

These FAQs will be updated on a daily basis. Please see the date above to ensure you are reading the most up-to-date version. Daily changes will be highlighted in **yellow**.

We know that you will have a number of queries regarding action to take in relation to coronavirus (COVID-19). We hope this FAQ will help answer some of your queries. Our priority is to be able to continue to provide as full a service as possible during this time. We have many different ways of delivering services across the council and you are responsible for making the right decisions, with the approval of Service Managers and ADs, regarding staffing over this period to ensure business continuity. This document aims to give you some guidance and should be read in conjunction with the information on the [government website](#) and [HR Policy & Procedure for Business Continuity](#). If you have any further questions please email [hrcovid19advice@medway.gov.uk](mailto:hrcovid19advice@medway.gov.uk) or call HR Advice on extension 4499 and a member of the HR team will be able to assist.

We will keep this document updated on a daily basis so please check the date at the top of this document to ensure you have the latest version.

## **Section 1: Symptoms, contact with others, self-isolating or social distancing**

### **S1Q1 What are the symptoms of COVID-19?**

S1A1 You can read the information [here](#).

### **S1Q2 A member of my team is displaying symptoms of COVID-19 what should I tell them to do?**

S1A2 They should follow the government guidelines [here](#).

The Government has given clear guidance on [Self-isolation](#), [household isolation](#), [Social Distancing](#) and [Shielding](#)

### **Self-Isolation**

You'll need to stay at home if you have symptoms of coronavirus (COVID-19) or live with someone who does.

Staying at home means you should:

- Not go to work, school or public area
- Not use public transport or taxis
- Not have visitors, such as friends and family, in your home
- Not go out to buy food or collect medicine – order them by phone or online, or ask someone else to drop them off at your home

You can use your garden, if you have one. You can also leave the house to exercise – but stay at least 2 metres away from other people

---

If you have symptoms of coronavirus, you'll need to stay at home for seven days.

After seven days:

- if you do not have a high temperature, you do not need to stay at home
- if you still have a high temperature, stay at home until your temperature returns to normal

You do not need to stay at home if you just have a cough after seven days. A cough can last for several weeks after the infection has gone.

If you remain off after the seven days you will need to [Get an Isolation Note](#) and submit this to your line manager.

**S1Q3 A member of my team lives alone and is displaying symptoms of COVID-19. What should they do?**

S1A3 They should self-isolate for a minimum of seven days. If it does not develop into COVID-19 they can return to work but otherwise they should remain at home all the time they are unwell.

**S1Q4 I need to self-isolate, what should I do?**

S1A4 If you are well enough to work from home ask your line manager if they can support you with this. If you are unable to work from home or you are too unwell to work after 7 days self-certification you will need to [Get an Isolation Note](#) and submit this to your line manager.

**Household Isolation**

If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for seven days, but all other household members who remain well must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill.

For anyone else in the household who starts displaying symptoms, they need to stay at home for seven days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period.

It is likely that people living within a household will infect each other or be infected already. Staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community

Please see the [explanatory diagram](#) for stay at home guidance for households

**S1Q5 A member of my employee's household has been in touch with someone with COVID-19 but are showing no symptoms, what should my employee do?**

---

S1A5 They should attend work as usual unless they experience any of the symptoms as set out in the government guidelines [here](#).

**S1Q6 A member of my employee's household is displaying symptoms of COVID-19, what should they do?**

S1A6 The individual who is symptomatic should self-isolate for seven days, the rest of the individuals in the household should self-isolate for 14 days.

**Social Distancing**

[Social distancing measures](#) are steps you can take to reduce the social interaction between people. This will help reduce the transmission of COVID-19.

The government has advised to follow the Social distancing measures as much as you can and to significantly limit your face to face interaction with friends and family if possible, particularly if you:

- are over 70
- have an underlying health condition
- are pregnant

This advice is likely to be in place for some weeks

**S1Q7 What additional social distancing measures should I take if I'm working at home due to an underlying health condition?**

S1A7 You should:

- Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
- Avoid non-essential use of public transport, varying your travel times to avoid rush hour, when possible
- Avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs
- Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
- Use telephone or online services to contact your GP or other essential services

**'Shielding' and protecting people defined on medical grounds as extremely vulnerable**

Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between those who are extremely vulnerable and others. The government are strongly advising people with serious underlying health conditions (listed below) which put them at very high risk of severe illness from COVID-19 to rigorously follow shielding measures in order to keep themselves safe.

