



Putting People 1st

Flexible Working Policy

S.11

Reviewed:

29 June 2023

Date next due for review:

June 2026

This policy document can be produced in various formats, for instance, in larger print or audio-format; and it can also be translated into other languages, as appropriate.

Our equality and diversity policy statement describes our key equality commitments that we use to develop all organisational services; this includes employment services and services to tenants and other customers.

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The Scottish Housing Regulator Reg. No: HAC231; Registered Scottish Charity No: SC038237; FCA Reg. No: 2375R(S); Property Factor Reg. No: PF000151

Linkage to Business Plan/Regulatory Standards Compliance

Business Plan:

Section 3: Mission, Values and Objectives

Section 9 – Risk Management

Regulatory Standards:

Standard 4 - The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

Risk and Financial Implications

Association requires suitable staffing structure and attendance to operate effectively and efficiently.

Terms of Reference

- Equality Act 2010
- Employment Rights Act 1996
- Employment Act 2002
- Work and Families Act 2006
- Flexible Working Regulations 2014
- EVH Model Policy and Best Practice Guidance
- Terms and Conditions of Employment
- ACAS Code of Practice on Handling in a Reasonable Manner Request to Work Flexibly

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1. Introduction

Employees have a statutory right under the Employment Rights Act 1996 to request flexible working. The policy details the framework to manage written requests made by employees to change their working hours or place of work.

The Association is committed to the fair treatment of all employees. Any requests for flexible working will be considered in a reasonable manner, objectively and consistently.

The Association aims to facilitate, wherever possible, flexible working without compromising the delivery of high quality and responsive services to our customers.

2. Background

The Association believes its staff members are one of its most valuable assets. We are committed to attracting and retaining the very best and utilising all talent and experience available.

The Association understands that it is important for staff members to establish a work – life balance to manage responsibilities outside from work. Flexible working may allow more freedom for employees to organise their employment to fit in with other parts of their life.

3. Legal Framework

Equality Act 2010

The Act was introduced in October 2010 and makes discrimination unlawful in relation to the 'protected characteristics' of age, disability, gender reassignment, pregnancy and maternity, race, religion and belief, sex, being married or in a civil partnership, and sexual orientation.

Employment Rights Act 1996

In August 1996 the Employment Rights Act was introduced to set out statutory employment rights of workers and employees.

Employment Act 2002

In April 2003 the Employment Act introduced the right for parents of young and disabled children to apply to work flexibly in order to strike a better balance between their home and work responsibilities.

Work and Families Act 2006

The Act builds on the right to request flexible working introduced in April 2003. The Work and Families Act extends this right to include employees who care for or expect to care for adults.

Flexible Working Regulations 2014

These regulations further extend the right to request flexible working to employee's who have 26 week's continuous service with an employer.

4. Policy Principles

- The policy has been produced as Pineview Housing Association's response to the legislation brought in by the Employment Rights Act 1996, Employment Act 2002, Work and Families Act 2006 and Flexible Working Regulations 2014.
- Aims to provide workers with the opportunity to request to change their standard working arrangements; to strike a better balance between their home and work responsibilities; and for the Association to retain talent and skills in the workforce and react effectively to changing market conditions.
- Details the flexible working procedure that must be followed and also provides standard letter templates and forms to use.
- Details the employers' responsibilities contained in the Act and the recommendations to consider workers' request for a flexible working arrangement.
- Is only applicable when the employee instigates the request to work flexibly (and not when it is instigated by the employer).
- Re-emphasises a desire to create a good place to work for everyone by aiming to retain skills and experience and adapting to changes in society.

5. Eligibility

Under provisions set out in the Employment Rights Act 1996 (as amended) every employee with 26 weeks continuous service has the right to request a change to their contractual terms and conditions of employment. An employee can only make one statutory request within a 12 month period.

General

To be eligible, staff members must:

- Be an employee.
- Have worked for their employer for a continuous period of 26 weeks from the date of application.
- Not be an agency worker.
- Not have made another application to work flexibly under the right during the past 12 months.

6. Types of Flexible Working

Some examples of flexible working are documented below, however please note this list is not exhaustive.

Part time working

A system whereby the employee is contracted to work fewer than the standard full time hours. There are many variations to part time working such as later start or earlier finish times, afternoons or mornings only and fewer working days in the week.

Job-sharing

An arrangement whereby two part time (or occasionally more) employees share the responsibility of a position. In a 'shared responsibility' arrangement the individuals both carry out all the duties of the job simply by picking up the work where the other employee left off. A 'divided responsibility' arrangement is when the duties of the position are divided

between the two individuals, with each being able to provide cover for the other as and when necessary.

Term time working

The employee remains on a permanent contract, but can take unpaid leave of absence as agreed.

Working from home

An approach whereby an employee carries out a proportion of his/her duties from home rather than on the Association's premises.

Compressed Hours

A system permitting employees to work their total number of contractual hours over fewer working days. For example, a five day working week may be compressed into four days.

