



Working from Home Q & A

I work on a front-line service what does the work from home message mean for me?

If you work on one of the council's front-line services, you cannot do your job from home and you will attend work as normal following all covid 19 government guidelines and Council procedures.

My manager has informed me that I need to attend work as it is a “business need” that I am in the office as part of a rota to provide the service is this correct?

Yes, if your manager has determined that the service your team provides is a business need and has to be done from a Council premises you will attend work your team will have a risk assessment that mitigates any risks, and this will be backed up by you following government guidelines and council procedures.

I live in shared accommodation and it is just not possible for me to work from home what should I do?

Discuss your circumstances with your manager who will arrange for you to attend work, your circumstance will be built into your team risk assessment.

My mental health is impacted on if I work from home for the whole week what should I do?

Discuss this with your line manager who will put a Well-being Action Plan in place for you which will include working from a Council premises, you should also consider whether there is any self help that might be supportive.

The following link is for the Care First provision:

<https://www.valeofglamorgan.gov.uk/StaffnetPlus/en/Care-First/Care-First.aspx>

I simply don't have the space to work at home in the school holidays, I live in a small house and whereas when the children are at school, I can manage by using the kitchen table in the holidays this is not possible, what can I do?

Discuss the issue with your manager but you clearly cannot carry out your duties if you don't have the space. Part of the solution maybe that you attend work or possibly you can change your hours to support your personal circumstances.

My internet provider has told me there are essential works that need to be done and I won't have a service for the next 2 days – what shall I do?

If you don't want to take annual leave you should arrange with your line manager to go into the office as if you do not have the facilities at home you clearly can not work and a solution needs to be found for you.

Can I attend the office to use office equipment scanner, printer etc.?

Yes, you can.

I am constantly having back neck and shoulder problems from working from home what can I do?

Complete the DSE home assessment form and discuss your answers with your line manager as you may not have the correct equipment for the work you are doing.

[https://staffnet.valeofglamorgan.gov.uk/Staff-Central/Human-Resources/Health-Safety-and-Well-being/Workstation-\(DSE\)-Assessments.aspx](https://staffnet.valeofglamorgan.gov.uk/Staff-Central/Human-Resources/Health-Safety-and-Well-being/Workstation-(DSE)-Assessments.aspx)

I may be that part of the solution is working partly from the office but this is an assessment process and is based on personal need.

My role requires me to come into work – how can I get hold of lateral flow test devices so that I can take a test before I come into the office?

You need to ask your manager where you can pick up your test kits from. Managers should order tests for their staff who need to come into work and arrange their distribution. The order form for test kits is on staffnet: [PPE Request Form: Lateral Flow Device Test Kits](#). NB individuals working for social services can place their own orders if necessary

Some of my team have to come in to the office and I want to do everything I can to make it a safe environment. Am I able to order PPE or cleaning products?

Managers can order PPE and associated cleaning products for teams or buildings by placing an online order. The order form is on Staffnet: [Place order for Team or Building](#)