

Flexible Working Policy Statement

POLICY COVERSHEET

# Key Details

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| **POLICY TITLE** | Flexible Working Policy Statement |
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| **OUTCOME OF EQUALITY IMPACT ASSESSMENT** | *No major change* |
| **RELATED POLICIES / PROCEDURES / GUIDANCE** | Flexible Working Line Manager Guidance  Flexible Working Employee Guidance  [Career Break Scheme](https://outlookuwicac.sharepoint.com/:w:/s/PeopleServices/Ef-qdO9pinBAuBFjIAcbymkB0zeh1KxlBR6v1cItcREZ_g?e=6yeaBu)  [Interim Hybrid Working Policy](https://www.cardiffmet.ac.uk/about/policyhub/Documents/interim-hybrid-working-policy.docx) |
| **IMPLEMENTATION DATE** | 10th January 2024 |
| **POLICY OWNER (JOB TITLE)** | Director of People Services |
| **UNIT / SERVICE** | People Services |
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# Policy Hub

## For further information on policies:

1. You can go to the Secretariat pages [on InSite](https://outlookuwicac.sharepoint.com/sites/Secretariat).
2. You can go to the Policy Hub at [cardiffmet.ac.uk/about/policyhub](https://www.cardiffmet.ac.uk/about/policyhub/); or
3. Contact [policies@cardiffmet.ac.uk](mailto:policies@cardiffmet.ac.uk).

**Mae’r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh**

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# Introduction

## To support Strategy 2030 and in line with its shared values and behaviours, the University is committed to supporting employees to achieve an appropriate work-life balance by providing a range of flexible working options.

## Flexible working can be a permanent or temporary agreement between an employee and employer to change an employment contract; such as the location, hours or days worked to the mutual benefit of the individual and the University.

## The University is committed to the promotion of a healthy work-life balance for all and recognises that flexibility is highly valued by employees and that flexible working can offer benefits to both employees and the University.

# Purpose

## The purpose of this policy is to establish a flexible working framework for Cardiff Metropolitan University that can be adapted in innovative ways that add to the learning and teaching experience, and satisfy employee needs wherever possible.

# Benefits

## It is recognised that flexible working can have a mutual positive impact on both employees and the University.

## In relation to employees, the benefits include:

### Supporting employees work-life balance by enabling them to make more time for personal and domestic commitments.

### Improving employee well-being.

### Improving employee morale.

### Enabling employees to manage health and well-being activities around their working hours.

### Enabling employees to have greater control over their working lives.

## In relation to the University, the benefits include:

### Increasing productivity, responsiveness and efficiency.

### Improving customer service by providing non-traditional service hours.

### Improving competitive advantage by promoting Cardiff Metropolitan University as an employer of choice.

### Promoting diversity by attracting a wider range of candidates.

# Principles

## Cardiff Metropolitan University is a multifaceted, diverse and complex organisation and therefore a “one size fits all” approach to flexible working would not be appropriate, nor would it allow the University to meet its service and operational requirements. It is not possible to apply flexibility consistently across the University and there will be justified inconsistencies in application.

## Flexible working practices will be applied in accordance with the service and operational needs of individual posts and wider teams, Schools and Professional Services.

## Employees have the statutory right to request a permanent or temporary change to their working pattern. A temporary change is up to a maximum of 12 months.

4.3 Flexible working applications will be reviewed promptly and responded to

within two months, this includes timescales for any appeal process.

## 4.3 The University has the right to decline a Flexible Working Application if there are legitimate business reasons, as set out in legislation. Further information can be found in 6.4.

# Policy Framework

## The main elements of Cardiff Metropolitan University’s flexible working policy are:

### Flexible Working Hours – There are a range of flexible working options such as a nine-day fortnight, annualised hours, a mixture of office based and remote working, a temporary reduction or increase in working hours, that may meet service needs where there are planned peaks and troughs in workload, or when an employee needs a flexible work pattern to cope with competing work-life demands, e.g. caring responsibilities.

### Remote Working - Cardiff Metropolitan University will support remote working from home and other locations as a partial alternative to office work where this is appropriate. Such arrangements can reduce carbon emissions and improve efficiency. Home working may also be considered as a reasonable adjustment for some employees.

### Hybrid Working - is a combination of working remotely (this is often at home) and on campus. On the 1st March 2022, the University launched a pilot of hybrid working following the success of remote working during the COVID-19 pandemic. While hybrid working comes under the umbrella of flexible working, the University is currently operating a “test and try” of hybrid working to determine what works best for the University, for teams, and for staff. As such, all statutory requests for flexible working will continue, however the ability to operate permanently in a hybrid model is still being reviewed and will be of a temporary nature at this stage.

