

Pwyllgor Adnoddau Dynol.

Human Resources Committee.

Agenda 16.08.2022

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| 1. Ethol Cadeirydd y Pwyllgor.
I benodi Cadeirydd am y flwyddyn i ddod. | Election of Committee Chair.
To appoint a Chair for the ensuing year. |
| 2. Ymddiheuriadau am absenoldeb.
I dderbyn, ystyried a derbyn Ymddiheuriadau am absenoldeb. | Apologies for absence.
To receive, consider and accept apologies for absence. |
| 3. Datganiadau o Fuddiant.
I dderbyn unrhyw ddatganiadau o fuddiant ar eitemau ar yr agenda. | Declaration of Interest.
To receive any known declarations of interest in items on the agenda. |
| 4. Ethol Is-Gadeirydd Pwyllgor.
I benodi Is-Gadeirydd am y flwyddyn i ddod. | Election of Committee Vice Chair.
To appoint a Chair for the ensuing year. |
| 5. Cofnodion.
I awdurdodi'r Cadeirydd i arwyddo cofnodion yr cyfarfod blaenorol y Pwyllgor fel cofnod cywir. | Minutes.
To authorise the Chair to sign the minutes of the previous meeting of the Committee as a correct record. |
| 6. Adroddiadau Clerc y Dref.
Polisi Gweithio Hybrid. | Town Clerk Reports.
Hybrid Working Policy. |
| Rhan B. | Part B. |
| 7. Gwahardd y cyhoedd a 'r Wasg.
Yn rhinwedd Deddf Cyrff Cyhoeddus (Derbyn i Gyfarfodydd) 1960, ni chaiff y wasg na'r cyhoedd eu cynnwys yn y trafodaethau ar yr eitem ganlynol ar y sail y byddai eu datgelu yn niweidiol i fudd y cyhoedd oherwydd natur gyfrinachol y busnes i'w drafod. | Exclusion of Public and Press.
By virtue of the Public Bodies (Admission to Meetings) Act 1960, the press and public are excluded from discussions on the following item on the basis that disclosure thereof would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted. |
| 8. Adroddiadau. | Reports. |
| a) Broses arfarnu. | Absence reporting. |

Adroddiadau a manylion ariannol
Reports and financial details

Adroddiadau a manylion ariannol.

Mae adroddiadau a manylion ariannol yn
ddogfennau gwaith ac felly nid ydynt wedi'u
cyfieithu.

Reports and financial details.

Reports and financial details are working
documents and are therefore not
translated.

REPORT AUTHOR: Town Clerk.
SUBJECT: Hybrid Working Policy.
REPORT FOR: Decision.

1. Summary.

1.1 To consider the approval of a hybrid working policy.

2. Background.

2.1 In September 2020, the Welsh Government stated that it would like some 30% of Welsh workers to be working at or near their home on a regular basis. Whilst this is not a requirement on businesses many employers have already taken a proactive approach to changes in working styles.

2.2 In March 2022 the Welsh Government reaffirmed this strategy in the document Smarter working: a remote working strategy for Wales. It defines how they will encourage remote working across Wales. It sets out the economic, social, environmental and cultural benefits of remote working, and explains how to embed remote working for the long-term in the Welsh workplace.

2.3 In addition a recent survey by the Chartered Institute of Management (CMI) revealed that more than 80% of UK firms have now adopted hybrid working. In addition, a study by Microsoft and YouGov found that 51% of UK employees would consider leaving their place of work if the option of hybrid working was not available. The report also found that companies without a hybrid working scheme struggled to retain new talent and suffered from negative impacts on productivity and staff wellbeing.

2.3 Introducing hybrid working practices will involve developing a new work culture. It is not about doing things in the old way, it is about new ways of working using new tools, new processes, and new approaches to management and teamwork. This requires different types of behaviours and different expectations about how work is done and therefore the previous Council referred this matter to the Committee for consideration.