---

The NHS in England is directly contacting people falling into this extremely vulnerable group which includes:

1. Solid organ transplant recipients
2. People with specific cancers:
  - people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
  - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
  - people having immunotherapy or other continuing antibody treatments for cancer
  - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
  - people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.
4. People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.

If you have an underlying health condition listed above, you are at very high risk of severe illness as a result of COVID-19 requiring admission to hospital.

Shielding is a practice used to protect extremely vulnerable people from coming into contact with COVID-19.

You are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day you receive your letter. Please note that this period of time could change.

**Q What is shielding?**

**A** Shielding is a measure to protect extremely vulnerable people by minimising interaction between those who are extremely vulnerable and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household. This is to protect those who are at very high risk of severe illness from coronavirus (COVID-19) from coming into contact with the virus. Further advice regarding shielding can be found [here](#)

**Q How do the shielding measures differ from the social distancing guidance for vulnerable people issued?**

**A** People are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day you receive your letter.

People who are are not clinically extremely vulnerable who have contracted coronavirus (COVID-19) and recovered will be able to go about their normal business. If you are in this group the government strongly advise that you should remain at home at all times.

**Q** What should I do if I have someone who is 'shielding' living with me?

**A** Government advice is that the rest of the 'shielder's' household is not required to adopt these protective shielding measures for themselves. However, it is expected that households support the individual in shielding and to follow the [guidance on social distancing](#)

## **Section 2: Over 70 and/or underlying health conditions**

**S2Q1 I have a member of my team who is over 70. What should I advise them to do?**

S2A1 Government advice is that people over 70 follow the social distancing advice, which may include staying at home. There needs to be a risk assessment undertaken to determine whether they have any underlying health conditions and also the type of work they do. If there is work that they can do from their home, they can be asked to undertake their work or any additional duties where possible. Decisions should be made on a case by case basis in collaboration with the employee. [Please view guidance here.](#)

**S2Q2 An employee in my team has an underlying health condition what should I be doing?**

S2A2 You should carry out an individual risk assessment to assess the likely impact on them and make arrangements, where relevant, for alternative working locations. They should also seek advice from their GP/healthcare professional and discuss any advice they receive with their manager. Managers and staff can also contact [Care first](#) for advice. Please see the guidance on [Social Distancing](#) for more information.

**S2Q3 What underlying health conditions are considered an increased risk of severe illness from COVID-19 and are therefore recommended to follow the social distancing guidelines?**

S2A3 Full guidance can be found [here](#). This group includes those who are:

aged 70 or older (regardless of medical conditions)

under 70 (adults) with an underlying health condition listed:

---

- chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
- chronic heart disease, such as [heart failure](#)
- [chronic kidney disease](#)
- chronic liver disease, such as [hepatitis](#)
- chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
- [diabetes](#)
- problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
- being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

### **Section 3: Recording and reporting of absence**

#### **S3Q1 How do I record absence if someone is too ill to work due to suspected COVID-19?**

S3A1 HR will be providing a recording spreadsheet for service managers to update and use a work force planning document, which will capture all absences from work and provide daily monitoring. In the meantime please record all absences in the following way:

Reason For Absence	Ability to Work From Home or not	Recording Method	Sick Pay / Action Required
Diagnosed with COVID 19	Sick	Record on selfserve4you as COVID 19. Manager to inform HR Advice	Full Pay. After 7 days if symptoms persist <a href="#">Get An Isolation Note</a> and send this to your line manager See S3Q6
	Well enough to Work From Home	Record on selfserve4you as WFH-SI (Self-Isolating)	Full Pay
Employee with symptoms but not diagnosed with COVID 19	Sick	Record on selfserve4you as COVID-SI. Manager to inform HR Advice	Occupational pay or statutory sick pay for seven days. After 7 days if symptoms persist <a href="#">Get An Isolation Note</a> and send this to your line manager See S3Q6
	Well enough to Work From Home	Record on selfserve4you as WFD-SI (Self-isolating)	Full Pay

