

HYBRID WORKING POLICY



Purpose:	To establish DPHA's policy on hybrid working, including eligibility criteria, and to provide guidance to employees who wish to benefit from hybrid working.
Guidance:	ACAS: Creating or updating hybrid policies, May 2025 CIPD: Hybrid Working - Guidance for people professionals, February 2024 www.flexibilityworks.org EVH World of Work – Developing a Hybrid Working Policy Information Note, May 2022
Regulatory Standards:	Standard 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. Standard 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose. Standard 5: The RSL conducts its affairs with honesty and integrity.
Policy is linked to the following DPHA relevant Policies	Terms and Conditions of Employment Flexible Working Policy Lone Working Policy Flexi Time & TOIL Policy Disciplinary & Grievance Policy & Procedures Staff Expenses Policy Code of Conduct IT Security Policy H&S Manual Privacy Policy Equality Diversity & Inclusion Policy
Last review Date:	June 2028
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Date approved by P&P sub-Committee	n/a
Equality Impact Assessment carried out for policy?	Yes

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1.0 INTRODUCTION

- 1.1 Hybrid working is a form of flexible working where employees spend some of their time working remotely (usually, but not necessarily, from home) and some in the employer's workplace. Hybrid working varies the 'where' only.
- 1.2 Hybrid working is part of Dalmuir Park Housing Association's (DPHA) commitment to flexibility within the workplace, and plays an important part in helping the association to attract and retain the best people regardless of personal circumstances; and supports DPHA's commitment to making the association inclusive for our permanent employees, current and future.
- 1.3 There are two types of hybrid working:
- **Voluntary or Ad Hoc:** Employees have a contractual work base (i.e. Beardmore House), but will be allowed to work remotely on an ad hoc or voluntary basis, through informal arrangements agreed with their Manager.
 - **Contractual:** Employees who have successfully made a Flexible Working request and work off-site as defined in their contract of employment for a specified period of their working week.

2.0 POLICY PRINCIPLES

- 2.1 Dalmuir Park Housing Association's Hybrid Working Policy aims to:
- Benefit DPHA's business needs by offering enhanced conditions of service to permanent employees, current and future.
 - Ensure high level of customer service is maintained at all times through productive and motivated employees.
 - Ensure the association's business needs are met, including those of our customers and the public.
 - Promote the association's culture of inclusion, equality, trust and fairness.
 - Complement DPHA's approach to employee health and wellbeing.
 - Offer eligible employees' choice and a better work life balance.
 - Reduce the impact on the environment of employees travelling to the office.
 - Set out the overarching principles to ensure the association's policy aims are met.

3.0 LEGISLATION

- 3.1 There is no single piece of legislation that explicitly applies to hybrid (or home) workers; however, the following areas of legislation apply:
- Employment Rights Act 1996 (as amended) and regulations
 - Health and Safety at Work Act 1974
 - The Corporate Manslaughter & Homicide Act 2007
 - The Management of Health at Work Regulations 1999

- Protection from Harassment Act 1997
- The Equality Act 2010
- Human Rights Act 1999.

4.0 VOLUNTARY OR AD HOC HYBRID WORKING

4.1 Permanent Employees can ask for hybrid working on a voluntary or ad hoc basis in agreement with their Manager. Voluntary hybrid working can be effective when managing certain situations such as:

- Disruptions to dependant's care arrangements.
- Project work and need for quiet time.
- Adverse weather.
- Travelling to and from the workplace.
- An injury where the employee is fit to work but is unable to commute to their contractual work location.
- Work life balance and employee health and wellbeing.
- Giving employees choice on where they work.

4.2 Where employees chose to access hybrid working they will be provided with the appropriate resources, including an electronic device, e.g. laptop or tablet and any reasonable equipment that they require to work safely and confidentially from home.

4.3 All requests for voluntary or ad hoc hybrid working will be discussed individually with the employee's Manager, and the Manager will consider the request balancing employee and business-needs before providing the employee with a decision.

4.4 Voluntary or ad hoc hybrid working will not result in a change in an employees' contract of employment.

4.5 Not all employees of DPHA will be eligible for hybrid working due to the nature of their role and the service they provide especially if the service can only be provided from a specified location. As a general rule our care services can only be delivered from our sheltered housing complexes and from the location of our Out of Schools Care Service. Care Service employees may be able to benefit from the occasional opportunity to work remotely from home if they are working on activities that can be carried out away from our premises. Care employees should liaise directly with their Manager.

