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Addysg a Gwella Iechyd
Cymru (AaGIC)
Health Education and
Improvement Wales (HEIW)

Remote Workers Equipment Request Procedure

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Approved by: Executive Team

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Remote Workers Equipment Request Procedure

1. Background

- 1.1 This procedure has been devised in order to clarify what equipment is available to different categories of staff:
 - (i.) HEIW contracted staff working at Ty Dysgu as their main base and occasional work from home
 - (ii.) HEIW contracted staff working remotely (full and part time) and
 - (iii.) HEIW remote staff employed by the Health Boards (salary recharged to HEIW).
- 1.2 We acknowledge that whilst we will endeavour not treat our remote workers differently from those based at Ty Dysgu, we do need to be financially prudent with our resources and as such will provide staff working remotely with fewer items of standard equipment with the caveat that they can make a request for additional equipment where it is needed to undertake their role remotely.
- 1.3 The All Wales Managing Attendance at Work policy addresses the importance of changing an employee's equipment, for instance providing a specialist chair for those who have back problems in order to minimise or reduce the impact of the health condition for the employee and enable them to carry out their job / duties. It will be necessary for staff to be directed to Occupational Health to discuss those conditions where specialist opinion is required. Following receipt of the recommendation for reasonable or tailored adjustments the specified items of equipment will be ordered via the HEIW Planning Team.
- 1.4 All staff, working on behalf of HEIW, are encouraged to make use of IT equipment provided by HEIW and to avoid using any other equipment (e.g. personal laptop) for the transfer of personal identifiable data to ensure organisational compliance with GDPR.
- 1.5 For clarity, the equipment that may be provided for staff groups is listed in Appendix A.
- 1.6 Any equipment provided by HEIW remains the property of NHS Wales for the sole purpose of work to be undertaken on behalf of HEIW and associated NHS organisations.
- 1.7 To achieve economies of scale and parity for all staff, it is observed that the same specification of equipment will be procured by the Planning Team/HEIW IT Team wherever possible. However, it should be noted that this may vary over time due to end of product lines and variation in supplier.
- 1.8 This policy does not apply to mobile phones as these are treated separately under the Mobile Phone policy.
- 1.9 As this is a new initiative, it is unclear at this point what level of demand will be and consequently it is difficult to predict the level of funding required. As such, costs will be monitored over the next six months.

2. Procedure for Remote Workers to request IT equipment

- 2.1 Staff are required to complete the attached Remote Workers IT Equipment Request Form (Appendix B) and to submit it to their line manager for authorisation and then email this to the HEIW IT Department at HEIW.IT.Team@wales.nhs.uk. You will be required to confirm that you hold a contract of employment with HEIW, that you will help facilitate PAT testing of any electronic equipment; that you will return the equipment upon resignation of your role or where your remote working is arrangements have ended.

- 2.2 HEIW will not provide any insurance for damage, injury or loss whilst this equipment is in transit, in your home or temporary workplace. Staff must ensure that the equipment is installed and connected safely and that their own insurance covers use of the provided equipment.
- 2.3 Upon receipt of the form, the HEIW IT Department will check whether the item(s) are in stock and will notify the individual accordingly and either await collection by the individual or arrange for the item to be made available from an NWIS regional location or posted/couriered directly to the individual.
- 2.4 If the item is not in stock, the HEIW IT Department will notify the individual accordingly and will raise a purchase order. All items with value exceeding £500 inclusive of VAT must be delivered to Ty Dysgu so they can be asset labelled and security marked. Once the item is received at Ty Dysgu, they will record the serial number of the item on the HEIW inventory and make arrangements for the item(s) to be dispatched to the member of staff (either collected or posted/couriered).
- 2.5 Staff are required to email the HEIW IT Department to confirm receipt of the equipment and that the equipment is undamaged and in good working condition. Staff are advised to retain the protective packaging used for transit/delivery for a period of time in order to return the item/s to the HEIW.
- 2.6 The Line Manager will review the suitability of the equipment and the requirement for the individual to undertake homeworking on an annual basis.

