CONTENTS	Page
Overview	2
Workflow	2
Steps to Create a Flexible Working Application – Employee	3 - 5
Steps to Create a Flexible Working Application – Manager	6
Approving/Rejecting a Flexible Working Request (Manager Only)	7 - 11

Appendices

Appendix 1 – Sample Completed Flexible Working Application	12
Appendix 2 – ESR Notifications	13-14

Introduction

This guide is to be used together with the Flexible Working policy. All requests for flexible working arrangements must be made using ESR to capture and monitor requests. This guidance details how requests for Flexible Working should be managed using ESR.

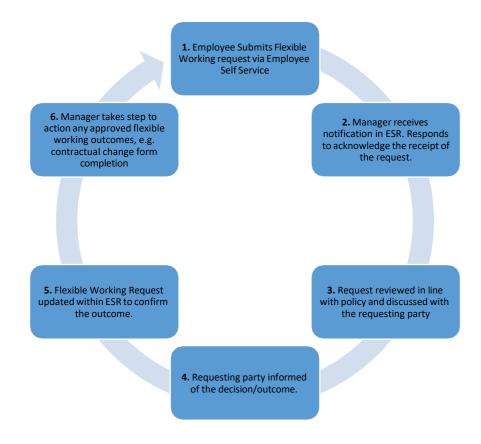
For employees to submit a Flexible Working Request they will need Employee Self Service ESR access. Manually typed username and password can be used to access Employee Self Service or a smartcard can be used should one be linked to the user account (Trust devices only).

Managers can also enter Flexible Working Requests on behalf of an Employee, should there be any employees who are uncomfortable with adding these details to ESR themselves, or for colleagues who have limited digital access.

Should managers need a smartcard, ESR Supervisor Access or changes to their ESR Supervisor hierarchy please contact IM Service desk

Overview of Flexible Working Request process

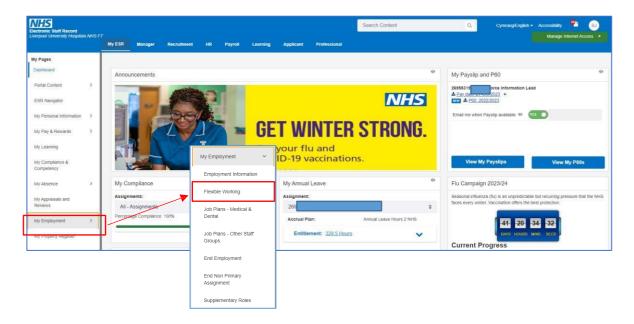
General overarching workflow for Flexible Working Applications is as follows:



Step-by-step guidance

Making a Flexible Working Request- All Colleagues

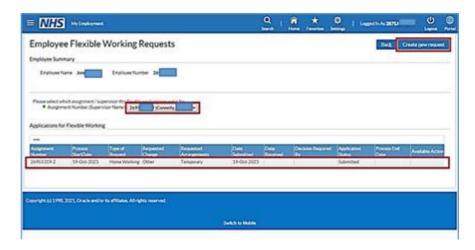
1. Log into ESR and when the ESR portal screen appears from the left hand menu select 'My Employment>Flexible Working'.



2. On the **Employee Flexible Working Requests** screen you will see any pending Flexible Working Requests which have already been submitted. You will also see a drop down box detailing your assignment(s) and the supervisor linked to each. If you have multiple assignments, please ensure that the correct one has been chosen and click on the Create New Request button to begin a new Flexible Working Request.

IMPORTANT: If the supervisor listed for you is not the correct, your manager will need to contact the Employee Lifecycle Team (<u>esradmin@merseycare.nhs.uk</u>) to request that you are re-assigned to the appropriate supervisor.

In the event your supervisor on ESR is not available to process the Flexible Working Request (e.g. long-term absence), please contact their supervisor who will be able access and process the request on ESR on their behalf.



