Working from anywhere FAQs

Managers:

*Supporting/communicating with your teams*

Q: What will happen to team meetings, 121s and other gatherings that usually take place face to face?

The majority of 121s are expected to be carried out virtually; however, your department will take a local view of what face to face meetings will be needed as this will vary across departments and people.  The key thing here is that this is a judgement that you will make based on the nature of the meeting and who you are working with.  Of course, some meetings will always be best done face to face – we just need to be balanced.

Q: Is there a checklist of activities I should do to support the WFA change?

You can find a Manager’s checklist [here.](https://barnardosorguk-my.sharepoint.com/%3Aw%3A/g/personal/stewart_young2_barnardos_org_uk/EV_u5JmxECFLlc93HRUwU8oB5L4Xd59AhB1oDvlwc6R7cw?e=H9GZJI)

Q: If a colleague in my team feels isolated at home how can I support them?

We hope that feelings of isolation that many people have experienced due to working from home as part of lockdown will not be so pronounced now society has reopened and we can see friends and loved ones again. WFA does not mean that we are expecting colleagues to work on their own in their homes every day. Eventually we will have geographical hubs where colleagues can drop in for meetings. Colleagues can also use local public work spaces where these are available, for example libraries or community hubs.

If managers are aware of colleagues for whom isolation may be an issue, they should check in with them on a regular basis to find out how they are doing and discuss what can done to support them. Where WFA is not an option for colleagues due to their personal circumstances, any alternative local options can be discussed with them as part of the formal process to change their contract from office based to home based, where feasible alternative office locations will be identified for them.

Q: What tools are Barnardo’s going to provide me with to help me manage my team remotely?

There is a dedicated area in B-Learning giving tips and links to resources for managing teams remotely. We are reviewing the current materials and have updated B-Learning so you can access all the relevant guidance and learning in one place. It includes information on training to set you up working remotely, looking after your mental health and wellbeing and how to work effectively.

We also have the ‘Working from Home’ group on Workplace where colleagues have been sharing some great tips and advice. Further materials are being developed to give colleagues more confidence about working in and managing high performing teams in a WFA environment. We will continue to add to these resources as we gather feedback from colleagues as to what will help support them in making WFA a success.

Q: Where do I store DSE Assessments?

DSE Assessments should be filed in each colleagues electronic staff file on Content Server. More guidance on how to do this can be found [here.](https://inside.barnardos.org.uk/resources-and-guidance/information-services/software-and-systems/content-server/staff-files-content)

Q: Someone in my team has said there home is too small to WFH, can they be allocated space at a collaboration hub?

A: You should have a conversation with the member of your team to discuss their situation. Essentially, you can request a permanent desk at a hub if you feel a member of your teams home situation isn’t appropriate to WFH.

Q: How do I purchase equipment needed for my team such as printers and phones?

Any IT and telephony equipment needs should be logged through FirstPoint in the usual way. If a colleague is based in an office that is closing there will be an opportunity to collect any non-IT equipment from the office as part of the office closure process. Further guidance on purchasing non-IT equipment can be found[here](https://livelink.barnardos.org.uk/otcs/llisapi.dll?func=ll&objId=302192848&objAction=viewheaderhttps://livelink.barnardos.org.uk/otcs/llisapi.dll?func=ll&objId=302192848&objAction=viewheader) and can be purchased through expenses.

Q: Can I give all my team the Work From Home Allowance from 1 October 2021.

A: HMRC rules around eligibility for a tax free allowance determine that it should be payable to colleagues that are required to work from home. We are therefore asking you to assess whether the introduction of the WFA has materially changed the way a colleague is now required to work, and they now need to work from home on a regular basis for a significant proportion of time (probably more than 50% of your work time).

You should also consider whether it was already a requirement that they spend some of their time working from home and therefore whether there will be a material difference in their working requirements. If there is no change, but they are required to work from home they may still be able to claim the tax relief direct from HMRC.

Eligibility for the allowance will be determined by you as line managers and you can find further support on eligibility for the [Office at Home allowance](https://livelink.barnardos.org.uk/otcs/llisapi.dll?func=ll&objId=300054836&objAction=viewheader) using the guidance provided (this guidance includes a decision tree to support your assessment). This should then be applied to members of your team by added the allowance through DI to eligible employees using the guides [here](https://hub.barnardos.org.uk/support/solutions/articles/26000038639). The allowance will be paid as a taxable allowance for the remainder of the tax year 2021/22.

For any members of your team that were already in receipt of the previous Office at Home allowances either 50% or 100%, these will automatically be migrated across to the new allowance centrally by the People and Payroll teams in October 2021.

**IMPORTANT:**  If members of your team have already claimed the tax relief via HMRC  this will remain in place until March 2022, as HMRC do not make in year adjustments. If team members have not yet applied for this to date, they may do so by applying [here](https://www.tax.service.gov.uk/claim-tax-relief-expenses/only-claiming-working-from-home-tax-relief) and if they qualify then retrospective tax relief will be applied.

HMRC contact details are available [here.](https://www.gov.uk/government/organisations/hm-revenue-customs/contact/income-tax-enquiries-for-individuals-pensioners-and-employees?utm_source=contact-hmrc-wrong&utm_medium=internal-link&utm_campaign=p800)

Q: Has the Homeworking policy been updated?

Yes, the [Homeworking Policy](https://inside.barnardos.org.uk/employee-and-volunteer-support/managing-people/homeworking-policy) and [Office at Home Allowance](https://livelink.barnardos.org.uk/otcs/llisapi.dll?func=ll&objId=300054836&objAction=viewheader) have been updated and can be found on Inside Barnardo’s.

*NB: The expectation is not for you to have the answers to every question. Many decisions will be made at a local level using the WFA framework as a guide. If managers are unsure if they are working within the framework, further guidance can be gained through their manager.*

*In circumstances where the framework doesn’t address specific concerns, managers are expected to point their teams in the right direction to find out the answers, to use their internal network to find certain information, escalate appropriate concerns or let the WFA team know that more information is needed and to gain that information.*