



**Borough of Tamworth**

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## **APPOINTMENTS AND STAFFING COMMITTEE**

18 July 2022

Dear Councillor

A meeting of the Appointments and Staffing Committee will be held in **Town Hall, Market Street, Tamworth on Tuesday, 26th July, 2022 at 6.00 pm.** Members of the Committee are requested to attend.

Yours faithfully

A handwritten signature in black ink, consisting of a stylized 'A' followed by a long horizontal line that tapers to a point on the right.

**Chief Executive**

### **A G E N D A**

#### **NON CONFIDENTIAL**

- 1 Apologies for Absence**
- 2 Minutes of the Previous Meeting (Pages 5 - 6)**
- 3 Declarations of Interest**

*To receive any declarations of Members' interests (pecuniary and non-pecuniary) in any matters which are to be considered at this meeting.*

*When Members are declaring a pecuniary or non-pecuniary interest in respect of which they have dispensation, they should specify the nature of such interest. Members should leave the room if they have a pecuniary or non-pecuniary interest in respect of which they do not have a dispensation.*

**4 HR Policies (Pages 7 - 76)**

*(Report of the Head of Human Resources and Organisational Development)*

**5 Exclusion of the Press and Public**

To consider excluding the Press and Public from the meeting by passing the following resolution:-

*"That in accordance with the provisions of the Local Authorities (Executive Arrangements) (Meeting and Access to Information) (England) Regulations 2012, and Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during the consideration of the following business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1, 2, 3 and/ or 4 of Part 1 of Schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public"*

At the time this agenda is published no representations have been received that this part of the meeting should be open to the public

**6 Summary of HR Changes 1st October 2021 - 31st March 2022 (Pages 77 - 84)**

*(Report of the Head of Human Resources and Organisational Development)*

**7 Review of Democratic Services (Pages 85 - 110)**

*(Report of the Executive Director Organisation, Deputy Chief Executive and Head of Paid Service)*

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**Access arrangements**

*If you have any particular access requirements when attending the meeting, please contact Democratic Services on 01827 709267 or e-mail [democratic-services@tamworth.gov.uk](mailto:democratic-services@tamworth.gov.uk). We can then endeavour to ensure that any particular requirements you may have are catered for.*

**Filming of Meetings**

*The public part of this meeting may be filmed and broadcast. Please refer to the Council's Protocol on Filming, Videoing, Photography and Audio Recording at Council meetings which can be found [here](#) for further information.*

*If a member of the public is particularly concerned about being filmed, please contact a member of Democratic Services before selecting a seat.*

**FAQs**

*For further information about the Council's Committee arrangements please see the FAQ page [here](#)*

To Councillors: J Oates, S Doyle, R Pritchard, M Summers and J Wadrup.

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**MINUTES OF A MEETING OF THE  
APPOINTMENTS AND STAFFING  
COMMITTEE  
HELD ON 21st APRIL 2022**

Present: Councillor J Oates (Chair), Councillors S Doyle, R Pritchard, M Summers and Dr S Peale

The Following Officers were present: Zoe Wolicki (Assistant Director People) and Wendy Smith (Head of Environmental Health)

**23 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor S Peale

**24 MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting held on 23<sup>rd</sup> March 2022 were approved and signed as a correct record.

*(Moved by Councillor M Summers and seconded by Councillor R Pritchard)*

**25 DECLARATIONS OF INTEREST**

There were no Declarations of Interest.

**26 ENVIRONMENTAL HEALTH STAFFING REPORT**

Report of the Assistant Director, Growth and Regeneration to agree proposals to enhance the staffing of the Environmental Health Team to enable the team to recover from Covid 19 workload over the last two years and return to statutory duties.

RESOLVED: That the Committee

1. approved the proposed staffing structure as set out in this report
2. authorised the Chief Executive to implement the changes and

3. be updated in 6 months' time on the team's progress

*(Moved by Councillor Dr. S People and seconded by  
Councillor J Oates)*

The Chair noted that it was the last Council meeting for Councillor Dr. Simon People who is retiring from office in May.

**Chair** \_\_\_\_\_

Tuesday, 26 July 2022

**Report of the Head of HR & OD**

**HR Policies**

**Exempt Information**

This report is non exempt.

**Purpose**

To update members regarding the development of two HR policies; SMART Working and Disclosure and Barring Service (DBS).

**Recommendations**

That the SMART Working Policy and Disclosure and Barring Service policy are formally approved for immediate implementation.

**Executive Summary**

The SMART Working policy is a new policy and applies to those employees designated as a home or hybrid worker under the Recovery & Reset programme. It provides advice and good practice to enable employees to work from home effectively and safely.

The policy is wide ranging, covering key themes including expectations of the manager, expectations of the employee, wellbeing, health and safety, insurance, council equipment, information security, mileage and time recording. Appendices cover the DSE risk assessment, Teams meeting etiquette and a summary of which roles have been assigned as site, hybrid or home based.

The Disclosure and Barring (DBS) policy is also a new policy. This policy applies to all employees and candidates to whom a conditional job offer has been made. The guidance from Disclosure and Barring Service and the Government's "Finding out which DBS check is right for your employee tool" was applied to each role within the organisation. This ensures that every role is vetted to the appropriate level; a basic check, a standard check, an enhanced check or an enhanced check with barred list.

TBC is also committed to "Ban the Box" (Fair chance recruitment) which commits to collect criminal record data at a later stage of the recruitment process as collecting criminal record data from all applicants when many will not be shortlisted could be construed as excessive data collection. Instead, TBC will request criminal record details at the point when it is really needed, at the conditional offer stage rather than at the initial recruitment stage.

Once approved, the policies will come into effect and be implemented through Astute. The application form for new applicants will also be amended to ensure that criminal record detail is obtained at a later stage of the recruitment process.

**Options Considered**

Not applicable.

**Resource Implications**

Costs relating to the implementation of SMART working were approved by Council and included within the Medium-Term Financial Strategy following a review of all relevant policies as part of the Reset & Recovery workstream - including a home working allowance of £26 per month (pro rata for part time staff). Hybrid workers will receive £13 per month (pro rata for part time staff).

The cost of the DBS checks can be met from existing budgets.

### **Legal/Risk Implications Background**

Not undertaking 3 yearly DBS refresher check as a matter of routine could increase the risk of the continued employment of an employee with a criminal record. However, this will be mitigated under the Code of Conduct where employees are required to advise their manager of a new criminal conviction or caution. TBC reserves the right to undertake 'with cause' DBS rechecks and to undertake audit spot checks.

### **Equalities Implications**

Both policies have been Community Impact Assessed. Where there are implications, measures will be put in place to minimise an adverse impact.

### **Environment and Sustainability Implications (including climate change)**

None.

### **Background Information**

HR policies are reviewed on a 3 years cycle to ensure they are legally compliant, meet best practice and are clear for employees and staff. All policies have undergone consultation with the recognised Trade Unions.

### **Report Author**

Jackie Noble – Head HR and Organisational Development

### **List of Background Papers**

None

### **Appendices**

- Appendix 1 – SMART Working Policy
- Appendix 2 – SMART Working designations
- Appendix 3 – DSE Assessment
- Appendix 4 – Teams Etiquette
- Appendix 5 – Disclosure and Barring Service Policy
- Appendix 6 – DBS designation by role

SMART Working

Document Status: Final

Document Ref: HRPOL -

Originator: Jackie Noble

Updated: Jackie Noble

Owner: Anica Goodwin

Version: 01.01.01

Date: July 2022

**Approved by Corporate Management Team / Appointments and Staffing**

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Classification: SEC1 - Routine

## Document Location

This document is held by Tamworth Borough Council, and the document owner is HR.

Printed documents may be obsolete; an electronic copy will be available on Tamworth Borough Council's Intranet. Please check for current version before using.

## Revision History

Revision Date	Version Control	Summary of changes
June 2022	V1	A new policy for SMART Working

## Key Signatories

### Approvals Creation and Major Change

Name	Title	Approved
Appts & Staffing		

### Approvals Minor Change and Scheduled Review

Name	Title	Approved
Anica Goodwin		
TULG		

### Approval Path

#### Major Change

Originator  
 Owner  
 TULG  
 CMT  
 Appts & Staffing Committee

#### Action

HR  
 Head of Paid Service  
 Consultative Group  
 Corporate Approval  
 Council Approval

#### Minor Change

HR  
 TULG  
 Director

Submission  
 Consultative Group  
 Delegated Approval

### Document Review Plans

This policy/ procedure will be reviewed on a 3 yearly basis unless it has:

- A monetary value included within it, in which case an annual review will be required, and/ or
- A legislative change is required as directed by government.

### Distribution

The document will be distributed through Astute as a MANDATORY policy and will also be available on the Intranet.

### Security Classification

This document is classified as SEC 1 Routine with access restricted to Tamworth Borough Council Staff and business partners.

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Appendix 1 – Designation by job role

Appendix 2 – Workstation Assessment template

Appendix 3 – How to conduct a Teams meeting guidance

## 1 Introduction

Tamworth Borough Council (TBC) is committed to adopting modern flexible working practices where appropriate to do so. SMART working is an extension of agile working and uses new technologies and the development of existing technologies to improve both job performance and job satisfaction. It is a flexible approach to meet the needs of both the organisation and the individual.

The principles associated with this way of working are often:

- Flexible working to fit the needs of the business whilst maximising the use of assets and space.
- Work is done at the most efficient location based on task, customer needs, individual and the team.
- Staff will either be home based, site based where their work cannot be delivered from home or a hybrid worker who has a blend of home, office or site based work.
- Office space will be allocated to activities/outcomes rather than to individuals – creating ‘collaborative space’ for team/colleague sessions.
- Maximised use of technology continued to support virtual collaborations.
- Back-office space with digital booking solutions that includes hot desks, designated desks for specific activities and scalable meeting space with flexible ICT systems already in situ.
- Performance management by outcomes, outputs and objectives.

