

# Flexible Working Policy

*We will provide this policy on request at no cost,  
in large print, in Braille, on tape or in another  
non-written format.*

We can produce information on request in large print, Braille, tape and on disk. It is also available in other languages. If you need information in any of these formats please contact us on Freephone 0800 479 7979.

如果你向我們提出要求，我們可以為你提供本資訊的其他語言的版本，或者是盲文或磁帶。如果你需要本資訊的任何一種這些版式的版本，請聯繫我們，電話號碼是 0800 479 7979。

Si vous nous le demandez, nous pouvons vous remettre ces informations en d'autres langues, en braille ou sur cassette. Si vous souhaitez que ces informations vous soient fournies sous l'un de ces formats, contactez-nous en composant le 0800 479 7979.

چنانچه مایل باشید می‌توانید این مطالب را به فارسی یا زبان‌های دیگر و همچنین بریل و یا بر روی نوار کاست دریافت دارید. در صورت نیاز خواهشمندیم با شماره تلفن 0800 479 7979 با ما تماس بگیرید.

ਜੇ ਤੁਸੀਂ ਸਾਨੂੰ ਬੇਨਤੀ ਕਰੋ ਤਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ (ਨੋਡੀਟਾਂ ਲਈ ਭਾਸ਼ਾ) ਵਿੱਚ, ਜਾਂ ਟੇਪ ਉੱਪਰ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਹਾਨੂੰ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0800 479 7979 ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Na Pana/Pani życzenie możemy zapewnić te informacje w innych językach, alfabetem Braille'a lub na kasecie. Jeśli chciał(a)by Pan(i) uzyskać te informacje w którejś z tych form, prosimy skontaktować się z nami pod numerem telefonu 0800 479 7979.

Haddii aad na weydiisato waxaanu warbixintan kugu siin karaa iyadoo ku qoran luuqad kale, farta ay dadka indhaha la' akhriyaan ama cajalad ku duuban. Haddii aad jeclaan lahayd in warbixintan lagugu siiyo mid ka mid ah qaababkaas, fadlan nagala soo xidhiidh telefoonka 0800 479 7979.

По вашей просьбе данная информация может быть предоставлена на других языках, шрифтом Брайля или в аудиозаписи. Если вам требуется информация в одном из этих форматов, позвоните нам по номеру 0800 479 7979.

Approval body	<i>Executive Team</i>
Date of approval	<i>17 October 2022</i>
Review Year	<i>2025</i>
Customer engagement required	<i>No</i>
Trade union engagement required	<i>Yes- For Consultation</i>
Equality Impact Assessment	<i>No</i>

## **FLEXIBLE WORKING**

With effect from 30 June 2014, after 26 weeks continuous service, every employee has the statutory right to request to work flexibly.

### **General Principles**

Employees do not have an automatic right to work flexibly, as there may be circumstances when the organisation is unable to accommodate the employee's desired work pattern. However, the organisation will endeavour to find a solution to accommodate the request, providing it does not materially affect the running of the organisation.

Employees can only make one application within a 12-month period. Accepted applications will mean a permanent change to the employee's own terms and conditions of employment, unless otherwise agreed between both parties.

The law requires that all requests, including any appeals, must be considered, and decided upon within a period of 3 months from first receipt, unless managers and employees mutually agree to extend this period.

Given a Managers line management responsibilities, it has been decided that a minimum of 4 days/30 hours a week will be expected for the management duties to be carried out. A flexible working request at this level will require approval from both the respective Director and Managing Director. A job share situation may be permissible as long as the business need is not compromised.

### **Making a request**

The employee must make a considered application in writing. Employees should consider the following when making a request:

- Be specific when detailing the proposed changes to hours, times, days, place of work etc.
- Consider how a change will affect their role, the roles of the team/colleagues and the impact on the organisation.

On receipt of the request, Line Managers should arrange to meet with the employee to discuss the request further. If the Line Manager intends to approve the request, then a meeting may not be required.

The employee can bring a work colleague to the meeting if they wish.

Line Managers should consider the request carefully as once formally approved it becomes contractual. Once the Line Manager has made the decision, they should inform the employee as soon as possible in writing.

If the request to work flexibly is approved, a new set of terms and conditions will be issued.

If the request to work flexibly is rejected, it must be for one of the following business reasons:

- The burden on additional cost
- An inability to reorganise work
- An inability to recruit additional staff
- A detrimental impact on quality or performance or to meet customer demand

- Insufficient work for the periods the employee proposes to work
- A planned structural change to the business

In considering these business reasons an employer must be careful not to inadvertently discriminate against particular employees because of their protected characteristics such as where flexible working arrangements would be a reasonable adjustment for a disabled employee.

If the request is rejected, employees can appeal the decision in writing to their Line Manager's manager.

If the agreement to flexible working hours is on the basis of a job share, approval to reduced hours will only be implemented once replacement employee(s) have been appointed but no longer than 14 weeks. The organisation has the right to reconsider such requests if unable to recruit additional staff.

### **Record keeping**

All relevant documentation will be placed in the individual's personal file, in line with the General Data Protection Regulation.

### **Further Information**

If an employee has any queries on this procedure, they must contact their Line Manager in the first instance.

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