



## Flexible Working Policy

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### Document Control

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### Version History

Next Review Date		06/04/2026		
Version	Date	Amendments	Author	Status
0.1 to 0.4	Oct 2021 to Oct 2022	Initial Draft – Reviewed by the HR Team & the Trust Board.  Consultation Process – Draft shared with the working group consisting of Senior Leaders, HR, and the Trade Unions.	Lisa-Marie McGrath	Consulted & Reviewed, and implemented agreed points
1.0	01/12/2022	Final Draft – Approved by the CEO and The Trust Board	Lisa-Marie McGrath	Approved
2.0	12/02/2024	No changes – will review again at the end of March in preparation for the new regulations.	Lisa-Marie Flynn	Approved
3.0	06/04/2024	Updated to reflect legislative changes, effective 06/04/2024	Lisa-Marie Flynn	Approved
4.0	06/04/2025	N/A	Lisa-Marie Flynn	Approved

## Flexible Working Policy

### 1. ABOUT THIS POLICY

- 1.1 We are committed to providing equality of opportunity in employment and developing working practices and policies that support work-life balance. This Flexible Working Policy allows eligible employees to formally request a change to their working pattern per the statutory procedure for such requests. Managers are encouraged to facilitate requests unless they cannot be accommodated for business or operational reasons.
- 1.2 No one who requests flexible working will be subjected to any detriment or lose career development opportunities as a result.
- 1.3 This policy applies to all employees. However, it does not apply to agency workers, consultants, or self-employed contractors.
- 1.4 This policy does not form part of any contract of employment or other contract to provide services, and we may amend it at any time subject to following consultation with the Unions.

### 2. PERSONNEL RESPONSIBLE FOR IMPLEMENTING THE POLICY

- 2.1 Our board of directors (the board) is responsible for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. However, the Trust's HR Manager has delegated day-to-day responsibility for operating the policy and ensuring its maintenance and review.
- 2.2 Line Managers/SLT have a specific responsibility to ensure this policy's fair application and all staff members are responsible for supporting colleagues and ensuring its success.

### 3. WHO IS RESPONSIBLE FOR THIS POLICY

- 3.1 The Board of Directors (the Board) has overall responsibility for the effective operation of this policy. The Board has delegated responsibility for overseeing its implementation to the Head of the HR Department. Suggestions for changes to this policy should be reported to the Head of the HR Department.
- 3.2 Any questions you may have about the day-to-day application of this policy should be referred to SLT/Line Manager in the first instance.
- 3.3 This policy is reviewed annually by the Head of the HR Department in consultation with the Unions.

### 4. FORMS OF FLEXIBLE WORKING

- 4.1 Flexible working can incorporate a number of possible changes to working arrangements, such as:

- reduction or variation of working hours;
- reduction or variation of the days worked; and/or
- working from a different location (for example, from home).

4.2 The possible changes to working arrangements mentioned in paragraph 4.1 may also involve:

- starting a job share;
- working a set number of hours, a year rather than a week (annualised hours);
- working from home (whether for all or part of the week);
- working only during term-time (part-year working);
- working compressed hours; and/or
- working flexi-time.

## 5. ELIGIBILITY FOR THE FORMAL RIGHT TO REQUEST PROCEDURE

5.1 To be eligible to make a request under the formal procedure set out in paragraphs 6 to paragraph 9, you must:

- be an employee;
- not have made two formal requests to work flexibly during the last 12 months; and
- not make a formal request to work flexibly if a request you made previously has not been concluded.

5.2 If you are not eligible to make a formal request, you may make an informal request under paragraph 11.

## 6. MAKING A FORMAL FLEXIBLE WORKING REQUEST

6.1 Any employee interested in flexible working is advised to speak informally with their Line Manager/SLT to discuss their eligibility, the different options and the effect of their proposed work pattern on colleagues and service delivery before submitting a formal or informal request.

6.2 You must submit a written application if you would like your flexible working request to be considered under the formal procedure.

6.3 Your application should be submitted to your Line Manager/Senior Leadership Team in good time and ideally at least two months before you would like the changes to take effect. It should:

- state that it is a flexible working request; and
- explain the reasons for your request, especially if you think our Equal Opportunities Policy may be relevant, for example, if your request concerns childcare or other family commitments, religious or cultural requirements, or adjustments because of a disability; and
- provide as much information as you can about your current and desired working pattern, including working days, hours and start and finish times, and give the date from which you want the changes to take effect; and
- provide information to confirm that you meet the eligibility criteria set out in paragraph 5 of this policy, including the dates of any previous formal requests for flexible working.

6.4 In most cases, we will need to meet with you before making a decision. However, in some cases, we may be able to approve your request without a formal meeting, although it will usually be helpful for your line manager/SLT to discuss the request with you to ensure it is the best solution.