3. Once you have clicked on **'Create New Request'** to start a new flexible working application you will see the screen below and the fields which you will need to complete.

≡ <u>NHS</u>				Q Search	🏠 Home	* Favorites	Settings	Logged In As 287		atont I
Request a new flexible working arrang	gement								Cance	Submit
Personal Details										
Employee Name Assignment Number Supervisor Name										
I would like to apply to work a flexible working pattern that is different to a flexible working pattern to a flexible working	ny current workin	ng patter	n in line with	the organisatio	ns policy fo	r flexible wo	rking.			
Flexible Working Request										
* Date of Application	21-Jun-2024	m								
Type of Request			~							
* Describe your current working pattern										
Requested Change			v						h	
Requested Arrangements	~									
* Future Work Pattern										
Relevant Supporting Information if you would like to provide it										
 I would like this working pattern to commence from 									h.	
apyright (c) 1998, 2022, Oracle and/or its affiliates. All rights reserved.										
		s	witch to Mo	bile						

Below is a table detailing the available fields linked to Flexible Working Requests. This includes the type of entry required, i.e. date, drop down list, or freetext. Bullet points in the table denote drop down list options, and text in italics denotes input tips for that field.

FIELD	ТҮРЕ	INPUT
Date of Application*	DATE	
Type of Request*	DROP DOWN LIST	 Agile/Hybrid Worker Annualised Hours Condensed Working Hours Contractual Homeworker Flexible Retirement Flexitime Job Share Other Flexible Working Part Time Part Year Working Partial Retirement Retire and Return Seasonal Working Staggered Working Hours Step Down Team Self Rostering Wind Down
Describe your current working pattern*	FREETEXT	Describe the working pattern you would like to work (days/hours/times worked)
Requested Change*	DROP DOWN LIST	 Change working days/shifts Decrease hours – change to PT Decrease hours – remain PT Increase hours – change to FT Increase hours – remain PT Other
Requested Arrangements	DROP DOWN LIST	 Permanent Temporary Trial Informal
Future Work Pattern*	FREETEXT	
Relevant supporting Information if you would like to provide it	FREETEXT	Add any relevant supporting information to support you flexible working request
I would like this working pattern to commence from	DATE	

Any field with a green Asterix * is mandatory and must be completed.

A 'Sample Completed Flexible Working Application' is available in Appendix 1 for reference if needed

4. Once all required fields have been completed click on the **Submit** button. The Flexible Working Request has now been submitted!

The supervisor who appears on the first Flexible Working screen will receive a notification informing them of your request.

Your submitted request will also be visible to the requesting employee on their Flexible Working screen accessible via Employee Self Service, as below. This includes an 'Application Status' field to keep track of request progress.

mployee Flexible V nployee Summary Employee Name Jones	king pattern has successfully been su Vorking Requests Employee Number 2692	ubmitted, and a notific	ation has been ser	nt to your sup	ervisor.	Bac	k Create r	
nployee Summary	<u> </u>					Bac	Creater	
Employee Name Jones	Employee Number 2695						a creater	ew reques
	Employee Number 2695							
		1						
Please select which assignment / super Assignment Number (Supervise	rvisor this flexible working request is or Name) 2695 (Connolly,	s for.						
pplications for Flexible Working								
reimmont Process	of Request Requested Change	Requested Arrangements	Date Submitted	Date Received	Decision Required By	Application Status	Process End Date	Available Action
6955319-2 27-Oct-2023 Cond Hours	densed Working Change working rs days/shifts	Permanent	27-Oct-2023			Submitted		
6955319-2 19-Oct-2023 Home	e Working Other	Temporary	19-Oct-2023			Submitted		

Making a Flexible Working Request- For managers

1. Log into ESR and when the ESR portal screen appears select the Manager tab in the top blue bar. Then click on 'My Team Assignment Information>Flexible Working'.

