



**Supporting documentation for
workshop B3:
Employees working habits**

Presented by Berryman's Lace Mawer

6th November 2008

Victor Valium – extracts from personnel file

1. Formal request for home working
2. Internal memo on request
3. Job description: 'social services administration supervisor'
4. Protocol letter (EL accident – 06.07.2007)
5. Training certificates
 - Manual handling
 - Conflict management/avoidance
 - Basic data protection
 - How to get the most from your computer
6. Written warning
7. Sickness record
8. Memo – the Boy Genius

Dramatis personae

Narrator/facilitator	Michael Pether
Victor Valium	Roy Woollard
Sean Social (head of social services)	Andrew McDonald
Harry Health and Safety (risk manager)	Henry Bermingham
John File (information officer)	Tim Smith

Victor Valium
3 Kings Street
Twickenham
London
NW4 1BC

21 October 2008

Sean Social
Head of Social Services
Cavendish County Council
County Offices
County Hall
Cavendish
CV1 3XY

Dear Sean

Re: Request for Home Working

I refer to our recent meeting.

As indicated, my personal circumstances have recently changed. I am now solely responsible for the care of my two children, Jade (4) and Jack (12).

I am finding that once I have dropped the children at their respective schools, the commute to work is becoming very stressful. As a result I have been late on a number of occasions. I can only apologise for this, and I am mindful of your warning to me that this will need to change.

I have to advise you that I recently saw my GP - as I am feeling stressed. He suggested to me that I need to "de-stress my life". Taking 3 hours of commuting out of the day would assist tremendously.

Almost all of my work these days is computer based ever since the introduction of the Social Services Claims and Finance Administration System (SSCFAS). With that in mind, if I were able to gain computer access to work systems it would be possible for me to carry out all of my daily duties.

My last remaining non-computerised duty is file auditing. I have to do this 2 or 3 times a week on a file by file basis. Again, I see no problem working on these files at home. I would be able to take charge of bringing these backwards and forwards myself, if I spent 1 day a week in the office - I have in mind Wednesday.

I know from our conversation that you are not happy about the idea of a second home worker within the department. However, from what I can see the arrangements in respect of Wendy Wastrel are working well and there seems no problem with her work performance.

Our conversation did leave me a little concerned that you have already made up your mind on this issue and I should be grateful if we could have a formal meeting to discuss.

Yours sincerely



Victor Valium

MEMO

From: Sean Social (Head of Social Services)

To: In-House Legal Team

Date: 21 October 2008

I attach a request for home working from Victor Valium.

Victor is a 'Social Services Administration Supervisor'. This means that he is responsible for a number of matters:-

- Inputting case data to the case management system;
- Maintaining the social workers' electronic diaries;
- Dealing with payment of expenses to individual social workers;
- File auditing (process only);
- Updating the payroll details.

Over recent months Victor's performance at work has become somewhat erratic. I understand that he is having difficulties at home (his wife has disappeared). Up to these recent difficulties, Victor has been a valuable member of the team and I do not wish to lose him. There was the business with inappropriate computer use a few years ago, but he appears to have learned from that.

Turning to his request, we have found real difficulties with Wendy Wastrel's home working. She does not seem to produce any work at all now and I am in the process of reviewing this. We agreed to home working for Wendy to assist with childcare. However, this has not really worked out.

Can we deal with this home working request, to ensure that we keep Victor in the office?

Regards.



Sean Social
Head of Social Services

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JOB DESCRIPTION SOCIAL SERVICES ADMINISTRATION SUPERVISOR

This role includes:

- Supervision of the Social Services Administration Team
- Payroll updating and enquiries
- Auditing/checking of expense and expenses claims
- Running the team responsible for data input to the case management system
- Data input in case management system
- Time/motion study of Social Service provision to ensure best value
- File auditing (from a procedural point of view)
- Monitoring sickness records
- Responsibility for discipline within the Social Services Administration Team.

*Grab and Run Solicitors
Compensation Experts
101 The High Street
Cavendish City
Cavendish
CV1 1DP*

OurRef: 123456/ABC

21 October 2008

Insurance Officer
Cavendish County Council
County Offices County Hall
Cavendish CV1 3XY

Dear Sirs

Our Client: Victor Valium
Accident at Work: 05.01.08

We have been instructed by the above named (through his union) in respect of the above accident.

The circumstances of the accident are that our client is responsible for Social Service file audit. A person or persons unknown, who was an employee of your organisation, deposited 6 lever arch files on our client's chair. Clearly, he had to move these before sitting down. When he tried to pick them up he felt a sharp pain in his back accompanied by a loud cracking sound.