## 7. FORMAL REQUEST: MEETING

7.1 Where necessary, your Line Manager/SLT will arrange a meeting with you after submitting your application. A member of the HR Department may also attend the meeting. In addition, you may bring a colleague or trade union representative to the meeting as a companion if you wish. Your companion will be entitled to speak during the meeting and confer privately but may not answer questions on your behalf.

7.2 In most cases, the meeting will be held at your usual place of work. However, we will try to ensure that the meeting is held at a convenient time and place for everyone.

7.3 The meeting will discuss the working arrangements you have requested. You will be able to explain how the arrangements will accommodate your needs and discuss the impact your proposed working arrangements will have on your work and that of your colleagues. If we cannot accommodate the arrangements you requested, discussion at the meeting will also allow us to explore possible alternative working arrangements.

7.4 Your Line Manager/SLT may suggest starting new working arrangements under an initial trial period to ensure that they meet your needs and those of your team or department.

## 8. FORMAL REQUEST: DECISION

8.1 We will notify you of the decision in writing within 2 months.

- 8.2 If your request is accepted, or where we propose an alternative to the arrangements you requested, your Line Manager/SLT will write to you with details of the new working arrangements, details of any trial period, an explanation of changes to your contract of employment and the date on which they will commence. In addition, you will be asked to sign and return a copy of the letter. This will be placed on your personnel file to confirm the variation to your terms of employment.
- 8.3 Unless otherwise agreed (and subject to any agreed trial period), changes to your terms of employment will be permanent. You should note that your right to make formal flexible working requests is limited to two in any 12-month period.
- 8.4 If your Line Manager/SLT needs more time to decide, for example, where they need more time to investigate how your request can be accommodated or consult several staff members, they will discuss this with you.
- 8.5 There will be circumstances where we cannot agree to a request due to business and operational requirements. In these circumstances, your Line Manager/SLT will write to you:
- explaining the business reason(s) for turning down your application; and
  - setting out the appeal procedure.
- 8.6 The eight business reasons for which we may reject your request are:
- the burden of additional costs;
  - detrimental effect on the 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;
  - insufficiency of work during the periods that you propose to work; and
  - planned structural changes.

## 9. FORMAL REQUEST: APPEAL

- 9.1 If your request is rejected, you have the right to appeal.

9.2 Your appeal must:

- be in writing and dated;
- set out the grounds on which you are appealing and
- be sent to the HR Department within 14 days of the date you received the written rejection of your request.

9.3 The HR Department will arrange a meeting after receiving your appeal. We will try to hold the meeting at a convenient time for all those attending. A colleague or trade union representative of your choice may accompany you.

9.4 Where possible, the appeal meeting will be conducted by a more senior manager who has not previously considered your request.

9.5 You will be informed in writing of the decision as soon as possible after the appeal meeting.

9.6 If your appeal is upheld, you will be advised of your new working arrangements, details of any trial period, an explanation of changes to your employment contract, and the date on which they will commence. In addition, you will be asked to sign and return a copy of the letter. This will be placed on your personnel file to confirm the variation to your terms of employment.

9.7 You should be aware that changes to your terms of employment will be permanent and that your right to make formal flexible working requests is limited to two in any 12-month period.

9.8 If your appeal is rejected, the written decision will give the business reason(s) for the decision and explain why the reason(s) apply in your case. You should note that your right to make formal flexible working requests is limited to two in any 12-month period

## 10. EXTENDING TIME UNDER THE FORMAL PROCEDURE

10.1 There may be exceptional occasions when it is not possible to complete consideration of your request within the expected time limits. Where an extension of time is agreed with you, your Line Manager/SLT will write to you to confirm the extension and its end date.

10.2 If you withdraw a formal request for flexible working, that request will still be taken into account when determining if you have made two formal requests in a 12-month period. In certain circumstances, a formal request will be treated as withdrawn. This will occur if you fail to attend a meeting and a rearranged meeting or an appeal meeting and a rearranged appeal meeting without good cause. In such circumstances, the HR Department will write to you confirming that the request has been treated as withdrawn.

Your Line Manager/SLT will write to you to confirm that the request has been withdrawn in such circumstances.

## 11. MAKING AN INFORMAL FLEXIBLE WORKING REQUEST

11.1 Employees who are ineligible to make a formal request for flexible working may make an informal request to their Line Manager/SLT, who will consider it according to our business and operational requirements.

11.2 It will help your Line Manager/SLT to consider your request if you:

- make your request in writing and confirm whether you wish any change to your current working pattern to be temporary or permanent;
- provide as much information as you can about your current and desired working pattern, including working days, hours, and start and finish times, and give the date from which you want your desired working pattern to start; and
- Think about what effect the changes to your working pattern will have on your work and your colleagues, as well as on our service delivery and that of your team or department. If you have any suggestions about dealing with any potentially negative effects, please include these in your written application. Then, your Line Manager/SLT can consider whether they are workable.

11.3 Your Line Manager/SLT will advise you on what steps will be taken to consider your request, which may include inviting you to attend a meeting before advising you of the outcome of your request.