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Cymru (AaGIC)
Health Education and
Improvement Wales (HEIW)

Health Education and Improvement Wales

Flexible Working Request Policy and Procedure

Policy Owner: Director of Workforce & Organisational Development

Approved by: Executive Team

Approval Date: 29 July 2020

Review Date: July 2023

Version: 1

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1. Introduction

Health Education and Improvement Wales (HEIW) is committed to supporting its employees in maintaining a work/life balance through encouraging employees to consider their working arrangements.

Flexible Working is about challenging traditional full-time working patterns and adjusting so that organisational needs are met and everyone, respectful of their diverse needs, can find a working pattern that enables them to combine work with their other responsibilities, changing situation and aspirations.

HEIW also accepts that rigid adherence to full time and traditional patterns of working may not only discriminate against staff, but also fails to maximise the considerable benefits to the organisation which can be derived from flexible forms of working such as recruitment and retention of staff, reduced sickness absence and improved organisational performance.

2. Purpose

The purpose of this policy is to provide a framework which is flexible to the needs of both the employee as well as the needs of the service and provide the managers with the tools they need to fully support their staff. It describes the range of options that may be available to accommodate an individual's circumstances, depending on business need, and the process which will be followed in considering requests for flexible working in a fair and consistent manner whilst ensuring that HEIW meets its statutory obligations in a positive manner. Flexible working can benefit health and wellbeing and this policy affirms HEIW's commitment to the NHS Wales Health and Well Being Charter aim of promoting and supporting work/life balance.

3. Scope

Under the Flexible Working Regulations 2014, the right to request flexible working applies only to employees that have worked for HEIW for 26 consecutive weeks on the date the application is made.

All applications must be considered in a reasonable manner, however, not all applications need to be accommodated or agreed in the form that they are submitted.

The approval process should be fair and equitable, and applications will be approved provided they do not adversely affect service provision. Section 80(G) (1) (b) of the Employment Rights Act (1996) lists the following eight reasons as the only legitimate grounds for turning down a request for flexible working:

- 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
- Insufficiency of work during the periods the employee proposes to work
- Planned structural changes

These are also contained in the ACAS code of practice on flexible working applications <https://www.acas.org.uk/acas-code-of-practice-on-flexible-working-requests/html> .

All requests that line managers consider may be accommodated will be subject to a 12 week trial to ascertain whether they really are a workable option for both the employee and HEIW.

Staff can only make one flexible working request in any rolling 12 month period, except in exceptional circumstances where;

- the current flexible working arrangement is not working and the employee wishes to revert to their previous working pattern,
- an additional request relates to statutory entitlement under the Equality Act 2010 for disabled employees to request flexible working as part of a reasonable adjustment or a tailored adjustment is required to support the health and wellbeing of an employee.

Reasonable and tailored adjustments should be managed with reference to the All Wales Managing Attendance at Work, Carers and Domestic Abuse policies.

The opportunities presented in this policy may not apply to all employees in the same way because the circumstances of each individual and the different services they deliver. Employees are encouraged to read this policy and talk to their line manager or People Business Partner to fully explore the opportunity to work more flexibly.

4. Flexible Working Request Options

HEIW recognises that there is no “one size fits all” approach to flexible working.

An employee may request a change to

- the hours they work
- the times when the work is carried out
- how the work is to be carried out e.g. job sharing.

Where this is a minor, temporary change to their working day, it may be accommodated by seeking agreement from their manager (e.g. start later/finish earlier, time off within the working day). No flexible working request application process is necessary for this type of minor adjustment.

Popular types of flexible working requiring a Flexible Working Request Application Form are described below:

4.1 Part-time Work

The employee works less than the standard number of hours per week. This may involve only working mornings or afternoons, or only working on certain days of the week.

4.2 Job Sharing ([Appendix 8](#))

Traditionally two employees share a full-time job, however, there may be scope for more than two people to share.

How the job should be divided depends on the type of work. Sometimes each job share partner does a defined part of the job or, alternatively, each does the full range of job tasks as they occur and they communicate well between them.

