



<b>POLICY INFORMATION (Policy no HR030)</b>	
<b>Subject</b>	<b>Flexible Working Policy and Procedure</b> <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
<b>Applicable to</b>	All employees of Nottinghamshire Hospice
<b>Target Audience</b>	Others such as agents, consultants and other representatives of Nottinghamshire Hospice may be required to comply with the policy as a condition of appointment.
<b>Date issued</b>	Dec 2023
<b>Next review date</b>	Dec 2025
<b>Lead responsible for Policy</b>	Director of People Services
<b>Policy reviewed by</b>	Chief Executive Officer
<b>Notified to (when)</b>	Senior Leadership Team Dec 2023
<b>Authorised by (when)</b>	Senior Leadership Team Dec 2023
<b>CQC Standard if applicable</b>	
<b>Links to other Hospice Policies</b>	<a href="#">Time off in Lieu &amp; Flexi-time Policy and Procedure HR029</a> <a href="#">Working from Home Policy HR020</a>
<b>Links to external policies</b>	
<b>Summary</b>	This policy aims to support employees who are considering flexible working arrangements. Nottinghamshire Hospice recognises that a better work-life balance can improve employee motivation, performance and productivity, and well-being.
<b>This policy replaces</b>	Flexible Working Policy and Procedure HR00030 2020-2023

### **IMPORTANT NOTICE**

Staff should refer to the Hospice website or Policies and Procedures folder on the 'N' drive for the most up to date Policy. If the review date of this document has expired it is still valid for 3 months.

After that staff should seek advice from their clinical lead or manager.

<b>VERSION CONTROL</b>		
<b>Status</b>	<b>Date</b>	<b>Review date</b>
Original policy written by Emily Reece, HR Advisor	Dec 2016	Nov 2019
Policy ratified by Finance and Audit Sub Group		
Policy reviewed by Donna Roberts, HR Manager	Nov 2017	Nov 2019
Updated control sheet and published on Policy Doc App	Dec 2018	
Reviewed by Donna Roberts	Sept 2020	Sept 2023
Logo updated and uploaded to website	March 2021	
Policy reviewed by Chief Executive Officer	Dec 2023	
Policy authorised by Senior Leadership Team	Dec 2023	Dec 2025
Updated and uploaded to website	Dec 2023	

Under Review

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## 1. Introduction

This policy aims to support employees who are considering flexible working arrangements. Nottinghamshire Hospice recognises that a better work-life balance can improve employee motivation, performance and productivity, and well-being. Therefore Nottinghamshire Hospice wants to support you to achieve a better balance between work and other priorities, such as caring responsibilities, leisure activities, further learning and other interests. Nottinghamshire Hospice is committed to agreeing flexible working arrangements, provided that the needs and objectives of both the organisation and yourself can be met.

If you think that you may benefit from flexible working please contact your Line Manager to arrange an informal discussion to talk about the options.

## 2. What is Flexible Working?

Flexible working is any type of working arrangement that gives some degree of flexibility on how long, where and/or when you work.

The following flexible working options are considered to be the typical arrangements that you can request but we recognise that there may be alternatives or a combination of options which are suitable to both the organisation and you:

- Annualised hours
- Compressed hours
- Flexitime
- Home-working
- Job-sharing
- Overtime
- Part-time working
- Term-time working

### 3. Types of Flexible Working

- **Annualised hours** where your contractual working hours are calculated as the total number of hours to be worked over the year, allowing flexible working patterns to be worked throughout the year.  
Usually the hours will be divided into rostered hours, which are set, and unallocated hours, when you can be called into work as demand dictates (and to cover unplanned work and colleagues absence). Payment will be in 12 equal instalments (although arrangements may be permitted where the pay for the work actually done is in the period to which the payment relates)
- **Compressed hours** is where you work your usual full time hours in fewer days by working longer blocks meaning that there is no reduction in your pay. For example, a five-day week is compressed into four days, or a 10-day fortnight into nine days
- **Flexitime** allows you to choose, within certain limits, when to begin and end work. You will be required to work during a core time and must work an agreed number of hours during the accounting period of a month. Your hours of attendance will be recorded and added up at the end of each accounting period. You may be able to carry over an excess of up to [7.5] hours or a deficit of up to [7.5] hours from one accounting period to another. A deficit of hours should be made up in the following accounting period. Excess hours may be used to either reduce attendance outside of core hours or, take additional leave (flexi-leave), subject to a maximum of 1 full day in any accounting period. Additional leave should be requested and agreed with your line manager in the same way as annual leave. See the Nottinghamshire Hospice TOIL & Flexitime Policy and Procedure for further details.
- **Homeworking** is when you regularly carry out all, or part of, your duties from home rather than the Hospice's premises. Nottinghamshire Hospice can consider homeworking being an occasional agreed day, a mix of home and office based work each week or a full time arrangement. See the Working from Home Policy for further details.