Family member is displaying symptoms of COVID19 or diagnosed with COVID19. Employee should self-isolate for 14 days	Working From Home	Record on selfserve4you as WFH-SI (Self-Isolating)	Full pay for 14 days
	Unable to undertake normal work from Home	Record on selfserve4you as COVID-SI Manager to inform HR Advice	Complete risk assessment and discuss with HR about alternative work. After 7 days if symptoms persist <a href="#">Get An Isolation Note</a> and send this to your line manager See S3Q6
Employee is over 70 and/or has significant underlying health conditions and is socially distancing as per the government advice	Working From Home	Record on selfserve4you as WFH-SD (Social Distancing)	Full Pay
	Unable to undertake normal work from home	Manager to inform HR Advice	Complete risk assessment and discuss with HR about alternative work

**S3Q2 How do I record my absence from the office if I am self-isolating but well enough to work?**

S3A2 If you are self-isolating but are well enough to continue working from home you should agree these temporary flexible working arrangements with your manager. For monitoring purposes only you should record this via SS4U using WFH-SI (Working from home – Self-isolating). Service managers should record all absences regardless of type on the spreadsheet provided by HR. This will help with daily monitoring and planning.

**S3Q3 How do I record my sickness absence if I am self-isolating and too unwell to work?**

S3A3 If you are self-isolating due to being symptomatic you will need to inform your line manager. HR will be providing a recording spreadsheet for service managers to update and use a work force planning document, which will capture all absences from work and provide daily monitoring. In the meantime please record all absences as listed in the table above in section 3 – S3A1 (Page 4).

**S3Q4 Normally an employee must provide a doctor's certificate after seven days, does this still apply for those in self-isolation or confirmed cases of COVID-19?**

S3A4 No, they don't need a doctor's certificate. A temporary change to normal sickness absence reporting is in place, see the [HR Policy & Procedure for Business Continuity](#).

**S3Q5 What contact do I need to maintain whilst I am absent from work with diagnosed or suspected COVID-19?**

S3A5 Keep in regular contact with your line manager as per your agreed communication method. HR will also be making regular welfare check calls to those affected.

**S3Q6 If I am unable to work for more than seven days because of COVID-19 do I require a Fit note?**

Q3Q6 Advice from Public Health England and the government is, that if employees show symptoms, you should avoid going to your doctor, pharmacist or hospital to prevent infection from spreading.

Employees will still be expected to:

- explain to your line manager what medical advice you have been given and from whom; and
- keep in regular contact with your line manager.

**In addition, for all employees that are unable to work for more than seven days because of COVID-19 should obtain an isolation note through a new online service.**

Isolation notes will provide employees with evidence for their employers that they have been advised to self-isolate due to COVID-19, either because they have symptoms or they live with someone who has symptoms, and so cannot work.

As isolation notes can be obtained without contacting a doctor, this will reduce the pressure on GP surgeries and prevent people needing to leave their homes.

For the first seven days off work, employees can self-certify so they don't need any evidence for their employer. After that, employees should be obtaining evidence of sickness absence. Where this is related to having symptoms of COVID-19 or living with someone who has symptoms, the isolation note should be used to provide evidence of the advice to self-isolate.

People who need to claim Universal Credit or [Employment and Support Allowance](#) because of coronavirus will not be required to produce a fit note or an isolation note. More details on coronavirus and claiming benefits can be found [here](#).

The isolation notes can be accessed through the [NHS website](#) and [NHS 111 online](#). After answering a few questions, an isolation note will be emailed to the



user. If they don't have an email address, they can have the note sent to a trusted family member or friend, or directly to their employer (line manager). The service can also be used to generate an isolation note on behalf of someone else.

These isolation notes should be sent to your line manager in the usual sickness absence reporting way.

#### **Section 4: Caring Responsibilities**

**S4Q1 A member of my team needs time off to help someone who depends on them as they are impacted due to others self-isolating or closure of a service such as a nursery/school, or breakdown in care arrangements etc. is the employee entitled to time off? Do they receive pay?**

S4A1 Please refer to the [Time Off for Dependants policy](#). There's no statutory right to pay for this time off, but consideration should be given to other methods of taking time off from work which may not result in a loss of pay, for example, annual leave, flexible working, working at home, compassionate leave (as per the [Special Leave policy](#)). If a member of your team is working at home please refer to the [Working from Home Guidelines](#).

