



Changing the world
of work for good

Flexible working

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Structure for the workshop (50 mins)

- Welcome
- What is flexible working?
- Overview of the law
- Case studies and feedback
- Q&A (if time)



FLEXIBLE
WORKING

The Law

Activity

- In small groups talk through your case study for 10 mins and answer the three questions
- Nominate someone to feedback
- Post-its/paper on tabled if needed
- If you finish early, some suggested questions: what does good consultation on a flexible working request look like? What has been the impact of the legislative changes in April 2024 in your workplace?

Case study 1

Steve works for a large supermarket chain on the shop floor. He has made a flexible working request to his employer to have a set shift pattern so that he can attend a counselling session every Tuesday morning. He has experienced periods of depression and anxiety on and off for a long time. His line manager has said he can complete a flexible working request if he wants to, but she doubts it will be approved because they won't want to ask anyone to switch permanently, and he hadn't let them know about this when he started the job.

Case study 2

What should go in a best practice flexible working policy?

Case study 3

Over the period of a few months, several members come to you to say that managers have been suggesting people do not to ask for flexible working because the new boss doesn't like it. This includes your colleague Ali who is about to go on paternity leave and wants to work part time on his return to manage childcare. You raise at a rep meeting, and another rep also says that a member who already works compressed hours to provide care for her mum is being pressured to work on her day off. She's come to him overwhelmed as her mum is really unwell.

Case study 4

Bianca is a rep in a large bank. They have a number of desk-based workers and teams that works in branches. During the pandemic all of the desk-based workers were working from home full time and up until now, there has been an agreement that people come into the office 2/3 times per week, but it is not enforced. Last week management approached Bianca to say that all desk-based workers would be required to be in the office 4 days per week and each team would be told which days of the week they had to come in. Managers have said this will be introduced within 2 months. The managers say that this is to ensure collaborative working, that it's too difficult for managers to know what people are working on and that it is unfair to branch teams who do not have access to flexible working. Word has got out and several members have already come to Bianca with concerns that they can't do 4 days per week.

Case study 5

Ellen works cabin crew for an airline. She works full time and can work any 22 days of each month. Whilst on maternity leave, Ellen requested that she worked a fixed rota so she could manage childcare as she couldn't find a nursery place that would take her child with the flexibility in her rota. Her employer rejected the request stating that too many people were already on a fixed pattern, and they couldn't accommodate anymore. Ellen is now having to leave the role because she cannot find childcare.



TUC reps guide on flexible working

About this resource

More and more union members are seeking flexible working arrangements to help them manage caring responsibilities, transition to retirement, or simply get a better work/life balance. But the benefits aren't just for individuals – employers can see a boost to their productivity, recruitment, and diversity measures.

This interactive learning will help you negotiate a flexible working policy with your employer, and support members with their requests.



The logo for TUC (Transport Union of Canada) features the letters 'TUC' in a bold, sans-serif font. Each letter is white with a subtle gradient and contains a white arrow pointing in a clockwise direction, suggesting movement and progress.

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