

Home working FAQs

Information for staff

Q1. How should I create a safe and comfortable space for working from home temporarily?

If you work from home occasionally, are working from home temporarily whilst you are self-isolating, or work in an agile way across multiple locations, you should:

1. read the [working at home guidance](#)
2. use the [DSE visual checklist](#) to set up your workspace
3. have completed the [DSE e-learning module](#) in the last 12 months
4. take home equipment like a keyboard and mouse in order to set up your workspace correctly at home (see questions 2 and 7).

Q2. What about if I use specialist ergonomic equipment?

If you use specialist equipment at work, for example due to discomfort or an underlying health issue, you may be able to take small items home with you. Please follow the advice in the [home workstation and DSE support process](#) document.

Q3. What equipment is covered by the home workstation and DSE support process and what is dealt with by IT?

If it is identified during a DSE risk assessment that equipment is needed, it will be covered by the new home workstation and DSE support process.

However, there are some exceptions for [ordering IT equipment](#):

1. Laptops: If a laptop or PC is needed for working at home, this should be [ordered through the IT service desk](#).
2. Second monitors: If you already have a freestanding monitor, second monitors are generally not covered and should also be [ordered through the IT service desk](#).

Q4. Does everyone working from home need to complete the DSE self-assessment?

No. If you have referred to the [DSE visual checklist](#), completed the [DSE e-learning module](#) and the short homeworking checklist at the end of the [working at home guidance](#) and have no remaining issues or concerns, you do not need to complete the DSE self-assessment.

However, if you have issues or concerns after completing these or if you have an underlying health condition which is affecting your work, please complete a more [detailed DSE self-assessment form](#) and submit this to your local DSE assessor and line manager.

Q5. How regularly should I take breaks and move around?

Taking regular breaks is just as important as setting your workstation up correctly.

We recommend that you take more breaks and make extra effort to move around regularly when you work from home, including taking microbreaks, like getting a glass of water,

standing up to make a phone call or stretching. This is especially true if you are working from home temporarily or infrequently and are not able to use your optimum ergonomic setup.

Try to move around for five or ten minutes every hour, aiming for frequent, short breaks. Keeping active and building movement into your day, for example by going for a walk at lunchtime or taking time to stretch, is key and will help you limit static postures.

Q6. I am experiencing pain or discomfort whilst working from home, what should I do?

If you are experiencing any pain or discomfort whilst working, discuss this with your line manager or local DSE assessor. They will address this by following the same process if you are working from home as they would if you were working from one of the University buildings. [View an overview of the process](#). Further advice can be found in the [home workstation and DSE support process](#) document.

Information for line managers

Q7. As a line manager, will I need to visit anyone at home?

Working at home is generally low risk, so home visits should not be necessary. Staff should complete the checklist at the end of the [working at home guidance](#) and discuss any concerns with their line manager.

Managers should keep in contact with staff working at home in the usual ways, such as by phone, skype and email.

Q8. A member of my team has an underlying health condition and has their own specialist equipment, like a chair. What should I do?

If a member of your team has their own specialist equipment that has been issued, such as a specialist chair, review their current DSE self-assessment together with them and discuss what equipment they will need.

Review these arrangements again after the individual has been working at home for a few weeks to check if anything else is required. Further advice can be found in the [home workstation and DSE support process](#) document.

Line managers should keep a record of any equipment staff are taking home.