



**Home Working
Policy**
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Prepared By:	Calum Davidson, Governance Assistant
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Regulatory Standards Mapping		
✓	1	The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
✓	2	The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
✓	3	The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.
	4	The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
	5	The RSL conducts its affairs with honesty and integrity.
	6	The governing body and senior officers have the skills and knowledge they need to be effective.
	7	The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit, current and future tenants.

Core Objective Mapping	
	Provision of affordable social housing
	Local control and accountability
✓	Efficient local service provision
	Viability
	Equality of opportunity for all customers
	Legal and regulatory compliance

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Introduction

Overview and Principles

Home working is an arrangement that allows staff to work from home for all or part of their working day or week, either occasionally or on a contractual basis. When used appropriately, it can provide an effective alternative to office-based working, offering benefits to both the organisation and individual staff members. For home working to be successful, it must support productivity and be firmly focused on outcomes.

This policy outlines the Association's approach to home working and the criteria that will be applied when considering requests. All applications will be assessed fairly, taking into account the practical requirements of the role, the impact on service delivery, business needs and the effect on colleagues. Home working will not be suitable for all posts, particularly where duties require a consistent physical presence. Each request will therefore be judged on its own merits, and any arrangement that results in additional organisational costs must be supported by a clear business case.

The aim of the Home Working Policy is to provide flexibility where it benefits the organisation, enabling staff to undertake work from home when it is practical to do so and when it aligns with operational needs. These arrangements must never compromise the quality or continuity of service provided to tenants and service users. The policy also sets clear expectations and boundaries to ensure that home working arrangements are well-managed, appropriate and effective.

Connected Policies

The following policies are connected with this policy and may have some relevant or associated content:

- Attendance and Absence Management Policy
- Customer Experience Policy
- Lone Working Policy

Principles of Home Working

Home Working Formats

Home working arrangements within the Association fall into three broad categories: occasional home working, regular contractual home working and hybrid home working.

- **Occasional home working** is a non-contractual arrangement where staff normally work in the office but may work from home from time to time. This is typically used for specific tasks that require concentration without interruption, or in circumstances where an employee is unable to travel to the workplace but remains fit to carry out their duties - for example, during periods of bad weather or when recovering from a minor injury. Occasional home working may also be used, by mutual agreement, to help manage office space, provided business and service needs are met. When required, staff scheduled to work from home must attend the office. These decisions are made by the employee's line manager on a case-by-case basis, and such arrangements may be withdrawn at any time without constituting a contractual change.

Requests to work from home occasionally should be made through line managers and will be considered by the Senior Management Team or, for ad hoc situations, the relevant section manager. Where approval is given, expectations around tasks, outputs and timelines will be clearly agreed. Staff requesting occasional home working are expected to have their own broadband connection. The Association may supply a mobile phone if required for communication and staff should not be unreachable to colleagues or service users who may reasonably need to contact them through not being present in-person at the office. No allowances will be paid for domestic expenses such as utilities, printing, internet costs or general wear and tear, as the personal savings associated with reduced commuting are considered to reasonably offset these.

- **Regular or contractual home working** applies where an employee works from home for a defined proportion of their working time, or for all of it, and this arrangement is set out in their contract of employment. Where only a percentage of time is allocated to home working, the remainder of the employee's working hours will continue to be based in the Association's office.
- **Hybrid home working** is where employees work between their office base and remotely depending on the needs of the business and the employees' personal circumstances.

Employment Conditions

Employees working from home, whether occasionally or on a contractual basis, remain fully subject to all Association policies, procedures and the terms and conditions set out in the EVH Terms and Conditions of Employment. Home working does not alter these obligations or any existing employment requirements.

Flexible working hours may be used while working from home, provided they meet the operational needs of the business. All working time must be accurately recorded using the Association's current time-management system. Flexi-time cannot be accrued while working from home.

As of 1 April 2026, the Association commences a 12-month pilot period whereby Association staff will see their working week compressed into 4 days instead of 5 (32 hours per week instead of 35) with the same conditions applying on a pro-rata basis to part-time staff. Under this arrangement, non-contractual home working will be capped at 1 day per week except in cases where pre-agreed reasonable adjustments have been agreed between an employee and their line manager.

Eligibility for Home Working

For any role deemed suitable for home working, the Senior Management Team must also be confident that the employee is personally suited to working from home. Employees requesting home working arrangements are expected to demonstrate reliable attendance, good timekeeping and a satisfactory record of performance and conduct.

The Association recognises that home working may form part of a reasonable adjustment for employees with disabilities, long-term health conditions or mental health needs. Where an employee believes that working from home on a regular or structured basis would support their health, wellbeing or ability to perform their role, they may request this as a reasonable adjustment. Such requests will be considered sensitively and on an individual basis, taking into account medical advice, the requirements of the role, operational needs and the principle of ensuring equitable treatment for all staff. Where appropriate and practical, home working may be agreed as part of an adjustment plan to help the employee carry out their duties effectively.

The Association reserves the right to review, amend or withdraw home working arrangements where business needs require it.

