

## **Bexley First Ways of Working Guide**

**An elearning module has been created to support this guide:**  
**[Bexley First Ways of Working Elearning](#)**

**HR Service  
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## **1 INTRODUCTION TO BEXLEY FIRST WAYS OF WORKING GUIDE**

### **Purpose of guide**

This guide is designed to provide an overview of all the aspects of working life that fall under the banner of Bexley First. It describes the most appropriate and effective styles of work whilst applying the Bexley First principles. This covers situations whether people are sharing an office environment, working remotely or at home or a combination of all three.

It covers those core aspects of working life including team communication, team management, how to maximise the use of technology and electronic housekeeping of files.

[Continue to ways of working guide](#)

Flexible working describes the working patterns that can be adopted. The various working patterns can include part time, term time, seasonal, vacation, job share and annual hours arrangements. These working patterns can complement the Bexley First Ways of Working.

Full details of all the flexible working options can be found in the comprehensive [Flexible Working Guide](#)

**a. WORKING STYLES**

The three main working styles are identified below: hot desk, mobile or remote and shared/fixed desk.

Style	Office working	Home or other working*	ICT kit
<b>Hot Desk</b>	<ul style="list-style-type: none"> <li>User has a designated office base.</li> <li>User will be required to share desk facilities.</li> </ul>	<ul style="list-style-type: none"> <li>User can work from home and touchdown centres.</li> <li>Offices where an empty docking station or desktop pc is available can be used where appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>15" laptop.</li> <li>Docking station, full size keyboard and mouse for use at home where required.</li> <li>Telephony headset or handset.</li> </ul>
<b>Mobile / Remote</b>	<ul style="list-style-type: none"> <li>User has no designated office base.</li> <li>Works all or part of week away from office environment.</li> </ul>	<ul style="list-style-type: none"> <li>User can work from home, other offices and touchdown centres as needed.</li> <li>Required to attend an office in order to participate in meetings, training and events.</li> </ul>	<ul style="list-style-type: none"> <li>12" laptop or 12" tablet as service needs dictate.</li> <li>Docking station, full size keyboard, large 17" screen and mouse where required.</li> <li>Mobile telephone if service requirements dictate.</li> <li>3g card for using laptop/tablet in the field.</li> <li>Telephony headset or handset.</li> </ul>
<b>Shared or Fixed Desk</b>	<ul style="list-style-type: none"> <li>User has a designated office base.</li> </ul>	<ul style="list-style-type: none"> <li>Not applicable.</li> </ul>	<ul style="list-style-type: none"> <li>Desktop PC – any user can log on to.</li> </ul>

**Changing your ways of working**

- Your current way of working can be viewed on MyView.
- To change your way of working please complete the following form with your line manager.
- [Changing WOW form](#) \*

*\*Charges will be funded out of the ICT Reserve budget (not departmental budgets) for Bexley First ICT changes to working style*

**b.**

## **SHARED OFFICE ENVIRONMENTS**

The following guiding principles will help employees to adapt to working in shared office environments.

### **7:10 desk ratio**

The 7:10 desk ratio refers to the allocation of 7 desks for every 10 employees. Studies have shown that desks are not utilised a 100% of the time and this ratio can be easily achieved by championing the different ways of working.

### **Clear desk and screen policy**

A clear desk policy aims to reduce the amount of clutter on employees' desks. As well as the fact that a tidy working environment enables anyone to use the desk, it also prevents confidential information from falling into the wrong hands.

Employees should keep their desks clear from personal belongings such as photos to enable any one to use the desk.

At the end of each day, or when desks/offices are unoccupied, any 'confidential' information must be locked away in either pedestals, filing cabinets or offices, as appropriate. All waste paper, which has any personal or confidential information or data on, must be placed in the confidential waste sacks. Under no circumstances should this type of waste paper be thrown away with normal rubbish in the waste paper bins.

Whenever you leave your desk and your PC is switched on, it is essential that you always lock' your screen by pressing 'Ctrl, Alt, Delete' and then enter, to confirm that you wish to 'lock' your workstation. Locking your screen not only prevents someone else from using your PC, which is logged on in your name, but it also prevents someone from reading confidential information left open on your screen. If working on sensitive information, and you have a visitor to your desk, lock you screen to prevent the contents being read.

### **Hot desks**

Hot desk employees should be able to sit at any desk where a docking station is free or at a fixed desk pc that is not being used (e.g. if individual that normally uses it is on leave).

### **Touchdown centres**

As mobile-working and hot-desking becomes more popular, all employees are reminded that touchdown centres are available for employees wishing to access Bexley's computer network. Touchdown centres are located at Civic, Hill View and Howbury Offices to allow employees to log on to a desktop or their laptop.

Touchdown centres should not be booked as meeting rooms and the desktop PCs should not be unplugged. Please also ensure that laptops are removed from the docking station so that the facilities can be used by other users. Please contact the Facilities Team for any queries regarding the touchdown centres.