4.6 Temporary employees or employees engaged through an employment agency will not normally be allowed to work from home, the exception to this could be if the Association was dealing with an emergency situation.

5.0 CONTRACTUAL HYBRID WORKING

5.1 Contractual hybrid working occurs when an employee makes a statutory Flexible Working request. From 6 April 2024 onwards, an employee now has a statutory right

to request flexible working from the first day of employment. This is a formal request and if approved will result in a change to the employees' contract of employment.

5.2 Hybrid Working Request

- 5.2.1 Employees wishing to request hybrid working as a contractual arrangement can discuss the request with their Manager and must submit a formal request in writing. Employees should refer to DPHA's Flexible Working Policy.
- 5.2.2. The process outlined in the Flexible Working Policy will be followed. Any decision to accept or reject an application will be based on DPHA's business needs and requirements at the time of the request and, in line with DPHA's Flexible Working Policy.
- 5.2.3 Any change to the employee's working arrangement made through the statutory right to request flexible working would be regarded as a permanent contractual change and therefore, must be confirmed in writing. Due to the change being permanent, a trial period will take place first before any permanent change takes effect. Again, reference should be made to the Flexible Working Policy

6.0 ORGANISATIONAL CULTURE

- 6.1 DPHA wishes to embrace the significant benefits hybrid working can bring to the employee and employer such as:
- Efficiency of employee performance,
 - Health and wellbeing of employees,
 - Offering employees choice as to their place of work,
 - Continuing to ensure the employer's business needs and those of its customers are met, and
 - The positive environmental impact through reduced commuting.
- 6.2 DPHA supports a culture of hybrid working as a voluntary option for permanent employees as long as the association's business and service delivery needs are met and enhanced. DPHA trusts its employees to fulfil their contractual obligations concerning their job role, whilst hybrid working. Whether an employee is working remotely or, at DPHA's location/s, the expectation on performance standards remains the same.
- 6.3 Surveys of DPHA's employees have shown that employees want the option of hybrid working – to work sometimes from our premises and sometimes at home. This option allows employees to benefit from face to face social interaction and collaboration with colleagues, along with enjoying the benefits of remote working as and when required. Employees who wish to benefit from voluntary hybrid working will be expected to work part of their working week in the office.
- 6.4 DPHA appreciates that not all employees who can work from home would like to work remotely; some employees may prefer to attend our premises the office for all of their working week.

6.5 Managers will discuss with employees options available for voluntary hybrid working arrangements within their Team, in terms of entitlement, ratios for staff cover, rotas and ensuring service delivery. Should an employee wish to benefit from hybrid working on a voluntary/ad hoc basis, such arrangements will be confirmed to the employee via email once agreed with the Manager. This is not a contractual change and could be open to alteration at short notice depending on the needs of the association.

7.0 CONTRACTURAL CHANGES

7.1 As our Hybrid Working Policy is voluntary, there will be no need for contracts of employment to change. Contracts will only change if an employee makes a successful statutory Flexible Working request.

8.0 COSTS & ALLOWANCES

8.1 Employees who benefit from hybrid working will not have expenses approved or reimbursed by DPHA for the following type of items connected to working from home: internet service, wear and tear on their own personal equipment and heating and lighting.

8.2 HMRC does not allow tax relief if an employee chooses to work from home. Further advice on tax relief can be sought by visiting <https://www.gov.uk/tax-relief-for-employees>.

9.0 TRAVEL EXPENSES

9.1 Work-related travel expenses will be paid at the rate stated in an employees' terms and conditions of employment, and as specified in DPHA's Staff Expenses Policy.

9.2 Travel expenses will not be paid to and from an employees' home address and their contracted place of work as hybrid working is voluntary and the employee's place of work in their contract of employment remains as the association's premises.

10.0 EMPLOYEE MANAGEMENT

10.1 DPHA has a culture of trust and respect for all. Employees who access hybrid working are subject to the same rules, procedures and expected standards of conduct and performance that apply to all of our employees. Contractual obligations, duties and responsibilities remain in place, as do DPHA's workplace policies.

10.2 DPHA is committed to ensuring that if an employee accesses hybrid working, they will be managed consistently with the association's other employees who work permanently in DPHA's premises, and will be given the same opportunities for training, development, and promotion. If at any point an employee feels that their

hybrid working arrangement makes them feel isolated, left out or lacking guidance or support, the employee should discuss this with their Manager.