### Job Share Working - Job share can be an extremely productive working arrangement and is promoted as a proactive method of recruiting to positions that cannot be filled on a part-time basis. It needs to be clear to all parties of a job share arrangement that the neither job share partner has a “senior” status, and in the event of a job share partner leaving, then the arrangement can only continue if another partner is recruited.

### Part-time Working – Cardiff Metropolitan University employs a large number of employees in a range of part-time positions, e.g. term-time (part week or full week), full-year part-time (part week or full week. Part-time employees are entitled to the same terms and conditions of comparable full-time employed within Cardiff Metropolitan University.

### Career Breaks - A [career break](https://outlookuwicac.sharepoint.com/:w:/s/PeopleServices/Ef-qdO9pinBAuBFjIAcbymkB0zeh1KxlBR6v1cItcREZ_g?e=6yeaBu) may provide an employee with a substantial period of unpaid leave during which their length of service will be maintained. The expectation is that this opportunity will benefit Cardiff Metropolitan University as well as the employee. Subject to there being a cost neutral effect to Cardiff Metropolitan University, including the provision of a suitably experienced replacement then a career break for up to one year may be agreed. The employee can expect to return to a position of similar standing within the organisation; this may not be the same job.

### Flexitime Working - Flexitime can help employees to combine their work and personal responsibilities and can help workflow to be managed more efficiently. By staggering working times, employees can make a contribution to reducing traffic congestion at peak hours and reduce the need for overtime or TOIL.

### Discretionary Well-being Time - Three times a week, staff have the opportunity to take 15 minutes out of work for wellbeing activities. In these circumstances, the following principles will apply:

* Discretionary well-being time is a benefit and is not a contractual right.
* This is not a reduction in working hours and employees must ensure that they make the time up and fulfil their contractual hours.
* Employees must seek prior approval from managers before taking discretionary well-being time.

The University fully supports employees to engage in activities which support their physical and mental health and well-being during lunch breaks and before and after the working day. While persistent lateness is not acceptable managers are expected to allow a reasonable amount of discretion and flexibility in these circumstances.

# Eligibility and Procedure

## Should employees wish to make a formal request to work flexibly, they should do so in accordance with the University’s Guidance which can be found on the People Services Insite page. Line managers should liaise with People Services prior to approving the request if advice or guidance is required and a People Services representative can attend where appropriate.

## Employees can make two flexible working requests in any 12-month period

## Employees have the right to request flexible working from day one of employment.

## The University has the right to decline a Flexible Working Application.

If the University declines a flexible working application, it must be for at least one of the following business reasons as set out in the legislation:

6.4.1 The burden of additional costs

6.4.2 An inability to reorganise work amongst existing staff.

6.4.3 An inability to recruit additional staff.

6.4.4 A detrimental impact on quality

6.4.5 A detrimental impact on performance

6.4.6 Detrimental effect on ability to meet customer demand.

6.4.7 Insufficient work for the periods the employee proposes to work.

6.4.8 A planned structural change to your business.

# Appealing the decision

## An employee who wishes to appeal Cardiff Metropolitan University’s decision to reject their request should submit their appeal in writing to the Director of People Services. The appeal should be submitted within 7 days of receiving Cardiff Metropolitan University’s decision.

## The grounds of the appeal must be stated and dated.

## Cardiff Metropolitan University will arrange an appeal meeting normally within 14 days after receiving notification that the employee wishes to appeal. The employee will have 5 days’ notice of the meeting and the meeting will be held by a more senior manager (unless not reasonably practicable) than the manager who considered the request at the previous stage.

## The employee is entitled to bring a work colleague or Trade Union Representative with them to the appeal meeting.

## Cardiff Metropolitan University will inform the employee of the outcome of the appeal in writing normally within 14 days after the date of the meeting.

## Should the appeal be upheld the written decision will:

### include a description of the new working pattern.

### state the date from which the new working pattern is to take effect.

## Should the appeal be dismissed the written decision will:

### State the business reasons for the decision (these will be appropriate to the employee’s own grounds for making the appeal). The business reasons must fall into at least one of the following categories:

#### Burden of additional costs

#### Detrimental effect on ability to meet customer demand

#### Inability to reorganise work among existing staff

#### Inability to recruit additional staff

#### Detrimental impact on quality

#### Detrimental impact on performance

#### 7.7.1.7 Insufficiency of work during the periods the employee proposes to work

#### Planned structural changes.

### Provide an explanation as to why the reasons for refusal apply in the

### circumstances.

## Written notice of the appeal outcome constitutes Cardiff Metropolitan University’s final decision. There is no right to raise a separate grievance in relation to a request of this nature.

# Policy Statement Revision

## The People Services Department will proactively advise, support, and monitor the application of this policy and procedure.

## To ensure it is relevant and effective, this policy will be reviewed regularly or where there is a change in the University’s requirements, employment legislation or case law.