Electronic Staff Record Liverpool University Hospitals NHS FT	My ESR	Manager	Recruitment	HR	Payroll	Learning	Applic	ant Professiona	Search Content	Q	Cymraeg/English + A	rressibility 🍄 Manage Internet	SJ Access
My Pages		/											
Dashboard	Team A	osence					Team A	ppraisals		Team Complian	ce		
ESR Navigator	Team	Absenc	e				Tean	Appraisals		Team Compliance			
Talent Profile		0 · 5 8 5 · 10		My Pa	iges			6 📕 60% - 80% 🔳 80% - 100	2%s	0 16 - 60% 6 0% -	80% 🔳 80% - 100%		
Organisation Chart				Dash	board					40%	60%		
My Team Personal Information				ESR	Navigator					20%	80%		
My Team Career	Refresh - Pr	int - Export		Taler	nt Profile			nt - Export		94.05 Refresh - Print - Export			
My Team Assignment > Information			Manage Abs	Orga	inisation C	Chart		Man	age Appraisals		Manage Complia	ance	
Manage Hires	Team A	tions			eam Perso	onal	>	ribution Conversat	tion Portlet	My Team Pay P	rogression		
Reporting >	🛗 Fric	lay Nove	mber 3, 20	Infor	mation					My Team	Pay Progressic	'n	
Manage Internet Access	In the	next 7 days 3	of your team		eam Care	er	>			Pay Step Due Due within 6 Months	Assignments 1		
					eam Assig	jnment	~						
				Em	ployment	: Informatio	on						
				Fle	xible Work	king							
				Ass	signment								

2. On **the People in Hierarchy screen** find the required record for the employee who wishes to submit a flexible working request. This can be done by finding the name from the names in view, or by entering the surname in the '**Name**' field in the top left of the screen.

Once the required record has been found click on the 'Action' icon on the right hand side.

-	IHS			Q â ★ û Logged In As 287. Search Home Favorites Settings		Logout
Varme		Advanced Search My List				
	ible Working: People in H					
	lick the action button next to the employee you w	ish to action. Click the details button for more infor	mation about the employee.			
	James.	Assignment Number	Job	Organisation	Action	Deta
1	© Previous				_	
	Broadh	2654	Nursing and Midwifery Registered/Sister or Charge Nurse	287 Ward 6d (860025)		H
	Caste	2524	Administrative and Clerical/Officer	287 Workforce Systems & Governance (862239)	13	1
	Conn	2779	Add Prof Scientific and Technic Pharmacist	287 AUH Pharmacy Dept (841190)	12	13
•	Griffith	315:	Administrative and Clerical/Officer	287 Admin Rlh Therapy (861696)	12	13
	Hought	2074	Allied Health Professionals Speech and Language Therapist Consultant	287 AUH Therapy Inpatient Team (841172)	113.	
•	Kochal	2450	Administrative and Cierical Analyst	287 Workforce Systems & Governance (862239)	12	13
	C McAvo	110	Administrative and Clerical/Senior Manager	287 Support Services Management Team (841000)	12	13
	Roge	2484	Nursing and Midwifery Registered Specialist Nurse Practitioner	287 Ophthalmology Specialist Nurses (840759)	12	1
	Rope	2941	Nursing and Midwifery Registered Staff Nurse	287 Critical Care Ward (840640)	R.	3
	Shaw	2844	Administrative and Clerical Clerical Worker	287 Warrington & Halton Sexual Health (860069)	R	
	⊗Next 11 - 12 of 12					

Click Create pew request to begin a Flexible Working Request on behalf of your team member. Please refer to step 2 onward (see pages 4-5) from the Employee section of this guide to complete the request.

Approving/Rejecting a Flexible Working Request (Manager Only)

Once a Flexible Working Request has been submitted the supervisor of that employee will receive a notification confirming the request.

