

Reference:	Flexible Working Policy
Reviewed by	HR Manager
Responsible Director:	Director of Governance and People Services
Last Review Date:	May 2024
Ratified by:	HRD
Date Ratified:	2007
Version:	V1.5
Next Review Date:	2027
Version history	
V1. 5	Original policy amended – legal changes 2024 Department and Director job title change January 2025



FLEXIBLE WORKING POLICY

(Updated with effect from 6 April 2024)

Introduction

Liverpool Hope University is a vibrant collegiate community of staff and students. Flexible working adds to the University's commitment to equality whilst trying whenever possible to promote a healthy work life balance. This policy sets out our approach to flexible working requests under the statutory procedure.

Eligible Employees

All employees have the statutory right to request flexible working. Under the statutory procedure an employee can make two flexible working requests in every 12 month period. If an employee has submitted a flexible working request, they must wait until that request has been considered and any appeal has been dealt with before submitting a second request.

Making the request

You must submit a written and dated request using the [Flexible Working Request Form](#) to the Personnel Department in order that the formal process of consideration can begin. Please be aware that the period from application to acceptance can take up to two months. It is for this reason we would ask you to make a request at least two months before the date you would like the changes to take effect. The timescales within this policy may be extended by mutual agreement.

To help us understand the basis of your request and in order to comply with the legislation surrounding this area of the employment relationship in your application you should:

1. provide as much information as possible about your current and desired working pattern, including working days, hours and start and finish times, and give the date from which you want your desired working pattern to start;
2. state whether you have made a previous formal request for flexible working and, if so, what was the date of that application
3. that you are making the request under Section 80F of the Employment Rights Act 1996.

The Next Steps

Your senior manager (i.e. a member of the senior management team) may be able to authorise the change without having to meet to discuss the application with you. This would however be extremely unusual as some discussion will inevitably be required in order to identify how the change to working hours, location and days of attendance will/can be accommodated and how that may affect your colleagues.

Assuming a meeting is to be held this would normally be arranged to take place as soon as practicable after your application has been made. You may wish to be supported during the meeting in which case you may bring a fellow work colleague or trade union representative.

During the meeting your request will be discussed in detail. It is also the opportunity to explore alternatives to your proposals if they cannot be met as requested. At the consultation meeting, you should be as open as possible about your needs to enable a constructive discussion about what is feasible.

Before formalising the arrangement, you and your senior manager could agree a trial where neither party have committed to the change; this would enable us to make sure the alterations meet both your needs and the needs of the University or your colleagues.

Accepting the application

In the event your request being approved or the arrangements prove satisfactory after a trial, you will be sent a formal offer letter to change your terms and conditions. This letter will explain that any alteration will normally be a **permanent change** to your contract of employment and there will be no entitlement to revert to your old terms and conditions at a later date.

You must sign and return the offer letter within 5 working days to complete the process. The request may be granted in full or in part: for example, the organisation may propose a modified version of the request, the request may be granted on a temporary basis, or the employee may be asked to try the flexible working arrangement for a trial period

Rejecting the application

Unfortunately, there may be circumstances where, due to business and operational needs, your request cannot be granted. This is even when alternative proposals have been considered at the meeting detailed above.

If that is the case your senior manager will write to you and they will:

- a) give the business reason(s) for turning down your application;
- b) explain why the business reasons apply in your case; and
- c) set out the appeal procedure.

The eight business reasons for which we may reject your request are:

- a) the burden of additional costs;

- b) detrimental effect on ability to meet customer demand;
- c) inability to reorganise work among existing staff;
- d) inability to recruit additional staff;
- e) detrimental impact on quality;
- f) detrimental impact on performance;
- g) insufficiency of work during the periods that you propose to work; and
- h) planned changes.

Appeals

If you are unhappy with the outcome to your flexible working request you have the right to appeal to someone of a higher level than the original decision maker and who has no prior involvement in the decision-making process.

Your appeal must be in writing setting out the grounds of your appeal, which might include a change in circumstance allowing the request to be accommodated, and sent to the Director of Personnel within 5 working days of receipt of the rejection letter.

If your appeal is successful then your request will be accepted as per the procedure above. If your appeal is rejected then a written reason for the decision will be sent to you.

Trial Period

Liverpool Hope University may decide to offer the new way of working on a trial basis initially if it is not sure what the impact of it will be on the business. In such circumstances, the change to the employee's terms and conditions of employment during the trial period is a temporary change to their terms and conditions of employment.

If the trial is not successful, the employee will revert back to their previous terms and conditions of employment. If the requested change of working arrangements is accepted at the end of the trial, then the temporary terms and conditions will become permanent.

Timelines

The law requires that all requests, including any appeals, must be considered and decided on within a period of two months from first receipt, unless the employer and employee agree to extend this period.

If the University arranges a meeting to discuss the application including any appeal and the employee fails to attend both this and a rearranged meeting without a good reason, we will consider the request withdrawn. In such circumstances we will inform the employee.