



## CARE HOUSING ASSOCIATION AGILE WORKER & FLEXTIME POLICY

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### 1. Purpose

Care is committed to ensuring opportunities for staff to achieve a positive work-life balance are available, whilst ensuring the needs of tenants are not compromised. Agile working and flexitime are ways of working in which an organisation empowers its people to work where, when and how they choose – with maximum flexibility and minimum constraints – to optimise their performance and to do their best work.

Clearly, there must be some limitations on the ability to work in an agile/flexible manner to ensure that the services provided are not compromised. Agile and flexible working practices must result in either a benefit for the tenants or the employee and must certainly not result in a reduction or dilution of tenant service levels. The ability to work flexibly is a staff benefit, not an entitlement.

### 2. Criteria for Agile Working & Flexitime

Not all employees are entitled to undertake agile/flexible working. Certain roles require restrictions to ensure service delivery is not compromised. The decision to allow agile/flexible working will be held by the manager of the employee. For those to whom agile/flexible working is available, the following criteria must be adhered to:

- Work hours must take place between 6am – 8pm, core hours 10am-4pm.
- Condensed hours (e.g. 4-day week for full-timers) are not permitted.
- Requirement to work minimum of 6 hours each day unless authorisation is provided by the employee's manager to reduce this. This is to ensure key staff are not all working reduced hours on one particular day.
- Any absences of more than 2 hours within core hours to be discussed beforehand with the employee's manager.
- Any absences of more than 2 hours for people on call to be covered by alternative member of staff and approved by both employees' managers.
- Team members to ensure their Outlook calendars are up to date and 'agile working' is marked clearly.
- Although agile working is provided to promote work life balance, tenants' needs are the priority, i.e. if a work appointment has to take place at a certain time on a certain day within core hours, this should be accommodated.

An example of making good use of this policy may be an employee choosing to start working at 7.30am then take a 2 hour break in the middle of the day to exercise and have lunch (and marking this in their Outlook Calendar) and finishing work that day at 4.30pm.

Agile working is not part of employee's contract and can be rescinded at any time for any reason, including:

- Employees not adhering to the criteria set out in this policy
- A change in service delivery necessitating the need for more rigid working practices

### **3. Location of Work**

Agile/flexible working does not simply apply to hours worked. Location can be a key factor in allowing employees to work in an agile way. Where employees have the office identified as their place of work in their contract, working away from the office on a regular / semi-regular basis must be approved by their manager. Care encourages working from home where practical and will try to accommodate such requests where feasible.

Employees may also occasionally make requests to work away from both the home and the office, e.g. a more remote location such as a holiday home. Requests for this will be considered on a case-by-case basis, but will only be approved if it can be demonstrated that:

- Service delivery is not affected.
- The ability to work from the preferred location is practical in terms of communication, IT, logistics, etc.
- There is no negative cost impact for the Association if the employee works from the preferred location.

### **4. Review**

Not all agile/flexible working arrangements will be successful either from the service point of view or the individual's point of view, so they are open to review at any point. If problems arise every effort will be made to resolve them, but in some cases it may be necessary for some form of mediation between managers and employees to take place to find a way forward. Managers will only stop agile working arrangements for sound business or performance reasons and after consulting fully with the employee.

There will be no right to appeal if an employee's ability to work in an agile way is either not granted, or rescinded at any time.

### **5. Responsibility**

The designated officer responsible for implementation and monitoring of this policy will be the Chief Executive.

### **6. Equality and Diversity**

We are committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination.

### **7. Commitment and Review**

Care will formally review this policy every three years or if relevant service parameters change.