SMART working improves service delivery with:

- Greater productivity and efficiency
- Reduced costs
- Retention and recruitment
- Reduced travel commute and environmental impact
- Savings in property costs

## 2 Scope

This policy applies to all Tamworth Borough Council employees whose role has been designated as home or hybrid. It provides advice and good practice to enable employees to work from home effectively and safely. Some roles lend themselves to homeworking more readily than others. Therefore roles have been designated as home, hybrid and site based, assessed by the tasks and activities of each job role. Not all jobs are suitable for home or hybrid working, however all job will be considered on its own merits.

Following consultation with Chief Officers, managers and employees under the Recovery & Reset SMART Working work stream, **Appendix 1** outlines the designations by job role.

This policy provides a framework of understanding how homeworking and hybrid working operates and outlines what needs to be in place to ensure the health, safety and wellbeing of employees.

The policy should be considered alongside the Council's other policies, in particular, those relating to Human Resources, Health and Safety and ICT and Information Security.

It should be noted that SMART Working is not the same as a flexible working agreement. If an employee wishes to make a more permanent change to their hours and working pattern, this must be requested through the Flexible Working policy.

### 3 Definitions

**Site based** – the employee's duties **cannot be carried out at home** e.g., Cleaning, Castle, Arts & Events, Street Scene, Tamworth Information Centre, Scheme Managers, Customer Services reception. Sites can include Tamworth Borough Council and non-Tamworth Borough Council property e.g. Sandy Way Depot, Castle, Assembly Rooms, Enterprise Centre, Wates office, Engie office, this list is not exhaustive.

It is recognised that some site workers may infrequently work from home, for example, to complete concentrated activities such as report writing. A home working allowance will not be paid in this instance.

**Home based** – The majority of the employee's duties **will be carried out at home**, however, employees will be contractually required to attend the site on **two days per month** for team meetings, 121 meetings, etc. Employees may also be required to attend a site for meetings, collaborative work or to undertake work related activity/activities. Site attendance will constitute no more than 40% of working time and includes the contractual 2 days per month.

**Hybrid** – There is a requirement for **some** of the employee's duties to be carried out at home and some on site. Site attendance will constitute more than 40% of available working time which includes the contractual two days per month site attendance.

TBC recognises the value of face-to-face contact through two days on site mandated attendance for home and hybrid workers. This brings the ability to see, hear and learn from colleagues, enhances team building, allows learning from one another and offers the opportunity to see colleagues from other departments. It will also provide managers with the opportunity to make use of dedicated time to have 121's and identify where more support, training or coaching may be required. These sessions help build and shape company culture, build a high performing organisation and provides a further opportunity to engage and connect with each other e.g. share knowledge, generate new ideas, problem solve, build new relationships and meet new members of the team in person etc.

Furthermore, TBC recognises that a proportion of staff are employed on a part time basis and are not able to attend site on both of their team's designated two days. The rota is inclusive and all part time employee's shift patterns have been checked to ensure they have the opportunity to attend site. In the event of multiple part time shift patterns in one team, which means this is not achievable, the line manager will discuss this with affected individuals.

#### **4 Suitability of role and how TBC assess how and where work will be done**

For all new roles the Head of Service and line manager will make an assessment based on the criteria outlined above. This assessment will be based on role activities and where the activity needs to be undertaken. Designations will be reviewed after one year to ensure assignments are correct.

#### **5 Expectations of employees**

- Work independently and on their own initiative.
- Motivate themselves.
- Ensure their home working environment is conducive to effective and safe working,
- Complete projects within set deadlines and engage with line managers on any performance discussions.
- Manage workload effectively.
- Cope well under any new pressure posed by working at home or in a hybrid manner.
- Adjust to new work practices.
- Ensure they are fully contactable during their working hours.
- Maintain contact with all affected by their work.
- Manage their calendar and activities to keep the number of essential business related journeys to a minimum and actively consider whether meetings can be virtual in order to contribute towards the Council's net carbon commitment.
- Attend site on rostered days for team days.
- Inform their line manager as soon as possible in the event of accidents, incidents or dangerous occurrences whilst working at home and ensure it is logged in accordance with the Accident & Incident Reporting Procedure.
- Indicate availability to colleagues - for example update Teams icon with 'Available', 'Away', 'in a meeting', etc. and maintain the Outlook Calendar.
- Provide reasonable notice in the event of moving house and carry out a new risk assessment for the new working environment.
- Ensure that they adhere to all confidentiality requirements in respect of Council business in line with the Data Protection Act 2018 and UK GDPR.
- To attend the agreed site for IT software/hardware updates.
- Have due care and attention for the IT equipment provided for the home.
- Report any concerns relating to their home working environment, new or ongoing ill health conditions or working arrangements immediately.

#### **6 Expectations of managers**

- Managers will need to familiarise themselves with this policy and ensure fair and consistent application of this policy.
- Managers need to determine how work will be monitored, produced and delivered.
- To lead on employee wellbeing and report any issues of concern at the earliest opportunity.

- Ensure home workers have comparable induction, appraisal, communications, access to training, development and career development opportunities as hybrid and site workers.
- Set and agree clear objectives with measurable outputs which are documented and reviewed in 1 to 1s and performance management frameworks.
- Ensure communications channels are maintained.
- Develop effective communication with team members and foster team relationships.
- Ensure adequate levels of contact with each team member depending on risk. For example, a hybrid worker should check in before and after site visits and managers should be aware of home lone worker's wellbeing.
- Provide all team members with maximum opportunity to attend the 2 day 'site' working.
- To conduct risk assessments as necessary in order to ensure safe systems of work continue to be complied with.

## **7 Role of Health & Safety**

- To ensure suitable workstation set up, advice and training is available.
- To review workstation assessments and advise management on any recommendations as a result.
- To work with HR and Occupational Health to implement any changes to working practices that affect an individual's health needs.

## **8 Role of Head of HR and OD**

- To provide operational help, guidance and support to managers in the application of this policy.
- To provide time/absence/payroll data/information to ensure compliance.
- To corporately review the impact of SMART working and advise the Head of Paid Service of any significant breaches, concerns, etc.
- Make recommendations to the Head of Paid Service for consideration of any fundamental changes to the policy.

## **9 Wellbeing**

For many, working remotely can boost your wellbeing. However, there are still some important things for all employees to be aware of:

- It can be easy to lose track of time and work more hours than employees usually would when working remotely. It is important that employees remember to take regular rest breaks; at least 20 consecutive minutes if working for 6 hours or more and make time to switch off.
- Home or hybrid working should not be used as a way to carry on working when employees are sick. If employees are ill, and not well enough to work, then the Managing Attendance policy should be followed.
- When working for long spells at a screen, which includes Teams calls, make sure regular breaks from the screen are taken to prevent eye and musculoskeletal fatigue.

- Collaboration, connection and having a sense of belonging can help wellbeing. Employees are encouraged to think about what this means for them and to actively make some time to connect with their colleagues.

There is the potential for home or hybrid working to have a negative impact on wellbeing if the line between work and home is not effectively managed and becomes blurred. Employees should switch off from work during non-working hours and ensure excessive time is not accrued in line with the flexi time rules.

## 10 Health & Safety

The Health & Safety at Work Act 1974 places a duty on employers, self-employed people and employees. Employers have a duty to protect the health, safety and welfare of their employees. This duty extends to home workers. In order to ensure this duty is met, all employees must complete the home working risk assessment and resubmit annually. The line manager may seek assistance from Health & Safety.

The duty is no different to a person working remotely such as a member of Street Scene and all employees have the same duty to look after themselves regardless of where they work. People that work from their own home have direct responsibility and control for ensuring that their work can be undertaken in a safe way. This means that the employee is responsible for managing their work activities so as not to endanger themselves or any other person. Any equipment provided by the Council must only be used by Council employees.

Employees must undertake a workstation assessment at regular intervals. This means the workstation is set up correctly before employees start to use it and that a reassessment is completed at least annually or when circumstances or equipment changes. This could include for example; changes to a person's health such as new aches and pains, pregnancy or post-operative, changes to the normal room being used or changes to equipment such as a new desk, chair or screen.

Inspection – TBC reserves the right to check the employee's work areas in their own home for Health & Safety and information security purposes. The need for such inspections will depend on the nature of the work undertaken. Any visits to the employee's home will be made by prior arrangement and during agreed working hours. Any work environment deemed not to be appropriate will prevent a person from being able to work from that location. This could be established from either the submitted checklist, risk assessment or following a scheduled visit to the home. Any health and safety concerns can be discussed with the Health and Safety team; Steve Langston ([Steven.Langston@lichfielddc.gov.uk](mailto:Steven.Langston@lichfielddc.gov.uk)) and Jason Hodges ([Jason.Hodges@lichfielddc.gov.uk](mailto:Jason.Hodges@lichfielddc.gov.uk))

Reporting – Accident/Near Miss reporting procedures apply equally to incidents arising in the employee's home.

**Appendix 2** details the workstation assessment.

## 11 Other protocols

Meetings – Meetings with service users, employees of other services must **never** be held at home. Meetings with employees at home should be avoided. An appropriate office space should be used and hot desks and meetings rooms can be booked.

External mail should be directed to Council offices and **not** to the employee's home address. Employees should forward their telephone calls to a work mobile or other device using MiCollab.

Working Time – The manager and employee will monitor working time to ensure excessive hours are not being worked. It is important that working patterns and hours are not detrimental to the employee's health and comply with the Working Time Regulations.

The level of contracted working hours is not changed due to working from home, including the use of flexitime where applicable and adherence to the Working Time Regulations. The working hours when the employee should be contactable and the attendance requirements for onsite meetings are defined in the Flexi time policy and in consultation with line manager.

