

Right to request flexible work policy & procedure

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Corporate Fit	Internal Management Plan	✓
	Risk Register	✓
	Business Plan	✓
	Equalities Strategy	✓
	Legislation	✓

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 乐意翻译

Our policies provide a framework to underpin our vision and values, to help us achieve our strategic objectives.

Our Vision

Local people, local control.

By providing quality homes and services, we will create stronger communities and a better quality of life for our customers.

Our Values

- Focused on the needs of our customers and communities.
- Supportive of our staff and Committee members.
- Responsible, efficient, and innovative.
- Open and accountable.
- Inclusive and respectful.
- Fair and trustworthy.

Strategic Direction

Consolidation and improvement: Applicable to our core business as a landlord & property manager.

Growth: Through the new build opportunities, we are taking forward.

Partnerships: Where this can help to address shared goals and increase capacity and value.

Resilience: A key priority across all parts of our business.

Strategic Objectives

Services: Deliver quality, value for money services that meet customers' needs

Homes & neighbourhoods: Provide quality homes and neighbourhoods.

Assets: Manage our assets well, by spending wisely.

Communities: Work with local partners to provide or enable services and activities that benefit local people and our communities as a whole

Our people: Offer a great workplace environment that produces a positive staff culture and highly engaged staff.

Leadership & Financial: Maintain good governance and a strong financial business plan, to ensure we have the capacity to achieve our goals.

Our Equalities and Human Rights Commitment

We understand that people perform better when they can be themselves and we are committed to making the Association an environment where employees, customers, and stakeholders can be open and supported. We promote equality, diversity, and inclusion in all our policies and procedures to ensure that everyone is treated equally and that they are treated fairly on in relation to the protected characteristics as outlined in the Equality Act 2010.

Privacy Statement

As data controller we will collect and process personal data relating to you. We will only collect personal information when we need this. The type of information we need from you will vary depending on our relationship with you. When we ask you for information, we will make it clear why we need it. We will also make it clear when you do not have to provide us with information and any consequences of not providing this. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you. Further information about this commitment can be found within our full Privacy Statements.

Policy Scope & Review

For the purpose of this policy the term Association will include all members of the Tollcross Housing Association Limited. Therefore, all employees, governing body members, volunteers, customers and other relevant stakeholders will be expected to adhere to this policy and/or procedure. All policies and procedures are reviewed every 3 years in line with best practice and current legislation. The Association reserves the right to make additions or alterations to this policy and procedure from time to time. Any timescales set out in this policy may be extended where required.

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1. Introduction

- 1.1. All employees have the right to request flexible working, to help support their work-life balance. We would encourage employees to discuss flexible working arrangements with their line manager.
- 1.2. This policy provides the framework for how the Association will manage these requests and what an employee can expect.
- 1.3. This policy has been developed in line with the ACAS Code of Practice (request for flexible working), current legislation and best practice. The policy ensures that all requests are dealt with fairly and in a reasonable manner.

2. Policy & scope

- 2.1. Every employee has a statutory right to request flexible working. This right applies from the first day of employment.
- 2.2. An employee may make two statutory requests for flexible working within any 12-month period. However, an employee may only have one live request at a time. A request will remain live until one of the following occurs:
 - A decision is confirmed about the outcome of the request.
 - The request is officially withdrawn.
 - An outcome is mutually agreed.
 - The statutory period for deciding requests ends.
- 2.3. All requests, including any appeals, must be completed within a two-month period. Where a request is complex or requires additional work to support it (e.g. arrangement of a job-share partner), an extension may be agreed with the employee. We will confirm any extension in writing.
- 2.4. A request continues to be live during any appeal or any extension to the statutory two-month decision period that an employer and employee may have agreed.
- 2.5. A decision to reject a request must be for one or more of the following business reasons which are set out in the Employment Rights Act 1996:
 - the burden of additional costs.
 - an inability to reorganise work amongst existing staff.
 - an inability to recruit additional staff.
 - a detrimental impact on quality.
 - a detrimental impact on performance.
 - a detrimental effect on ability to meet customer demand.
 - insufficient work available for the periods the employee proposes to work.
 - planned structural changes to the employer's business.
- 2.6. Where a flexible working request is linked to a reasonable adjustment for a disability, we will consider this inline with our obligations under the Equality Act 2010.

3. Formal process

- 3.1. Step 1 – employee makes a request

An employee must submit a statutory request for flexible working in writing (i.e. email) to their line manager. The request must include:

- the date of the request.
- the change the employee is requesting to the terms and conditions of their employment in relation to their hours, times, or place of work.
- the date the employee would like the change to come into effect.
- if and when the employee has made a previous request for flexible working to the employer.

3.2. Step 2 – line manager reviews the request

Line managers must carefully assess a request, ensuring all aspects of the request (positive and negative) are reviewed.

3.3. Step 3 – consultation meeting

Once the line manager has had an opportunity to review a request, they should invite the employee to a consultation meeting (as soon as reasonably possible) to discuss the request further. This meeting should allow both parties to explore the details of the request further and discuss any potential changes to the request (to help support the employee's flexible working request where the original request may not be possible to grant). A written record of the meeting should be taken as an accurate reflection of the discussion.

