

**November 2017**

## **Flexible working – Staff guide**

### Introduction

There is significant evidence that shows that staff who feel they have flexibility at work are happier, more motivated and productive in their jobs. As the commissioning landscape continues to change and staff often required to work across different sites, Haringey and Islington CCGs are committed to supporting all staff to work flexibly in a fair and consistent manner. Equally, it is important that consideration is given to the needs of each organisation and its' ability to deliver its' duties.

This guide is designed to provide an overview of the CCGs' approach to flexible working, address frequently asked questions and should be read in conjunction with the flexible working policy and other relevant policies and procedures.

### The flexible working policy

Every employee has a statutory right to request flexible working under the CCG flexible working policy following 26 weeks' employment service. The CCGs are committed to dealing with all requests in accordance with the Advisory, Conciliation and Arbitration Service (ACAS) code of practice for handling requests in a reasonable manner. More information is available on the ACAS website: [www.acas.org.uk](http://www.acas.org.uk)

The CCGs' flexible working policy supports employees' in their right to request a change to working hours or regular working patterns (contractual or otherwise) on a permanent or time-limited basis. Examples of this include wanting to change your hours from full time to part time, or wanting to regularly work from home on a particular day. To ensure that the policy is applied fairly and consistently, these requests need to be made formally in writing for the consideration of your line manager, in consultation with the relevant director. The outcome of these requests will be communicated with individuals and shared with the Haringey and Islington CCGs' Executive Management Team for information and to ensure that a consistent approach is taken to flexible working across the CCGs.

### Core business hours

The CCGs' offices are open Monday- Friday, 09:00 – 17:00. These are the organisations' core business hours when they need to be open from a public-facing perspective. A regular working pattern outside of these hours is something that should be discussed and decided with your line manager, in line with the flexible working policy.

### Ad-hoc flexibility

Ad-hoc requests for flexibility around the working day are not covered by the flexible working policy. These requests should be discussed with your line manager with the decision being treated in a reasonable, fair and flexible manner. Examples could include wanting to attend a medical appointment, a lunchtime activity or starting work early one day so you can leave earlier than usual for a particular reason.

The CCGs do not have a formal 'flexi-time' or time off in lieu policy. The CCGs' Leave policy states (in relation to medical/dental appointments): *'where such schemes are not in operation, the line manager may use their discretion and authorise time off, or for the time to be made up later, which will be in agreement with and supports the employee and the needs of the service.'*

#### Rest breaks at work

Rest breaks are important for both the physical and mental wellbeing of staff and are a statutory right. Staff should take a rest break every day and managers should be supporting staff to participate in the CCGs' health and wellbeing activities if staff wish to do so.

#### Working from home

On some occasions, working from home can be helpful, for example if you have an important report to write and need to be away from the open-plan office. Requests to work from home should always be discussed and agreed with your line manager in advance and may not be a suitable option for everyone's role.

Staff requesting to work from home should consider their IT infrastructure and whether it enables them to work from home in a way that is compliant with our information governance policy.

CCG laptops are configured to allow access to the Blue network and email from anywhere with an internet connection. A number of laptops and encrypted memory sticks are also available from CCG Business Support Teams upon request.

#### Annual leave policy

Staff may find it helpful to remind themselves of the CCGs' Annual Leave policy when making flexible working requests as it contains a clear explanation of employees' rights to different types of leave. These include: compassionate leave, emergency leave, time off for dependents, carers leave, medical and dental appointments, disability leave, time off for public duties such as jury service and religious and cultural observance leave. The policy contains principles for how managers should deal with these requests.

A maternity policy is available with information on leave for antenatal appointments. Policies are also available for parental leave, adoption leave, employment breaks and adverse weather and travel disruption.

#### CCG policies

All policies and procedures are available on the CCG intranets. Staff and managers have a responsibility to familiarise themselves with these documents to ensure that they are applied fairly and consistently. In making any decision, managers need to ensure they consider both the needs of the individual and the team/organisation. HR staff are always on hand to answer any queries about the policies where staff are unsure.