	Q â Search Home	Favorites	Logged In As 2875JONES40	? Help	() Logout) Portal
Worklist						
View Open Notifications 🗸 Go						
Select Notifications: Open Reassign Close 🛱 🏈 🚥						
Subject Sent	Due - Fn Lev	rel 🔺 🛛 From	г⊿ Туре ⊿			
Request for Flexible Working from Hayleigh L O7-Nov-202	3		NHS Flexible Working			
𝒞 TIP Vacation Rules - Redirect or auto-respond to notifications.						

If the supervisor who receives the notification would make the decision around flexible working, they should select the Request Received button. This will confirm receipt via a further notification to the requestor.

If the supervisor who has received the notification would **not** make the decision around flexible working, they should select the Reassign button. This will forward the notification and ownership of the decision to the correct individual.

E Withow Q R * * * * + Logo Search Home Favorites Sectings Logo	ed in Ac 2007 E Partal
Request for Flexible Working from Hayleigh L	
To: inverse State: 0*Nov_2023 15:05:04? To: 13732542 Der State: State: To: state: State: <th>Recent Received Restarting Recent Received Restarting Recent Received Restarting Recent Received Restarting Recent Received Restarting Restarting Restarting Re</th>	Recent Received Restarting Restarting Restarting Re
Bit in any or and the final contraction where my response Provide a contraction of the c	The 'Request Received' button in the notification must be selected in order to manage and respond to the request. When the 'Request Received' button is pressed the requesting employee will receive a notification confirming their request has been received.

Important to remember-- All decisions around approving or declining a flexible working request must be made in line with the Flexible Working Policy. Please ensure you've read the policy and if think you cannot accommodate the request, you must refer to the escalation stage of the policy to work to find suitable alternatives. You may need to meet with the colleague to discuss this.

Once a decision/outcome has been determined this should be confirmed via ESR by the Supervisor Self Service user who has received the request.

1. Log into ESR and when the ESR portal screen appears select the Manager tab in the top blue bar. Then click on 'My Team Assignment Information>Flexible Working'.

Electronic Staff Record Liverpool University Hospitals NHS FT	My ESR Manager Recruitment	HR Payroll Learning	Applie	Search Content	Q	Cymraeg/English + Accessibility 🌯 😒
My Pages Dashboard ESR Navigator Talent Profile Organisation Chart	Team Absence Team Absence	My Pages Dashboard		ppraisals Appraisals	Team Compliance Team Com	pliance
My Team Personal Information My Team Career Information My Team Assignment	Sideah -Post - Separ Manage Abs	ESR Navigator Talent Profile Organisation Chart		rt -Egot Manage Appraisals	20% 0% 94,059 Refresh - Print - Export	80%
Manage Hires Reporting Manage Internet Access	Team Astions Team Astions Triday November 3, 20 In the next 7 days 3 of your losse		>	ribution Conversation Portlet	12.5	ay Progression
		My Team Assignment Information Employment Informati Flexible Working Assignment	on			

2. On the **People in Hierarch**y screen find the required record for the employee who you have received a Flexible Working Request from. This can be done by finding the name from the names in view, or by entering the surname in the **'Name'** field in the top left of the screen.

Once the required record has been found click on the 'Action' icon on the right hand side.

NHS			Q 🍘 ★ 🔅 Logged in As 287 Search Home Favorites Settings		Logout
ame	Go Advanced Search My List				
exible Working: Pe	ople in Hierarchy				
17-10 CT-10	employee you wish to action. Click the details button for more	information about the employee.			
) 🗘 🕶 🔳 💌		and motion according on the Jac.			
us Name	Assignment Numbe	r Job	Organisation	Action	De
Jones, Previous	_)				_
Broadh	2654	Nursing and Midwifery Registered Sister or Charge Nurse	287 Ward 6d (860025)		1
Caste	2524	Administrative and Clerical/Officer	287 Workforce Systems & Governance (862239)		
Conn	277	Add Prof Scientific and Technic Pharmacist	287 AUH Pharmacy Dept (841190)	12	
Griffith:	315:	Administrative and Clerical Officer	287 Admin Rih Therapy (861696)	12	
Hough	2074	Allied Health Professionals/Speech and Language Therapist Consultant	287 AUH Therapy Inpatient Team (841172)	12	
Kochai	2450	Administrative and Clerical Analyst	287 Workforce Systems & Governance (862239)	a.	
McAvo	110	Administrative and Clerical Senior Manager	287 Support Services Management Team (841000)	12	1
Roge	2484	Nursing and Midwifery Registered Specialist Nurse Practitioner	287 Ophthalmology Specialist Nurses (840759)	R.	. 1
Rope	2941	Nursing and Midwifery Registered Staff Nurse	287 Critical Care Ward (840640)		1
	2846	Administrative and Clerical/Clerical Worker	287 Warrington & Halton Sexual Health (860069)	R	E