Laptops should be locked into a docking station or hub while working at the touch down. Laptops should be removed if an employee thinks they will be away from the touch down desk for more than two hours (e.g. to attend meetings). In all cases laptops must be removed from slops overnight.

### **Consideration of colleagues**

When working in shared office environments consideration of colleagues should be taken into account. Office protocols should be established for the use of mobile phones, eating hot food and noise considerations.

**C.**

## **WORKING FROM HOME**

Working from home protocols should be agreed between employees and their manager to support this type of working.

If you are planning to work from home you will need suitable office equipment and space including storage. If you have dependants, you will need to ensure that there are suitable arrangements to allow you to work successfully from home.

### **Roles and responsibilities**

If you and your manager agree to any form of remote working, you will both need to work together to ensure the success of the arrangement.

#### *Employee's responsibilities are to:*

- Undertaken the DSE Workstation Self Assessment available on the Health & Safety Intranet ([available on H&S intranet page](#)).
- Have received the relevant remote working training if required.
- Participate in team meetings regularly.
- Inform your manager of any changes to your location which may affect remote working e.g. moving house or personal circumstances.
- Review the remote working arrangement on a regular basis.
- Report key issues/exceptional events or incidents/accidents that arise immediately.
- Recognise that from time to time changes to the remote working arrangements may need to be agreed with your manager.
- Do not disclose your private telephone number or home address in any correspondence with customers or contacts; post must be via the office.
- Do not hold work related meetings at home.
- Use and maintain your Microsoft Outlook diary and OCS to plan and communicate remote working.
- Be familiar with and apply Bexley's policies detailed in this Guide including the Customer Service Strategy.

#### *Manager's responsibilities are:*

- Agree communication methods and contactable times.
- Ensure good communication is maintained with individual team members, regardless of whether they are remote workers.
- Ensure that the correct equipment and technology is put in place and that health and safety requirements are met (e.g. that the employee has satisfactorily completed both forms (office and remote) in the DSE Workstation Self Assessment available on the Health & Safety intranet).
- Deal with any issues raised by the employees in a timely manner.
- Review the remote working arrangement on a regular basis.
- Agree and monitor agreed targets and outputs.
- Use Microsoft Outlook diaries to plan and manage remote working.

### **Reporting illness/accident**

Employees working at home or from other locations should report any sickness in the normal way whatever their pattern of work.

### **Procedure for Lone working**

Working at home or on a mobile basis will often mean that you are a lone worker.

Your safety is paramount to us. Before you start any period of remote working you must ensure that you are familiar with the guidelines for lone working [Lone Working Procedure](#).

#### d. **MAXIMISING THE USE OF ICT**

##### Telephony

The ICT equipment you receive depends on what style of worker you are. Desktop PC users will have a desk phone. Laptops users a headset or handset to plug into their laptop. To make, receive calls etc, you can use Avaya via your computer or a desk phone. Your direct dial number is 020 3045 extn. Please update TADU with your details. In the extension field only put your 4 digit number. Setup voicemail following Customer Service standards.

[Telephony guides](#)

##### Office Communicator (OCS)

OCS is an easy way to keep in touch with your colleagues, check if they are available to phone and Instant Messaging (IM) for work related activities for short and immediate communication. It is not a replacement for email or telephone. It is an enhancement that helps improve immediate communication using short messages.

##### VPN and home broadband

If you are designated as a hot desk worker, you will receive a Bexley laptop and power pack, a network cable, and ActivIDentity token (all supplied by Bexley). You will also need to use your personal home broadband router. This will mean you can use your laptop with your home broadband and use your laptop in the same way as you do when working in the office.

If you are designated as a Mobile worker, you will receive a 3g device (dongle) with your lightweight laptop or tablet, plus an ActivIDentity token. This will mean, if you are out and about you can use 3g and laptop in the same way as you do when working from a Bexley office.

[Logging on to VPN and 3g link](#)

##### MS Office

Support on how to use MS office effectively can be found on the Microsoft website. This includes tutorials and videos. You can also contact the Steria Virtual Tutor on ext 3333 for specific "how to" queries.

[Microsoft help and how to for MS Office 2003](#)

##### ilearn

ilearn is an interactive 24/7 site providing you with access to a variety of learning modules and resources. Take control of your learning by choosing when, where and what to study with ilearn - everything you need at your fingertips.

<http://www.learningpool.com/bexley/>

##### Multi-functional devices (MFDs)

MFDs can be used to scan, print and copy work. MFDs are located near to all offices and operated by your security pass.



#### e. **Information Management**

##### File structure

A clear and tidy file structure should have the following:

- An agreed file naming convention
- File structure that is clear and logical

##### Scanning

For advice regarding the scanning and archive policy please contact the [ICT solutions](#).

##### Housekeeping

To prevent your computer from becoming slow to log in and shut down the following tips can be followed:

- Regular review inbox and sent items to decide whether to file or delete emails.
- Save all documents on the N drive rather than the desktop
- Only have shortcut to files on your desktop and not actual files.

