



# Flexible Working Policy

East Birmingham Community Forum (EBCF)

Version: **v1.0**

Date Issued: **January 2026**

Review Date: **January 2027**

## **Document Control**

Policy Owner: Human Resources

Approved By: Head of Quality

## Contents

1. Purpose .....	3
2. Scope .....	3
3. Principles .....	3
4. Eligibility .....	3
5. Types of Flexible Working .....	3
6. Making a Request .....	4
7. Consideration of Requests .....	4
8. Outcome of Requests.....	5
9. Business Reasons for Refusal .....	5
10. Trial Periods .....	5
11. Right of Appeal .....	6
12. Equality, Diversity and Inclusion.....	6
13. Responsibilities .....	6
14. Monitoring and Review.....	7

## **1. Purpose**

East Birmingham Community Forum (EBCF) recognises the benefits that flexible working can bring to both employees and the organisation. Flexible working can support employee wellbeing, work-life balance, retention, engagement, productivity, and inclusion whilst ensuring that service delivery remains effective.

This policy sets out the framework for employees to request flexible working arrangements and explains how such requests will be considered fairly, consistently and in accordance with current legislation.

## **2. Scope**

This policy applies to all employees of EBCF.

The policy does not form part of any employee's contract of employment and may be amended from time to time to reflect changes in legislation, organisational requirements, or best practice.

## **3. Principles**

EBCF is committed to:

- Considering all flexible working requests fairly and objectively.
- Promoting equality, diversity and inclusion.
- Supporting employee wellbeing where possible.
- Balancing employee needs with operational requirements.
- Ensuring compliance with relevant employment legislation and guidance.

EBCF recognises that flexible working can be beneficial for employees with caring responsibilities, disabilities, health conditions, religious commitments and other personal circumstances.

## **4. Eligibility**

All employees have the statutory right to request flexible working from the first day of employment.

Employees may submit up to two statutory flexible working requests within any 12-month period.

Nothing within this policy prevents managers and employees from discussing informal flexible working arrangements outside of the formal statutory process where operationally appropriate.

## **5. Types of Flexible Working**

Flexible working arrangements may include, but are not limited to:

- Part-time working
- Changes to working hours
- Changes to start and finish times
- Compressed hours
- Job sharing
- Annualised hours

- Hybrid working
- Homeworking or remote working
- Term-time working
- Temporary flexible working arrangements

Any arrangement agreed will be subject to operational requirements and service needs.

## **6. Making a Request**

Employees wishing to request flexible working should submit a written request to their Line Manager and Human Resources.

The request should include:

- The flexible working arrangement being requested.
- The proposed start date.
- Whether the request is intended to be temporary or permanent.
- Any information the employee wishes EBCF to consider when reviewing the request.
- Any anticipated impact on service delivery and suggestions for mitigating that impact, where appropriate.

Employees may seek advice from Human Resources before submitting a request.

## **7. Consideration of Requests**

Upon receipt of a request, EBCF will consider the proposal carefully and objectively.

A meeting may be arranged with the employee to:

- Discuss the request.
- Explore possible alternatives.
- Clarify details of the proposed arrangement.
- Consider whether a trial period may be appropriate.

Where EBCF is considering declining a request, consultation with the employee will take place before any final decision is made.

When assessing requests, EBCF may consider:

- Service delivery requirements.
- Learner, customer and stakeholder needs.
- Staffing resources and team capacity.
- Health and safety considerations.
- Impact on quality and performance.
- Financial implications.
- Availability of work during proposed working times.

- Planned organisational changes.
- The employee's individual circumstances.

Each request will be considered on its own merits.

## **8. Outcome of Requests**

EBCF will provide a written decision within two months of receiving the request, including any appeal process, unless an extension is agreed with the employee.

Requests may be:

- Approved in full.
- Approved with modifications.
- Approved subject to a trial period.
- Declined where there is a legitimate business reason.

Where a request is approved and results in a contractual change, the employee will receive written confirmation and their terms and conditions of employment will be updated accordingly.

## **9. Business Reasons for Refusal**

A request may be refused where there is a genuine business reason, including:

- The burden of additional costs.
- Detrimental impact on service quality.
- Detrimental impact on organisational performance.
- Inability to meet learner, customer or stakeholder demand.
- Inability to reorganise work amongst existing staff.
- Inability to recruit additional staff.
- Insufficient work during the periods the employee proposes to work.
- Planned structural or organisational changes.
- Health and safety concerns.

Any refusal will be confirmed in writing together with the reason(s) for the decision.

## **10. Trial Periods**

Where appropriate, EBCF may agree to a trial period before making a final decision.

The duration of the trial period will be confirmed in writing and reviewed at the end of the agreed period.

Following the review, EBCF may:

- Confirm the arrangement permanently.
- Extend the trial period where appropriate.

- Revert to the employee's previous working arrangement.

## **11. Right of Appeal**

An employee who is dissatisfied with the outcome of their request may submit an appeal in writing to Human Resources within 14 calendar days of receiving the decision.

The appeal should clearly set out the reasons why the employee believes the decision should be reconsidered.

Where practicable, the appeal will be reviewed by a manager who was not involved in the original decision.

The outcome of the appeal will be confirmed in writing and will be final.

## **12. Equality, Diversity and Inclusion**

EBCF is committed to ensuring that all flexible working requests are considered fairly and without discrimination.

Managers must ensure that decisions are not influenced by age, disability, sex, race, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity, marriage and civil partnership status, or any other protected characteristic.

Reasonable adjustments will be considered where required under the Equality Act 2010.

## **13. Responsibilities**

### **Employees**

Employees are responsible for:

- Submitting requests in a timely manner.
- Providing sufficient information to support their request.
- Engaging constructively in discussions regarding proposed arrangements.

### **Managers**

Managers are responsible for:

- Considering requests fairly and objectively.
- Consulting with employees before making decisions.
- Seeking advice from Human Resources where required.
- Ensuring consistency across the organisation.

### **Human Resources**

Human Resources are responsible for:

- Providing guidance on the application of this policy.
- Supporting managers and employees throughout the process.
- Monitoring compliance with legislation and organisational procedures.
- Maintaining appropriate records.

#### 14. Monitoring and Review

Human Resources will monitor the implementation of this policy to ensure consistency, fairness and legal compliance.

This policy will be reviewed annually or sooner where changes in legislation, organisational requirements or best practice make this necessary.

Version	Description of Change	Author	Date	Approved by
1.0	First version	S.Khan	January 2026	S.Etheridge