3. Once you have selected the **Action** button for the required member of your team you will see their Flexible Working Requests screen.

The request which has been submitted will be visible, and there will be a hyperlink in the far right column titled **'Update Request'.** Click on this to access the request.

	My Team A	Assignment Informat	ion		Q Search	n Home Fa	* 🔅 avorites Settings	Log	ged In As 2875JONE54	Logout	() Portal
Flexible	Workin	g Request	5						Bac <u>k</u> Creat	e <u>n</u> ew reques	st
Employee Sur	nmary										_
	ment Number	Landy, Havleinh 23327199 Administrative and o	Super	ation Name 287 Workford visor Name Jones, Stuar	ce Systems & Go t	overnance	(862239)				
Flexible Work	Requests										_
Date Received	Flex Work Type	Requested Change	Position 1	Arrangements End Date	Current Work F	Pattern Pro	oposed Work Pattern	Outcon	e Manager Action		
	Other Flexible Working	Other	39568036 RA Technician G2A Human Resources		а	а		Submit.	Lindata		
Copyright (c) 199	8, 2021, Oracle a	and/or its affiliates. /	Il rights reserved.								

4. The **'Maintain Employee Flex Work Requests'** screen will appear showing the details of the Flexible Working Request.

The section for 'Arrangements and Outcome' now needs to be completed. This section provides options for the request and fields to confirm any agreed terms.

See the table below for all available fields and the responses for this section.

Asiatala Escala	ssignment infor	20-28 -				Search Hom	e Fevorite	n Settings	Logged in As 2871	laga	
Aaintain Employ	ee Flex	worl	< Requ	ests					3	Cancel Su	elmit
mployee Summary											
Employee Name Landy,	As	ignment !	umber 23	32							
exible Working Request D	12				-						
Type of Request			~		39569036(RA Technic	ian(G2A)Human Re	~				
Date Submitted	07-Nov-2023			Position 2			~				
Date Received				Position 3	~						
Application Complete?	*										
Requested Change	Other		~								
Current Work Pattern											
Future Work Pattern	a.										
rrangements and Outcome	8										٦
Agreed Arrangements	Trial 🗸			Agreed	Arrangements End Date	1	**				
Meeting 1 Date		1			Meeting 2 Date						
Decision Required By		0			Decision Date						
Outcome			~		Outcome Details						
Effective Change Date	01-Dec-2023	1			Decision Letter Sent		 				
Process End Date		1									

FIELD	TYPE	INPUT
Agreed Arrangements	DROP DOWN LIST	 Permanent Temporary Trial Informal
Agreed Arrangements End Date	DATE	End date for agreed changes, or review date
Meeting 1 Date	DATE	Date if a meeting is scheduled with requestor
Meeting 2 Date	DATE	To be used should any outcomes be appealed
Decision Required by	DATE	Two months post request submission
Decision Date	DATE	Appeal decision date
Outcome	DROP DOWN LIST	 Pending Decision Accepted Rejected Outright Rejected – Alternative Accepted Rejected – Alternative Rejected Withdrawn Escalated
Outcome Details	FREETEXT	Additional info following any appeal
Effective Change Date	DATE	Effective date for any agreed request
Decision Letter Sent	DATE	Date letter confirming outcome sent to employ
Process End Date	DATE	End date for any temp Flexi Working agreements