The Home Working Environment

Working from home introduces a number of responsibilities for both the Association and the employee, as the home becomes part of the working environment. It is important that these responsibilities are understood and managed appropriately, including:

- Health and Safety, ensuring the home workspace is safe and suitable for work.
- Equipment and Resources, confirming that employees have what they need to carry out their duties effectively.
- Security, Confidentiality and Data Protection, maintaining the same standards as in the office at all times.
- Wellbeing, recognising and supporting the employee's physical and mental health while working remotely.
- Personal Implications, including any potential impact on tax, insurance, mortgage or tenancy agreements that employees may need to check themselves.

Health and Safety

Under the Health and Safety at Work Act 1974, the Association must take all reasonably practicable steps to protect the health, safety and welfare of staff. These duties, along with the Association's own Health and Safety Policy, apply equally to employees working from home.

Employees also have responsibilities to ensure they do not create risks for themselves or others while carrying out work activities in their home. Because the Association cannot directly supervise home working in the same way as office-based work, staff must take particular care to maintain safe working conditions and follow all relevant health and safety guidance.

Key requirements include:

- **Completion of Display Screen Equipment (DSE) Assessments:** Those employees with home working arrangements must complete a DSE self-assessment of their home working set-up and submit it to the Governance Assistant. Any issues identified during the self-assessment will be reviewed with the employee and reasonable mitigating steps can be taken – this may include provision of additional equipment to ensure a safer workstation.
- **Completion of Home Working Safety Self-Assessments:** Those employees with home working arrangements will be provided with a self-assessment form regarding the overall safety of their home working environment, for completion and return to their line manager. This form is appended to this policy document.
- **Accident/Near-Miss Reporting and Changes:** Any injury, accident or near miss occurring during home working must be reported immediately to the line manager. Employees must also inform their line manager immediately of any changes to their home environment that could affect the original risk assessment or create new risks.
- **Maintenance of Equipment:** The Association will ensure that Portable Appliance Testing ('PAT testing') is undertaken annually on staff laptops and other power devices. To this end, staff with home working arrangements will be asked once per year to bring these devices into the office for testing. If the Association cannot verify the safety of these devices through PAT testing, home working arrangements may be temporarily suspended until testing takes place or a replacement device is sourced. Domestic electrical supply configurations are out with the control of the Association and are the responsibility of the employee.

Equipment and Resources

The Senior Management Team will assess what equipment, if any, is required to support a home working arrangement. As the Association already provides all necessary equipment for office-based work, any need for additional equipment will be considered carefully, as this may influence whether home working is viable for a particular role.

For contractual home workers, the Association will provide the equipment and resources necessary to enable them to carry out their duties effectively from home. This may include:

- a dedicated mobile phone
- a laptop
- essential electrical equipment
- appropriate office furniture
- stationery or other items required for the role

A Virtual Private Network ('**VPN**') is available to all home workers to enable secure remote access. Employees are responsible for having their own broadband connection and covering the associated costs.

All equipment provided for home working remains the property of the Association, and the Association will be responsible for maintaining any equipment it supplies.

Employees working from home must ensure:

- Association equipment is used only by them and only for work purposes;
- All equipment is used safely and responsibly;
- Any personal equipment used for work has up-to-date antivirus protection;
- Any technical issues with Association-supplied equipment are reported promptly to their line manager;
- Equipment is cared for, stored securely and protected from damage or theft;
- Any loss or damage is reported immediately;
- All equipment is returned in full and in good condition when required;
- They comply with the Association's Internet and Email Policy.

The Association accepts no responsibility for equipment or electrical installations that it has not provided, or for faults or damage caused by the employee or by anyone outside the Association's control.

Security, Confidentiality and Data Protection

The Association's Data Protection Policy, including all requirements around security and confidentiality, applies fully to home working. Employees working from home must ensure that all Association documents and data – whether in electronic or hard-copy format – are kept secure within the home and during any transport between the home and the office. Home workers must always comply with all communication and data protection standards.

Employees must confirm in writing that they have read, understood and will adhere to the Association's Data Protection Policy.

Home workers are responsible for ensuring that:

- No member of their household, nor any visitor, can access personal or sensitive data, passwords or work systems;
- All reasonable precautions are taken to protect Association information while it is in transit;
- Hard-copy documents and files are stored securely within the home;
- Electronic data is properly password-protected, backed up and saved appropriately;
- All confidential information is returned to the Association's office for proper disposal.

Wellbeing and Staying Connected

The Association recognises that regular home working can sometimes lead to feelings of isolation due to reduced face-to-face interaction with colleagues. To help prevent this, line managers will maintain regular communication with home-working staff to ensure they feel supported, remain connected to their team, are kept informed about developments and continue to receive meaningful feedback on their performance.

Wherever reasonably practicable, team meetings will be arranged for days when home workers are scheduled to be in the office, or alternatively held through virtual platforms such as Zoom or Microsoft Teams to ensure full participation.