3. Potential benefits.

3.1 It is anticipated that applying a model of hybrid working will provide benefits to our residents, service users, employees and the Town Council in the following way:

- It will enable employees to manage their working day more efficiently and focus more effectively on a piece of work, where concentration is important resulting in increased productivity
- It will reduce travel time and related costs
- It will lower the Town Council's environmental impact, through reduced emission from reduced travel to the workplace
- It will improve the work life balance for employees which in turn supports their wellbeing.
- It can reduce stress and provide greater job satisfaction, motivation and engagement
- It can reduce absenteeism and related costs
- It can result in improved recruitment and retention of skilled and experienced employees by enhancing the flexible work styles available at the Town Council

4. Town Council hybrid working principles.

4.1 The principles underlying the Towns Council approach to hybrid working are:

- a) All decisions regarding hybrid working will start from what provides the best possible outcomes and services for our residents, service users, customers and stakeholders. The best possible service should be maintained for residents and service users, both now and in the future
- b) Engagement of the staff is critical to the planning and delivery of successful hybrid working and performance will be managed on results and personal and team outcomes rather than presence in the workplace.
- c) An open, fair and consistent approach should be applied based on service needs.
- d) Personal preferences will be considered in line with operational requirements and service needs.
- e) Service delivery will be at the forefront of decision making as it is vitally important the Town Council maintain effective service delivery to all areas of the community.

5. Hybrid working styles.

5.1 There are four workstyles that have been created as a guide for Town Council staff to clarify the concept of hybrid working:

1. **Fixed location worker** – this is a workplace-based employee who operates from the Town Council Offices. A fixed worker will typically remain at a workstation or place of work for most of the working day.
2. **Flexible worker** – this is where a role is not restricted to one location. Employees can successfully and regularly carry out the role and work activity from a mixture of home and office
3. **Home Worker** – This is where employees carry out most of their work at their home. However, they are still required to attend workplaces when needed to ensure the best possible outcomes including meetings.
4. **Mobile Worker** – this is where the employee spends most of their time visiting people, sites, attending meetings or carrying out work across the District.

5.2 The most appropriate style for the Town Council would be Home Workers and all of the aspects detailed above have been encapsulated in the hybrid working policy detailed in the appendix.

6. Recommendation.

6.1 That the Town Council hybrid working policy is adopted.

7. Reasons for recommendation.

7.1 To ensure effective corporate governance and support for national initiatives.

Appendix.



Cyngor Tref Llangollen Town Council

Title:	Hybrid Working Policy
Purpose:	To detail the Council's policies and procedures regarding hybrid working.
Owner:	Town Clerk.
Approved by:	Town Council.
Date:	
Version Number:	1.0
Status:	Draft
Last review date:	

1. Purpose and scope

- 1.1 The Town Council recognises the need to develop hybrid working practices to enable employees to maximise their performance and productivity in order to deliver Town Council services, 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.
- 1.2 The Town Council's core business is to provide services to our communities. Where these services can only be provided by staff working at a particular location or facility, the requirement for staff to be present at that location will remain.
- 1.3 However, hybrid working provides employees with more options with regard to where, when, and how they undertake their roles by introducing more opportunities to flex locations and times of work whilst ensuring that the needs of the service and customers are best met.
- 1.4 It allows staff to influence how they carry out their roles and promotes varying levels of flexibility within the workplace. It is based on the concept that work is principally an activity we do, rather than a place we go to.
- 1.5 A hybrid working environment not only relies on IT infrastructure but also on staff engagement with each member of their team to ensure the successful adoption of this new way of working.

2. Policy framework.

- 2.1 This policy sets out the Town Council's approach to hybrid working, which allows employees to split their time between attending the workplace and working remotely subject to service needs. Hybrid working is an important element of both The Town Council's:
 - strategy for adapting to, and thriving in, the new working environment
 - commitment to supporting a positive work-life balance for our employees.

3.2 The Hybrid working principles the Town Councils are:

- All decisions regarding hybrid working will start from what provides the best possible outcomes and services for our residents, service users, customers and stakeholders.
- The best possible service should be maintained for residents and service users, both now and in the future.
- All plans for hybrid working from home or office are subject to ongoing review based on operational effectiveness.
- Engagement of the staff is critical to the planning and delivery of successful hybrid working.
- Performance will be managed on results and personal and team outcomes rather than presence in the workplace.
- An open, fair and consistent approach is applied within teams based on service needs. Personal preferences will be considered in line with team requirements and service needs.
- Service delivery will be at the forefront of decision making as it is vitally important that the Town Council maintains effective service delivery and that service needs are met.

3. Arrangements whilst working remotely.

3.1 While working remotely, employees will work their normal working hours. If this is not the case, employees should agree what their working arrangements will be, and other staff should be aware of when an employee is available and working.

3.2 The workstyles of home worker is considered to be most appropriate style for the Town Council, i.e., where employees carry out most of their work at their home but are still required to attend workplaces when needed to ensure the best possible outcomes including meetings and appointments.

