Live Engagement Session – Admin and Clerical

7 September

- How will this affect our tax – what we need to do, what we can claim for, what information we need to provide?

  At the end of each financial year people have an opportunity to note that they are working from home on their tax self-assessment. If you select this option you will be asked a few questions and, depending on each individual scenario, it may be that you receive a percentage of your tax back. The home-working policy (available here on Focus) includes a home-working agreement which should outline what has been agreed with the individual employee and confirm home-working arrangements. We are currently exploring the best way of formally noting working from home arrangements for colleagues who are likely to work in this way on a more regular basis going forwards and will share this when it becomes available.

- Is my lap top insured whilst working from home?

  Yes this is covered by the Trust's insurance. It doesn't need to be named separately on your insurance policy.

- Home insurance – confusion over what to tell our insurers – can we have some guidance on this.

  Because people are not running any form of business from home then there is no effect on home insurance. If people wish to contact their insurers to confirm this we can provide a form of words, but our understanding is that these new working arrangements should not have any impact on home insurance.

- Offices – some of us have cabinets / literature that we need for our roles – where will these be hosed from our current workplace / how do we access them?

  At the moment documents and storage cabinets will stay where they are, with a system in place for people to access any files they may need. It would be useful for teams to start clearing out any documents/files that are no required (in line with our retention policy) and think about potential alternative storage processes and facilities.

- Access to printers when we do not have this facility at home.

  At the moment, whilst we are not encouraging people to come into the office unless there is a need to do so, most teams have systems in place for individuals to come in and use printers and copying facilities – this could include a rota for example. We would ask teams to work together to come up with the best processes for colleagues to access information whilst adhering to infection, prevention and control standards..

- Some admin who are back in the office are concerned about ventilation of the office now winter is approaching as it will be too cold to have the windows open and they are concerned if they are shut then the office won't feel safe as not ventilated.

  Having open windows and regular ventilation is important in reducing the risk of COVID-19 and colleagues are advised to keep windows open as much as possible. Keeping your distance from others is also really important. If after there are any concerns about office spacing and the ways of working for colleagues in certain rooms or certain buildings please let the Incident Management Team know so that we can come and have a look and support colleagues with those conversations.

- Is the Trust looking at temperature checks of staff as they come back to the office?

  The Trust has agreed this is not a step we will currently do. However, we will continue to keep this under regular review.

- Can we have a myth buster for flu vaccinations for those who are worried about having the vaccine?

  Yes, there will be a flu myth busting approach in our communications. We are keen to get ideas from staff about what works and what will help you. There is also an email address to forward any flu related questions to; dhcft.protectmefromflu.nhs.net.

- For home working would you be providing desks etc. for people who do not have access to suitable?

  As part of the health risk assessment and estates evaluation of offices we have been asking those questions. There is an option to order desks for use at home - please discuss with your line manager so these can be logged.

- How do you deal with someone who has a complete phobia re the flu vaccine being administered via needle or indeed for ethical reasons?

  Our first response would be to reach out to find out who is experiencing the phobia, previously we have had targeted information and discussions with people and there is that opportunity now.

- We are asking admin to come back into the office to answer phones etc. and some are questioning the message is still to work from home? Are we able to get some areas back into the office? Or should we be mainly at home?
  We are still saying that we are expecting people to work from home significantly more than they did pre-COVID. We recognise that we do need to have cover in bases but that is more likely to be on a rota basis rather than everyone into that part of the organisation. The importance of social distancing is key and along with that is hand and arm hygiene which remain our best safety mechanism against the pandemic going forward. So definitely home working remains.

- Another reason staff may need to go into the office is for training proposes, especially for new members of staff.

  There are a number of courses, including ILS, BLS and PSTS / dealing with conflict training that remain face to face, all other training courses are now available online. We recognise that it is also important to support new starters and students although that doesn't need to be fact to face. Colleagues are asked to adapt the way we work, thinking about how we work in teams and how we can enable people to try and get some of their workplace induction and their role induction and training without necessarily needing to be physically present.

- We have a combined heating and air con in system in our building (St. Paul's), are we able to use the heating even though we are not able to use the air con?

  We will come back and confirm this.

  Subsequent update – the system in question (at St Paul's) can be used for both heating and air conditioning.

- Is there a plan to do PSTS via e-learning?

  This is a face to face training programme and cannot currently be delivered via e-learning.

- We seem to be experiencing a mixed bag in terms of successfully training new colleagues. Is there a means, or could one be set up, for recording what's been tried and how it worked.

  We do have a lessons learnt cell as part of the incident management team where this could be added as an issue. As we are recruiting and welcoming more new starters there will be an ongoing number of people that will need that level of support and training.

- Could PSTS be done via MS Team with a trainer in order to get a wide number of colleagues working at home?

  We will take this suggestion away and consider as part of our wider focus on training and how it can be delivered differently going forwards.