- 10.3 Working away from the office requires employees to work with minimum supervision and with limited day to day contact with colleagues. Employees therefore need to ensure they have high levels of self-motivation, ability to communicate with others remotely and can meet business requirements and deadlines. If this cannot be achieved the employee may be asked to work out of the association's workplace.
- 10.4 Team protocols may be introduced to establish a shared framework to support everyone in the Team to use hybrid working to its greatest effect. Protocols if required will include reference to flexible staff rotas for ensuring sufficient office cover to meet business and customer needs. Team protocols will only be required if most employees within a Team wish to benefit from hybrid working on a regular rather than on an ad hoc basis. In such circumstances, no more than a third of staff in any given Team should be working from home at the same time.
- 10.5 As a general rule permanent employees who are within their probationary period, will not be entitled to hybrid working until their probation period has been successfully completed.

11.0 HEALTH & SAFETY

- 11.1 Employees have a duty to ensure they work in a safe and responsible manner and follow all health & safety guidance issued by DPHA. Equally, DPHA has a duty of care to our employees and so the association will ask employees to carry out a risk assessment at their home to identify any adjustments or equipment that may be necessary for employees to carry out their work in a safe environment. This can be carried out by either the employee or employer.
- 11.2 Domestic electrical supply configurations are out with the control of DPHA and are the responsibility of the employee.
- 11.3 Employees will perform their own health and safety and DSE (Display Screen Equipment) assessment, and their Manager will then validate results during a discussion or remote visit. Training on carrying out assessments will be provided to employees wishing to work from home. Employees will be expected to report any changes that may affect home working arrangements in which case another assessment may be necessary. DPHA reserves the right to check an employee's home working areas for health and safety purposes. If the risk assessment identifies concerns, DPHA reserves the right to require employees to return to working in the association's premises.
- 11.4 All employees working remotely will be expected to adhere to DPHA's Lone Working Policy and procedures and undergo appropriate health and safety training.
- 11.5 Employees are responsible for informing the provider of their own building and contents insurance and mortgage provider or landlord that they work from home.

12.0 TECHNICAL SUPPORT

- 12.1 DPHA's IT infrastructure is capable of supporting hybrid and remote working and gives employees remote access to calendars, phones, emails, and documents. Employees are required to have their broadband at sufficient speed in place and at their own expense. DPHA will provide the appropriate equipment to allow employees who are entitled to, to work remotely.
- 12.2 DPHA will ensure the necessary firewall and anti-virus software is installed on the association's laptops and other digital devices used for home working, to protect DPHA's office IT system from any harm.
- 12.3 DPHA has two factor authentication for remote computer log-in to minimise the risk of cyber-attacks and fraud.
- 12.4 For remote working, employees may only use IT equipment provided by DPHA or that the association has approved the use of. Any IT provided by DPHA should be used for the association's work only, including an employee's work's email. This is particularly important because of the risk of introducing computer viruses.
- 12.5 Employees may not download any applications or software without DPHA's specific permission. In all instances, repairs and servicing of DPHA's equipment must be carried out only by persons authorised by us.
- 12.6 Employees will have to ensure that they have a reliable internet connection at home and be able to access DPHA's work systems. If an employee's internet connection is unreliable, DPHA is likely to require the employee to work from its premises.
- 12.7 Employees wishing to benefit from hybrid working must familiarise themselves with DPHA's IT Security Policy.

13.0 EQUALITY, DIVERSITY, INCLUSION

- 13.1 We are committed to promoting an environment of respect, understanding, encouraging diversity, and eliminating discrimination by providing equality of opportunity for all. This is reflected in our Equality and Human Rights Policy.

14.0 DISSATISFACTION

- 14.1 Any employee not satisfied with the implementation of this Policy can in the first instance raise their concerns with their Manager. If the employee remains dissatisfied they should refer to the association's Grievance Policy and procedures.

15.0 DATA PROTECTION & CONFIDENTIALITY

- 15.1 We will treat personal data in line with our obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in our Employee Fair Processing Notice.

- 15.2 Employees are responsible for keeping all communication, documents and information associated with their work secure irrespective of where they work from. Employees should not work on anything sensitive in a public place or on public and insecure Wi-Fi. Employees must refer to the association’s Data Protection Policy and procedures.
- 15.3 All employees who work from home will need a safe, private, and uninterrupted place to work; this should ideally be a separate room. Employees must ensure work related conversations cannot be overheard and sensitive work information cannot be seen by other people **either within or out-with the employee’s home**. If an employee cannot guarantee confidentiality, then DPHA will require the employee to work from its premises.

16.0 POLICY REVIEW

- 16.1 This policy will be reviewed by the Board every 3-years or earlier if required.