Procedures for reporting sickness and for requesting leave are unchanged and should be followed in line with Council procedures.

## **12 Moving Home**

The employee must advise Tamworth Borough Council of their registered address and undertake a new health and safety assessment to reflect the change in working environment.

## **13 Communication**

It is essential that good communication is maintained at all times between the employee, their line manager and colleagues. The line manager and employee will plan and agree how they communicate effectively with each other and this will include team meetings as a minimum. These arrangements will be agreed and regularly reviewed in light of operational experience.

Employees based at home should have the same level of information with the same frequency as site and hybrid colleagues. Contact needs to be two-way so it is important that open communication channels are set up and maintained. Regular contact will also enable the line manager to pick up on early warning signs if something is wrong and offer appropriate support.

There should be clarity about the times in which an employee working from home should be available for contact and about any requirement for the employee to make regular contact with the office or colleagues also working from home.

## **14 Attendance and availability for work**

Employees must be available and able to work on their contracted days whether they are working from home or on site, unless absence is for authorised leave or sickness. Employees should remember the needs of the customer and the service will always take priority. This will mean that staff are expected to be available to attend the office or a site on a working from home day should the need arise. This may include situations where they are unable to connect to the business systems, or if they are asked to do so by their manager.

Managers will be aware of the personal circumstances of staff and should try to balance individual needs when calling staff in on working from home days. For

example, where employees have planned their caring responsibilities based on where they are working from.

Employees should expect to make themselves available to others during reasonable working hours. They may be asked, with enough notice, to be available at certain times to meet physically in the office to collaborate or attend training, which is in addition to the designated team days.

If an employee chooses to work late during unsociable hours, please be courteous and respectful to other colleagues. Colleagues are not expected to respond during unsociable hours (unless the work is planned and/or rotad) and as such, employees will not be entitled to unsocial hour's payments if they chose to do this. All time worked must be recorded on Tensor. Employees who do work flexibly are requested to include the following footer on their email signature:

***Wellbeing is important to me** – I work flexibly to accommodate my own personal circumstances, so you could be receiving this email early in the day or late at night. I therefore **do not** expect an immediate response. Please look after your own wellbeing & do not respond outside of your own working arrangements.*

## **15 Home Working Allowance**

A home working allowance of £26 per month (pro rata for part time staff) will be paid. Hybrid workers will receive £13 per month (pro rata for part time staff).

HMRC has outlined that £6 per week/£26 per month (pro rata) allowance would be sufficient. Making this payment goes some way to recognising the increase in costs that employees are now faced with. This payment is tax free so employees will receive the full amount.

HMRC does allow for payments in excess of £26 per month to be paid. However, management and the recognised Trade Unions agreed this was not realistically feasible as this would bring additional workload for claimants, Finance and Payroll staff. Claiming in excess of £26 requires actual expenditure to be evidenced, records checked and HMRC advised accordingly through an annual self-assessment. The additional record keeping would be cumbersome for employee as, for example, keeping accurate records with the complexity of attributing additional costs to the employee working from home, particularly if other members of their household are also working from home, in a hybrid model or at home would be impossible to evidence accurately. It is for this reason that the maximum TBC will pay is £26 per month (pro rata for hybrid and part time staff).

## **16 Council Tax and Business Rates**

It is highly unlikely that there will be any change to the employee's council tax or any liability for business rates.

Business Rates – Where an area of the home is dedicated exclusively to work, there could be a liability for business rates, but this is unlikely where business use is subsidiary to domestic (e.g. a desk in a room that is also used for domestic purposes).

It is not believed that there are business rates implications for home and hybrid employees. Business rates for home-based businesses is not paid where you:

- use a small part of your home for your business, for example if you use a bedroom as an office,
- sell goods by post.

For further information visit [www.voa.gov.uk](http://www.voa.gov.uk)

Business rates as well as Council Tax may be paid if:

- your property is part business and part domestic, for example if you live above your shop,
- you sell goods or services to people who visit your property,
- you employ other people to work at your property,
- you've made changes to your home for your business, for example, converted a garage to a hairdressers.

However, there may be Capital Gains Tax implications for home working. Tax legislation is complicated, private residence relief is not available in respect of any part of the property that is used exclusively for business use. The key word here is **exclusively** and relief is only denied in respect of that part of the property that is used exclusively for business use. Where there is exclusive business use, any gain arising from the sale of the property must be apportioned and the proportion related to exclusive business is charged to tax. To protect the exemption from Capital Gains Tax, guidance recommends making the room you work from also available for domestic use e.g. the children use the desk at night for homework, it is in the spare bedroom or used some of the time for personal activities.

## **17 Mortgage, Lease and Insurance**

Employees working from home must inform anyone with an interest in the property e.g. building society, bank and owner/landlord).

Responsibility and liability with regards to home working rests with the employee to notify their insurer, mortgage lender, landlord, local authority or any such body. The Council will not accept liability for an employee who suffers any detriment, loss or legal action as a result of not obtaining any necessary permissions.

## **18 Insurance Implications**

In general, working from home should not give rise to any difficulties from a risk management or insurance point of view. The guiding principle is that good practice should reduce or eliminate the possibility of injury or loss to employees.

The Council's insurance will cover council property and equipment. The employee has a duty and responsibility to look after the Council's property. There is no insurance cover for theft if there is no forcible entry to the property and only laptops or computers are covered in this instance. Losses arising from unattended vehicles are not covered and therefore laptops must not be left in vehicles unattended

## **19 Council Equipment**

Equipment required to enable the employee to work effectively at home will be provided by the Council and will remain the property of the Council. Items include a PC or laptop, keyboard, mouse, monitors, web camera, phone (mobile/desktop handset), headphones, power adaptor, stationery. An office chair and desk are provided upon request. Where equipment is provided, the employee must:

- Take reasonable care of it,
- Use it for official purposes,
- Use it only in accordance with any operating instructions,
- Return it to the Council when requested,
- Use it in accordance with any existing Council policies.

Printers are not supplied as part of home working ICT equipment. The Council has ambitions at being a low carbon organisation to target becoming a greener Authority. Issuing large numbers of desktop printers for use at home does not support this aspiration. Smaller desktop printers also increase cost and associated ICT support resource time, they are also inefficient and not cost effective for larger print volumes or continued use. Multi-function printer/scanners will remain available in the Council's main office locations and should be used for any printing requirements. In the exception where there is a justified requirement for a printer at home, a business case supported by the member of staff's line manager should be sent to the ICT Service Desk for consideration.

Employees should ensure that all TBC property is used appropriately and responsibly and that all reasonable precautions are taken to prevent damage and theft. Any damage or theft of TBC property must be reported to the line manager immediately.

Colleagues working at home are covered by TBCs' Employer's Liability Insurance providing the rules of this policy have been followed.

Should an employee leave the employment of the authority then all equipment provided must be returned.

## **20 Working Environment**

It is important that wherever employees are working from, they have the equipment and environment needed to do their job well and that they feel safe, well and comfortable. Suitable equipment must include a desk/surface at an appropriate height, an adjustable chair with a suitable seat and back support, a computer that has a separate keyboard and mouse, a screen suitable for the work undertaken, sufficient space to be able to move to and from the working area, appropriate lighting and heating. A suitable environment should also permit private and confidential discussions to be able to take place if needed. In some circumstances a footrest may be required. The workstation assessment would identify any additional needs.

Employees with a disability should highlight any concerns as part of the workstation assessment process. Any issues identified will then be discussed with their line manager and Human Resources.

## **21 Electrical Equipment Testing**

Where electrical equipment is provided, the Council will be responsible for service and maintenance of the supplied equipment. These items will remain the property of the Council and must be returned should the employment cease.

All Council electrical equipment will be PAT tested at regular intervals, in line with the Council's electrical equipment testing procedures. The timetable is managed by the Assets department.

The Council is not responsible for maintenance of the employee's domestic supply e.g. plug sockets and other parts of the home worker's electrical supply system, which are their own responsibility.

On occasions, the IT department may require equipment to be brought to site for relevant upgrades or checks. The IT department will not undertake home visits to check equipment issues.

## **22 Suitable Internet Connection**

Employees are advised to check broadband speeds from the ISP and test the connection speed. There are lots of sites that do this, for example [Broadband Checker from Which](#). As a very rough guide, a minimum of 10Mbps download, 2Mbps upload and under 50ms latency is required for acceptable user experience. However, other factors can affect speed such as distance from the router, wireless vs wired, other users in the house etc.

If the personal broadband connection is faulty, it is the employee's responsibility to liaise with their Broadband provider and seek permission to work on site until it is fixed.

## **23 Information Security**

It is the responsibility of employees to ensure the security and confidentiality of Council information while working from home. Steps must be taken to ensure other members of the employee's household/visitors do not gain unauthorised access to confidential information.

The Council will ensure that appropriate technical security controls are in place to protect the information used by the employee. Employees taking card payment details over the telephone must remain compliant with payment card industry data security standards (PCI DSS).

Employees should ensure they maintain the security of any documentation and equipment used to carry out work activities in line with the Data Protection Policy, Information Security Policy and any other associated policies.

Both paper and electronic records of information must be kept secure and confidential at all times.

The employee should not work in a public place e.g. library or internet café if screens can be read or where information security is compromised.

Printing of private and confidential material should be minimised and securely stored. Confidential waste bins are available on site and confidential papers must be disposed of using this facility.

Colleagues working from home must ensure that they adhere to TBC's policies, procedures and guidance for the reporting of any security incidents.

Employees should maintain a clear desk policy while working at home.

## 24 Mileage and time

Managers will be required to monitor mileage claims to ensure that business journeys are cost effective and planned efficiently. Virtual meetings and telephone calls are also encouraged where possible. The base for calculating a normal home to work commute will be the Town Hall as this will be the Municipal centre for Tamworth Borough Council until our new premises is identified. Examples are given below to further illustrate the calculation along with how working time is accounted for.