4.3 Flexible Hours

The employee has the opportunity to access variable start and finish times e.g. to start work earlier or finish later if needed, on the basis that their contracted hours for the week are completed and the needs of the business are still met. Typically flexible hours may be agreed between an employee and their line manager on an ad hoc basis or they can be agreed as part of a formalised arrangement.

4.4 Temporary Reduction in Hours

The employee works reduced hours for an agreed period at a reduced salary and with a guarantee that he or she can return to contracted working when that period ends.

4.5 Compressed Hours

An employee does a full-time job in, for example, 4 days a week instead of 5 or work 9 days instead of 10 days per fortnight, by working longer hours on the days they attend work.

4.6 Retire and Return

Retire and return applies to staff with an NHS pension who chose to retire, take all their pension benefits and return to NHS employment. Options available should be explored with the individual's line manager with reference to HEIW Retire and Return guidance notes and advice taken from a qualified pension adviser.

5. Roles and Responsibilities

5.1 Employee's Responsibilities

Staff are responsible for managing their own work life balance, but should expect to receive support from their line manager in achieving this. They should:

- Raise the initial application for flexible working, being clear about what it is they want to achieve and how their request will work in practice,
- Consider how the requested working pattern will impact the team and service delivery, and suggest how issues could be mitigated,
- Meet with their line manager, discuss all options in an open and constructive manner and be prepared to compromise,
- Inform their line manager of any change in circumstances and withdraw their application if no longer appropriate.

5.2 Line Manager's Responsibilities

Line managers are responsible for ensuring that employees are aware of their options and following the process fairly and consistently. They should:

- Ensure that employees are aware of the policy,
- Consider each request individually, assessing each on its own merits,
- Arrange a meeting with the employee (along with a colleague, if desired) to provide the opportunity to explore the desired work pattern and to discuss how best it might be accommodated. This meeting will also provide an opportunity to consider other alternative working patterns should there be problems in accommodating the desired work pattern.
- Act quickly within the regulation guidelines in order to reduce uncertainty for the employee, requesting an extension to regulation timelines only in exceptional circumstances,

- Aim to approve an employee's request for flexible working or find some sort of compromise or alternative arrangements unless there are some significant and legitimate grounds for turning it down,
- Complete relevant documentation and inform payroll of changes to contracted hours worked prior to trial,
- Conduct regular reviews and give feedback to employee during trial period – rejecting the application and notifying payroll, if the trial is not successful,
- Where appropriate, at the end of the trial, generate and send out letter to employee confirming contractual changes including new salary, revised annual leave entitlement and effective dates.

5.3 People Team's Responsibilities

It is the People Team's responsibility to:

- Provide advice and guidance to all staff and line managers on policy and procedure matters relating to the Flexible Working Request Policy to ensure fair and consistent approach,
- Ensure copy of confirmation of change to contract letter retained in the personnel file,
- Review the policy as required and at least after 3 years.

6. Principles and Procedure (See Appendix 1 – Process Flowchart)

The key to successful flexible working is trust, in line with HEIW's values and compassionate leadership.

HEIW encourages a "reason neutral" approach to flexible working requests in that the reason for the request should have no bearing on the manager's decision unless associated with a request for reasonable or tailored adjustment.

No employee should suffer any detriment, financially or otherwise from working flexibly, other than any pro rata arrangement following a reduction in the number of hours worked or the time when hours are worked. Employees participating in any flexible working request scheme will enjoy equal status as full-time employees, especially in relation to accessing training or career opportunities.

Applications should not normally result in HEIW incurring additional costs. If the request under consideration is likely to have additional cost implications, approval must be sought from the relevant budget holder.

If a member of staff wishes to request flexible working, they must complete the Flexible Working Request Application Form ([Appendix 2](#)), ideally **6 weeks** in

advance of the start date. An informal discussion with their line manager may have happened before this.

The manager should acknowledge receipt of the form within **5 working days** by returning a copy of the form to the employee and arrange a meeting with the employee within **4 weeks** to discuss the application.