7. Flexible Working Framework for Managing Requests

Pineview aims to deal with requests as soon as possible and within 3 months of first receiving the request, including any appeal.

If for some reason the request cannot be dealt with within the 3 month period then the employer can extend this time limit provided the staff member agrees.

7.1. Application for Flexible Working

To apply for flexible working, employees need to follow the steps below:

- Apply in writing.
- State the date of the application, the change to working conditions the employee is seeking and when they would like this change to come into effect.
- Explain what effect, if any, the change applied for would have on the Association and how such effect might be remedied.
- State that it is a statutory request.
- State whether a previous application has been made to Pineview and the date of the application.
- Sign and date it.

7.2. Once the Request is Received

If employers are happy to accept the request, they can confirm it in writing without a need for a meeting. Alternatively a meeting should be arranged.

7.3. The Meeting

- Employee will be invited to a meeting in writing and informed they can be accompanied by a fellow employee or trade union representative of their choice.
- The companion can address the meeting and confer with the employee during the meeting but cannot answer questions on the employee's behalf.
- At the meeting employee's proposal will be discussed.
- If the employee's proposal is not suitable to the business, alternative solutions will be discussed.
- If an employee fails to turn up for a meeting without prior notification on more than one occasion and fails to provide a satisfactory explanation, the Association

will treat the application as withdrawn. This will be confirmed in writing informing the employee will be unable to make another request for another 12 months.

- After the meeting the manager will inform the employee of their decision in writing, along with all details of the change.

7.4. Flexible working Acceptance

- Once both sides have agreed to the changes requested, a permanent variation of the employee's terms and conditions will be issued. The employee has no automatic right to return to the original arrangement.
- A trial period for a specified time may be adjustable to establish if the new arrangement is suitable for the needs of the business.

7.5. Flexible Working Rejection

If the employee's application is declined, it will be confirmed in writing, specifying the business reasons for rejection.

One (or more) of the following reasons may apply:

1. Burden of additional cost
2. Inability to reorganise work amongst existing staff
3. An inability to recruit additional staff
4. A detrimental impact on quality
5. A detrimental impact on performance
6. Detrimental effect on ability to meet customer demand
7. Insufficient work for the periods the employees proposes to work
8. A planned structural change to the business.

7.6. Withdrawal of Application

The Association can treat an application as withdrawn under the statutory provisions where the employee has:

- Notified Pineview, verbally or in writing, that the application is withdrawn.
- Without a reasonable explanation failed more than once to attend a meeting or appeal meeting
- Refused to provide the Association with information required in order to assess whether the contract variation should be agreed to.

7.7. Appeal Process

An employee no longer has the automatic right to appeal but the Association may consider hearing the appeal as best practice.

- The staff member can appeal against the Association's decision to refuse an application.
- The appeal should be made in writing to the same manager and then a meeting will be held to discuss the appeal and any options available.
- The employee will be informed they can be accompanied to the meeting by a fellow employee or trade union representative of their choice
- After the meeting, the employee will be notified in writing, confirming the grounds for decision.

8. Responsibilities

Both the employee and the employer have certain responsibilities within this procedure as follows below:

8.1. Employees Responsibilities

- To provide a careful thought out application.
- To ensure their application is valid by checking that all the eligibility criteria are met and that they have provided all necessary information.
- To ensure the application is made well in advance of when the change is proposed to take effect.
- To arrive at meetings on time and to be prepared to discuss their application in an open and constructive manner.
- If necessary, be prepared to be flexible themselves in order to reach an agreement with the employer.
- If the employee wishes to be accompanied by a representative, the employee must ensure that their representative can attend on the date proposed by the employer or an alternative date within the time frame previously stipulated.

8.2. Employers Responsibilities

- To consider requests thoroughly and in good faith in accordance with the set procedure
- To deal with requests as quickly as possible and within 3 months.
- To decline a request only where there is a recognisable business ground and to explain to the employee why it applies
- To ensure that any variation of the procedure is agreed in advance with the employee and recorded in writing
- Not to subject an employee to detriment or dismissal for making a flexible working request.

9. General Data Protection Regulations

We, Pineview HA, are the controller of the personal information that we hold about you, our employee. This means that we are legally responsible for how we hold and use personal information about you. It also means that we are required to comply with data protection law when holding and using your personal information. This includes providing you with the details of how we hold and use your personal information, who we may share it with and your rights in relation to your personal information. You can view the

You can read Pineview's Transparency Statement for Employees below

[\\pha-pdc\company\Corporate Services\Data Protection & FOI\01 - 2018 GDPR\01 - Information Law Solutions\02 - DPO documents for issue\01 - Transparency Statements\For Issue\Transparency Statement - employee .pdf](#)

10. Monitoring & Review

Responsibility for monitoring the application of this policy will rest with the Director of the Association.

This policy will be reviewed every three years to ensure it continues to meets legislative and organisational needs or where EVH issues a revised Model Policy, whichever is sooner. Any amendments will be communicated to all staff and relevant stakeholders.

Appendix 1: Flexible Working Procedure