3.3 It is important to make use of tools such as shared calendars and out-of-office messaging, utilising Teams to help colleagues to be aware of who is working and when. Employees should ensure they are not overworking and "downtime" from work is essential. To help maintain overall wellbeing, employees should take adequate rest breaks:

- 30 minutes off for lunch each day.
- Even when busy, it is essential to find the time to take a break.
- Ensure the period between stopping work one day and beginning the next is not less than 11 hours.
- It is important to move from the workstation at regular intervals to walk around and keep moving.

3.3 When working remotely, employees should not work if they are unwell. If an employee is sick and unable to work, the Town Council's reporting procedure applies as it would if employees were attending the workplace in accordance with the Town Council's sickness absence Policy.

3.4 To assist you to work remotely, you are provided with as a minimum:

- a laptop
 - Keyboard and mouse
- and if required.
- Laptop stand

- Headset
- Additional monitor
- A desk chair
- Footstool

- 3.5 Employees must take care of any equipment provided. It will remain as Town Council property, and employees should notify their line manager and the Town Council's ICT provider of any faults with the equipment. The Town Clerk must ensure the inventory for equipment is updated and maintained. If employees need any additional equipment, they should discuss this with their line manager. Equipment must be returned to the upon leaving the Town Council.
- 3.6 The employee will not be eligible to claim expenses for home working. Employees may be able to claim tax relief for any household expenses incurred as a result of working from home, provided the expenses are solely work related. If you wish to benefit from this tax relief. This is a private matter and is to be dealt with directly, not through the Town Council.
- 3.7 Home working and display screen equipment risk assessments will be carried out if any part of an employee's working style requires them to work from home. Any necessary equipment and furniture that is identified as part of this assessment will need to be considered to ensure the setup is correct. This will need to be carried out on an annual basis or at the point of any substantial changes made to the working environment or arrangements if this occurs sooner.
- 3.8 Employees who do not have a suitable workstation at home must work from the Town Council office. If employees have more complex needs, due to injury or disability, the health and safety specialists employed by the Town Council can carry out more detailed virtual assessments. Employees must also take responsibility for their own health and safety and that of anyone else who is affected by their work (for example others in the household when working from home).
- 3.9 Employees must notify the Town Clerk if they feel any discomfort due to working remotely or they believe that there are any work-related health and safety hazards. Any work-related accidents occur in your home must be reported. Failure to follow health and safety principles may be a disciplinary offence and dealt with in accordance with our disciplinary procedure.
- 3.10 Employees must not carry out work meetings in their home with customers, elected members, or officers from other agencies and are responsible for keeping information associated with the Town Council secure at all times. Employees should ensure they know their responsibilities under the Data Protection Act and the Town Council's data security policies. Specifically, remote workers are under a duty to:
- practise good ICT security, including using a unique password for the work laptop and any other devices they use for work;
 - keep all hard copies of work-related documentation secure, including keeping documents locked away at all times except when in use; and
 - ensure that work-related information is safeguarded when working in public spaces, for example by:
 - positioning the laptop so that others cannot see the screen;

- not leaving the laptop unattended; and
- not having confidential/business-sensitive conversations in public spaces.

3.11 In addition, the laptop and other equipment provided by the Town Council must be used for work-related purposes only and must not be used by any other member of the household or third party at any time or for any purpose.

3.12 For days on which you are attending the workplace your normal hours of work are set out in your contract of employment. If for any reason, you do not intend to work the full hours of your working day in the workplace, you should agree with fellow staff what your working hours are for that day. The hours of work must be agreed in advance allowing employees who are using their homes as part of their hybrid working arrangements, to have a right to privacy out of hours and be able to separate their working and home lives.

3.13 Employees must note that the ability to work from home is not a substitute for childcare or similar carer responsibilities and it is their responsibility to ensure adequate provision is in place to avoid conflict with work performance when they are working from home.

4. Requesting flexible working.

4.1 This policy is for hybrid working, but there are many other forms of flexible working. By law, you have the right to make a flexible working request if:

- you have worked for the Town Council for at least 26 weeks
- you are legally classed as an employee
- you have not made any other flexible working request in the last 12 months.
- If you are disabled, you could ask to work from home as a 'reasonable adjustment'.

4.3 You must put a hybrid working request in writing, and your employer should talk to you before deciding. Your request letter or email must say you are making a 'statutory flexible working request' and must also include:

- the date you are sending it
- the change you would like to make
- when you would like the change to start
- how you or your employer might deal with any effects the change could have on your work or the organisation
- the date of any previous flexible working requests if you have made any
- if your request relates to something covered by discrimination law (Equality Act 2010), for example to make a 'reasonable adjustment' for a disability you have.

4.4 As a responsible employer the Town Council will actively support any requests for hybrid working that follow this policy.