Where an employee fails to attend a consultation or appeal meeting, without a good reason, we will consider the request as withdrawn. An employee may resubmit a request but this will be considered a separate request (and count as one of their statutory allowances).

3.4. Step 4 – Confirming the outcome

Outcomes should be in writing as soon as reasonably practicable and should include the following.

For approved requests - confirmation of:

- decision outcome.
- arrangements agreed (based on consultation meeting discussions).
- start date and any review periods agreed.
- impact of terms and conditions (e.g. hours, salary, etc.).
- how to seek further information.

For rejected requests - confirmation of:

- decision outcome.
- clear reason for the outcome (based on the reasons outlined in 2.5).
- appeal process.

4. **Appeal process**

4.1. Where a request has been rejected, an employee can appeal the outcome. They should put their request in writing and include the reasons for their appeal (e.g. new information they want to be considered or they don't believe the process has been handled in a reasonable manner). An appeal should be submitted within 5 working days of being notified of the outcome.

- 4.2. Once an appeal has been submitted, an appeal meeting should be held with the relevant employee without unreasonable delay. The appeal meeting will be held by an appropriate manager, not previously involved in the original decision making. The manager may adjourn the appeal meeting where they need to gain further information. A written record of the meeting should be taken as an accurate reflection of the discussion.
- 4.3. Once the manager has reviewed all the information available for the appeal, they will make a final decision (there is no further right of appeal). This decision will be given in writing to the employee with confirmation of the outcome and reasons.

5. Employee support

- 5.1. While there is no statutory right to be accompanied at meetings to discuss flexible working requests, we will allow an employee to be accompanied at these meetings in a support capacity by a trade union representative or fellow worker.
- 5.2. The choice of representative is a matter for the employee, it is their responsibility to contact the chosen representative, provide them with relevant information and ensure that they are willing to act in that capacity.
- 5.3. We will be flexible to support the attendance of chosen representatives. However, we will not delay the process to allow for them to attend.

Appendix 1 – Equality & Human Rights Impact Assessment

Policy	Right to request flexible working policy & procedure		
EIA Completed by	Corporate Manager	EIA Date	April 2024
1. Aims, objectives, and purpose of the policy / proposal			
To provide a framework for how requests will be handled.			
2. Who is intended to benefit from the policy / proposal?			
Employees will have a clear understanding of what is expected.			
3. What outcomes are wanted from this policy / proposal?			
For employees to understand their right to request flexible working and how to go about this.			
4. Which protected characteristics could be affected by proposal?	<input type="checkbox"/> Age	<input type="checkbox"/> Gender reassignment	<input type="checkbox"/> Religion or belief
	<input type="checkbox"/> Disability	<input type="checkbox"/> Marriage & civil partnership	<input type="checkbox"/> Sex
	<input type="checkbox"/> Race	<input type="checkbox"/> Pregnancy and maternity	<input type="checkbox"/> Sexual orientation
5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.			
The right to request flexible working is open to all employees and benefits those who are looking for a better work-life balance.			
6. Describe the likely impact(s) the policy / proposal could have on the groups identified in part 4			
7. What actions are required to address the impacts arising from this assessment? (This might include; collecting data, putting monitoring in place, specific actions to mitigate negative impacts).			

Appendix 1 – Example of flexible working

Annualised hours

Annualised hours means an employee's contractual working hours are calculated as the total number of hours to be worked over the year. The employee has some flexibility on when they work these hours over the year. Usually the hours will be divided into set rostered hours during busy periods, and unallocated hours during quieter periods. An employee can decide when to work their unallocated hours, subject to some limitations. Payment will be in 12 equal instalments. However, arrangements may be permitted where the pay for the work actually done is in the period the payment relates to.

Compressed hours

Compressed hours means an employee works their usual full time hours in fewer days by working longer blocks. There is no reduction in the employee's pay. For example, a 5-day week is compressed into 4 days, or a 10-day fortnight into 9 days.

Flexitime (currently offered as standard benefit within the Association)

Flexitime allows an employee to choose when to begin and end work, within certain limits. An employee is required to work during core hours and must work an agreed number of hours during the accounting period. Their hours of attendance will be recorded and added up at the end of each accounting period. An employee can carry over an excess of hours or a deficit of hours from one accounting period to another. A deficit of hours should be made up in the following accounting period. An employee can use excess hours to either reduce attendance outside of core hours or take additional leave (flexi leave).

Hybrid working

Hybrid working is a mixture of working remotely and in the employer's premises. Working remotely can include working from home or other agreed locations.

Job sharing

Job sharing is an arrangement where a full-time post is divided into 2 part-time roles. The 2 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 person works. Job sharing can be considered where the creation of a single part-time post is difficult, or where 2 individuals wish to work part-time.

Part-time working

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 works Monday to Wednesday. All posts are available on a part-time basis, except where this is not practical.

Staggered hours

Staggered hours means having a different start and finish time to other employees. For example, working from 7am to 4pm instead of 9am to 6pm.

Working from home

Working from home or homeworking is when an employee regularly carries out all, or part of, their duties from home rather than the employer's premises. The organisation can consider homeworking being an occasional agreed day, a mix of working at home and in the workplace, or a full time arrangement.