## **f. TEAM COMMUNICATION**

### Communication with your team

All teams should have agreed formal team communications. Formal communications should include:

- Monthly team meetings.
- Regular 1:1s or supervision
- Manager's core briefings.

A few ways in which team communication can be made easier are:

- Outlook Calendars are open to all so that managers and team members can check your whereabouts. Teams dealing with sensitive information may want to open their calendar only to their team.
- Ensure all team members are added to Office Communicator (OCS).

### 1:1 or supervision

It is important to have regular one to one discussions with your manager and to meet at least once per month to discuss your work performance, expected outcomes and individual progress. Where there are current supervision practices in place e.g. fortnightly meetings for social workers, these should continue.

### Communication protocols

Informal communication protocol within the team For example, using OCS for instant messages and checking availability before contacting colleagues, team networking, team chat

Agree communication methods and contactable times with your colleagues and manager, and respond to voice and e-mails within agreed time scales; contactable times should be shown on your Outlook calendar.

### Communication with hot desk and mobile/remote workers.

One-to-one meetings and team briefings should still take place regularly regardless of both manager and employee working patterns. The onus is equally on both manager and employee to ensure they happen.

If employees are working at home / another office agree principles of how you will communicate / cover calls. Agree protocols between the team and review as appropriate.

Special attention needs to be given to ensuring that there is regular communication in place for remote workers. Managers should include them in team meetings, either via electronic means such as conferencing or by arranging meetings at times/venues that is mutually convenient.

Remote workers should also be invited to attend training days or other events aimed at team building. Regular access to BexWeb and Outlook Today will be expected to ensure that the remote worker is up to date with the latest news about the Council.

## **g. TEAM MANAGEMENT**

### Agreed objectives and targets

Managers should ensure regular appraisal 1:1 meetings are arranged. Objectives and targets should be agreed and updated with employees regularly. Targets should be measured on employees work outputs rather than “presenteeism”. This is even more important when employees are working remotely.

### Recognition and feedback on performance

Managers should ask employees how they would like to be recognized and receive feedback on their performance. Agreed work outputs for employees should be monitored and feedback given when positive or negative events happen. Underperformance should be addressed as soon as it happens. Problems should be identified and actions agreed to support the individual back on track.

### Team work

Managers should understand each of their teams’ strengths and utilise them. Conflict or differences of opinion should be addressed in a timely and constructive manner allowing each party to speak to ensure all team members have been listened to. Common ground should be found to resolve the issue.

The Bexley Coaching and Mentoring Academy should be utilized as a way of developing individuals by further developing their strengths and confidence.

ilearn offers a range of elearning tutorials that can help develop individuals skills and knowledge.

### Working from home

Managers should agree protocols for employees working from home to ensure a “seamless” service.

## **2 ICT POLICY**

All ICT Policy and Procedures can be found on the [ICT intranet page](#). The following ICT policy is specifically linked to ways of working.

### Information Security Policy

The Policy defines common security standards, which apply to all Council sections and includes all temporary, agency employees and non Bexley employees using Bexley system and working for London Borough of Bexley. This Policy is relevant to all information systems whether they be computer or paper based. It covers all devices capable of holding information and the Council's entire computer network, and includes the use of information systems not owned by the Council but used by employees for Council purposes as well as those not owned by the Council but accessed from or via equipment located on Council property.

Unauthorised access to information systems owned or not owned by the Council is prohibited and may.

Further information on Information Security Policy can be found here:

<http://bexweb/ictsweb/Information%20Security/info.htm>

### Bex-Net Accounts Forms

Forms for changing ways of working, requesting additional ICT resources, mobile phone requests or 3g sticks can be found here:

<http://bexweb/ictsweb/HR%20Forms/front%20sheet.doc>

### Records Management Policy & Record Retention Schedule

All records created and received by the Council in the course of its business are owned by the Council and not by the individuals, departments or teams that create the records. Records must not be used for any activity or purpose other than the Council's official business. The Retention Schedule identifies all record series and establishes how they will be managed throughout their life cycle including how to store and manage records. Confidential documents should be disposed of in a secure manner e.g. shredded.

### Good Practice

Further good practice guides and ICT policy can be found here:

<http://bexweb/ictsweb/Good%20Practice/gpindex.htm>

### **3 HEALTH AND SAFETY POLICY**

All H&S Policy and Procedures can be found on the [H&S intranet page](#). The following ICT policy is specifically linked to ways of working.

#### Display Screen Equipment

Procedure document. [CP 037](#)

Self assessment forms:

- [CF 037o](#) Assessment form for office based employees
- [CF 037r](#) Assessment form for remote and mobile workers
- [CL 037](#) Workstation set-up plan

#### Lone working

Procedure document [CP 046](#)

#### Mobile hand held devices and driving for work

Procedure document [CP 057](#)