[Appendix 7](#) provides guidelines for managers when considering and administering applications.

The employee has the right to be accompanied at this meeting by a colleague or staff side representative.

Rejection of a request to vary working pattern should be based on sound business reasons and where a request is declined, alternatives will be explored.

The line manager will respond to the request in writing within **2 weeks** of meeting with the employee, using the Flexible Working Request Application Outcome Form ([Appendix 3](#)) to outline the decision, details of the agreement and any compromise discussed.

The line manager may, with agreement from the employee, extend a time limit for part of the procedure from that set out in the regulations. This should be documented using the Flexible Working Request Application Extension of Time Limit Form ([Appendix 5](#)).

It is the line manager's responsibility to inform payroll of any changes to the employee's contracted hours prior to commencement of any trial using the designated changes to hours form found on the intranet. For information, an image of this form is included in Appendix 9.

All requests that the line managers consider could be accommodated will still be subject to a **12 week** trial to ascertain whether it really is the right option for both the employee and HEIW.

During the trial period, if the flexible working option is no longer appropriate or service delivery is being unacceptably disrupted, a one to one discussion will be arranged to explore alternative solutions including reverting to the original working pattern, if appropriate. Rejection of the application at the trial stage must be attributed to one of the eight legitimate reasons listed in Section 80(G) (1) (b) of the Employment Rights Act (1996) and the Flexible Working Request Application Outcome Form ([Appendix 3](#)) re-issued. Payroll must be informed of the reversion of the employee's contracted hours using the designated changes to hours form found on the intranet.

The employee may withdraw their application for flexible working at any time before it starts by submitting the Flexible Working Request Application Notice of Withdrawal Form ([Appendix 6](#)) to their line manager.

Where changes to an employee's working pattern are agreed as a result of a flexible working request, these will be regarded as permanent changes unless agreed otherwise. Once the pattern is agreed as a permanent change, there is no guarantee or automatic right to revert to the previous working pattern, and any such request will be handled as a new and separate request. Changes may be agreed on a longterm, temporary basis with a defined end date (more than 12 weeks), but this must have been requested in the original application. In response to an urgent or immediate need, short-term, temporary changes (less than 12 weeks) may be agreed between an employee and their line manager on an ad hoc basis outside of a formal flexible working arrangement. If, after that time, the period is to be extended, a formal flexible working request application will have to be made.

After completion of a successful trial period, the line manager will confirm contractual changes including new salary, annual leave entitlement and effective date, in writing to the employee, and copy the People Team (HEIW.People@wales.nhs.uk). The NHS annual leave calculator is available on the intranet https://nhs.wales365.sharepoint.com/:x:/r/sites/heiw-intranet/_layouts/15/Doc.aspx?sourcedoc=%7BD1ABBC6A-807D-49C8-A58D-E9E63291F325%7D&file=NHS%20annual%20leave%20calculator.xlsx&action=default&mobileredirect=true&DefaultItemOpen=1 and the template confirmation letter in Appendix 10.

7. Appeal

If an employee is unhappy with the decision made, they should complete the Flexible Working Request Application Appeal form (Appendix 4), highlighting the reason for their appeal, and submit it to the next-in-line manager within 2 weeks of receiving the written decision from their line manager.

A discussion between the employee and the next-in-line manager will take place within 2 weeks of receipt of the appeal notification, and a decision made and communicated in writing to the applicant within another 2 weeks of this meeting.

The employee has the right to be accompanied at this meeting by a colleague or staff side representative.

