

Reference: 01942331

Information Requests
information.requests@ofcom.org.uk

28 January 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning agile working and monitoring.

We received this request on 13 January 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

1. The proportion of Ofcom staff currently working from home in an agile manner compared to those working permanently in the office.

Most Ofcom employees are permitted to undertake hybrid working, in line with our Connected Working policy. A number of roles are office-based only, or require colleagues to travel to a range of locations in order to fulfil their duties.

2. Whether Ofcom monitors the duration that staff are connected to the company internet, either via a VPN or any other means, while working from home.

Ofcom does not do this.

3. Whether Ofcom monitors if staff are actively engaged in work while connected to the company intranet, for instance, through the use of Mouse or Keyboard activity, or file movement methods to track inactivity periods.

Ofcom does not do this.

4. If such monitoring is conducted, whether any actions have been taken against staff who are found to be abusing the situation by not fulfilling their work obligations.

As answered above, Ofcom does not undertake such monitoring.

Please note that all colleagues, irrespective of their working arrangements, are obliged to fulfil the requirements of their respective role and are subject to regular career and performance reviews.

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).