### Site Worker

A site worker commutes from home to Sandy Way Depot – no mileage or time is claimed as this is their normal commute.

### Home or hybrid Worker

#### Example 1

They commute from home in Wolverhampton to Marmion House/Town Hall for their two contractual days per month. No mileage or time is claimable as this is their normal commute.

#### Example 2

In addition to working as detailed in Example 1 above, they attend a team/training day at Marmion House and travel from home in Wolverhampton and return directly home. This mileage and time is again not claimable. This is because TBC proposes to invoke a contractual clause that time and mileage from Home to Town Hall is deducted so there are no additional miles to claim.

#### Example 3

They have to undertake a visit from home in Wolverhampton to Oakendale in Stoneydelph, the miles are 32.6 each way. The normal commute from Wolverhampton to the Town Hall is 25.6 miles. They can claim 32.6 miles minus 25.6 = 7 miles each way totalling 14 miles. They can claim the additional journey time by deducting the normal commute time from the journey time.

#### Example 4

An employee leaves their home in Belgrave to work from the Engie Office. They then travel from the Engie Office to two sheltered housing schemes and then return home. The normal commute from home to the Town Hall is 3 miles.

Home to Engie	2.5 miles	As this is less than the normal commute, it is not claimable. Time is not claimable
Engie to Ellerbeck	4.2 miles	Claimable business journey and time
Ellerbeck to Thomas Hardy Court	3.8 miles	Claimable business journey and time
Thomas Hardy Court to	5.9 miles	2.9 miles is claimable (5.9 – 3) The

home		difference between the journey time and normal commute is claimable.
------	--	--

Can claim – 10.9 miles (0+4.2+3.8+2.9) (journeys are broken down)

**Example 5**

A home or hybrid worker leaves their home in Wolverhampton to go to Wates Office for their regular review meeting.

The normal commute from home to Town Hall is 25.6 miles.

Journey from home to Wates is 29.2 miles. 3.6 miles is claimable (29.2 – 25.6). The difference in time between this journey and the normal commute is claimable.

**Example 6**

A home or hybrid worker needs to attend a case review meeting at the Depot.

Their normal commute is 1.5 miles. The journey to the Depot is 3.7 miles

They can claim 2.2 miles each way. The difference in time between this journey and the normal commute is claimable.

**Example 7**

A home or hybrid worker travels from Stoneydelph to Ellerbeck. The normal commute is 3.4 miles. The distance to Ellerbeck is 0.8 miles. As this is less than their normal commute, the mileage and time is not claimable.

**Example 8**

A home or hybrid worker attends a meeting at Tamworth Castle. They travel from home in Cannock. This journey is not claimable as the mileage and time to Tamworth Castle and the Town Hall is the same.

**Example 9**

A manager has to undertake a home visit to a sick member of staff. They live in Polesworth and the employee lives in Lichfield.

Normal commute is 7.6 miles.

Journey to Lichfield is 12.6 miles.

The manager can claim 5 miles each way and can claim the additional difference in time between this journey and their normal commute.

However, it is recognised that whilst employees will organise their journeys effectively there may be occasions when they are called unexpectedly to attend site more than once in one day in order to respond to an unexpected emergency or exceptional circumstance. In this scenario, the additional commute from home to site and site to home will be claimable if approved by the relevant manager.

**25 Microsoft Teams and Telephone Etiquette**

Please be mindful that when using MS Teams, you are in a virtual workplace and present yourself professionally.

Employees should be aware that they are ambassadors of the Council and be particularly mindful of how they present themselves on Teams calls, particularly if external organisations are on the call. Employees must be aware of who or what is in the background and that they are professionally and appropriately dressed.

Microsoft Teams has a background facility to blur the background or a background picture can set as the default. If possible, close doors to avoid unexpected visitors as

many working in a home environment where others may pass by or inadvertently interrupt. The same consideration should be given for telephone calls with the public.

**Appendix 3** provides more detailed advice on conducting Teams meetings.

## **26 Performance Management**

Working from home arrangements require a high degree of trust, together with open and honest communication. The most effective way of managing the performance of the employee is to concentrate on outputs and deliverables. This relies on collaborative working between the line manager and employee and regular review of performance targets and workload levels.

Home, hybrid and site based staff will be managed consistently and given the same opportunities for training, development and promotion

This trust is so fundamental that any breach of trust will be treated very seriously and may be treated as misconduct. Appropriate action may be taken under the conduct and capability policy.

Employees must:

- Ensure managers know when and where they are working from at all times,
- Ensure their Outlook calendar is up to date and their working status is known,
- Meet agreed work objectives, deadlines and focus on outcomes and achievement,
- Escalate any workload issues or concerns to their manager,
- Have smart, measurable, relevant and timely objectives, priorities and targets which are measured in 121s and appraisals, as well as clarity about the outcomes expected of the job role.

## **27 Learning and Development**

Working from home and hybrid working is a very different way of working, which requires the employee to adapt quickly to working independently and on their own for most of the working day. There will be less support from colleagues and daily contact with the line manager, although regular communication is essential.

Home and hybrid working undoubtedly changes a manager's role and brings up new challenges for managers to develop skills in effective communication, how they will induct new employees, manage performance and build relationships in teams.

The People and Organisational Development Strategy (currently under development) will recognise this new way of working and future training delivery will reflect this.

## **28 Breach of Policy**

In the event that the SMART working policy is misused it will be treated seriously as it could constitute fraud. It may be considered gross misconduct and as such, will be dealt with under the Capability and Conduct Procedure.

## **29 Review**

As this policy will be implemented from 27<sup>th</sup> July 2022 it is intended that this policy will be reviewed in March 2023 and then every 3 years subsequently.



Part 1 – Details	
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	SMART Working
Date Conducted	July 2022
Name of Lead Officer and Service Area	Jackie Noble HR
Commissioning Team (if applicable)	N/A
Director Responsible for project/service area	Anica Goodwin
Who are the main stakeholders	Employees
Describe what consultation has been undertaken. Who was involved and what was the outcome	CMT TULG Members
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)	
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service <input type="checkbox"/>
	A Strategy/Policy/Procedure <input checked="" type="checkbox"/>
	A function, service or project <input type="checkbox"/>
What kind of assessment is it? Indicate with an 'x' which applies	New <input checked="" type="checkbox"/>
	Existing <input type="checkbox"/>
	Being reviewed <input type="checkbox"/>
	Being reviewed as a result of budget constraints / End of Contract <input type="checkbox"/>

**Part 2 – Summary of Assessment**

Give a summary of your proposal and set out the aims/ objectives/ purposes/ and outcomes of the area you are impact assessing.

To provide a framework for SMART Working

Who will be affected and how?

All employees.

Are there any other functions, policies or services linked to this impact assessment?

Yes  No

If you answered 'Yes', please indicate what they are?

All employees  
Yes, Data Protection, Health & Safety.

**Part 3 – Impact on the Community**

Thinking about each of the Areas below, does or could the Policy function, or service have a direct impact on them?

Impact Area	Yes	No	Reason (provide brief explanation )
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The policy may have an impact on younger new employers. Additional support will be provided
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Working from home may have a greater impact on staff with a physical or mental disability. Additional support will be provided.
Gender Reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of gender reassignment
Marriage & Civil Partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of marital status
Pregnancy & Maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of pregnancy and maternity
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of race
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of religion or belief
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of sexual orientation
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of sex
Gypsy/Travelling Community	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Caring/Dependent responsibilities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor

Those having an offending past	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Children	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Vulnerable Adults	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Families	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those who are homeless	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those on low income	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Drug or Alcohol problems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Mental Health issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Physical Health issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Other (Please Detail)	<input type="checkbox"/>	<input type="checkbox"/>	Those employees with caring responsibilities and when home schooling could be affected by this policy. Management guidelines are included in the policy on how to alleviate these obstacles.

**Part 4 – Risk Assessment**

**From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications**

Impact Area	Details of the Impact	Action to reduce risk

**Part 5 - Action Plan and Review**

Detail in the plan below, actions that you have identified in your CIA, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

**If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why**

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome
New policy need to ensure no adverse impact	First review in 12 months of the impact of the policy on all areas mentioned above – eg areas such as effective communications, attendance at training, site attendance, flexi working, mileage claims, etc will be further impact assessed Possible use of staff survey(s), budgets, payroll claims, audits, TU consultation, digital data, ICT information, interviews etc will be conducted to measure impact	Head of HR	June 2023	Minimal or no impact on any area

Date of Review (If applicable) .....