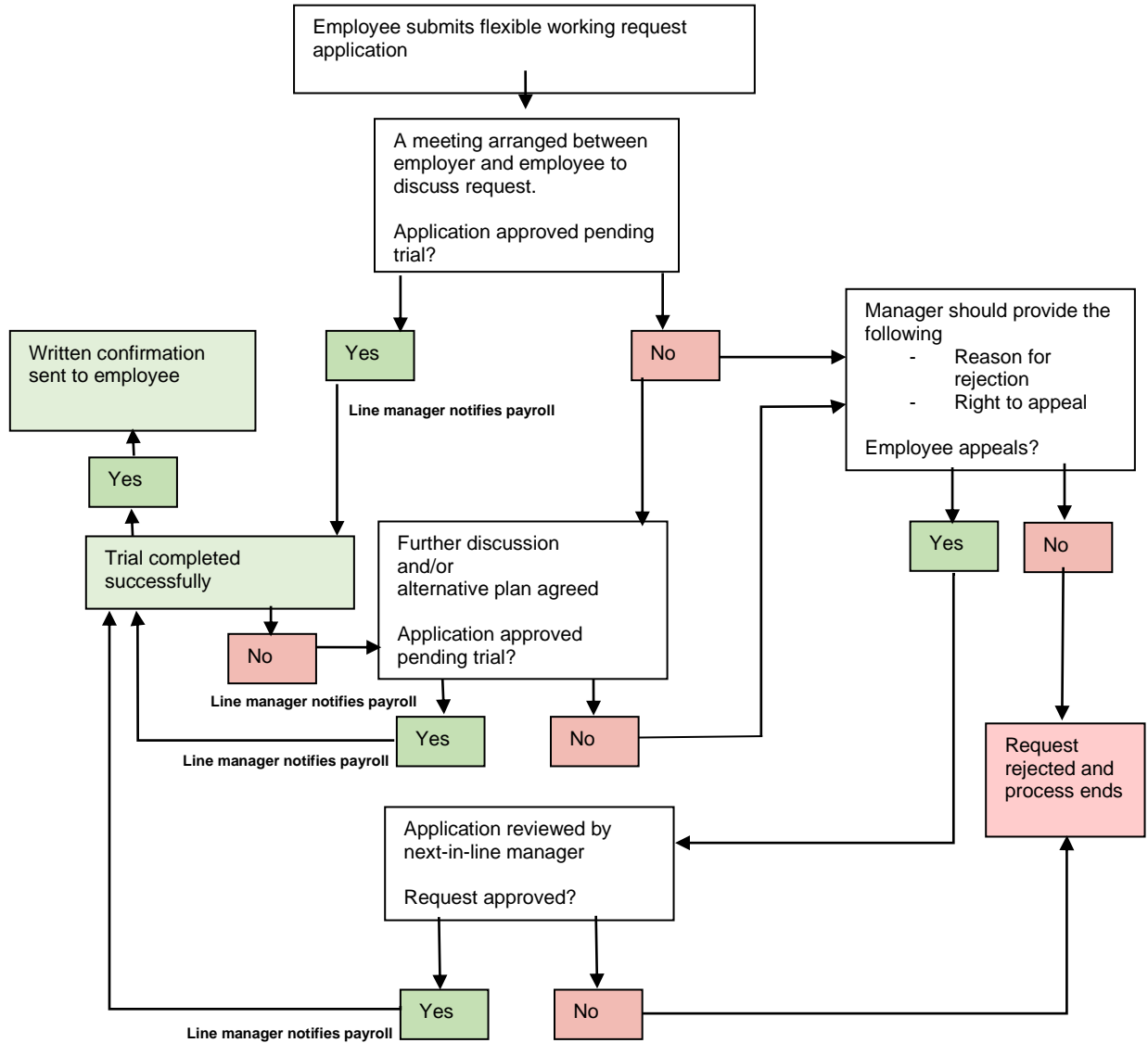
8. Review

The Flexible Working Request Policy will be reviewed as necessary and at least every 3 years.



Appendix 1:

Flexible Working Requests – Process Flowchart



Appendix 2

Flexible Working Request Application Form

Notes to employee: This application is to be used to help your line manager reach a decision about your desired working pattern. It is important that all sections are completed in full. When completing you must consider what the effect of your change will have on both the work that you do and your colleagues. Your application should be submitted to your line manager at least 6 weeks in advance of the date you wish the request to take effect in order to allow enough time for the authorisation process and to implement any changes.

Notes to line manager: This is a formal application made under the legal right to apply for flexible working and the duty on managers to give it serious consideration. You have 28 days after the day you received this application in which to either agree to the request or arrange a meeting to discuss the request.

