

Battle Scars CIO Flexible Working Policy

Policy information	
Organisation	Battle Scars
Scope of policy	Applies to all staff
Policy operational date (original)	04/01/21
Policy prepared by	Jenny Groves – CEO
Date approved by Board	04/01/21
Reviewed:	-
Amended	N/A
Policy review date	04/01/23 Every 2 years
Distributing	This policy will be available on the Battle Scars website and staff shared drive. It will be a requirement for all trustees and staff to read the policy after appointment or after its review. A summary of all relevant policies will be included in the volunteer handbook with clear signposting to the full text. Volunteers will be kept up to date with any changes that might affect their role.
Introduction	
Purpose and scope of policy	In recent years there has been a growing demand for flexible working, both from individuals who want to achieve a better balance between their work and home life and from employers wanting to align their business needs with the way their employees work and service users /clients' needs. This policy has been written to explain the process, which we will use to respond to requests by staff to vary hours, pattern or place of work. It applies to all eligible staff, regardless of whether they work full or part time, or have a temporary contract of employment (it does not apply to agency staff). Staff have a statutory right to request a change to their contractual terms and conditions of employment to work flexibly provided they have been continuously employed with us for at least 26 weeks at the date the application is made. Our policy is to comply with both the spirit and the letter of the law on the right to request flexible working. To this end its aim is to inform all staff of their right to request flexible working and to ensure those rights are understood and that staff feel confident any decisions regarding their requests will be handled objectively, fairly, free from discrimination, and that staff will not be treated detrimentally because they have asked for flexible working arrangements.
Contract statement	Depending on the role, employer and employee needs, and taking into consideration the employee's mental and physical

	<p>needs, we will aim to offer a great degree of flexibility. Such flexibility will be stated in the employee’s contract and the flexible working pattern will be explained.</p> <p>For example, where the post does not have fixed “office” hours, an employee contracted to work 21 hours a week may be contracted to work a total of 21 hours with great flexibility over a 7-day week. Or, depending on the role, an employee contracted to work 10 hours a week may have a contract specifying that they are expected to work a total of 40 hours over a 4-week period.</p> <p>Accurate timesheets must be kept.</p>
<p>Flexible working request procedure</p>	
<p>Making the request</p>	<p>To apply for flexible working, the employee must provide the following information in writing and submit this to their manager.</p> <ul style="list-style-type: none"> • The date • A statement that this is a statutory request • Details of how they would like to work flexibly and when they want to start • An explanation of how they think flexible working might affect the charity and how this could be dealt with, e.g. if the employee is not at work on certain days • A statement saying if and when they’ve made a previous application <p>Employees can only make one statutory request in any 12-month period. We need to know if they are making the request because they consider the change could be a reasonable adjustment to support a disability. In such a case some of the requirements of this policy would not apply (i.e. the minimum period of service, one request per annum).</p>
<p>Responding to the request</p>	<p>Once we receive the written request, we will arrange a discussion with the employee as soon as possible, unless we agree immediately to the request. It may be that we need to ask them to supply further details before the meeting. If there is likely to be a delay in discussing the request, we will inform them. The employee may be accompanied at the meeting by a work colleague.</p> <p>The request will be fully discussed at the meeting. We will carefully consider the request looking at the benefits of the requested changes on working conditions considering both the employee and the charity, and weighing these against any adverse impact of implementing the changes.</p> <p>Having considered the changes the employee is requesting and weighing up the advantages, possible costs and potential logistical implications of granting the request, we will write to them with the decision. The decision will be either:</p> <ul style="list-style-type: none"> • to accept the request and establish a start date, with or without a trial period and review date. Where the request is granted, we will set out what changes will be made to the employee’s terms and conditions of employment, or • to propose an alternative, which may require further discussion, or

	<ul style="list-style-type: none"> • to confirm a compromise agreed at the discussion, or • to reject the request, setting out the reasons, how these apply to the application and the appeal process. <p>Requests to work flexibly will be considered objectively; however, we may not always be able to grant a request to work flexibly if it cannot be accommodated. If we turn down the request, it will be because of one, or a combination, of the following reasons, and we will explain why.</p> <ul style="list-style-type: none"> • The burden of additional costs is unacceptable to the charity • Detrimental effect on ability to meet service user demand • Inability to re-organise work among existing staff • Inability to recruit additional staff • Detrimental impact on quality • Detrimental impact on performance • Insufficiency of work during the periods the employee proposes to work • Planned structural changes to the charity <p>If the employee is only looking for an informal change for a short period to their working hours or conditions, for instance to pursue a short course of study, we may consider allowing them to revert back to your previous conditions after a specified period, e.g. three months, or after the occurrence of a specific event, such as the end of a course of study.</p> <p>The employee must be aware that if their request is approved they do not have a statutory right to make a further request for a period of 12 months, although they may still ask without the statutory right.</p>
Timeframe for dealing with requests	<p>We will do what we can to deal with requests in a timely manner, although the law requires the consideration process to be complete within three months of first receiving a request, including any appeal. If the request cannot be dealt with within three months, we may ask to extend the consideration process, provided the employee agrees to the extension.</p>
Handling requests in a fair way	<p>We may receive more than one request to work flexibly closely together from different employees and it may or may not be possible to accept all requests. If we agree to a request for flexible working arrangements this does not mean that we can also agree to a similar change for another employee. Each case will be considered on its merits looking at the business case in the order they have been received. We may need to take others' contractual terms into account and we may ask the employees if there is any room for adjustment or compromise before coming to a decision.</p>
Appealing the decision	<p>If we decline an employee's request and they wish to appeal, they must do so, in writing, within five days of receiving the letter informing them of the outcome. We will then write to them to arrange a meeting to discuss their appeal. This meeting will be held as soon as reasonably possible and will normally be with the chief executive or a trustee. The employee has the right to be accompanied at that meeting by a work colleague.</p>

	There may be circumstances when the chief executive/trustee is unable to meet within the required timeframes, in which case a meeting will be held as soon as is practically possible.
The effect on your contract of employment	<ul style="list-style-type: none"> • Any change in the employee's hours or pattern of work will normally be a permanent change to their contractual terms and conditions. This means that they will not automatically be able to revert back to the previous working pattern (unless otherwise agreed). So, for example, if the employee's new flexible working pattern involves working reduced hours, they will not automatically be able to revert to working full-time hours. • Changes to the working pattern may affect other terms and conditions of employment. For example, reducing the hours of work will mean that the pay and leave will be pro-rated accordingly. The employee's pension may also be affected. • Any changes to the terms and conditions as a result of a change to the employee's working pattern will be confirmed in the decision letter; however, if the employee has further queries about how a proposed change to their pattern of work might affect their terms and conditions they will need to speak to their line manager.
Policy review	
Responsibility	It is the responsibility of the CEO to review this policy unless the task has been delegated to an appropriate volunteer or employee before the policy review date.
Procedure	All volunteers and employees can have input in this policy's review via their supervision.
Timing	The review must be completed within a month of the review date.