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**Staggered Hours Scheme**

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**1. Introduction**

1.1 The Council is introducing a range of flexible work options that will benefit staff and the Council as a whole.

1.2 Staggered hours will enable you to work flexible hours and allows services to be staffed outside of core office hours.

1.3 All requests will be considered but will be subject to the needs of the service.

**2. Staggered Hours**

2.1 Staggered hours working allows you to have a range of different start and finish times. For example: 9.30am – 5.30pm; 10am – 6pm; 10.30am – 6.30pm.

2.2 You will need to agree start and finish times with your manager within specified start and finish times on a planned weekly or monthly basis.

2.3 Staggered Hours allows staff to work a normal seven-hour day but to start or end the day earlier or later than the standard working hours. So, one staff member might work 8.30am to 4.30pm and another 10am to 6pm. Once the working pattern is agreed by the manager it is fixed for an agreed period and the staff member works the same hours each day. Since the total working hours do not change, there is no need to alter employees’ contracts.

2.4 For staff on Staggered Hours, the flexi-time policy will not apply and it will not be possible to accrue additional hours and take time off in lieu. The hours are set and generally early starts and late finishes are the norm.

**3. Making a request**

3.1 n order to make a request under the statutory provisions you should be employed directly by the Council, have worked for the Council continuously for 26 weeks at the date the application is made and not have made a request during the previous 12 months. However all requests for flexible working arrangements will be considered.

3.2 You should apply using either:

the Flexible Working form available here: [Skip Navigation Links](http://towernet/staff_services/hr_workforce_development/people_management/flexible_working/#ctl00_ctl00_MenuBreadcrums_SiteMapBreadCrumb_SkipLink)

[Staff services](http://towernet/staff_services/) > [HR and workforce development](http://towernet/staff_services/hr_workforce_development/) > People management > Flexible working

or

the electronic form available through the HR Self Service portal, here:

<https://myview.towerhamlets.gov.uk/dashboard/>

3.3 Your manager will consider the request and submit this to a third tier manager or above for approval. They will then consider your manager’s comments and feedback to your manager.

3.4 Your manager will notify you of the outcome of your application within 28 days of receiving your request and forward a copy of your application to your Human Resources Manager for placing on your personal file.

3.5 Under the Flexible Working Regulations, your manager can only consider one statutory request to work flexibly every twelve months. However the Council will consider all requests when received including requests for other types of flexible working options. You will only be entitled to have one application heard in accordance with your statutory rights.

**4. Declined requests**

4.1 The Council aims to deliver responsive and high quality services and your manager therefore, has to consider any potential impact that your absence may have on service delivery. Managers will need to decline requests where there is likely to be a detrimental effect on the ability to meet customer demand, quality, performance or some other business reason such as the ability to re-organise work. In circumstances where you believe that your request has not been properly considered, you may wish to appeal.

4.2 If you have submitted a statutory request under the Flexible Working Regulations, you will be entitled to a two stage appeal process.

4.3 The first stage will be to make your appeal in writing within 14 days after receiving written notice that your request has been declined. When appealing, you will have to set out the grounds for your appeal and ensure that it is dated. Your appeal will be then be heard by a more senior manager to the one that originally considered your application, within 14 days. You are entitled to be accompanied by a colleague or a trade union representative. Where the decision is taken by a third tier manager, an independent third tier manager can hear your appeal and likewise for a Service Head. You will receive written notice of the outcome of the appeal. You also have a further right of appeal, which will be considered under the final stage of the Grievance Procedure.

4.4 Should you not have a statutory right under the Flexible Working Resolutions, and you wish to appeal, you can seek resolution through the Final Stage of the Grievance Procedure. You must put your appeal in writing to your Corporate Director (and also send a copy to the Head of HR & WD). The Corporate Directorate (or her/his nominated deputy) will then convene a meeting. The reply from the Corporate Director (or her/his nominated deputy) will then be the final response by the Council.

**5. Manager’s Issues**

5.1 Decisions on whether to grant staggered hours will take account of the needs of the service.

5.2 Managers will need to consider health and safety issues, specifically if work is undertaken outside core hours and alone. Consideration will be given to practical issues such as access to buildings, security and personal safety.

5.3 The work pattern should be reviewed on an annual basis to ensure everything is working well unless a problem arises in advance of this.

5.4 It is important that managers monitor the hours that staff work either through a paper based system, timesheets or through an intranet based system that is currently being piloted.

**6. Employee Issues**

6.1 Within teams there is normally a mixture of staff who will naturally choose to work early/late and therefore cover is maintained. If this is not the case, the needs of the service come first and you may have to start/finish later or earlier than you would otherwise choose. It will be up to the manager to arrange times and some flexibility will be required.

6.2 You must ensure that your new work pattern will not be detrimental to the achievement of your work tasks.

**7. Further Information**

7.1 For further information or advice on any aspect of this procedure, please contact HR & WD Central Services.

**Human Resources Strategy**

**June 2014**