Parts 1 to 4 to be completed by the employee			
1. Personal Details			
Name		ESR Number	
Directorate		N I Number	
Line Manager			

2a. Describe your current working pattern (days/hours/times worked)	
2b. Describe the working pattern you would like to work in future (days/hours/times worked)	
Is this a temporary or permanent variation?	
If temporary, what is the anticipated duration (in weeks)?	
2c. What are the benefits to you and/or the organisation?	
2c. I would like this working pattern to commence from (date):	

3. Impact of the new working pattern

I think this change in my working pattern will affect my employer and colleagues as follows:

4. Accommodating the new working pattern

If possible, propose solutions to any potential problems.

Please send the completed form to your manager

5. Line Managers Confirmation of Receipt (to be completed and returned to employee)

Dear

I confirm that I received your request to change your work pattern on (date)

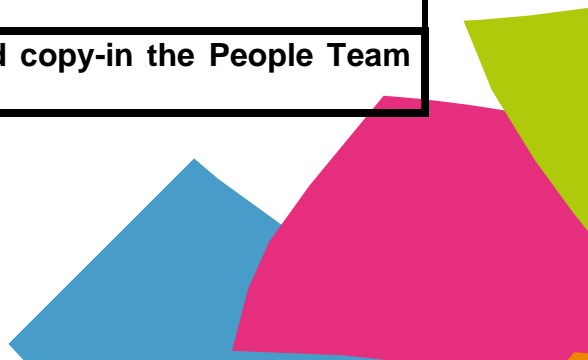
I shall be arranging a meeting to discuss your application within 28 days following this date. In the meantime, you may want to consider asking a fellow colleague to accompany you.

Signed

Print

Date

Please return the completed form to the employee and copy-in the People Team (HEIW.People@wales.nhs.uk)



Appendix 3

Flexible Working Request Application Outcome Form

Notes to line manager: You must write to your employee within 14 days following the meeting with your decision. This form can be completed by the line manager when accepting and application to work flexibly. If you cannot accommodate the request, you may still wish to explore alternatives to find a working pattern suitable to you both.

Form completed by line manager and returned to employee:	
Name	
Following reception of your application and our meeting on (date)	
You were accompanied by (name)	

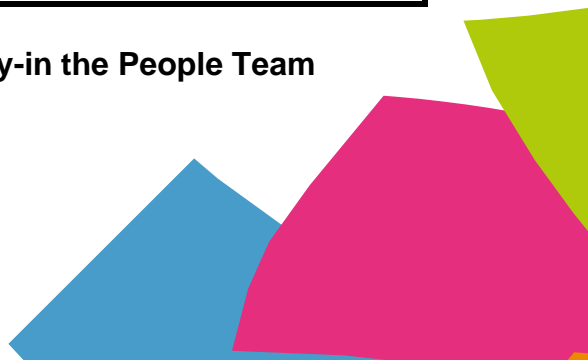
I have considered your request for a new flexible working pattern
<input type="checkbox"/> I am pleased to confirm that I can accommodate your application pending successful trial.
<input type="checkbox"/> I am sorry but am unable to accommodate your request for the following business reason(s) (as listed below managers can only reject a flexible working request on a limited number of set grounds) <ul style="list-style-type: none"> <input type="checkbox"/> planned structural changes <input type="checkbox"/> the burden of additional costs <input type="checkbox"/> a detrimental impact on quality <input type="checkbox"/> the inability to recruit additional staff <input type="checkbox"/> a detrimental impact on performance <input type="checkbox"/> the inability to reorganise work among existing staff <input type="checkbox"/> a detrimental effect on ability to meet customer demand <input type="checkbox"/> lack of work during the periods the employee proposes to work

Further explanation of why this request, and any other working patterns discussed at the meeting, were rejected.