3. Returning IT Equipment

- 3.1 If the IT equipment is or becomes faulty, please contact NWIS Service desk in the first instance to see if they can resolve the issue. If they deem the equipment to be faulty and to be returned to the supplier, please notify the HEIW IT Department at HEIW.IT.Team@wales.nhs.uk to arrange for the equipment to be returned to Ty Dysgu in the first instance. This can be facilitated by courier collection or in person.
- 3.2 Please ensure that all items of IT equipment are returned to the HEIW IT team in the protective packaging it came in to avoid any damage occurring to it in transit.
- 3.3 The HEIW IT Department will make arrangements with the supplier for the item to be replaced and issued to the member of staff.

4. Procedure for Remote Workers to request Specialised Equipment

- 4.1 Staff requiring specialised equipment identified through DSE/Occupational Health should liaise with the People team who will liaise with the Planning Team to make the necessary purchase and delivery arrangements.
- 4.2 Staff are required to complete the attached Remote Workers Specialised Equipment Request Form (Appendix C) and to submit it to their line manager for authorisation and then email this to the Planning Team at HEIW.Planning@wales.nhs.uk. You will be required to confirm that you hold a contract of employment with HEIW, that you will help facilitate PAT testing of any electronic equipment; that you will return the equipment upon resignation of your role or where your remote working arrangements have ended.
- 4.3 HEIW will not provide any insurance for damage, injury or loss whilst this equipment is in transit, in your home or temporary workplace. Staff must ensure that the equipment is installed and connected safely and that their own insurance covers use of the provided equipment.

- 4.4 Upon receipt of the form, the Planning Team will check whether the item(s) are in stock and will notify the individual accordingly and either await collection by the individual or arrange for the item to be posted/couriered directly to the individual.
- 4.5 If the item is not in stock, the Planning Team will notify the individual accordingly and will raise a purchase order. All items with value exceeding £500 inclusive of VAT must be delivered to Ty Dysgu so they can be asset labelled and security marked. Once the item is received at Ty Dysgu, they will record the serial number of the item on the HEIW inventory and make arrangements for the item(s) to be dispatched to the member of staff (either collected or posted/couriered).
- 4.6 Staff are required to email the Planning Team to confirm receipt of the equipment and that the equipment is undamaged and in good working condition. Staff are advised to retain the protective packaging used for transit/delivery for a period of time in order to return the item/s to the HEIW.
- 4.6 The Line Manager will review the suitability of the specialised equipment and the requirement for the individual to undertake homeworking on an annual basis.

5. Returning Specialised Equipment

- 5.1 If the specialised equipment is or becomes faulty and needs to be returned to the supplier/Ty Dysgu and to be replaced, please notify the planning team at HEIW.Planning@wales.nhs.uk. This can be facilitated by courier collection or in person.
- 5.2 Where possible, please ensure that all items of specialised equipment are returned to the Planning team in the protective packaging it came in to avoid any damage occurring to it in transit.
- 5.3 The Planning Team will make arrangements with the supplier for the item to be replaced and issued to the member of staff.

Equipment Allocation, DSE Assessment and PAT Testing

	HEIW contracted staff working at Ty Dysgu main base and occasional work from home	HEIW Contracted staff working remotely (full & part time)	Remote staff employed by Health Boards (salary is recharged to HEIW)
Standard equipment issued	Laptop Headset Docking station Desktop camera Monitors Keyboard Mouse Desktop phone Access to photocopier	Laptop (with integrated camera) Headset Mouse	No. This will be the responsibility of their employer
Standard equipment available upon request	VPN Key (for specialised roles only) Mobile phone (for outward facing roles only)	Monitor with stand and HDMI cable Keyboard VPN Key (for specialised roles only) Mobile phone (for outward facing roles only) Network cable HDMI cable (for use with own screen/TV)	No. This will be the responsibility of their employer
DSE Assessment	Yes (face to face) *and on-line learning through ESR**	Yes (online DSE assessment)* and on-line learning through ESR	No. This will be the responsibility of their employer
DSE Assessment Level of risk	High (Significant exposure to the use of a VDU)	Medium Exposure to the use of a VDU	Low Low exposure to the use of a VDU
Specialised equipment identified through DSE/OH recommendation where appropriate	Chair Footrest Arm/wrist rests Yo Yo Desk or access to a standing desk***	Chair Footrest Arm/wrist rests Yo Yo Desk	No. This will be the responsibility of their employer
Eye Test contribution	Yes	Yes	No. This will be the responsibility of their employer
PAT Testing of electrical leads (laptop, keyboard, phone chargers etc)	Yes	Yes****	No. This will be the responsibility of their employer

