

**REPLY BY THE PRESIDENT OF THE POLICY & RESOURCES COMMITTEE TO
QUESTIONS ASKED PURSUANT TO RULE 14 OF THE RULES OF PROCEDURE BY
DEPUTY C. LE TISSIER**

Question 1

Total number of States Employees working from home for each year commencing on 31st December 2018. Please break down by full or part time working from home and by established or non-established basis.

Answer

Unfortunately the data set requested is not available, as there is no current system in place for collating data on the number of employees using the Hybrid Working arrangement.

Question 2

Please provide a general breakdown as of the dates above, of the areas those States Employees working from home are employed to carry out.

Answer

States of Guernsey employees can request to work remotely (e.g. from home) under the Hybrid Working Policy. The policy was introduced in 2022 in line with the States of Guernsey Property Rationalisation Programme, which re-defined two main staff hubs (Sir Charles Frossard House, and Edward T Wheadon House) consolidating services to benefit customers. Remote working was also used extensively throughout the Covid pandemic.

The majority of public service roles are not suitable for remote/home working. In addition to the obvious front-line roles such as nursing, teaching, law enforcement, fire and rescue, and states works many more administrative roles are not suitable for remote/home working as they are customer facing or require access to specific IT systems.

Consequently, employees are granted permission to work remotely in line with the Hybrid Working Policy only if the role they occupy is suitable for consideration and if the Line Manager approves the request accordingly. Any approval can be revoked or amended by the Line Manager, in line with the policy, should this be required. The oversight of which and how many individuals are working in a hybrid manner is handled within each service team, approved by the manager of the service area. The emphasis remains on the effective public service provision from the service area in question.

The Hybrid Working Policy sets out the requirement for staff to work a 'flexible fortnight' with a combination of office-based days and working from home/remote days across a fortnightly pattern.

The policy itself was formed based on lessons learnt from the covid pandemic whereby key public service roles had to be delivered remotely, with an expedited use of technology to enable this to happen.

Question 3

For each of the States Employees working from home in a full or part time basis please confirm any working from home outside of the island of Guernsey. As of the dates above.

Answer

As mentioned above, there is no current data set relating to those employees who are working in line with the Hybrid Working policy. The majority of people conducting work for the States of Guernsey from a base outside of the Island are usually on alternative arrangements (e.g. a consultancy arrangement or a casual worker arrangement) and as such are not States of Guernsey employees. There are a small number of States of Guernsey employees (12) who are based in the UK but attend meetings on Island etc. This number is due to reduce to 7 by October of this year and includes technical specialist roles.

Question 4

For each of the States Employees working from home in whole or in part on the dates above, please state if any receive a subsidy to cover employee expenses, such as electricity, internet, furniture, heating, hardware or anything else.

Answer

Staff who have approval to work remotely do not receive any financial subsidy. If approved to work from home, staff can apply, if they wish to, for support with a basic workstation (desk; screen; keyboard and mouse). These arrangements were established during the pandemic, and as mentioned above, align with the Hybrid Working Policy introduced as part of the States of Guernsey property rationalisation programme.

Question 5

In respect of the answer to question 4 please supply the total cost of those subsidy by year.

Answer

The current spend to date for hybrid working equipment since the Hybrid Working Policy was introduced (2022) is £49,373.70. This includes an upfront purchase of 250 monitors.

Question 6

Please explain in detail how the States of Guernsey monitors home workers' output. For example, using keystroke or video monitoring. If no formal system monitoring takes place how does the States track work carried out from home and the attendance at the computer.

Answer

The States of Guernsey does not use IT applications to monitor the work and relative productivity of staff. Staff who are not in the office (i.e. working remotely) will use MS TEAMS to join meetings, and also have access to other IT systems commensurate with their role. Staff who are working remotely attend work in the same way as those who are in the office (e.g. responding to emails; completing work outputs etc).

The monitoring of employee output is conducted by the line manager, regardless of the work setting. For example, monitoring the quality and quantity of work produced in line with the role and associated work targets, keeping the focus on service delivery and high-quality outputs from employees. Processes are in place to manage the performance of any employee whose productivity falls short of requirements.