Caring Responsibilities

Remote working is not a replacement for childcare or care for other dependants. While we understand that this can be helpful to support caring arrangements, employees must not have caring responsibilities while they are working. If employees do require leave for caring responsibilities, they should speak to their line manager about this.

In exceptional circumstances where unexpected caring situations arise during the working day, employees must notify their line manager as soon as possible.

Tax, Insurance and Property Considerations

The Association's Employers' Liability insurance covers employees while carrying out Association work, including at home. This does not replace employees' household insurance; employees remain responsible for ensuring that their own buildings/contents policies remain valid. Employer-owned equipment is insured by the Association, but employees must take reasonable care, use it only for work, and report any loss or damage promptly.

Employees should review whether home insurance terms require notification of contractual home working. Some policies do not require this for low-risk clerical work, but limits may apply (e.g., items in outbuildings or taken outside the home). Any policy changes or costs should be discussed with the line manager as part of the business case.

Contractual home workers may be liable for changes to taxation. Although this is unlikely, it is their responsibility to contact HMRC in advance to determine if there are any implications associated with working from home, including potential liabilities for business rates, council tax and capital gains tax.

Employees are responsible for ensuring there are no restrictions in mortgage terms or tenancy agreements that would prevent home working, and for obtaining any necessary permissions from their lender or landlord.

Expenses

Work-related travel expenses will be paid at the rate stated in your terms and conditions of employment, and as specified in the Expenses Policy.

Home working is not reimbursable for domestic costs such as heating, lighting or broadband.

Employees who on occasion work remotely will not have expenses approved for items such as for paper/ink as they can get these items when they are in the office on their normal days of work.

Policy Review

Timescales

This policy will be reviewed on a 3-yearly basis, or sooner if changes to guidance, legislation or good practice must be reflected in our policy.

Equalities

Impact Assessment

Yorkhill Housing Association Equality Impact Assessment Tool			
Name of Policy/proposal to be assessed	Home Working Policy	Is this a new policy or a revision?	Revision
Person responsible for the assessment.	Grant Kennedy, Deputy Chief Executive		
Briefly describe the aims, objectives and purpose of the policy.	This policy outlines the circumstances where work-from-home arrangements are permissible for Association staff, and the responsibilities on both staff and the Association for ensuring a safe and complaint working environment even when away from the office.		
Who is intended to benefit from the policy/proposal (e.g. applicants, staff, tenants, contractors).	The policy will allow a greater degree of flexibility for staff and potentially enable the Association to manage its office space more efficiently.		
What outcomes are wanted from this policy/proposal (e.g. the benefits to customers).	<ul style="list-style-type: none"> • Sustained high levels of staff satisfaction • Consistent customer service provision • Safe and compliant home workstations 		
Which protected characteristics could be affected by the proposal? (tick all that apply)			
<input type="checkbox"/> Age	<input checked="" type="checkbox"/>	Disability	
<input type="checkbox"/> Marriage/Civil Partnership	<input checked="" type="checkbox"/>	Pregnancy/Maternity	
<input type="checkbox"/> Race	<input type="checkbox"/>	Religion or Belief	
<input type="checkbox"/> Gender	<input type="checkbox"/>	Gender Reassignment	
<input type="checkbox"/> Sexual Orientation			
Home working arrangements most likely to assist those with disabilities such as mobility issues or those either pregnant/with young children at home due to the positive impact of reducing the requirement to commute to work as often.			
Describe the likely positive or negative impact(s) the policy/proposal could have on the protected characteristics identified.	Positive impact		Negative impact
	As above		
What actions are required to address the impacts arising from this assessment? (This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).			

Appendix 1

Staff Home Working Safety Declaration Form

Employees should complete and return the below form to their line manager before undertaking home working.

Criteria	Y/N	Comments/Action Required
I have a dedicated space that allows me to work safely and without excessive noise or disruption.		
My workspace is clean, tidy, and free from tripping hazards (e.g. cables, clutter, loose rugs).		
My workspace has adequate lighting (natural or artificial) for safe working. The workspace is adequately heated and ventilated.		
I have safe access and exit routes within the home in case of emergency.		
Cables and chargers are in good condition (no fraying, exposed wires, overheating) and electrical sockets are not overloaded.		
I understand that Association-issued electrical equipment will be PAT tested annually. I understand that if I do not bring this equipment into the office on the designated date for testing, I may need to refrain from home working until testing can be completed.		
Smoke alarms are installed and tested regularly.		
I can be contacted by colleagues, tenants or service users during working hours.		
Someone would be aware if I became ill or unable to work while at home.		
My home is kept secure while I am working there, and there are measures in place for me to get help in an emergency.		
My work area is positioned so that other household members cannot view sensitive information.		
Work papers and files can be stored securely when not in use.		
I ensure confidential waste is returned to the office for secure disposal.		

I confirm that the information provided in this assessment is accurate and that I will notify my line manager immediately if any risks arise or my home working environment changes.

Print Name: _____

Signature: _____

Date: _____

Line Manager Signature: _____

Date: _____