

Merton Mencap

**Flexible Working
Policy & Procedure**

August 2017



Merton Mencap

Flexible Working Policy & Procedure

This policy and procedure has been adopted by Merton Mencap through its Executive Committee which remains responsible for its review.

Original signed version is kept at the Merton Mencap office.

Signed: _____ Date: _____

Name: _____

Chair of Executive Committee

Signed: _____ Date: _____

Name: _____

Chief Executive

Record of adoption and review of this policy and procedure:-

Adopted: 5 November 2013

Reviewed: 25 August 2017

Merton Mencap

FLEXIBLE WORKING POLICY & PROCEDURE

A. Eligibility

The right to request to work flexibly is available to employees who have 26 weeks' continuous service on the date the application is made. Only one such formal request can be made in any 12 month period.

Agency workers returning from a period of parental leave may also make a flexible working request.

The right is to make a written request and to have the request considered by the employer, who has to provide written reasons to the employee if the request is rejected.

B. What Can Be Requested

Eligible employees will be able to request any or all of:

- Change to the hours they work,
- Change to the times when they are required to work (This covers all kinds of working patterns.)
- To work from home for all or part of their working time.

The variations of the terms are to be permanent, unless the two sides agree that they will change again at some time in the future.

C. Employee's Procedure to Request

You must start the process by requesting flexible working in writing and including the following information in your request:

- The date of the application,
- The changes requested,
- When you wish the change to come into effect,
- What effect, if any, you think the change will have on the employer,
- How that effect might be dealt with,
- That it is a statutory request for flexible working, and
- The date of any previous formal flexible working request.

D. The Employer's Response and Appeal Process

There is an overall time limit for the whole process of 3 months and that period starts with the date that you send the employer your formal written request.

The employer will inform you whether it agrees with your request. There is no need for a meeting if the request is agreed in its entirety.

If the employer does not intend to allow you to have the changes that you requested without a meeting, then a meeting is arranged. You can choose to be accompanied by a work colleague, but not a trade union official, unless the official works for the employer.

If you fail to attend an arranged meeting, including an appeal meeting, without good cause, then the request can be considered as withdrawn, and you have to wait a further 12 months before making the next one.

If the request is rejected it will be on one or more of the following grounds:

- The burden of additional costs,
- Detrimental effect on ability to meet customer demand,
- Inability to re-organise work among existing staff,
- Inability to recruit additional staff,
- Detrimental impact on quality,
- Detrimental impact on performance,
- Insufficient work during the periods the employee proposes to work,
- Planned structural changes.

The outcome will be communicated to you as soon as possible after the meeting. A rejection decision may be appealed, in the same way that a grievance may be appealed.

Internal Audit Guidance

Check	Evidence
Have any requests for flexible working been received and, if so, how were they dealt with?	<p>Ask CEO whether any requests for flexible working have been received by the charity.</p> <p>Find out what the charity did to accommodate a staff member wishing to work flexibly.</p> <p>Was this procedure followed correctly?</p> <p>Do written documents exist to show that this policy worked well?</p> <p>Perhaps speak to the person(s) who requested to work flexibly and ask how they feel they were supported.</p>