



What is it?

Flexible Working Will Replace the Flexi-Time Scheme Over Time: FAQ's

Q. I have a team member who already has a statutory right to flexible working request agreed but now wants to move to Flexible Working – can they do this?	A: Yes they can, it will be a permanent change and their current statutory right to flexible working request will no longer apply.
Q. I have a team member who is full time and works condensed hours – is it ok to continue with this?	A: Full time employees are expected to work across all days in their contracted working week with occasional exceptions authorised by managers. If they always work condensed hours rather than this being an occasional arrangement then the individual will need to put in a statutory right to request flexible working for consideration.
Q. I have had a conversation with a team member about adopting flexible working but they are reluctant and refusing to move away from the Flex Time Scheme. What can I do?	A: That's okay, we are not removing the Flex Time scheme from staff, therefore it is their preference and is up to them. You might want to bring the subject up from time to time in their 1:1's to see if they have had a change of thought on this aspect but do not pressure them. It may be worth pointing out or showcasing during team meetings to everyone where flexible working has been of benefit to individual team members.
Q. A team member on Flex-Time keeps wanting to work from home – can they do this?	A: What has been custom and practice for this team member to work from home in the past? If it hasn't included remote working in the past then there is no reason for this to start now. If it did include an element of remote working then this may continue (but not increase) providing service delivery needs are being met and that they continue to stringently follow Flex-Time Scheme rules whilst doing so. If they wish to take advantage of Flexible Working then they will need to agree to move to this workstyle – otherwise they will continue to work Flex-Time.
Q. I have a new member of the team who is automatically a flexible worker but I need to spend more time with them until I am happy they understand the role – can I do this?	A: We recognise that team members new to the role may need to spend more time in the office with their manager and other experienced team members, stakeholders or customers in order to gain experience, and that this may limit flexible working at the start. Explain this to the individual and that once you are satisfied that they have the necessary experience and knowledge you will be happy for them to work as flexibly as the rest of the team. This will give them the impetus to get up to speed as soon as possible.

Q: A team member on Flex-Time has always started work at 7.30 and accrued hours on this basis. It suits me if this continues – can it?	A: Sorry no it cannot. All Flex-Time Scheme workers must follow the rules and cannot start to accrue hours before 8.00am even if it does suit service needs. If the individual has worked this in the past it was not in line with rules and you need to point this out.
Q: A team member on Flex-Time gets a bit frustrated when they can't always have the flex-days off they want due to service delivery needs – what do I do?	A: Managers need to make sure that all services continue to maintain full-service delivery. Whilst you can try and accommodate the preferred date as best you can it is not always going to be possible for a team member to take their flex-day on their preferred day due to business need – you may need to introduce a rota system if it affects more than one team member. In the first instance, check your team's diary to see if having this day off is potentially achievable. Also advise the team member to give as much notice as possible of the date they wish to take off to enable you to review the workload of the team and service at that particular time.
Q. Can a member of staff make a return to the Flex Time Scheme after deciding to move to Flexible Working.	A: No they can't. Once they have moved off the Flex Time Scheme that can't make a return to it.