleagues within their teams, including those working remotely.

A variety of wellbeing support can be accessed via the Trust intranet



Appendix 2 – Risk Assessment Checklist

This checklist has been designed to assist managers and remote workers to identify hazards associated with remote working activities. It should be completed if the need for remote working is being considered.

Site base /		Ward/Department Base Name
Job title of persons completing the checklist 1 2 3		Date:
Description of remote working activity:		
People involved or who may be affected by the work activity		
Prompt	Action required or confirm risk management controls that are in place	By whom/when
Will there be more than one person carrying out the work activities at all times?	If the activity will be carried out by one person a lone worker assessment must be carried out	
How will the remote workers communicate with the base and how frequently		
What time of day will the work activity take place? There may be increased hazards associated with working unsocial hours which need to be considered		
What training/experience/skills/knowledge have the remote workers received and how will they access ongoing training/development		

How will the remote workers keep up to date with developments in the main base		
What arrangements are in place for the remote worker to access welfare facilities/take breaks		
Personal Safety		
Is the remote worker pregnant? If so the pregnant worker assessment must be completed and suitable arrangements be put in place		
Do any of the remote workers have any health conditions/disabilities that need to be taken into account? If so liaise with the Occupational Health team and HR to agree the arrangements that need to be put in place		
Equipment		
It is important that any work equipment that is used by the remote worker is managed appropriately to ensure its integrity and safety to include:- <ul style="list-style-type: none"> • How the equipment will be serviced and tested • How the equipment will be transported (remember sensitive clinical equipment may be damaged during transportation) 		
Where will the equipment be used/stored when not in use?		

What security measures are in place for both when the equipment is in use and not in use?		
How will the security of information stored on ICT equipment be maintained?		
Environment		
If the remote worker will be using any form of display screen equipment. Risk assessments must be completed for the workstations that will be used at each remote working location. This will include the remote workers home location if it has been authorised as an approved work area	Display screen equipment/workstation assessments for each working location must be completed. Please refer to the Display Screen Equipment Policy for guidance	
Additional considerations		
Does the remote working involve providing a service for patients in non-healthcare environments? For example screening services from mobile units.		

Appendix 3 - Equality Impact Assessment (EIA) Form

This section must be completed at the development stage i.e. before ratification or approval. For further support please refer to the EIA Guidance on the Equality and Diversity section of the Intranet.

Part 1

1. Person(s) Responsible for Assessment: [REDACTED]
2. Contact Number:
3. Department(s): Service Improvement & Transformation
4. Date of Assessment:
5. Name of the policy/procedure being assessed: Agile Working
6. Is the policy new or existing?
New
7. Who will be affected by the policy (*please tick all that apply*)?
- | | | | | | | | |
|-------|-------------------------------------|----------|--------------------------|----------|--------------------------|--------|--------------------------|
| Staff | <input checked="" type="checkbox"/> | Patients | <input type="checkbox"/> | Visitors | <input type="checkbox"/> | Public | <input type="checkbox"/> |
|-------|-------------------------------------|----------|--------------------------|----------|--------------------------|--------|--------------------------|
8. How will these groups/key stakeholders be consulted with?
Staff feedback based on policy implementation and operational performance will be incorporated.
9. What is the main purpose of the policy?
To introduce Agile working to appropriate departments
10. What are the benefits of the policy and how will these be measured?
A staff survey will be conducted post implementation and also meetings will be held with Staff Side for feedback
11. Is the policy associated with any other policies, procedures, guidelines, projects or services? *If yes, please give brief details*
Yes – the flexible working policy
12. What is the potential for discrimination or disproportionate treatment of any of the protected characteristics? *Please specify specifically who would be affected (e.g. patients with a hearing impairment or staff aged over 50). Please tick either positive, negative or no impact then explain in reasons and include any mitigation e.g.*

requiring applicants to apply for jobs online would be negative as there is potential disadvantage to individuals with learning difficulties or older people (detail this in the reason column with evidence) however applicants can ask for an offline application as an alternative (detail this in the mitigation column)

None

Protected Characteristic	Positive Impact (benefit)	Negative (disadvantage or potential disadvantage)	No Impact	Reasons to support your decision and evidence sought	Mitigation/adjustments already put in place
Age			X	The policy is open to all ages	
Sex			X	No advantage or disadvantage based on sex	
Race			X	Policy is open to all and does not discriminate	
Religion or Belief			X	No reference or impact to religion or beliefs	
Disability			X	The policy does not discriminate against disability	
Sexual Orientation			X	The policy does not discriminate against sexual orientation	
Pregnancy/maternity			X	The policy does not discriminate against pregnancy/maternity	
Gender Reassignment			X	The policy does not discriminate against gender reassignment	
Marriage & Civil Partnership			X	The policy does not discriminate against relationship status	
Other			X		

If you have identified no negative impact for all please explain how you reached that decision and provide reference to any evidence (e.g. reviews undertaken, surveys, feedback, patient data etc.)