*All staff who are sitting mostly at their workstation and use a VDU for more than 1 hour per session (8 hours) per day will be encouraged to have a DSE assessment.

**Agency staff do not have access to e-learning on ESR. To mitigate this, a request will be submitted to NWSSP to give them access to the module (but not to ESR).

***Only two standing desks can be accommodated in Ty Dysgu at one end of a pod of desks due to the construction of the desks. The remaining desks can be accommodated with a desktop Yo Yo Desk for those who need to stand to do their work.

****Separate arrangements will be made for remote workers to have their electrical leads PAT tested.

NB. Remote workers. Discussions are taking place with NWIS to ensure that staff can have access to local printers. Until this is agreed, remote staff are advised to adopt a paperlite approach and to circulate their documentation electronically in the first instance. Where a paper copy is required and the volume is high to liaise with their admin teams to undertake printing for them.



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Remote Workers Request for IT Equipment Form

Name:	
Job Title:	
Directorate:	
Line Manager:	
Job Title:	
I confirm that I hold a contract of employment with HEIW to undertake my role (please ✓ the box):	

Equipment Request Details

I would like to request the following item(s) of IT equipment:

I understand that in seeking this IT equipment I confirm that I agree to comply with the following:

- HEIW's arrangements for the PAT testing of this equipment
- To return the equipment upon resignation of my role or where homeworking is no longer permissible
- I have informed my home contents insurer that extra equipment has been provided

Note: Delivery times will vary depending upon ordering arrangements or equipment being available from stock.

Delivery Arrangements

I am able to collect this IT equipment from Ty Dysgu:	Yes		No	
I am able to collect this from an NWIS regional location:				
If no, the IT equipment will need to be delivered by courier to my home address:				
My line manager and I will review the suitability of the IT equipment and the requirement for me to undertake homeworking on an annual basis.				
Signature:		Line Manager's Authorisation:		
Date:		Date:		

On completion please email the completed form to the HEIW IT Department at HEIW.IT.Team@wales.nhs.uk.

To be completed by the HEIW IT Department only

Date received by IT Dept:		Date equipment sent:	
Date ordered:		Confirmation of receipt of equipment:	



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Remote Workers Request for Specialised Equipment Form

Name:	
Job Title:	
Directorate:	
Line Manager:	
Job Title:	
I confirm that I hold a contract of employment with HEIW to undertake my role (please ✓ the box):	
Equipment Request Details	
I would like to request the following item(s) of equipment:	
I understand that in seeking this equipment I confirm that I agree to comply with the following:	
<ul style="list-style-type: none"> • HEIW's arrangements for the PAT testing of electrical equipment • to return the equipment upon resignation of my role or where remote working is no longer permissible • I have informed my home contents insurer that this additional equipment should be included in my home insurance 	

Note: Delivery times will vary depending upon ordering arrangements or equipment being available from stock.

Delivery Arrangements				
I am able to collect this equipment from Ty Dysgu:			Yes	No
If no, the equipment will need to be delivered by courier to my home address:				
My line manager and I will review the suitability of the equipment and the requirement for me to undertake homeworking on an annual basis.				
Signature:		Line Manager's Authorisation:		
Date:		Date:		

On completion please email the completed form to the HEIW Planning Team at HEIW.Planning@wales.nhs.uk

To be completed by the HEIW Planning Team only			
Date received by Dept:		Date equipment sent:	
Date ordered:		Confirmation of receipt of equipment:	