As a result of this accident, our client has suffered a severe back strain and we are instructed to seek compensation on his behalf.

The reasons why we say that you are at fault is:

- Contrary to the Workplace Regulations, you did not provide a safe place or system of work;
- The persons who deposited the files (for whom you are vicariously liable) created a foreseeable risk of harm;
- You failed, contrary to the Manual Handling Regulations, to avoid manual handling;

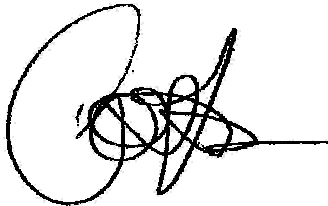
- You failed, contrary to the Manual Handling Regulations, to train our client in appropriate methods of lifting.

When responding, please state the identity of your insurers. Please note that they will need to see a copy of this letter as soon as possible as it could affect the validity of your insurance policy.

We expect an acknowledgment of this letter within 7 days.

Finally, our client's claim is funded through a Collective Conditional Fee Agreement which contains a success fee of 500%.

Yours faithfully



Grab and Run Solicitors

TRAINING CERTIFICATES

TRAINING CERTIFICATE

This certificate confirms that Victor Valium has successfully completed Manual Handling 101.

Dated: 14.12.2000

TRAINING CERTIFICATE

This certificate confirms that Victor Valium has successfully completed the course in Conflict Suppression and Conflict Avoidance.

Dated: 5.6.2002

TRAINING CERTIFICATE

This certificate confirms that Victor Valium has completed Stage 1 of Data Protection (the core basics).

Dated: 5.9.2005

TRAINING CERTIFICATE

This certificate confirms that Victor Valium has completed the training course "Computers for Dummies".

Dated: 6.4.2007

WRITTEN WARNING

To: Victor Valium

From: Rachel Adams, Personnel Officer

Date: 4th November 2007

RE: INAPPROPRIATE USE OF THE COMPUTER

At a disciplinary meeting on 1 November 2007, we investigated the issue of inappropriate computer use with you.

A female member of staff complained that on 20 October 2007 she observed you viewing inappropriate websites during your lunch break. Subsequent investigations revealed that you were looking at XXX.com.

Internet access is a privilege. It is also necessary for the proper execution of your duties. When we met, you agreed that you were aware of the Council's policy on internet usage. You indicated that you knew the viewing of pornographic material was expressly forbidden and you expressed your regret for your actions.

Computer misuse of this type is a very grave matter indeed. The female member of staff who saw the material (you were examining) was deeply traumatised by its offensive and sexist nature. In light of your immediate admission and sincere apology, we agreed (see meeting) that a written warning was appropriate.

With the above in mind, this is a formal written warning in respect of computer misuse (pornography). It will remain on your personnel file for a period of 1 year.

You have a right to appeal this warning to the Chief Executive. Please indicate whether you are minded to make an appeal.

Yours sincerely



Rachel Adams

SICKNESS RECORD - VICTOR VALIUM, 2008

January	1
February	4 - nerves
March	4 - stress
April	2
May	9 - back
June	1
July	1
August	3 - unexplained/ personal
September	2
October	1
November	tbc
December	tbc

MEMO

From: Sean Social (Head of Social Services)

To: Victor Valium

Date: 21 October 2008

Herewith newspaper clipping about your son. Whilst this is technically a private matter, I would appreciate it if you would not let young Jack near the computers when he visits you at work.

It would be terribly unfortunate if the "plague of locusts alert" was activated !

Kind regards.



Sean Social
Head of Social Services

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THE CAVENDISH CHRONICLE

"LOCAL BOY IS A COMPUTER GENIUS"

In an interesting aside, one young boy in Cavendish managed to put the whole of Cavendish City onto a nuclear war footing this week.

Young Jack Valium is described as a "computer whizzkid". Until the events of last week his proud parents, Victor and Jane Valium, were delighted by their son's progress in his computer class at school.

However, this week, young Jack managed to use the school computer to log into Cavendish County Council's Chief Executive's personal account. Through that he was able to email senior Cavendish County Council staff, and start the emergency contingency plan for a nuclear attack. Those of you that heard the sirens last week will not have found this quite as funny as young Jack did. However, we can assure readers that it was a false alarm.

Following young Jack's antics, Cavendish County Council have installed a new firewall and safety systems in the County Office computers.

Cavendish Community School has also banned young Jack from use of their computers until such time as his energies can be diverted to something more positive.

Disclaimer: The presentation is based on a fictional scenario. No resemblance is intended to any real person living or dead.