**Appendix A - Designations by role -June 2022**

Home
Accountancy Assistant
Anti-Social Behaviour Manager
Applications & Digital Insight Manager
Assistant Director Assets
Assistant Director Finance
Assistant Director Growth and Regeneration
Assistant Director Neighbourhoods
Assistant Director Operations and Leisure
Assistant Director Partnerships
Assistant Director People
Audit Manager
Benefits Adviser
Benefits Manager
Business Administration Assistant
Business Administration Manager
Business and Systems Analyst
Chief Executive
Communications & Marketing Manager
Communications & Marketing Officer
Communications Assistant
Community Partnerships Manager
Compliance Support Co-ordinator
Corporate Anti-Fraud Investigations Officer
Corporate Procurement Officer
Customer Experience Operations Manager
Customer Service Officer Repairs
Development Management Team Leader
Digital Customer Experience Manager
Digital Data Officer
Economic Development & Regeneration Officer
Economic Development Assistant
Environmental Health Technical Support Assistant
Executive Director - Communities
Executive Director Finance
Executive Director Organisation
Executive PA
FHSF Project Officer
Graphics & Web Officer
Growth Hub Advisor
Head of Corporate Communications
Head of Customer Experience
Head of Economic Development & Regeneration
Head of Environmental Health
Head of Finance
Head of Homelessness & Housing Solutions
Head of Housing Management & Neighbourhood Resilience
Head of HR & Organisational Development
Head of Planned Works & Asset Management

Head of Repairs
Head of Revenues & Benefits
Head of Technology & Information Services
Housing Manager
Housing Options & Lettings Officer
Housing Options and Lettings Assistant
Housing Regulatory High Rise Coordinator
Housing Solutions Adviser
Housing Solutions Manager - Referral & Compliance
Housing Solutions Review Officer
HR & Payroll Officer
HR Assistant
ICT System Support Officer
Income Maximisation Co-ordinator
Income Maximisation Officer
Information Governance Manager (DPO)
Information Governance Officer
Knowledge, Performance & Insight Officer
Legal Admin & Democratic Services Manager
Management Accountant
Media Coordination Officer
Neighbourhood Engagement Officer
Neighbourhood & Resilience Manager
Neighbourhood Services Administrator
Operations Accountant
Overpayments Officer
Partnerships Officer
Partnerships Officer & Partnerships Vulnerability Officer
Payroll & HR Officer
Payroll Manager
Planning Information & Monitoring Officer
Planning Officer
Planning Officer - Enforcement
Planning Policy & Delivery Officer
Planning Policy & Delivery Team Leader
Planning Support Officer
Regeneration Officer
Regeneration Project Officer
Revenues Assistant
Revenues Billing and Collection Assistant
Revenues Manager
Revenues Recovery Assistant
Revenues Visiting Assistant
Scrutiny Democratic & Elections Officer
Senior Benefits Advisor
Senior Business Administration Assistant
Senior Compliance Officer
Senior Customer Service Officer
Senior Human Resources Officer
Senior Overpayments Officer

Senior Regeneration Officer
Senior Repairs Customer Services Officer
Senior Revenues & Benefits Technical Officer
Senior Revenues Billing & Collection Officer
Senior Revenues Income Assistant
Senior Revenues Recovery Officer
Senior Technical Officer
Services Support Officer
Sports Development Manager
Sports Development Officer
Technical Support Assistant
Technology & Information Assistant
Tenancy Sustainment Assistant
Tenancy Sustainment Officer- Income
Tenant Involvement Administration Assistant
Training, Systems & Information Officer







<h2 style="color: blue;">Home Working Assessment of Risks</h2>	
<b>Employee Name</b>	
<b>Position</b>	
<b>Date of Assessment</b>	
<b>Address that assessment relates to</b>	

When completing the Detailed Assessment below, every section must be considered. If a question is not applicable it should be marked as N/A. Where a negative response is given then the Action Required should be stated in the table provided. After an Action is completed, it should be signed off.

A copy of the assessment along with a signed and dated photograph of the work area to be used must be sent to the Health & Safety Advisor. Please note that a separate assessment must be completed for each workstation you use.

	Yes	No
<b>1. Fire</b>		
Is your means of leaving the home free from obstructions?		
Do you have a smoke alarm or fire extinguisher?		
<b>2. Accidents / First Aid</b>		
Do you have first aid equipment available? (e.g. plasters)		
Who will any accidents or sickness be reported to:		
<b>3. Electricity</b>		
Are all electrical outlets (sockets) in a sound condition?		
Has any equipment you have been supplied with been PAT tested		
Who can you contact for repairs and maintenance for work equipment?		
<b>4. Manual handling</b>		
Will the task include lifting or carrying, especially up the stairs?		
If yes have you received training or guidance for lifting safely?		
<b>5. The Display Screen</b>		
Are screen characters well-defined and of adequate size and spacing?		
Are screen images flicker-free / stable?		
Can screen brightness and contrast be adjusted?		
Is the screen free from glare and reflection?		
Is the screen positioned correctly to enable comfortable use?		
Is a screen cleaning kit provided?		
If your role requires it do you have access to two screens		
and if so is your workstation desk of a suitable size?		
<b>6. The Keyboard</b>		
Can the keyboard be tilted?		
Is the keyboard separate from the terminal?		
Does the keyboard have a non-reflective surface?		
Are the keyboard characters clearly defined?		
<b>7. The Work Desk</b>		
Is the work desk large enough for all the equipment?		
Are the surfaces non-reflective?		
Is there a document holder available, if required by the user?		
Is there sufficient space in front of the keyboard to allow users to rest hands/wrists?		

	Yes	No
<b>8. The Pointing Device</b>		
Has a separate pointing device (mouse) been provided which is the most suitable type for the user and the work involved?		
Is the device suitably positioned so that the user can adopt a safe, comfortable working posture?		
Are regular breaks taken from using the device?		
Is there a suitable surface on which to use the device?		
Are arrangements in place for cleaning and maintenance of the device?		
<b>9. The Work Chair</b>		
Is the work chair stable?		
Can the chair height be adjusted?		
Can the backrest be adjusted for height and tilt, independently of the seat height?		
Can both feet be placed on the floor when in comfortable working position?		
Is a footrest available if required by the user? (n/a if not necessary)		
<b>10. The Environment</b>		
Is the room of a size that is comfortable to work in		
Is there a sufficient source of light in the room? (Preferably natural)		
Is the room temperature sufficient? (e.g. min of 16 degrees Celsius)		
Is there sufficient space for comfortable handling of documents and telephone etc.?		
Is the lighting adequate at the workstation?		
Is the general lighting adequate to prevent excess lighting contrast when the user looks away from the screen?		
Is the temperature at the workstation comfortable?		
Are heat levels emitted by the equipment under control?		
Are noise levels comfortable?		
Is ventilation of the area adequate and comfortable?		
Is the relative humidity comfortable?		
<b>11. Health</b>		
Are you free of eyesight problems?		
Have you had an eyesight test or know how to get one?		
Do you wear eye correction as a result of an official eyesight test?		
Are you free from any aches, pains, or sensory loss (tingling or pins and needles) in the neck, shoulder or upper limbs?		

Section 2 Health & Safety Arrangements  
DSE 1A – Homeworking Assessment

Are you free from restricted joint movement, impaired finger movements or grip or other disability?		
Is your current level of stress or fatigue at an acceptable level		
	Yes	No
<b>12. Training, Information and Work Planning</b>		
Have you received training in the use of DSE and software system(s)?		
Have you received training or information in identifying and correcting workstation hazards, including equipment adjustments?		
Are you able to plan your day to include breaks and changes in activity to avoid excessive exposure to DSE work?		
Can you take regular breaks from DSE work?		
<b>13. Additional points</b>		
You must provide a photo of your whole workstation set up with all equipment in the photo. Please tick Yes to confirm you have attached a photo		
If you have any aches, pains or concerns about your workstation please discuss immediately with your line manager, HR or the health and safety advisor. Please tick yes to confirm that you understand that you must report concerns without delay		
<b>14. Contact and Support</b>		
Please name whom you can contact for safety advice?  <b><u>Manager Name:</u></b>   <b><u>Health &amp; Safety Advisor:</u></b> Steve Langston / Jason Hodges Office: 01543 308107 / 308784 Mobile: 07980 919083 / 07903 428428  <b><u>In order for you to remain in contact with the office is it a requirement that you provide a contact phone number that can be used by management during normal at work hours. Please list the contact phone number here:</u></b>		

<b>Actions Required</b>	
	Completed by & date
<p><b>Fire</b></p> <p><b>Accidents /First Aid</b></p> <p><b>Electricity</b></p> <p><b>Manual Handling</b></p> <p><b>The Display Screen</b></p> <p><b>The Keyboard</b></p> <p><b>The Work Desk</b></p> <p><b>The Pointing Device</b></p> <p><b>The Work Chair</b></p> <p><b>The Environment</b></p> <p><b>Health</b></p> <p><b>Training, Information &amp; Work Planning</b></p>	
<b>Review by DSE Assessor / Manager / Health and Safety Advisor</b>	
<b>Name</b>	
<b>Signature</b>	
<b>Date of Review</b>	



## A quick guide to etiquette when hosting and attending Microsoft Teams meetings

This document is intended to provide a broad overview of expectations and standards in relation to hosting and attending meetings via the Microsoft Teams platform.

We recognise that we cannot take a “one size fits all” approach to this – some meetings require more formality than others, and we do not want to lose the sense of teams being able to be informal and interact together. This document provides some broad principles that should be adopted, recognising the need to allow for both informal and formal connections.

We also recognise that whilst there are a broad set of principles that individuals attending or chairing meetings should adhere to, unplanned interruptions will occur whilst remote working and connection issues may cause frustrations. We would like staff to accept and feel comfortable with this.

### Before the meeting:

- ✓ Check that your device and internet connection are working well and rectify issues as appropriate and where possible.
- ✓ Choose the best environment possible to host/attend a meeting, considering noise and other distractions. Avoid sitting with your back to a window or bright light source.
- ✓ Try to take steps to minimize interruptions during the meeting – we understand some interruptions can’t be planned but where arrangements can be put in place, please do so.
- ✓ Ensure you are ready to be on camera before turning it on.
- ✓ Be familiar with how to use appropriate functions within teams while on a video call. If you are going to be required to share your screen, close documents or systems that aren’t in use to avoid the potential of sharing something else by accident – and practice how to share your screen in advance. Ideally, only share the specific document rather than your desktop. See our useful guides on Infozone for more information
- ✓ Attending a meeting via Teams should be treated with the level of professionalism and courtesy as an in-person meeting. Dress appropriately when attending meetings.