**S4Q2 I've got young children, can I still work at home?**

S4A2 We appreciate that employees may not be able to complete their normal working patterns whilst working from home during this exceptional period because of requirements to care for dependents, for example. In this scenario you may work for a few hours in the morning and then again for a few hours in the evening compared to your normal 9-5pm working pattern.

What we are asking you to do is communicate with your line manager and agree working arrangements with them and when and how you will be contactable. Make good use of computer calendars, and out-of-office and voicemail messages so that colleagues and service users are clear when you will be available and working.

What we don't want colleagues to do is feel that they are being unduly monitored when they are working from home, we trust our employees. We also don't want employees working excessive hours because they feel they need to prove their productivity at home, for example

**S4Q3 Following the announcement regarding school closures, the government has stated that there will be provision for children whose parents are key workers. Does that include me?**

S4A3 The government has now provided a [list of essential workers](#) this includes local authority staff essential to the effective delivery of the COVID-19 response or delivering essential public services.

---

Colleagues who work in the People Directorate, Housing, Building Control (for unsafe structures only), Regulatory Services, Waste, Finance, emergency response, CABS, Legal Services, Procurement, Communications and Marketing, HR and RCE Business Intelligence are key workers. This list is under continuous review and if a service manager believes a critical service has not been identified please discuss with your assistant director immediately.

**Even if your service area is not listed above please remember that we all provide valuable services to the public. You may need to be redeployed to help another service which means that you will become a key worker.**

If you have children, please inform your child's nursery or school that you may be called upon to work.

A letter confirming you have been identified as a key work has been produced should your child's nursery or school require evidence that you are a key worker or should you be challenged on the way to/from work.

Schools are remaining open to look after the children of key workers as well as vulnerable children.

Vulnerable children include children who are supported by social care, those with safeguarding and welfare needs, including child in need plans, on child protection plans, looked after children, young carers, disabled children and those with education, health and care plans (EHCPs).

## **Section 5: Pay Related**

### **S5Q1 Are those required to self-isolate still paid during the period?**

S5A2 Yes, those in self-isolation will receive full pay for up to 14 days as per the [HR Policy & Procedure for Business Continuity](#) (for zero hour contracts see A12).

### **S5Q2 I have an employee on zero hours or casual contract who needs to self-isolate, what pay will they receive?**

S5A2 Those on zero hours and casual contracts will receive at least SSP on their average pay of the last 12 weeks, from day one of sickness or self-isolation rather than day four if they meet the lower earnings limit of £118 per week as an average of the last 12 weeks for SSP to be payable. For those earning less they can now more easily make a claim for Universal Credit or Contributory Employment & Support Allowance (CESA). CESA is payable at a rate of £73.10 per week (over 25's) for eligible people affected by COVID-19 or self-isolating from day one rather than the usual day eight.

### **S5Q3 If a member of my team has COVID-19 or is self-isolating with suspected COVID-19, what is their sick pay entitlement?**

S5A3 Usual sick leave and pay entitlements apply if someone has COVID-19. See [HR Policy & Procedure for Business Continuity](#).

**S5Q4 Corporate Management Team have decided to close a council service and/or facility so I have told staff not to come to work. Will they get paid?**

S5A4 They will receive their usual pay. You may require them to work at an alternative location, work from home or remotely. If none of these options are viable then they may be able to undertake continuing professional development, e-learning etc. away from the place of work or at an alternative place of work. Please make sure these plans are in place.

## **Section 6: HR Policy & People Practice**

**S6Q1 Are there any changes to HR policies and sickness reporting procedures?**

S6A1 Yes, there are some temporary changes in place. See the information on the [HR Policy & Procedure for Business Continuity](#).

**S6Q2 What about PDR – do I need to still do this and input the results?**

S6A2 No. We are postponing all PDR related activity for the time being. We are working through options with regard to the pay uplift and will be confirming details as soon as possible.

**S6Q3 What about formal HR procedures that are underway – do I need to still do this?**

S6A3 Managers must discuss on-going cases with HR as soon as possible.

