

Flexible Working Policy

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Fair Ways Vision, Mission and Values

Our vision

To build an institution that makes a difference to society and leaves a legacy greater than ourselves and our contributions.

Our mission

Making a difference through passionate care, support and education.

Our values

As a charity we measure our wealth by the difference we make, rather than any profit.

We believe that by embodying a culture in which every individual is valued for their own contribution, we can develop them and harness their potential, so that they may achieve great things.

Our values form the heart of the work we do, defined by Fair Ways people, for Fair Ways people. These are the values by which we operate, by which we are governed, and to which we are held accountable.

We therefore expect every individual within the organisation to *play their part*:

P ROFESSIONAL	A CCEPTING	R EFLECTIVE	T RANSPARENT
<ul style="list-style-type: none"> We do what we say we will We approach challenges with optimism and enthusiasm We don't judge, we notice We put the needs of the service before our own personal gains 	<ul style="list-style-type: none"> We don't give up on people We value all individuals and are willing to challenge them We embrace each other's differences as much as our similarities We accept responsibility for our actions 	<ul style="list-style-type: none"> We give feedback, we invite feedback, we listen to feedback We look inward before we look outward We learn as much from our mistakes as from our successes We listen to each other, learn from each other and grow together 	<ul style="list-style-type: none"> We are always willing to explain why We have the courage to be open and honest We earn trust through our transparency We live by our values even when no-one is watching

1 Statement and Purpose of Policy

- 1.1 Fairways is committed to an equal opportunities workplace and recognises the importance of supporting our employees in maintaining a healthy work life balance. Fair Ways recognises that a better work-life balance can improve employee motivation, performance and productivity, and reduce stress. Therefore, wants to support its employees achieve a better balance between work and their other priorities, such as caring responsibilities, leisure activities, further learning and other interests. Fair Ways is committed to consider all applications and will endeavour to grant reasonable requests, provided that the needs and objectives of both Fair Ways and the employee can be met.
- 1.2 This policy aims to ensure that qualifying employees have a structured opportunity to formally request a change to their working pattern and how to go about making such a request. In addition, clearly informing managers about the process that should be followed if they receive a request for flexible working and the terms that apply to flexible working arrangements.

2 What is Flexible Working?

- 2.1 Flexible working is any type of working arrangement that gives some degree of flexibility on how long, where and when an employee works.
- 2.1 Examples of flexible working arrangements include:
- Compressed hours
 - Home-working
 - Job-sharing
 - Part-time working

3 Types of Flexible Working

3.1 Compressed Hours

- 3.1.1 Compressed hours are where an employee works their usual full time hours in fewer days by working longer blocks meaning that there is no reduction in their pay. For example, a five-day week is compressed into four days, or a 10-day fortnight into nine days.

3.2 Home-Working

3.2.1 Home-working is when an employee regularly carries out all, or part of, their duties from home rather than the employer's premises. Fair Ways will consider home-working at the discretion of the employee's Line Manager as being an occasional agreed day, a mix of home and office based work each week or a full time arrangement.

3.3 Job Sharing

3.3.1 Job-sharing is an arrangement where a full-time post is divided into two part-time roles. The two job holders then share the overall duties and responsibilities. Their skills and the hours each employee wishes to work must be compatible, and meet the needs of the organisation. Pay and benefits are shared in proportion to the hours each works. Job sharing will be considered where the creation of a single part-time post is difficult, or where two individuals wish to work part-time. The suitability of posts for job-sharing will be stated in any internal or external advertisements.

3.4 Part time working

3.4.1 Part-time working covers any arrangement where an employee is contracted to work anything less than typical full time hours for the type of work in question. For example, an employee who only works Monday to Wednesday. Fair Ways believes that all posts will be available on a part-time basis, except where a critical examination by line management proves this to be impracticable. The suitability of posts for part-time working will be stated in any internal or external advertisements.

4 The Needs of the Organisation

4.1 Fair Ways is committed to providing a range of appropriate working patterns. However employees and management need to be realistic and recognise that not all flexible working options will be appropriate for all roles.

4.2 Where a flexible working arrangement is proposed Fair Ways will take into account a number of criteria including (but not limited to) the following:

- The costs associated with the proposed arrangement
- The effect of the proposed arrangement on other staff
- The need for, and effect on, supervision
- The existing structure of the department
- The availability of staff resources

- Details of the tasks specific to the role
- The workload of the role
- Whether it is a request for a reasonable adjustment related to a disability
- Health and safety issues

5 Eligibility

5.1 Fair Ways has taken the view that employees in all areas, and at any level, are entitled to submit a request for flexible working regardless of their length of service.

6 Submitting a Flexible Working Request

6.1 An eligible employee is entitled to submit one flexible working request in a twelve month period. However, an employee is entitled to additional requests if they relate to a statutory entitlement e.g. the Equality Act 2010 right to request reasonable adjustments.