### Joining the meeting:

- ✓ Before joining the meeting, ensure your microphone and camera are turned on. You can always switch it off if your internet connection is poor, but we expect all attendees to start a meeting with their camera on. If there are personal circumstances that mean you are unable to use your camera, you may wish to let the host know in advance.
- ✓ Try to join the meeting a few minutes early
- ✓ Try to ensure other devices and apps are muted/silenced. i.e. mobile phones

### In the meeting:

- ✓ Ensure your microphone remains muted when you are not speaking.
- ✓ Unmute your microphone before speaking. To quickly toggle your mic on for short responses, press and hold Ctrl+Spacebar, then release when finished speaking. For larger meetings, keep yourself on mute when not contributing. Be mindful of your status throughout the meeting (i.e. if you are not on mute and there is feedback on the call, you might need to place yourself on mute even if you are in a smaller meeting).
- ✓ When chairing a meeting, the host may reasonably request that attendees who are not using the camera function, switch their camera on. This will be a polite request. If the person declines the matter can be discussed outside of the meeting.
- ✓ Use a TBC issued background or blur your background to minimize distractions and protect privacy (particularly in more formal settings).
- ✓ Observe normal meeting etiquette e.g. be professional, don't speak over others – use the hand or chat function if you have a question or something that needs raising.
- ✓ Be present in the meeting – avoid being distracted by email and phone, unless urgent.
- ✓ Use the chat function in a professional manner when in a meeting.
- ✓ Do not allow chat messages to cause distractions during a meeting.
- ✓ Be aware of who is on the call (check the participants list).
- ✓ If you use the record function in the meeting, inform other participants at the start of the meeting.
- ✓ If your internet connection and/circumstances don't support or successfully sustain video calling, turn off your camera.
- ✓ If you are screen sharing, ensure that only the desired document or application is being shared. If you do share your desktop, minimise other documents/programs that may be open. Please be mindful of any potentially sensitive or confidential Information.
- ✓ If you have cause to remind attendees of the meeting about our meeting etiquette, please do so politely and professionally.

### At the end of the meeting:

- ✓ Ensure you leave the meeting by using the leave button.

## In Summary -

<h3>Join promptly</h3> <p>Always 'Join' MS Team meetings 5 minutes before the meeting start.</p> 	<h3>Microphones</h3> <p>Avoid clicking pens, shuffling paper or eating whilst on a call. Stay on 'Mute' when you are not talking to reduce background noise in the meeting. Mute all other devices</p> 	<h3>Backgrounds</h3> <p>Use a TBC background or blur your background to minimize disruptions and protect privacy. Avoid using stock Images.</p> 
<h3>Video</h3> <p>Try to always have your camera turned <u>on</u> at the start of a meeting. If your connection is poor, inform the host/chair and turn off your video.</p> 	<h3>Use 'Chat'</h3> <p>Consider, especially for large meetings, asking your questions in the chat window or by using the 'hands up' option to ask questions to avoid talking over each other.</p> 	<h3>Test equipment</h3> <p>Test and be familiar with the equipment before the call. Try to perform a sound check before your meeting.</p> 
<h3>Recording Meetings</h3> <p>If you have been given access to record MS Team meetings, ensure that you have the approval of everybody on the call before recording meetings.</p> 	<h3>Headphones</h3> <p>It is always recommended to use headphones with a microphone attached to get the best quality sound for your meeting.</p> 	<h3>Don't shout</h3> <p>Just speak at a normal level. Wait until it is convenient to speak and try and avoid all speaking at once.</p> 

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## Disclosure and Barring Policy

Document Status: Final

Document Ref: HRPOL -

Originator: Jackie Noble

Updated: Jackie Noble

Owner: Anica Goodwin

Version: 01.01.01

Date: July 2022

**Approved by Corporate Management Team / Appointments and Staffing**

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Classification: SEC1 - Routine

## Document Location

This document is held by Tamworth Borough Council, and the document owner is HR.

Printed documents may be obsolete; an electronic copy will be available on Tamworth Borough Council's Intranet. Please check for current version before using.

## Revision History

Revision Date	Version Control	Summary of changes
January 2020		A complete refresh of the DBS Procedure, GDPR, Equality and Diversity, Ban the Box, updated DBS Guidance, updated organisational roles and the organisational position not to refresh DBS checks on a 3 year rolling basis.
April 2022		Updated with new job titles

## Key Signatories

### Approvals Creation and Major Change

Name	Title	Approved
Appts & Staffing		

### Approvals Minor Change and Scheduled Review

Name	Title	Approved
Anica Goodwin		
TULG		

### Approval Path

#### Major Change

Originator  
 Owner  
 TULG  
 CMT  
 Appts & Staffing Committee

#### Action

HR  
 Head of Paid Service  
 Consultative Group  
 Corporate Approval  
 Council Approval

#### Minor Change

HR  
 TULG  
 Director

Submission  
 Consultative Group  
 Delegated Approval

### Document Review Plans

This policy/ procedure will be reviewed on a 3 yearly basis unless it has:

- A monetary value included within it, in which case an annual review will be required, and/ or
- A legislative change is required as directed by government.

### Distribution

The document will be distributed through Astute as a MANDATORY policy and will also be available on the Intranet.

### Security Classification

This document is classified as SEC 1 Routine with access restricted to Tamworth Borough Council Staff and business partners.

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## **1 Introduction and Purpose**

- 1.1 This policy sets out the Council's approach to using Disclosure & Barring Service (DBS) checks and the implications arising from the use for employees and applicants. It relates to checks carried out upon recruitment and during the lifetime of their employment.
- 1.2 To ensure Tamworth Borough Council (TBC) complies with its obligations under the General Data Protection Regulations (GDPR) and other relevant legislation in respect to the safe handling, use, storage, retention and disposal of disclosure information.

## **2 Scope**

- 2.1 This policy and guidance applies to all employees and candidates to whom a conditional offer of employment has been made.
- 2.2 The guidance from the Disclosure and Barring Service and Government's "Finding out which DBS check is right for your employee tool" was applied to each role within the organisation. Appendix 1 details the roles within the organisation and the various levels of vetting required for each role.

## **3 Equality Statement**

- 3.1 This procedure will be applied fairly to all employees regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sex.
- 3.2 DBS offers a confidential checking process for transgender applicants. This process is for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application form for a DBS check. More information about the transgender process can be found on [sensitive@db.gov.uk](mailto:sensitive@db.gov.uk) and Transgender Applications Guidance.

## **4 "Ban the Box" (Fair chance recruitment)**

- 4.1 There are over 11 million people in the United Kingdom with a criminal record; employment reduces reoffending by up to a half so it is critical to reduce barriers to work for individuals with convictions. TBC supports the "Ban the Box" initiative which removes the criminal record section from the application form and candidates' criminal convictions will be asked at a later stage in the recruitment process. Its aim is to provide a fairer opportunity for people with convictions to compete for jobs with employers considering applicants' skills and abilities before asking for a criminal record declaration.
- 4.2 Objective and transparent recruitment practices give people with criminal convictions, who are skilled and able to work, the opportunity to compete fairly for roles and move on from their past mistakes, increasing the diversity of the talent pool and reducing the unnecessary exclusion of talented individuals from roles.
- 4.3 Collecting criminal record data from all applicants, when many will not be shortlisted could be construed as excessive data collection. Instead, TBC will

request criminal record details at the point when it is really needed, at the conditional offer stage rather than at the initial recruitment stage.

- 4.4 TBC is committed to ensuring criminal records check by job role is undertaken at the correct level. Knowingly requesting a higher level check is a criminal offence under the Police Act 1997.

## 5 Disclosure and Barring Service (DBS)

- 5.1 The Criminal Records Bureau (CRB), an Executive Agency of the Home Office, as established under Part V of the Police Act 1997. The service was launched in March 2002 as a service for disclosure checks, replacing the old Police Check. The Independent Safeguarding Authority (ISA) was created to help prevent those with certain criminal records from working with children and adults at risk of harm by working in partnership with the Criminal Records Bureau (CRB) to assess individuals working or wishing to work in regulated activities who are referred to them on the grounds that they have caused harm or incited harm, or pose a risk of harm to vulnerable groups in order to make independent barring decisions.

- 5.2 On 1<sup>st</sup> December 2012 the CRB and the ISA merged to create the Disclosure and Barring Service (DBS). The DBS provides controlled access to criminal records and related information through its Disclosure Service, enabling employers to make safer recruitment decisions by identifying candidates who may be unsuitable for work involving direct contact with children and adults at risk of harm, and/or have access to sensitive and/or confidential information about Children and Vulnerable Adults.

- 5.3 Under the Rehabilitation of Offenders Act 1974 a person with a criminal record is not required to disclose any spent convictions unless the position they are applying for, or are currently undertaking, is listed as an exception under the Act. Therefore, TBC has a legal responsibility to ensure we have a relevant exemption before requesting this from an applicant, employee or worker.

- 5.4 The DBS Code of Practice sets out the obligations that must be met by recipients of disclosure information, a copy of which is available on the Home Office website on the DBS home page.

- 5.5 There are four levels of DBS disclosure; Basic, Standard, Enhanced and Enhanced with barred list:

- A **Basic** check will contain details of convictions and conditional cautions considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.
- A **Standard** check shows current and spent convictions, cautions, reprimands and warnings held on the Police National Computer.
- An **Enhanced** check contains the same information as the Standard Disclosure plus any relevant and proportionate information held by local police forces as well as a check of the new Children and/or vulnerable Adults barred list where requested.

- An **Enhanced check with barred list**, which shows the same as an enhanced check plus whether the applicant is on the list of people barred from doing the role.
- 5.6 Appendix 1 outlines the level of vetting required for every role within the organisation. The list will be updated on a quarterly basis to ensure all new roles are added and deleted roles removed.
- 5.7 The level at which disclosure is processed depends on whether the individual is working in a “Regulated Activity” or not. A DBS basic or standard check is £18, a DBS enhanced check and enhanced check with barred is £38. (Price as at April 2022). It is free for a volunteer check. TBC will meet the cost of the check.
- 5.8 TBC complies fully with the DBS Code of Practice regarding the fair use and handling of disclosure information in assessing applicant’s suitability for positions of trust.
- 5.9 All roles outlined in Appendix 1 were assessed on the following basis:

**Enhanced Check with Children’s Barred list check** - The roles were identified as requiring an enhanced check with children’s barred list check. This is because the post holder’s will be teaching children in a non-school environment and this will not be supervised by a teacher or parent. The Casual Technician and Technician role are included in this group because they will be involved in technical workshops:

**Enhanced check without barred list check** - The roles were identified as requiring an Enhanced Check without barred list check. This is because the Scheme Manager and Sheltered Co-ordinator will be providing guidance to tenants. Castle staff will be teaching children, but this will be under the supervision of teachers or parents.