I am unable to accommodate your original request. However, I can offer the alternative pattern which we have discussed, and you agreed would be suitable to you. Your new working pattern will be as follows

Trial period start date	
Confirmation of new working arrangements due date (12 weeks after trial start date)	
Changes to hours form submitted to payroll <input type="checkbox"/>	
Note to employee Unless for a specific fixed term period, any change in your contractual working hours will be a permanent change to your terms and conditions of employment and you have no automatic right to revert to your previous hours. Any subsequent changes will be subject to a future Flexible Working Request Application.	
Signed (line manager)	
Signed (employee)	
Date	

Please return the completed form to the employee and copy-in the People Team (HEIW.People@wales.nhs.uk)



Appendix 4

Flexible Working Request Appeal Form

Notes to employee: If your application has been refused, you may appeal against your manager's decision. Using this form, you should set out the grounds on which you are appealing. This must be done within 2 weeks of receiving written notice that your application for flexible working has been turned down.

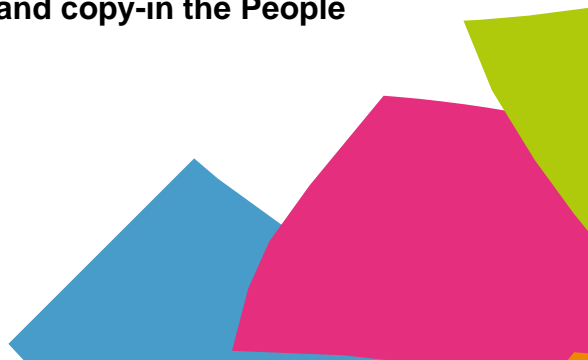
Notes to manager: This is a formal appeal. You have 2 weeks following your receipt of the appeal form in which to arrange a meeting with your employee to discuss their appeal and 2 weeks following that to respond to the employee. The outcome of the appeal meeting must be communicated in writing to the employee.

Form to be submitted to line manager:	
Manager's Name	

I wish to appeal against your decision to refuse my application for flexible working. I am appealing on the following grounds:
--

Name		ESR Number	
Signature		Date	

Please submit this form to your manager's manager and copy-in the People Team (HEIW.People@wales.nhs.uk)



Appendix 5

Flexible Working Request Application Extension of Time Limit Form

Notes to manager: This form is provided to enable you with your employee to extend a time limit for part of the procedure, from that set out in the regulations. You may extend the time limit for any part of the process, providing your employee agrees to the extension.

Form to be completed by manager and passed to the employee:

Employee's Name

I wish to extend the amount of time that the policy allows me to:

- Arrange a meeting to discuss your application (28 days)
- Notify you of my decision regarding your application (14 days)
- Arrange a meeting to discuss your appeal (14 days)
- Notify you of my decision regarding your appeal (14 days)

I wish to extend the time limit to (number of days)

I have until (date) to complete the necessary action

I need the extra time for the following reason.

If you agree to this extension, please complete the slip below and return it to me.

Signed

Print

Date

Note to the employee

To allow proper consideration of your request your manager may wish to extend the permitted time limit for any part of the process. Your manager will need your agreement to any extension of the time limit. If you agree to the above request, please complete the agreement slip below and return it to your manager.

Employee's Agreement to Time Extension (to be completed and returned to manager)

Manager

I accept your request to extend the amount of time to

Signed

Date

Appendix 6

Flexible Working Request Application Notice of Withdrawal Form

Notes to employee: This form provides notification to your manager that you wish to withdraw your application to work flexibly.

Line Manager			
I wish to withdraw my application to work flexibly which I submitted to you on (date)			
Signed		Date	

Now return this form to your Manager

Note to the manager
<p>Once your employee has completed this form and returned it to you, the application is considered as withdrawn and you are not required to give it any further consideration. You should complete the slip below and return it to your employee to confirm your receipt of the withdrawal notice.</p>

Manager's Confirmation of Withdrawal (to be completed and returned to employee)			
Dear			
I confirm that I have received notice that you wish to withdraw your application for flexible working which you submitted to me on (date)			
Signed		Date	

Please return the completed form to the employee and copy-in the People Team (HEIW.People@wales.nhs.uk)



Appendix 7:

Guidance for Managers

What to do when a request is received from a member of staff to vary their working hours.

