

# NORTH VIEW Housing Association

*North View is a registered Scottish charity – charity registration number SC032963*

## POLICY

## FLEXIBLE WORKING

Passed:-	25/06/2025	Review Date:-	May 2030
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All North View policies and publications can be made available on CD/data-to-voice, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us at [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)

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**NORTH VIEW HOUSING ASSOCIATION**  
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### FLEXIBLE WORKING

#### 1. About this Policy

- 1.1 This Flexible Working Policy gives eligible employees an opportunity to request a change to their working pattern.
- 1.2 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.
- 1.3 This Policy does not form part of any employee's contract of employment and we may amend it at any time.

#### 2. Eligibility

- 2.1 To be eligible to make a flexible working request, you must:
  - a) be an employee;
  - b) not have made more than one flexible working request during the last 12 months (even if you withdrew that request); and
  - not have the final outcome of any other flexible working request you may have still pending.

#### 3. What is a flexible working request?

- 3.1 A flexible working request under this Policy means a request to do any or all of the following:
  - a) to reduce or vary your working hours;
  - b) to reduce or vary the days or times you work;
  - c) to work from a different location (for example, from home).

#### 4. Making a flexible working request

- 4.1 Your flexible working request should be submitted to your line manager in writing and dated. It should:
  - a) state that it is a flexible working request;
  - b) explain the change being requested and propose a start date;
  - state whether you have made any previous flexible working requests and if so, when.

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- 4.2 You can make up to two flexible working requests in any 12-month period, provided that at the time of making your request the final outcome of any other flexible working request you may have made is not still pending.

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#### 5. Meeting

- 5.1 Your line manager 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 or a trade union representative/official. They will be entitled to speak and confer privately with you, but may not answer questions on your behalf.
- 5.2 Your line manager may decide to grant your request in full without a meeting, in which case we will write to you with our decision.

#### 6. Decision

- 6.1 Your line manager will inform you in writing of our decision as soon as possible after the meeting.
- 6.2 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.
- 6.3 If we cannot immediately accept your request, we may require you to undertake a trial period before reaching a final decision on your request.
- 6.4 Unless otherwise agreed, changes to your terms of employment will be permanent.
- 6.5 We may reject your request for one or more of the following business reasons:
  - 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; or
  - h) planned structural changes.
- 6.6 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.

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#### 7.0 Appeal

- 7.1 You may appeal in writing within 14 days of receiving our written decision to the General Purposes Sub-Committee. This includes a decision following a trial period.
- 7.2 Your appeal must be dated and must set out the grounds on which you are appealing.
- 7.3 The General Purposes Sub-Committee will hold a meeting with you to discuss your appeal. You may bring a colleague or trade union representative/official to the meeting.
- 7.4 We will tell you in writing of our final decision as soon as possible after the appeal meeting, including reasons.
- 7.5 There is no further right of appeal.

***End***

***Policy established:*** 23<sup>rd</sup> Nov 2022

***Policy reviewed:***

25/06/2025 - Reviewed to reflect updates to legislation, and that the employee's own line manager will now consider the request.

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