**Basic Check** - The roles were identified as requiring ‘Basic DBS’ owing to the post-holders using Government information systems which requires a Baseline Personnel Security Standard’(BPSS) check or managing those staff. BPSS requires a check on identity, nationality, immigration status, employment history (3 years), criminal record (unspent convictions only). Additionally, prospective employees are required to give a reasonable account of any significant periods (6 months or more in the past 3 years) of time spent abroad or because the postholders undertake visits or work in Tamworth resident’s homes or for safeguarding reasons.

The remaining roles do not require a DBS check.

## 6 Referrals and Barring

- 6.1 TBC has a legal duty to refer to the ISA individuals who have enhanced disclosures that have recorded offences that fall within Protection of Children’s Act (PoCA) and Protection of Vulnerable Adults (PoVA) sections and/or have current or pending cases under investigation for offences that fall within the PoCA and PoVA sections.

- 6.2 The DBS is responsible for decisions regarding the suitability or otherwise of such an individual to work with vulnerable groups or to be listed on one or both the PoCA and PoVA barred lists.

## 7 Definitions

- 7.1 **Regulated Activity** Work which involves close and unsupervised contact with vulnerable groups and children.

**Adult at risk of harm** - The new definition of regulated activity no longer labels adults as vulnerable; instead the definition identifies the activities which, if any adult requires them lead to that adult as being vulnerable at that particular time.

**Disclosure** - Describes the service provided by the DBS and the document issued to the applicant and Registered Body when a DBS check has been completed.

**PoCA** - Protection of Children's Act.

**PoVA** - Protection of Vulnerable Adults.

**Registered Body** Organisations that have registered directly with the DBS to use its services.

## 8 Safer Recruitment

- 8.1 Safer Recruitment principles emerged from the Children's Act. It is designed to help identify and deter or reject individuals who are deemed to be at risk of abusing children or adults at risk of harm through appropriate recruitment processes.
- 8.2 TBC is committed to Safer Recruitment principles which requires; a job description clearly outlining the remit of the role, a statement of commitment to safeguarding on the advertisement, a shortlisting stage, an interview, seeking a criminal record check, references, examining gaps in employment history and checking proof of identity.

## 9 Employment Checks

- 9.1 A DBS check has no official expiry date; any information included is accurate at the time the check was carried out. Whether or not to carry out a subsequent check is up to TBC policy. TBC in line with many regional Councils, has determined it will check upon appointment and not undertake a new check unless the employee transfers into a new role which requires a different level of check.
- 9.2 TBC's 'Code of Conduct' and 'Statement of Particulars' explicitly states that employees are required to disclose to their manager immediately upon conviction or caution the fact that they have been convicted or cautioned for any offence during their employment. Any new caution or conviction, or a failure to disclose any conviction or caution may be deemed as gross

misconduct. Safeguarding matters may be discussed with the Local Authority Designated Officer (LADO).

- 9.3 TBC reserves the right to seek a new DBS check if there is a concern the employee is not being truthful about a conviction or caution arising during their employment or to undertake audit spot checks.
- 9.4 All job adverts and recruitment information contain a statement that, for relevant roles, a DBS disclosure will be sought if an offer of employment is made.
- 9.5 All interviewees are required to produce ID and address verification documents as instructed in the invitation to interview email. The same will be checked for authenticity, verified and retained on file.
- 9.6 For relevant roles, successful candidates will be required to complete an on-line disclosure application form, and once processed, they will receive a Disclosure and Barring Service Certificate to their home address.
- 9.7 Where there is information recorded on the Certificate, the candidate must present the original document to HR for verification of the information recorded. In the event that a paper application has been processed, the candidate is required to present the Certificate to HR for verification, regardless of whether there is information recorded.

## **10 International Recruitment**

- 10.1 Where a candidate is currently living overseas or has declared that they have spent a significant period of time outside the UK, then they will be asked to provide evidence of a police certificate or certificate of good conduct from the relevant country or countries. A DBS check will then be carried out as normal.

## **11 Existing Staff – new check**

- 11.1 Existing staff will be subject to a new check if they move to a role requiring a new level of check. HR will advise staff when they will need a new check during the recruitment process and give instructions on what they need to do.

## **12 Agency Worker**

- 12.1 For Agency Workers, the agency must provide a Certificate of Completion which will confirm in writing that the relevant DBS check has been completed. If anything is declared by the agency worker prior to employment or comes up on the Certificate, then this must be declared to HR and a risk assessment must be completed prior to the agency worker commencing.

## **13 The fair use of disclosure information**

- 13.1 TBC recognises that candidates with convictions, cautions, reprimands and formal warning can often find difficulty in obtaining employment and will only consider the relevance of these in the context of the post that is being applied for and candidates will not be rejected purely on this basis. If there is any

doubt, the matter will be discussed with the recruiting manager and a decision made about the suitability of the candidate for the post.

- 13.2 Disclosure of convictions, cautions, reprimands or formal warnings will be requested at the conditional offer stage and will be treated confidentially.
- 13.3 Individual staff have the responsibility for informing TBC if they incur any convictions, cautions or investigations that would appear on a disclosure. Failure to declare such offences may constitute a disciplinary offence.
- 13.4 Any offences will be considered by the Head of Service/Assistant Director and HR and will be measured on the basis of a risk assessment and consideration given to issues listed in paragraph 14.5.

#### **14 Handling disclosure information for potential new employees**

- 14.1 Disclosure information will only be shared with relevant persons in the course of specific duties relevant to recruitment, vetting processes and appointment decision.
- 14.2 Disclosure information will only be used for the specific purpose for which it was requested and for which the applicant's full consent has been given.
- 14.3 Any positive disclosures will be noted and any discussions held with the employee around this will be recorded and filed on the individual's HR file. No other record of the DBS check will be held on the HR file.
- 14.4 It should be noted that there are some offences which effectively ban individuals from working with children and/or adults at risk of harm. It is a criminal offence to knowingly employ such individuals in such a role.
- 14.5 If any matters are revealed in disclosure information that have not been previously declared on application, TBC will discuss these matters with the candidate before a decision is made about the job offer, this will be reviewed by the recruiting manager and Head of HR & OD on a risk assessment basis (Appendix 2), with consideration being given to:
  - The Council's legal responsibilities,
  - The seriousness of the offence and its relevance,
  - The length of time since the offence occurred,
  - Whether the offence was a one off, or part of a history of offending, and efforts to avoid re-offending,
  - Any relevant information offered by the applicant about the circumstances which led to the offence being committed,
  - The degree of remorse, or otherwise, expressed by the applicant and their motivation to change.
- 14.6 The applicant must be given the opportunity to discuss the disclosure information before the final employment decision is made.
- 14.7 TBC will pay for all elements of the DBS process where costs are incurred.

## **15 Further reading/information**

- Rehabilitation of Offenders Act 1974,
- Rehabilitation of Offenders Act 1974 (Exceptions Order), as amended,
- Independent and Safeguarding Authority (ISA) Vetting and Barring Scheme (VBS) Guidelines.
- Tamworth Borough Councils Retention Schedule

## **16 Websites and Links**

- Information and access to services for DBS applicants and the general public [www.directgov.uk/db](http://www.directgov.uk/db)
- Information for registered bodies and other associated businesses and organisations using the DBS service – [www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service)

## Appendix 2 Positive DBS Disclosure Decision Form (Risk Assessment)

Name of individual	
Post applied for	
Disclosure reference number	
Recruiting manager	
Decision	Employ Do not employ Suspend (if employed) Allocate to other work
Date discussed with the individual	

### Section A – To be completed during the discussion between recruiting manager, HR and applicant

Question	Answer	Comments (please complete as fully as possible to inform risk assessment)
Did the applicant declare the offence(s) on the declaration form?	Yes No	
Does the DBS listing bar the appointment? If the answer is yes then the appointment is automatically unlawful.		
Are you satisfied with the candidate's / employee's explanation of the circumstances of the offence?		
How serious do you consider the offence to be?		
Did the offence occur recently? For example, minor offences that occurred a long time ago may be less relevant than ones that are very recent		
Does the disclosure show a pattern of	One off Repeat/Frequent	

behaviour, or was the offence a one off?	Repeat/Infrequent	
Have the circumstances that contributed to the applicant committing the offence or behaviour in such a manner changed for the better?	Yes No Maybe	
How did the applicant regard the offence(s) with hindsight and what is their attitude towards the matters now? What would they do differently now?		
Were both employer references satisfactory?		
Does the role allow the opportunity to reoffend?	Yes No	

### Section B (to be completed by recruiting manager)

Question	Applicable (please delete as appropriate)	Evidence relied upon to support this decision
What is the nature of the contact the individual has with children/adults at risk of harm?	Please describe	
Can any safeguards be implemented to reduce/remove any risk?	Yes/No/Not applicable Please explain	
Does the post have any direct contact with the public and how vulnerable are they?	Yes/No Please explain	
What supervision is available and how will it be used to mitigate risk?	Please explain	
Summary of evidence taken into account and rationale for this decision. Any additional comments from the recruiting manager		
Do you wish to proceed with employment? Yes/No      Date		