1.1 The member of staff is required to complete the request form and send it to the manager to request flexible working. In the form they are required to provide as much information as possible, to enable the request to be discussed promptly and appropriately.

1.2 A way forward should be agreed between the manager and member of staff, including dates and timescales to consider request.

1.3 Consult and discuss the request with relevant work colleagues, the People Team and Trade Unions where appropriate.

1.4 Involve members of the team or directorate in the planning of any team-based approach to flexible working or where flexible working of an individual will impact on other members of the team.

1.5 Retain copies of the application form and all correspondence relating to a member of staff's request.

1.6 Document changes to any flexible working request option.

1.7 Confirm changes to the member of staff in writing.

Consider

1.8 How to accommodate a request without impairing service standards.

1.9 The impact on other members of staff.

1.10 Are there peaks and troughs in workload and work patterns?

1.11 Will additional staffing resources be required?

1.12 Can the team / directorate accommodate or adapt to periods of absence?

1.13 Balancing skill mix, meeting the needs of the team, duration of the variation and meeting organisational goals remains the priority.

1.14 Where a manager is furnished with several applications at the same time and is unable to accommodate all, then consideration should be given to apportioning flexible working on a rotational basis or compromising and offering some flexibility to all the staff who have requested flexibility while maintaining service provision

If the application is declined

1.15 In the event that an application is rejected and not considered for any flexible working request options, the reasons must be given in writing, sound business reasons should form part of this decision.

1.16 The purpose of this will be to provide a clear explanation as to why a specific flexible working request option is not possible for the individual who has requested such a facility.



Appendix 8

Job Sharing Guidance

1. Sharing the job

1.1 The division of responsibilities will depend on the needs of the job and should be agreed between the job share partners and the Line Manager.

2. Sharing the hours

2.1 A post may be shared on a split day or split week basis, but should ideally be split roughly equally between each job share partner, thus avoiding a dominant job share partner emerging.

2.2 Each job share partner should have a pro rata share of the responsibility for the post.

2.3 It may be necessary for the Line Manager to agree additional 'shared' hours for handover.

3. Communication

3.1 Regular and effective communication is vital to ensure efficient teamworking and service continuity between job share partners i.e. Microsoft teams, shared drives, inboxes and telephone extensions, defined processes etc.

4. Termination of Job Share

4.1 Amendment to the agreed working arrangements, temporary or permanent, can only be made after consultation with both job share partners.

4.2 If a job share is no longer appropriate, the job will revert to either a fulltime or part time post and there will be open competition for the new post amongst the existing job sharers.

4.3 In the event of one job share partner leaving, the remaining job share partner will be offered the post on a full-time basis. If this is not feasible, and a replacement job share partner is needed, the post will be advertised. If no suitable replacement can be found after two adverts, alternative arrangements should be considered.

4.4 Every effort will be made to retain the remaining job share partner through retraining and redeployment. This may include the remaining job share partner transferring into a part time post on the same grade and same terms and conditions of service within the organisation. Only after all these options have been exhausted will the termination of the remaining job share partners employment will be considered.

5. Terms and Conditions

5.1 Each job share partner will hold a separate contract of employment with the salary, allowances, hours and holiday allocated on a pro rata basis.

5.2 Statutory Holidays must be shared between job share partners on a pro rata basis.

5.3 Individuals who job share may, however, depending on their experience, be placed on different incremental points in accordance with NHS terms and conditions of employment.

5.4 Each job share partner will also receive a Job Share Agreement at appointment setting out in detail the conditions of the Job Share Agreement.

5.5 The Job Framework will be based on that applicable to the full time post modified to take account of the agreed division of responsibility.

5.6 Job sharers would not normally be expected to cover for each other for annual leave or sick leave, although such an agreement may be made.

5.7 Job sharers would not normally be expected to ensure that, under normal circumstances, annual leave is taken at different times.

5.8 Job sharers should be appraised individually but could also be appraised on the extent to which the job share is effective.

5.9 In the case of promotion, the job sharers would generally be promoted individually on merit but may also apply jointly for promotions.



