

Safe Working Policy

Homeworking:

Introduction

Kidcare4u does not have a main office base and therefore employees are expected to work from home depending on their post. However, Kidcare4u also has a commitment to flexibility with the aim of meeting both the organisation's and employees' needs.

Employees should not assume that because they work at home that their hours of work are not necessarily flexible. Their hours will be set to meet the aims of organisation. If an employee wishes their hours to be amended then they need to apply in writing to their manager, and this will be considered under the flexible working policy.

Definition of Homeworking

Employees that are working from home can fall into the following categories:

1. Home as the main place of work.
2. Flexible homeworking with time split between home and the office.
3. Mobile working with a base at home to travel to the employer's different premises and customers.
4. The office as the main place of work with working from home occasionally.

At Kidcare4u our employees fall into category 3.

Health & Safety risk assessments

Kidcare4u has a duty of care to its employees and will carry out a risk assessment before homeworking starts. Both Kidcare4u and the employee have responsibility for the health & safety of employee.

The employee must ensure that they have sufficient free space to work in, and that there is adequate lighting.

Kidcare4u may loan the employee relevant equipment such a phone and possibly a laptop or tablet.

Kidcare4u will insure all equipment supplied to an employee. However, the employee must ensure their home insurance allows them to work from home.

It is the employee's responsibility to ensure confidentiality is maintained whilst working at home. Where there are concerns regarding confidentiality and privacy of work then the employee will be expected to ensure the concerns are rectified, ensuring any work, conversations and information is not shared. Kidcare4u will provide lockable units for paperwork and password protected data storage, where necessary.

If an employee is spending a large proportion of their daily tasks at a computer then employees will undertake a Display Screen Equipment risk assessments and the results of the assessment will be analysed by a suitable individual who will then ask for changes to be made if

applicable. Kidcare4u will support any changes to essential work equipment, but it is up to the employee to make changes to their workspace.

Kidcare4u will meet their responsibilities within 1 month of employment. Before an employee is confirmed in post (first 3 months), they must have met their responsibilities. Failure to do so could result in termination of their contract.

The employer's access to the employee's home

The employer will need to access to the employee's home for the following circumstances:

- Maintenance of equipment.
- Health and safety assessment.
- Electrical equipment testing.
- One-to-one meetings with managers

If the employee moves home?

If the employee move's home, then they will need to pay for any installation costs and ensure that there is a suitable workspace in their new property. Kidcare4u will undertake a new risk assessment for this employee. The employee must ensure that all equipment owned by Kidcare4u is secured during the move and is insured in their new property.

Mobile Working

Any employee who undertakes mobile working must ensure their personal safety. Kidcare4u will risk assess the job role and ensure the safety of their employees.

Prior to making any visits to clients or attending meetings, employees must inform their manager of the meeting

time, who they will be meeting and where they will be meeting. This should be on the employee's schedule so that managers know where employees are, at all times.

If employees are undertaking home visits, they should be aware of their own safety. If they feel uncomfortable or unsafe, they should not enter the client's home or leave as soon as possible. They must then write up an incident report and report to their manager. For clients where there are concerns then workers will need to visit in pairs or meetings arranged in public places. If the employee is raising a concern, then employee and their manager should decide if they need to take action or monitor the situation. No situation should be dismissed, and employees need to feel safe.

Confidentiality must be adhered to. Employees should not allow access to other clients' files, these should where possible be kept in a sealed bag/case. Any phone calls should be taken out of earshot of clients unless it relates to the client.

When meeting clients or other professionals in public places, the employee should be mindful of what will be discussed in the meeting and then arrange an appropriate venue. Confidential information should not be discussed in public spaces.

If an employee is attending a late meeting, or visit, then they need to text their manager when they arrive at and leave the meeting and then when they get home.

All employees must carry their mobile phone when mobile working. The phone must be charged.

If transporting clients to appointments by car, employees, must ensure that

the vehicle is insured for work use and is in roadworthy condition. Kidcare4u will require copies of the employees clean driving licence (with no points); MOT certificate and insurance schedule. These must be update annually. The Client must wear a seat belt. It is recommended that the client sits in the rear seats for safeguarding purposes.

If an employee feels they are in imminent danger, they must call the Police on 999. A manager who is concerned about one of their workers, must try to contact the employee first, then their emergency contact and then the police on 999.

Employee Performance

Employees who mobile & homework will be given set hours to work and will be expected to work to those hours. If employees are expected to work 5 hours per day, then they will be expected to work those hours during normal office hours. Employees will be expected to attend training outside their home environment and to attend meetings as and when required. Kidcare4u will give at least 7days notice of any training and at least 48hours notice of any meetings.

Employees will be expected to follow all Kidcare4u policies and procedures and will be expected to uphold the ethos of the organisation. All employees will receive regular supervision and an annual appraisal.

Employees should ensure that they are secure in their own home and that they do not reveal to clients any personal information during the course

of their work. If they have any concerns about their safety then they should report this to their manager immediately, detailing their concerns. If an employee is in imminent danger, then they need to dial 999 and report the incident to the Police.

All information in particular client's personal information, needs to be stored securely. Paperwork should be kept in a locked unit. Computers, phones, and data storage (including cloud storage) need to have secure passwords, and these should not be shared with anyone who does not have permission to have that information. Mobile equipment taken out to support the employee's work must have passwords and must not be left unattended.

Any conversations with clients, must be confidential and therefore should not be held in front of members of the employee's household. Any notes taken during conversations should be locked away.

If there are any breaches in security and confidentiality, then the employee should contact their manager immediately. Failure to follow policies and procedures will result in the disciplinary process being triggered.

Kidcare4u will use the checklist below to ensure the organisation meets ICO (Information Commissioner's Office) standards.

<https://ico.org.uk/for-organisations/working-from-home/working-from-home-security-checklists-for-employers/>