Name  
Signature

**To be completed by Head of HR & OD**

Proceed with employment/Withdraw job offer

Name  
Signature

Date

### Appendix 3

#### Criminal Record self-disclosure

Your name			
Role this applies to			
<p>1) Is the role that you are applying for covered by, or exempt from, the Rehabilitation of Offenders Act 1974 (ROA)</p> <p>2) If the role is covered by the ROA, do you have any offences which are currently unspent under the ROA?</p> <p>3) If the role is exempt from the ROA, do you have any convictions or cautions that would not currently be filtered by the Disclosure and Barring Service (DBS) (You do not need to disclose anything that would be filtered by the DBS)</p> <p>4) If you have answered 'Yes' to either (2) or (3)                      (a) Provide the offence dates, dates of conviction/caution, offence types and sentences received below.</p> <p>Or,                      (b) Provide further details (as above) on a separate document by ticking the box and attaching the details in an envelope attached to this completed form</p>			
<p>By signing below, I confirm that the information I have provided on this form (and attached, if applicable) is accurate. I understand that this information will not necessarily prevent me from being employed in the role above, and that I will be given an opportunity to discuss any concerns you might have before you make a final decision on my suitability for the role.</p>			
Signed		Date	
<p>Once completed, please return marked as CONFIDENTIAL to HR</p>			



Part 1 – Details		
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	DBS	
Date Conducted	July 2022	
Name of Lead Officer and Service Area	Jackie Noble HR	
Commissioning Team (if applicable)	N/A	
Director Responsible for project/service area	Anica Goodwin	
Who are the main stakeholders	Employees	
Describe what consultation has been undertaken. Who was involved and what was the outcome	CMT TULG Members	
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)		
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service	<input type="checkbox"/>
	A Strategy/Policy/Procedure	<input checked="" type="checkbox"/>
	A function, service or project	<input type="checkbox"/>
What kind of assessment is it? Indicate with an 'x' which applies	New	<input type="checkbox"/>
	Existing	<input checked="" type="checkbox"/>
	Being reviewed	<input checked="" type="checkbox"/>
	Being reviewed as a result of budget constraints / End of Contract	<input type="checkbox"/>

**Part 2 – Summary of Assessment**

Give a summary of your proposal and set out the aims/ objectives/ purposes/ and outcomes of the area you are impact assessing.

To provide guidance on DBS and outline the levels of vetting by role and actions to be taken.

Who will be affected and how?

All employees - This policy provides guidance on the process.  
Applicants

Are there any other functions, policies or services linked to this impact assessment?

Yes  No

If you answered 'Yes', please indicate what they are?

All employees

Capability and Conduct policy

**Part 3 – Impact on the Community**

Thinking about each of the Areas below, does or could the Policy function, or service have a direct impact on them?

Impact Area	Yes	No	Reason (provide brief explanation )
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of age
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of disability and explicitly references reasonable adjustments
Gender Reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DBS checks may be sought for individuals who have changed identify. Provision is made in the policy to keep this confidential
Marriage & Civil Partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of marital status
Pregnancy & Maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of pregnancy and maternity
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of race
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of religion or belief and explicitly references adjustments for religious observance
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of sexual orientation

Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of sex
Gypsy/Travelling Community	<input type="checkbox"/>	<input checked="" type="checkbox"/>	DBS form allows for 'Travelling' and the name of the Country/Area to be detailed as an alternative
Those with Caring/Dependent responsibilities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The policy applies consistent and fair treatment irrespective of those with caring responsibilities
Those having an offending past	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Previous convictions and cautions will be sought for appropriate roles. This will be requested at the conditional job offer stage
Children	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Vulnerable Adults	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Families	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those who are homeless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DBS requires a current address
Those on low income	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Drug or Alcohol problems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Mental Health issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with Physical Health issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Other (Please Detail)	<input type="checkbox"/>	<input type="checkbox"/>	

#### Part 4 – Risk Assessment

From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications

Impact Area	Details of the Impact	Action to reduce risk
Transgender	Applicant required to declare	DBS have a mechanism in place to keep the information confidential
Criminal Records	Prejudice may impact on recruitment decisions	Only relevant roles will require a DBS. Criminal record sought at conditional offer stage minimising disclosing past convictions unnecessarily.

#### Part 5 - Action Plan and Review

Detail in the plan below, actions that you have identified in your CIA, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

**If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why**

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome


Date of Review (If applicable) .....

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## Appendix 1

### Job Title

Revenues Recovery Assistant
Revenues Visiting Assistant
Assistant Director Partnerships
Benefits Adviser
Benefits Manager
Cleaner Amber Close
Community Partnerships Manager
Customer Experience Operations Manager
Customer Service Assistant
Customer Service Officer
Digital Customer Experience Manager
Duty Manager
Head of Customer Experience
Head of Homelessness & Housing Solutions
Head of Revenues & Benefits
Head of Technology & Information Services
Homes Manager
Housing Maintenance Operative
Housing Manager
Housing Options and Lettings Assistant
Housing Options and Lettings Officer
Housing Solutions Adviser
Housing Solutions Manager - Prevention
Housing Solutions Manager - Referral & Compliance
Housing Solutions Officer
Housing Solutions Outreach Officer
Housing Solutions Review Officer
ICT System Support Officer
Income Maximisation Co-ordinator
Income Maximisation Officer
Neighbourhood & Resilience Manager
Neighbourhood Engagement Officer
Overpayments Officer
Partnerships Vulnerability Officer
Private Sector Housing Officer
Resident Support Officer
Senior Benefits Advisor
Senior Customer Service Officer

Senior Overpayments Officer
Sports Pitches Caretaker
Supported Housing Officer
Technical Infrastructure Engineer
Tenancy Sustainment Officer
Partnerships Officer
Applications & Digital Insight Manager
Assistant Director Finance
Business and Systems Analyst
Cleaning Supervisor
Corporate Anti-Fraud Investigations Officer
Estates Cleaner
Revenues Assistant
Revenues Billing and Collection Assistant
Revenues Manager
Senior Revenues & Benefits Technical Officer
Senior Revenues Billing & Collection Officer
Senior Revenues Income Assistant
Senior Revenues Recovery Officer
Theatre Services Officer
Casual Duty Manager Arts and Events
Arts & Events Co-ordinator
Arts & Events Officer
Casual Lead Coach
Casual Technician
Event Technician
Sports Development Manager
Sports Development Officer
Technical Officer
Theatre, Artistic & Events Manager
Castle Education Events & Heritage Officer
Castle Education, Events & Administration Assistant
Castle Visitor Services Assistant (Duty Manager)
Castle Visitor Services Assistant Seasonal
Castle Museum Collection & Archive Manager
Castle Education & Schools Assistant
Housing Regulatory High Rise Coordinator
Scheme Manager
Sheltered Co-ordinator
Castle, Museum Collection & Archive Officer

Accountancy Assistant
Anti-social Behaviour Manager
Arborist
Assistant Director Assets
Assistant Director Growth and Regeneration
Assistant Director Neighbourhoods
Assistant Director Operations and Leisure
Assistant Director People
Audit Manager
Business Administration Assistant
Business Administration Manager
Casual Admin Assistant
Casual Arts & Events Staff
Casual Assistant Elections
Casual Driver Attendant
Casual Health and Safety Officer
Casual Leaflet Delivery Person
Casual Macebearer
Casual Toast Master
Catering Officer
CCTV Shared Services Lead
Cemeteries Assistant
Cemeteries Officer
Chargehand
Chief Executive
Cleaner - TEC
Cleaner Marmion House
Commercial & Industrial Lettings Officer
Communications & Marketing Manager
Communications & Marketing Officer
Community Warden
Compliance Support Co-ordinator
Corporate Procurement Officer
Councillor
Customer Service Officer Repairs
Depot Cleaner
Development Management Team Leader
Digital Data Officer
Economic Development & Regeneration Officer
Economic Development Assistant

Electoral Services Assistant
Electoral Services Manager
Environmental Health COVID19 Officer
Environmental Health Officer
Environmental Health Technical Support Officer
Environmental Maintenance Assistant
Executive Director - Communities
Executive Director Finance
Executive Director Organisation
Executive PA
Food Service Assistant
Future High Streets Fund Project Officer
Graphics & Web Officer
Growth & Enterprise Officer
Handyperson
Head of Economic Development & Regeneration
Head of Environmental Health
Head of Housing Management & Neighbourhood Resilience
Head of HR & Organisational Development
Head of Planned Works and Assets Management
Head of Repairs
Heritage & Leisure Facilities Officer
HR & Payroll Officer
HR Assistant
Information Governance Manager (DPO)
Information Governance Officer
Knowledge, Performance & Insight Officer
Legal Admin & Democratic Services Manager
M&E Project Officer
Management Accountant
Media Coordination Officer
Meetings & Events Coordinator
Neighbourhood Services Administrator
Operations Accountant
Operations Manager
Partnerships Support & Enforcement Officer
Payroll & HR Officer
Payroll Manager
Planning Information & Monitoring Officer
Planning Officer

Planning Officer - Enforcement
Planning Policy & Delivery Team Leader
Planning Policy and Delivery Officer
Planning Support Officer
Project Officer
Project Officer (Planned & Response)
Project Officer Paved Assets & Environment
Public Health Officer
Returning Officer
Scrutiny Democratic & Elections Officer
Senior Business Administration Assistant
Senior Compliance Officer
Senior Human Resources Officer
Senior Regeneration Officer
Senior Repairs Customer Services Officer
Senior Technical Officer
Services Support Officer
Street Scene Apprentice
Taxi & Environmental Licensing Officer
Team Leader
Technical Support Assistant
Technology & Information Assistant
Tenancy Sustainment Assistant
Tenant Involvement Administration Assistant
Training, Systems & Information Officer
Tree Officer
Senior Licensing Officer
Commercial & Industrial Lettings Assistant
Projects Officer Service Improvements



Basic
Enhanced check with children barred
Enhanced check without barred list
No DBS











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