Appendix 9. Example HEIW Staff Changes Form

Electronic version available via The People Team

HEIW Staff Changes Form Version 3.2			
<p>Note: If the member of staff is moving to a new department, please arrange to transfer their personal file inclusive of sickness information you may hold to the new line manager.</p> <p>ALL FIELDS MARKED * Are Mandatory.</p>			
Section 1 - Current Details for Employee			
Assignment Number*:		Forename(s)**:	
Surname*:		Department:	
Directorate:		Grade/Band:	
Position Number:		Subjective:	
Cost Code:			
Effective Date of Change(s) in Sections 2-5 i.e. Date the contractual change starts*:			
Please proceed to the applicable Section to detail the type of Change(s) being authorised			
Section 2 - Change of Contracted Hours:			
Current Hours:		New Hours:	
Section 3 - Extension to Contract of Employment:			
End date of Current Contract:		New End Date:	
Section 4 - Regrading or Position Number Amendment (non-Trac):			
Position Number:		Position Title:	
Directorate:		Department:	
Cost Code:		Subjective:	
Grade/Band:		Contract Hours:	
Salary:		Location (Base):	
If the employee was in receipt of excess travel prior to this change, please tick: <input type="checkbox"/>			
Please indicate appointment process i.e. Recruitment/service redesign/AFC Review:			
Section 5 - Additional Comments / Other Types of Change / Allowances to be Paid			
Section 6 - Employee Declaration:			
I acknowledge and authorise the above changes to my terms and conditions of employment. I confirm I have received a copy of this Authorisation of Contractual Change and agree to check my payslips to ensure that the changes have been actioned and immediately notify my manager of any discrepancy.			
EMPLOYEE: Please click the button to sign the form as this will act as your electronic signature. If you are unable to do this on your own login please type your Name and ask your line manager to click the sign off button.		Nadex:	
		Dated:	
		Name:	
Section 7 - Line Manager Authorisation:			
I confirm that the above information is correct and I will notify Payroll of any further changes in respect to the above.			
LINE MANAGER: Please click the button to sign the form this will act as your electronic signature.		Nadex:	
		Dated:	
		Name:	

Appendix 10: Template Letter – Confirmation of change relating to flexible working request.

Date: xx.xx.xxxx

Employee Title & Name
Employee Home Address

Dear Employee First Name,

Following the successful completion of a 12 week trial period, I can confirm that your request to reduce your hours from 37.5 hours over 5 days, to 28 hours over 4 days has been approved. This permanent change came into effect on <first day of new T&Cs>.

OR

Following the successful completion of a 12 week trial period, I can confirm that your request to reduce your hours from 37.5 hours over 5 days, to 28 hours over 4 days has been approved. This temporary change is effective from <first day of new T&Cs> to <last day of old T&Cs>.

The terms of your new contracted arrangement are:

- Your contracted hours will be 28 hours per week
- Your working days will be Monday to Thursday
- Your annual salary will be £xx,xxx (£xx,xxx FTE)

Your annual leave balance will now be prorated.

Your holiday entitlement from <start of holiday year> to <last day of old T&Cs> = xx hours

Your holiday entitlement from <first day of new T&Cs> to <end of holiday year> = xx hours

<additional lines as required>

These two added together, minus any annual leave hours you have already taken, make-up your annual leave allowance until the end of this holiday year. This includes Bank Holidays which must be booked-off in ESR, if they fall on a working day.

Unless for a specific fixed term period, any change in your contractual working hours will be a permanent change to your terms and conditions of employment and you have no automatic right to revert to your previous hours. Any subsequent changes will be subject to a future flexible working request application. In line with flexible working arrangements, you are only able to make one flexible working request application within a 12 month period.

HEIW is committed to supporting all its employees in achieving the necessary balance between their work and personal lives and I am pleased that, on this occasion, we have been able to accommodate your request.

If you have any queries please speak to me directly or contact the People Team on heiw.people@wales.nhs.uk.

Yours sincerely
Line Manager
Job Title
cc: People Team