

AGE UK EXETER

Controlled Document

Document Name: Flexible Working Policy

Version Number: 3

Agreed by Risk and Quality Committee: 25.03.25

Approved by Board of Trustees on: 22.04.25

Review Schedule: Every three years

Next review due: April 2028

Owner (Responsibility) CEO

Amendments to: Governance Officer

Revision History: See end of document.

Document location: www.ageuk.org.uk/exeter/about-us/policiesandguidelines

Document Description

Staff have the right to apply for flexible working and this document sets out the procedures to be followed.

Implementation & Quality Assurance

Implementation is immediate and this policy shall stay in force until any alterations are formally agreed.

The policy will be reviewed every three years by the Board of Trustees, sooner if legislation, best practice, or other circumstances indicate this is necessary.

All aspects of this policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy, please contact the CEO on info@ageukexeter.org.uk or at Age UK Exeter, The Sycamores, Mount Pleasant Road, Exeter, EX4 7AE, 01392 202092.

Flexible working policy

1. About this policy

This flexible working policy gives eligible employees an opportunity to request a change to their working pattern.

We will deal with flexible working requests in a reasonable manner and within a reasonable time. In any event, the time between making a request and notifying you of a final decision (including the outcome of any appeal) will be less than two months unless we have agreed a longer period with you.

This policy does not form part of any employee's contract of employment, and we may amend it at any time.

2. Eligibility

To be eligible to make a flexible working request, you must:

- Be an employee;
- Not have made two flexible working requests during the last 12 months (which includes requests that have been withdrawn); and
- Not make a request to work flexibly if a request you made previously has not been concluded.

3. What is a flexible working request?

A flexible working request under this policy means a request to do any or all of the following:

- To reduce or vary your working hours;
- To reduce or vary the days or times you work; or
- To work from a different location (for example, from home).

4. Making a flexible working request

Your flexible working request should be submitted to your line manager in writing and dated. It should:

- State that it is a flexible working request;
- Explain the change being requested and propose a start date; and
- State whether you have made any previous flexible working requests.

5. Meeting

We will arrange a meeting at a convenient time and place to discuss your request. You may be accompanied at the meeting by a colleague of your choice. They will be entitled to speak and confer privately with you but may not answer questions on your behalf.

We may decide to grant your request in full without a meeting, in which case we will write to you with our decision.

6. Decision

We will inform you in writing of our decision as soon as possible after the meeting.

If your request is accepted, we will write to you with details of the new working arrangements and the date on which they will commence. You will be asked to sign and return a copy of the letter.

If we cannot immediately accept your request, we may require you to undertake a trial period before reaching a final decision on your request.

Unless otherwise agreed, changes to your terms of employment will be permanent.

We may reject your request for one or more of the following business reasons:

- The burden of additional costs;
- Detrimental effect on ability to meet customer demand;
- Inability to reorganise work among existing staff;
- Inability to recruit additional staff;
- Detrimental impact on quality;
- Detrimental impact on performance;
- Insufficiency of work during the periods that you propose to work; or
- Planned structural changes.

If we are unable to agree to your request, we will write to tell you which of those reasons applies in your case. We will also set out the appeal procedure.

7. Appeal

You may appeal in writing within 14 days of receiving our written decision. This includes a decision following a trial period. Your appeal must be dated and must set out the grounds on which you are appealing.

We will hold a meeting with you to discuss your appeal. You may bring a colleague to the meeting.

We will tell you in writing of our final decision as soon as possible after the appeal meeting, including reasons. There is no further right of appeal.

Revision History

Revision date	Summary of Changes	Other Comments
30.12.2021	New document using HR Express template. This policy replaces information on flexible working within the staff terms & conditions	Approved by the Board of Trustees on 10 February 2022. Next review due January 2025
23.04.24	Update to cover legislative changes that came into effect April 2024 with advice from HR Express.	
29.01.25	Three yearly review- no change.	