13. Does the policy raise any issues in relation to Human Rights as set out in the Human Rights Act 1998? See *Guidance for more details (NB if an absolute right is removed or affected the policy will need to be changed. If a limited or qualified right is removed or affected the decision needs to be proportional and legal).*

No

If you have identified negative impact for any of the above characteristics, and have not been able to identify any mitigation, you **MUST** complete Part 2, please see the full EIA document on the Equality and Diversity section of the Intranet and speak to [REDACTED]

Action	Lead	Timescales	Review Date
N/A			
<p><u>Declaration</u></p> <p>I am satisfied this document/activity has been satisfactorily equality impact assessed and the outcome is:</p> <p>No major change needed – EIA has not identified any potential for discrimination/adverse impact, or where it has this can be mitigated & all opportunities to promote equality have been taken <input checked="" type="checkbox"/></p> <p>Adjust the policy – EIA has identified a need amend the policy in order to remove barriers or to better promote equality <i>You must ensure the policy has been amended before it can be ratified.</i> <input type="checkbox"/></p> <p>Adverse impact but continue with policy – EIA has identified an adverse impact but it is felt the policy cannot be amended. <i>You must complete Part 2 of the EIA before this policy can be ratified.</i> <input type="checkbox"/></p> <p>Stop and remove the policy – EIA has shown actual or potential unlawful discrimination and the policy has been removed <input type="checkbox"/></p> <p>Name: [REDACTED] Date: 12th December 2023</p> <p>Signed: or/Sent from work email account</p>			

Appendix 4 - Policy approval checklist

The _____ Policy is presented to _____ for Approval.

In order for this policy to be approved, the reviewing group must confirm in table 1 below that the following criteria is included within the policy. Any policy which does not meet these criterion should not be submitted to an approving group/committee, the policy author must be asked to make the necessary changes prior to resubmission.

Policy review stage

Table 1

The reviewing group should ensure the following has been undertaken:	Approved?
The author has consulted relevant people as necessary including relevant service users and stakeholders.	
The objectives and reasons for developing the documents are clearly stated in the minutes and have been considered by the reviewing group.	
Duties and responsibilities are clearly defined and can be fulfilled within the relevant divisions and teams.	
The policy fits within the wider organisational context and does not duplicate other documents.	
An Equality Impact Assessment has been completed and approved by the HR Team.	
A Training Needs Analysis has been undertaken (as applicable) and T&D have been consulted and support the implementation	
The document clearly details how compliance will be monitored, by who and how often.	
The timescale for reviewing the policy has been set and are realistic.	
The reviewing group has signed off that the policy has met the requirements above.	
Reviewing group chairs name:	Date:

Policy approval stage

<input type="checkbox"/> The approving committee/group approves this policy.	
<input type="checkbox"/> The approving committee/group does not approve the policy.	
Actions to be taken by the policy author:	
Approving committee/group chairs name:	Date:

Appendix 5 – Confidentiality

When working in an agile manner the below should be considered:

- If working whilst other family members are at home please ensure you work in a separate room so conversations cannot be overheard
- Ensuring windows are closed if conversations could be heard by people outside of your home.
- Ensuring your computer/laptop is always locked when you walk away, just as would be expected onsite.
- **Printing:** Currently printing is enabled but restricted to only to Trust on premise printers.
- You must not take patient identifiable information or patient case notes home unless approved by Digital Health Records Manager or Caldicott Guardian.
- Confidential or commercially sensitive information in paper form should be stored securely and out of site while being transported from your work place to your home.
- It is not advised that any physical Trust record is taken offsite. However while at home you have personal responsibility to ensure the records are kept secure and confidential and should not be left anywhere that could result in a breach of confidentiality. This means that other members of your family and/or your friends/colleagues must not be able to see the content or outside folder of the records or any electronic information.
- If you take home computer records it must be on a Trust approved USB stick and you must ensure all of the above apply. In addition you must ensure that you only access the information via the USB stick and do not make copies on your home computer.
- The Trust provides the remote desktop system to allow staff to remotely view and use the information and systems they would do on site. Any staff working remotely, or from home are recommended to use this system as it is the most secure and appropriate means of working from home and requires no physical transfer of information.
- Personal email addresses should not be used to send personal identifiable or commercially sensitive information to yourself in order to facilitate agile working.
- You must use #E in the subject line to encrypt you email when sending any sensitive or identifiable information.
- The Trust can also offer cloud based storage (NextCloud) for sharing content securely as an alternative to email, please contact the IT team for further guidance.
- All computers must be encrypted and password protected and under no circumstances should any other person be allowed to access this equipment if provided by the Trust.

Please Note:- you can access your Trust email account securely when off site :-

<https://yourmail.thewaltoncentre.nhs.uk/owa> If you have a NHS Mail account you can also access this from outside the Trust (<https://portal.nhs.net/>)

Failure by staff to observe and maintain all Trust Information Governance policies and information as below, may result in their agile working being withdrawn.

If you have concerns around potential breaches in confidentiality that may occur whilst working in this manner please raise this with your line manager so it can be reviewed and addressed.

Video calling Platforms used within the Trust



Zoom is to be used for personal patient to relatives calls only, this solution has not been approved for any clinical use and must not be used for this function.

Each ward has log on details to access the Zoom platform for patients to call their relatives via the Zoom app on the dedicated provided Apple iPad devices.

Other platforms such as Skype, WhatsApp, and FaceTime can also be used from patient personal devices only, and not on trust issued equipment.



Attend Anywhere is the trust approved platform for clinical based video calls between service providers and service users for patient care purposes.

You will need an account to access the platform and access granting to an available suitable waiting area in order to speak to patients, including inviting their relatives or additional clinicians or translator etc.

Please contact the IT Servicedesk to request access via the contact details below.

Other platforms such as Skype, WhatsApp, and FaceTime are not to be used for patient contact.



Microsoft Teams is to be used by trust employees for staff meetings and collaboration with other working professionals only.

Teams can be used to discuss patient care in an MDT setting for example, but should not be used to talk to patients directly.

To request an account please contact for IT Servicedesk or

Further guidance on using Teams can be located on the intranet also:

Please contact the IT Servicedesk for any further advice on using these or any other platforms if you are unsure.

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