**S6Q4 What do I do if I receive a grievance or I want to raise a grievance?**

S6A4 Where possible an informal resolution approach should be sought. If this doesn't resolve the matter or informal resolution is not appropriate please speak to HR as soon as possible

**S6Q5 I have a recruitment campaign live, will I be able to continue?**

S6A5 Yes the Recruitment Team will undertake a critical vacancy review to ensure we prioritise those posts that are identified as critical service delivery. Please consider alternative methods of interviewing. The Recruitment Team will be able to advise further.

## **Section 7: Other**

**S7Q1 An employee doesn't feel they want to come into work as they are afraid of catching COVID-19, what should I do?**

---

**S7A1** You should listen to any concerns staff may have. If there are genuine concerns, you must try to resolve them to protect the health and safety of your employee. For example, if possible, you could offer flexible working. If the employee still does not want to come in, you may be able to agree for them to take the time off as holiday or unpaid leave. You do not have to agree to this.

**S7Q2 I have a training course coming up, should I still go?**

**S7A2** Work Force Development Team will be in contact with regard to any planned course they have put together. If a course is not essential it is advised to postpone at this time.

**S7Q3 I have a member of staff on Long Term sick Leave and/or Maternity leave. Should I keep them informed?**

**S7A3** Yes, please continue your keeping in touch arrangement and ensure they have the latest advice provided. [Here](#) is a template to assist.

**S7Q4 This FAQ doesn't cover my situation or I need further support regarding HR advice, where can I get this?**

**S7A4** Please email [hrcovid19advice@medway.gov.uk](mailto:hrcovid19advice@medway.gov.uk) or call HR Advice on extension 4499 and a member of the HR will be able to assist.

**S7Q5 An employee with COVID-19 has come into the workplace, what do we need to do?**

**S7A5** If someone with confirmed COVID-19 comes to work, the workplace does not necessarily have to close. The local Public Health England (PHE) health protection team will get in contact with the employer to:

- discuss the case
- identify people who have been in contact with the affected person
- carry out a risk assessment
- advise on any actions or precautions to take.

You should contact [Taff Morgan](#), Emergency Planning Manager if this occurs. [Read the guidance here.](#)

**S7Q6 There are frontline staff in my team who are saying that they don't want to deal with members of the public who are coughing and sneezing, what can I do?**

**S7A6** We must maintain business as usual the best we can, therefore you should carry out an individual risk assessment and seek advice from your Assistant Director before any change of service is applied.

**Section 8: Mental Health & Wellbeing**

---

**S8Q1 A member of staff has expressed concerns about their wellbeing what help can we offer?**

S8A1 Social isolation, reduction in physical activity, unpredictability and changes in routine can all contribute to increasing stress. Many people including those without existing mental health needs may feel anxious about this impact.

Understandably, you may find that shielding, distancing and self-isolating can be boring or frustrating. You may find your mood and feelings are affected and you may feel low, worried or have problems sleeping and you might miss being outside with other people.

At times like these, it can be easy to fall into unhealthy patterns of behaviour which in turn can make you feel worse. There are simple things you can do that may help, to stay mentally and physically active during this time such as:

- look for ideas of exercises you can do at home on the NHS website
- spend time doing things you enjoy – this might include reading, cooking, other indoor hobbies or listening to favourite radio programmes or watching TV
- try to eat healthy, well-balanced meals, drink enough water, exercise regularly, and try to avoid smoking, alcohol and drugs
- try spending time with the windows open to let in the fresh air, arranging space to sit and see a nice view (if possible) and get some natural sunlight, or get out into any private space, keeping at least 2 metres away from your neighbours and household members if you are sitting on your doorstep

Constantly watching the news can make you feel more worried. If you think it is affecting you, try to limit the time you spend watching, reading, or listening to media coverage of the outbreak. It may help to only check the news at set times or limiting this to a couple of times a day.

In addition [Care First](#) is a comprehensive information, support and wellness resource provided to support employees.

In addition, Care first have set up a helpful and informative [webinar session](#) which provides helpful pointers and tips to stay on top of our mental wellbeing and ow to tackle going into isolation as well as talk about where we can get support from if we need to talk to somebody

**S8Q2 An employee doesn't feel they want to come into work as they are afraid of catching COVID-19, what should I do?**

S8A2 You should listen to any concerns staff may have. If there are genuine concerns, you must try to resolve them to protect the health and safety of your employee. For example, if possible, you could offer flexible working. If the employee still does not want to come in, you may be able to agree for them to take the time off as holiday or unpaid leave. You do not have to agree to this.