	<ul style="list-style-type: none"> <li>• <b>Job-sharing</b> 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. You and your colleagues' skills and the hours each of you 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 can 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</li> <li>• <b>Overtime</b> is when hours are worked in addition to the usual full time hours. Overtime can be agreed where the organisation would benefit from an employee working more hours. This is voluntary and you can refuse overtime if you wish.</li> <li>• <b>Part-time</b> working covers any arrangement where you are 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. If Nottinghamshire Hospice 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</li> <li>• <b>Term-time</b> working is where you reduce your hours or take time off during any school holidays. Any weeks above your annual leave entitlement will be unpaid. Salary can be paid in 12 equal monthly instalments (although arrangements may be permitted where you are only paid for the time worked and receive no pay during the holidays apart from your entitlement to annual leave)</li> </ul>
<p><b>4.</b></p>	<p><b>The Needs of the Organisation</b></p> <p>Nottinghamshire Hospice is committed to providing a range of appropriate working patterns. However you and management need to be realistic and recognise that not all flexible working options will be appropriate for all roles.</p>

	<p>Where a flexible working arrangement is proposed the organisation will need to take into account a number of criteria including (but not limited to) the following:</p> <ul style="list-style-type: none"> <li>• the costs associated with the proposed arrangement</li> <li>• the effect of the proposed arrangement on other staff</li> <li>• the need for, and effect on, supervision</li> <li>• the existing structure of the department</li> <li>• the availability of staff resources</li> <li>• details of the tasks specific to the role</li> <li>• the workload of the role</li> <li>• whether it is a request for a reasonable adjustment related to a disability</li> <li>• health and safety issues</li> </ul>
<p><b>5.</b></p>	<p><b>Eligibility</b></p> <p>Any employee with at least 26 weeks of employment service has a statutory right to request flexible working.</p>
<p><b>6.</b></p>	<p><b>Submitting a Flexible Working Request</b></p> <p>An eligible employee is entitled to submit one flexible working request in a twelve month period (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).</p> <p>All requests must be made by email or letter to your Line Manager and the Human Resources Department and any request made must include:</p> <ul style="list-style-type: none"> <li>• the date of the application</li> <li>• the changes that you are seeking to your terms and conditions</li> <li>• the date from when you would like the proposed change to come into effect</li> <li>• what effect you think the requested change would have on the organisation</li> <li>• how, in your view, any such effect could be dealt with</li> <li>• whether this is a statutory or non-statutory request</li> </ul>

	<ul style="list-style-type: none"> <li>• whether a previous application for flexible working has been made</li> <li>• the dates of any previous applications</li> </ul> <p>If you are 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.</p> <p>If an application does not contain all of the required information the HR department or your line manager will explain to you what additional or amended information you need to provide and ask you to resubmit the request.</p>
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<p><b>7.</b></p>	<p><b>Meetings Regarding Flexible Working</b></p> <p>Upon receiving a written request for flexible working the HR department and your line manager will usually seek to arrange a meeting with you to:</p> <ul style="list-style-type: none"> <li>• discuss the request</li> <li>• find out more about the proposed working arrangements</li> <li>• how it could be of benefit to both yourself and the organisation</li> </ul> <p>If a meeting is arranged it will be held within 28 days of the organisation receiving the request. This time limit may be extended with the agreement of yourself, the HR department and your line manager.</p> <p>You 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 you, the HR department and your line manager, the meeting may be held over the telephone.</p> <p>At the meeting you may, if you wish, be accompanied by a workplace colleague (not volunteer) or a trade union representative.</p> <p>If you fail to attend a meeting and then fail to attend a rearranged meeting without good reason, your application will be deemed to have been withdrawn.</p> <p>Where a request can, without further discussion, be approved as stated in your written application a meeting to discuss the request may not be necessary. You will be informed of the organisation’s agreement to the request by a confirmation letter as outlined in the section ‘Responding to a flexible working request’ within</p>
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	<p>28 days of the organisation receiving the request. This time limit may be extended with the agreement of you, the HR department and your line manager.</p>
<p><b>8.</b></p>	<p><b>Responding to a Flexible Working Request</b></p> <p>The HR department and your line manager will consider the proposed flexible working arrangements, looking at the potential benefits, and adverse effects, for you and to the organisation in implementing the proposed changes.</p> <p>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.</p> <p>You will be informed in writing of the organisation’s decision as soon as is reasonably practicable, but no later than 14 days after the meeting.</p> <p>The request may be granted in full, in part or refused. Nottinghamshire Hospice may propose a modified version of the request, the request may be granted on a temporary basis, or you may be asked to try the flexible working arrangement for a trial period. If the request is agreed then you will be sent a confirmation letter which will include details of the new arrangements. You should contact the HR department and your line manager within 14 days if you wish to discuss the new arrangements further, or if you have any concerns.</p>
<p><b>9.</b></p>	<p><b>Right to Appeal Decision</b></p> <p>You have the right to appeal the decision if your request is refused or is only agreed in part.</p> <p>You may lodge an appeal within 14 days of being notified of a decision on your application. This should be done in writing and clearly state the grounds on which you are appealing. The appeal will be heard within 14 days. You will then be informed of the outcome to your appeal within 14 days of the appeal meeting. These time limits may be extended with the agreement of you, the HR department and your line manager.</p>

<b>10.</b>	<b>Trialling New Working Arrangements</b>  Where there is some uncertainty about whether the flexible working arrangement is practicable for you and/or the organisation a trial period may be agreed. If a trial period is arranged the organisation will allow sufficient time for you and your Line Manager to implement and become used to the new working practices before taking any decisions on the viability of a new arrangement.
<b>11.</b>	<b>Varying an Employee's Contract</b>  Where flexible working practices are agreed as a permanent change, a variation will need to be made to your contract of employment. A new contract of employment will be sent to you within 28 days of the change to your working pattern being agreed.  If you have any questions or concerns about the new contract of employment you should contact the HR department or your line manager to discuss the matter further.  Where a trial period has been arranged the organisation will provide you with a document that details your new working pattern and makes clear that it is only a temporary variation to the terms of your contract. You will be informed in writing of the start and end dates of the trial period (although the organisation may reduce or lengthen the trial period where necessary with the agreement from you). The organisation will reserve the right, at the end of the agreed trial period, to require you to revert to your previous working arrangement.