



Flexible Working Policy

V1.0 November 2025

Introduction

ELCAP believes that flexible working can increase staff motivation, promote work-life balance, enrich employee wellbeing and improve performance and productivity.

This policy sets out our approach to flexible working requests under the statutory procedure.

This policy does not form part of your contract of employment and we reserve the right to amend or withdraw it at any time.

Scope

This policy applies to employees employed by us. It does not apply to workers, contractors, consultants or any self-employed individuals working for the organisation.

Eligible employees

All employees have the statutory right to request flexible working. Under the statutory procedure, you can make two requests in every 12-month period. If you have submitted a flexible working request, you must wait until that one has been considered and any appeal has been dealt with, before submitting another.

However, we recognise the importance of providing flexible working for all employees. Therefore, if you are not eligible to make a formal request for flexible working under the statutory procedure, you may submit an informal request and we will consider this on an informal basis.

Our commitment to you

We are passionate about creating an inclusive culture that supports a good work-life balance. We care about your health and wellbeing and want to invest in an environment where everyone can thrive.

You will see individuals at all levels in the organisation working flexibly. We advertise roles as having flexible working options where possible.

We are committed to ensuring that all supervisors/managers have received training so that they are able to give full consideration to flexible working where appropriate. We will also continue to invest in technology and new ways doing things to transform the way we work.

Types of flexible working

We will consider requests for any type of flexible working with an open mind. Examples of flexible working include:

- hybrid working, where staff split their time between attending the [workplace/office] and working remotely [- see below for more on our approach to hybrid working];
- part-time working;
- homeworking;
- flexible hours (for example flexible start and finish times); and
- compressed hours (for example a four-day working week or nine-day fortnight).

Hybrid working

We have a separate [hybrid working policy](#), which sets out our approach to hybrid working. Hybrid working is already available in the Business services department and Operational Leadership departments.

If we do not currently offer you hybrid working but you would like to request it, you should make a request under this policy.

Making a request for flexible working

All requests must be made in writing by email or letter. This should be submitted to your line manager.

Any request made under this policy must include:

- the date of the request;
- the changes that you are seeking to your terms and conditions of employment;
- the date on which you would like the change to come into effect;
- a statement that this is a statutory request;
- if and when you have made a previous application for flexible working; and
- if you have made a previous request, when you made that application.

If your request does not contain all the required information, you will be asked to resubmit it with the necessary additional information. Any request that is incomplete or contains errors will not be automatically rejected.

Timescales

Once you submit your flexible working request, it will be dealt with as soon as possible. However, all requests will be dealt with within two months, from receipt of the request to notification of any appeal decision.

The timescales within this policy may be extended where this is mutually agreed.

Consultation meeting

Your line manager will arrange a consultation meeting to discuss your flexible working request. The consultation meeting will be held within seven days of receiving your request. However, if this is not possible, you will be informed of the reason for any delay.

You may, if you wish, ask a fellow worker or a trade union official to attend the meeting with you.

The consultation meeting is an opportunity for you to explain how the proposed working arrangements would benefit you and for us to consider and discuss any alternative flexible working options that may be available and suitable for you and the organisation.

At the consultation meeting, we urge you to be as open as possible about your needs so that we are able to engage in a constructive discussion about what is feasible.

Considering your request

After the meeting, your line manager will consider your proposed flexible working arrangements carefully, weighing up:

- the potential benefits to both you and the organisation; and
- any adverse impact of implementing the changes.

Each request will be considered on a case-by-case basis - agreeing to one request will not set a precedent or create the right for another employee to be granted a similar change to their working patterns.

Notifying you of the decision

Your line manager will inform you in writing, usually within 7 days after the consultation meeting, of their decision and why.

Where your request is granted

Your request may be granted in full or in part. For example:

- we may propose a modified version of your request;
- your request may be granted on a temporary basis; or
- you may be asked to try the flexible working arrangement for a trial period.

Where your request is granted in full or in part, your line manager will meet with you to discuss how and when the changes might be implemented.

Any changes to your terms and conditions of employment, whether permanent or temporary, will be put in writing and sent to you as an amendment to your contract of employment.

Reasons for rejecting a request

While we are committed to encouraging flexible working patterns, we need to remain realistic. In some cases, it may not be possible for us to accommodate a request because of:

- the burden of additional costs;
- an inability to reorganise work among existing staff;

- an inability to recruit additional staff;
- a detrimental impact on quality;
- a detrimental impact on performance;
- a detrimental effect on ability to meet customer demand;
- insufficient work for the periods the employee proposes to work; and
- a planned structural change to the business.

We will not reject your request for any other reason.

Your right to appeal

You have the right to appeal if your request for flexible working is rejected or only agreed in part.

Your appeal should be sent in writing to the CEO within seven days of receiving our decision. Your letter should set out the grounds on which you are appealing. An appeal meeting, where possible with an individual who did not make the original decision, will be held within seven days of you lodging your appeal or as soon as is possible.

You may, if you wish, ask a fellow worker or a trade union official to attend the appeal meeting with you.

Following the appeal meeting, the relevant manager will inform you in writing, usually within seven working days, of the outcome. The outcome of the appeal is final.

Treating your application as withdrawn

If you fail to attend, without good reason, both the first and second meeting to discuss your application, or both the first and second meeting to discuss your appeal, we will treat your application as withdrawn.