

## ARTICLE

Hybrid working in Social Security Scotland

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We have committed to hybrid working in Social Security Scotland.

### 1. Our approach

Our approach has clear guidance to make sure we have consistency in application across the organisation.

For the majority of people, their contracted place of work will continue to be an office location. All full-time colleagues contractually based in our buildings will be expected to work 2 days per week from one of our offices. Some colleagues may attend on fixed days, whilst others may have a flexible approach to which dates they are in an office.

Some people will continue to work more days in the office where required by their role – for example, Place Services, and mailroom teams.

Different arrangements will be in place for some local delivery and health and social care colleagues working in local communities.

Office attendance will be pro-rated for part-time colleagues. Those who work part time should agree attendance with their manager, [using the illustrative examples available to ensure consistency](#).

We will actively support colleagues with reasonable adjustments to participate in hybrid working. We understand this may not be possible for some colleagues, and will support people where this is the case through our [exceptions process](#).

We will implement hybrid working with dignity, fairness and respect. We will continue to evaluate our approach and seek feedback. We will communicate with transparency, and where we need to be firm, we will do so with kindness.

We will have future evaluation to make sure our working practices meet the needs of our clients, colleagues and our organisational objectives.

How you will work will depend on the role that you do. Divisions worked to align roles across the organisation to one of four hybrid working styles and will continue to monitor these. These four hybrid working styles are;

<b>Primary office working</b>	<b>Satellite working locations</b>	<b>Fixed hybrid working</b>	<b>Flexible hybrid working</b>
This is for the roles where the activity requires office presence such as front of house or mailroom	Roles that are by design, based at multiple locations for example Local Delivery	Roles that are best suited to working with a specific set number of regular days per week from an office location	Roles that are best suited to changing days in attending offices depending on business need

The majority of our colleagues will work a proportion of their week from an office on fixed days or more flexibly. We have a number of colleagues who continue to work the majority of their week from the office, and many colleagues continue to work from satellite locations.

## **2. Your work and activities**

While office and home working, you should consider the types of tasks you have; think about your job role and the activities you do. This is particularly important for colleagues on a flexible hybrid approach.

Activity	Frequency	Individual, pair or team	Space/tools required
Consider the activity or task	How often does this take place i.e. daily, weekly, monthly or ad-hoc?	Is this an individual piece of work, are you working with a few colleagues or is this a team assigned task?	Consider the task or activity you'll be completing, what type of space will help you achieve the desired outcome? Are there any tools or pieces of equipment required?

Remember, our business hours are five days, and we expect office attendance to be spread across Monday-Friday to maximise the value for money for our estate. This means that, for example, you may want to alternate the days of your team meeting.