---

**S8Q3 I have a member of staff of with COVID-19, how often do I need to stay in touch?**

S8A3 HR can assist managers and are able to pick up the welfare check with those members of staff who are off with a diagnosed COVID-19. Please email [hrcovid19advice@medway.gov.uk](mailto:hrcovid19advice@medway.gov.uk) to arrange for a HR representative to support you.

**S8Q4 My family have been financially affected by COVID-19. Is there any other support for us?**

S8A4 Care First is a comprehensive information, support and wellness resource provided to support employees. Care First details can be found [here](#) and they can offer financial advice to employees. Further advice regarding COVID-19 and financial assistance can be found at the following sites:

[The Money Advice Service – Coronavirus and your money](#)

[Universal Credit – Coronavirus and claiming benefits](#)

**Section 9: Homeworking (self-isolating or social distancing)**

**S9Q1 A member of my team is self-isolating. Should they be expected to work during this time?**

S9A1 Yes if possible, staff who are self-isolating may be asked to work from their place of isolation. This may also involve covering duties for other services where they are able to. We appreciate that this may not be possible depending on their job roles and seriousness of symptoms. Employees should be encouraged to take work laptops home with them each evening or to ensure they can log in from a home PC to work remotely. If none of these options are viable then they may be able to undertake continuing professional development, e-learning etc. ). If a member of your team is working at home please refer to the [working at home guidelines](#).

**S9Q2 What about ICT issues – where can I get information on remote working?**

S9A2 Where relevant, all staff are expected to ensure they know how to log in to our systems remotely. Full guidance on working remotely is available on Service Desk [here](#). ICT advise that you begin to test remote working from home, **as soon as possible** to ensure that they are able to log in remotely and have access to the correct files and applications. In the event of the need arising for you or your staff to work from home, please see our [remote working procedures](#).

Most answers to ICT queries can be found on Medspace including the following tools:

[Office 365 Learning](#)

[Microsoft Teams](#)

However, should you still require assistance, please contact the service desk on 01634 332888.

If you require access to a particular folder or documents on a shared drive, please select [here](#).

### **S9Q3 Can I work from home?**

S9A3 We need to ensure we continue to deliver council services whilst supporting and protecting our customers and staff. Your situation will need to be discussed with your line manager and a decision will be made on a case by case basis, following the [Social Distancing national guidelines](#) and must be recorded on SS4Y as WFH-SD (Working from home – Social Distancing).

## **Section 10: Service Delivery**

**S10**

**Q1 Are there any preparations I should be making in case the workplace has to be closed or we are unable to deliver a service?**

S10

A1 You should have been reviewing your business continuity plans and ensuring that any concerns are escalated through your manager to your Assistant Director. Managers should make sure everyone's contact numbers and emergency contact details are up to date. Ask staff who have work laptops or mobile phones to take them home each day so they can carry on working should they have to self-isolate or are unable to come in to the workplace. You should also arrange paperwork tasks that can be done at home for staff who do not work on computers and could work at home). If a member of your team is working at home please refer to the [working at home guidelines](#).

Please ensure that you let the Communications Team know about any variations to service by emailing [communications@medway.gov.uk](mailto:communications@medway.gov.uk).

If required, the Communications Team will issue a briefing note to ensure all staff can give appropriate information to customers. The information will also be placed on our website and our customer services phone lines.

## **Section 11: Health and Safety**

**S11**

**Q1 I have an apprentice under the age of 18, can they work from home?**

S11

---

A1 Yes, they can providing a risk assessment is completed. [Please see template here.](#)

**S11**

**Q2** If a member of staff is working from home, what Health & Safety Guidelines and risk assessments do we need to follow?

S11

A2

- [Guidelines for Manager for Homeworking DSE Assessment](#)
  - [DSE Poster](#)
  - [Site Visits while working from home briefing note](#)
  - [Briefing Note 8, What accidents to report when working from home](#)
  - [Accident Reporting Forms](#)
-