6.2 All requests must be made by filling out a flexible working application form that is available from HR department/the intranet. Any request made must include:

- The date of the application
- The changes that the employee is seeking to their terms and conditions
- The date from when the employee would like the proposed change to come into effect
- What effect the employee thinks the requested change would have on Fair Ways
- How, in their view, any such effect could be dealt with
- Whether a previous application for flexible working has been made
- The dates of any previous applications

6.3 If the employee is making the request in relation to the Equality Act, e.g. as a reasonable adjustment relating to a disability, this should be made clear in the application.

6.4 If an application does not contain all of the required information the HR department will explain to the employee what additional or amended information they need to provide and ask the employee to resubmit the request.

7 Meetings Regarding Flexible Working

- 7.1 Upon receiving a written request for flexible working the HR department and or line manager will usually seek to arrange a meeting with the employee to:
- Discuss the request
 - Find out more about the proposed working arrangements
 - How it could be of benefit to both the employee and organisation
- 7.2 If a meeting is arranged it will be held within 28 days of receiving the request. This time limit may be extended with the agreement of the employee, the HR department and their line manager.
- 7.3 The employee will be given advance notice of the time, date and place of the meeting. If the initial date is problematic then one further date will be proposed. If a face to face meeting is difficult to arrange then, if agreed by the employee and the HR department/line manager, the meeting may be held over the telephone. At the meeting the employee may, if they wish, be accompanied by a workplace colleague or a trade union representative. If the employee fails to attend a meeting and then fails to attend a rearranged meeting without good reason, their application will be deemed to have been withdrawn.
- 7.4 Where a request can, without further discussion, be approved as stated in the employee's written application a meeting to discuss the request may not be necessary. The employee will be informed of the agreement to the request by a confirmation letter as outlined in the section 'Responding to a flexible working request' within 28 days of receiving the request. This time limit may be extended with the agreement of both the employee and the HR department/line manager.

8 Responding to Flexible Working Requests

- 8.1 The line manager will consider the proposed flexible working arrangements, looking at the potential benefits, and adverse affects, to the employee and to the organisation in implementing the proposed changes.
- 8.2 The HR department will write to employees within 10 working days of receipt of completed Form to invite them to a meeting, if required, with their Line Manager and a HR representative to discuss their request further.
- 8.3 Each request will be considered on a case-by-case basis. Agreeing to one request will not set a precedent or create the right for another employee to be granted a similar change to their working pattern.
- 8.4 The employee will be informed in writing of the organisation's decision as soon as is reasonably practicable, but no later than 10 working days after the meeting.

- 8.5 The request may be granted in full, in part or refused. The organisation may propose a modified version of the request, the request may be granted on a temporary basis, or the employee may be asked to try the flexible working arrangement for a trial period. If the request is agreed then the employee will be sent a confirmation letter which will include details of the new arrangements. The employee should contact the HR department/line manager within 5 working days if they wish to discuss the new arrangements further, or have any concerns.

9 Right to Appeal Decision

- 9.1 The employee has the right to appeal the decision if their request is refused or is only agreed in part. The employee may lodge an appeal within 5 working days of being notified of a decision on their application. This should be done in writing and clearly state the grounds on which they are appealing. The appeal will be heard within 14 days. The employee will then be informed of the outcome to their appeal within 14 days of the appeal meeting. These time limits may be extended with the agreement of both the employee and the HR department and line manager.

10 Trialing New Working Arrangements

- 10.1 Where there is some uncertainty about whether the flexible working arrangement is practicable for an employee and/or Fair Ways, a trial period may be agreed. If a trial period is arranged sufficient time will be allowed for an employee and their manager to implement and become used to the new working practices before taking any decisions on the viability of a new arrangement.

11 Varying an Employee's Contract

- 11.1 Where flexible working practices are agreed as a permanent change, a variation will be made to the employee's terms of employment. New terms of employment will be sent to the employee within 28 days of the change to the employee's working pattern being agreed. Some flexible working changes may not require new terms to be sent out and in these cases, written confirmation will be sent out to the applicant.
- 11.2 If the employee has any questions or concerns regarding the new terms of employment they should contact the HR department and their line manager to discuss the matter further.
- 11.3 Where a trial period has been arranged the employee will be provided with a document that details their new working pattern and makes clear that it is only a temporary variation to the terms of employment. The employee will be informed in writing of the start and end dates of the trial period (although the trial may be reduced or lengthened where necessary with the agreement of the employee). Fair

Ways will reserve the right, at the end of the agreed trial period, to require the employee to revert to their previous working arrangement.

- 11.4 All approved flexible working requests will be reviewed every six months and there may be situations where certain requests are reviewed every three months. If flexible working is deemed to have a detrimental effect on Fair Ways or our service users, employees may need to revert back to their previously agreed working hours.

12 Complaints and Further Information

- 12.1 Fair Ways is strongly opposed to any form of victimisation of individuals who work, or request to work under flexible working arrangements.
- 12.2 If an employee feels that they have been treated unfairly or are dissatisfied with any stage of the flexible process, they should raise their concerns informally with the HR department and their line manager. If informal discussions do not resolve the matter to an employee's satisfaction, they should raise a grievance under the organisation's grievance procedure.
- 12.3 For further information, an employee should contact the HR department or their line manager.