- 5. Outcome definitions. Outcomes should be entered in line with policy.
 - <u>Accepted</u> This option should be selected if the request is accepted in totality. Please ensure you
 also document the effective change date, process end date and agreed arrangement end date
 before clicking submit.
 - <u>Rejected Outright</u> Where a request is rejected, alternative options should be provided by the manager in the 1st meeting, however if the individual does not wish to explore alternatives this option should be selected. Please ensure you have documented the 1st meeting date and process end date before clicking submit.
 - <u>Rejected Outright- Alternative Rejected</u> Where the request is not possible to accommodate alternative options should be provided by the manager in the 1st meeting which also includes reviewing what is available in the wider organisation. If all possible alternatives have been exhausted and the individual does not wish to appeal this option should be selected. Please ensure you have documented the 1st meeting date and process end date (if the individual does not wish to appeal) before clicking submit.
 - <u>Rejected Alternative Accepted</u> Where the request is not possible to accommodate in totality alternative options should be provided by the manager in the 1st meeting. If the alternative options are accepted this option should be selected. Please ensure you have documented the 1st meeting date, effective change date, process end date and agreed arrangement end date before clicking submit.
 - <u>Withdrawn</u> If an individual decides to withdraw their request this option should be selected.
 Please ensure you document the process end date and any dates of meetings if applicable before clicking submit.
 - <u>Escalated (only use when appeals process has been invoked)</u> Where the request is not possible to accommodate, the alternatives outlined in the 1st meeting have been declined by the colleague which also includes reviewing what is available in the wider organisation, the escalated option should be selected. Please ensure you follow the appeals process as outline in the LUHFT Flexible Working Policy and document the 1st meeting date before clicking submit.
- 6. Once all relevant fields have been completed the 'Submit' button should be pressed to update the status of the request.

Details will be visible to the requesting employee via Employee Self Service so they can see the status of their request, and the supervisor can access the request post submission, should any amendments or updates be required.

7. In line with policy the final outcome for Flexible Working Requests should be confirmed in writing using the letters available within the policy.

Notifications

ESR will generate notifications to support the Flexible Working process at various stages, such as:

- Confirmation of received request
- Reminder to respond to incomplete requests
- Reminder of end of previously agreed Flexible Working agreements

Details of all ESR notifications can be found in Appendix 2.

Flexible Working Outcomes- Next steps for Managers

It should be noted that ESR functionality detailed in this guide is used to monitor and manage Flexible Working Requests. Once requests have been processed and outcomes determined any changes to the requestor's contractual details will need to be communicated to the relevant team(s), as per the below examples.

If the Flexible Working Outcome Results in a ...

- Change to contractual hours or pay Please complete a contractual change form via Sharepoint at Workforce Portal - Home
- **Change to shift patterns -** Please communicate with the Roster Team to create/change/update any personal patterns already in place.

Appendix 1 – Sample Completed Flexible Working Application

= <u>NHS</u>	Q 🎓 ★ 🌣 Logged In As 287: → U ⊕ Search Home Favorites Settings					
Request a new flexible working	; arrangement Cancel Submit					
Personal Details						
Employee Name Jones, Assignment Number 26955 Supervisor Name Conno						
I would like to apply to work a flexible working pattern that is Indicates required field	s different to my current working pattern in line with the organisations policy for flexible working.					
Flexible Working Request						
 Date of Application Type of Request Describe your current working pattern 	27-Oct-2023 ∰ Condensed Working Hours ♥ Monday - Friday, 9am to 5pm (working 37.5hrs per week) Home working Wed/Thur.					
 Requested Change Requested Arrangements 	Change working days/shifts Permanent					
* Future Work Pattern	Monday - Wednesday, 12.5hrs per day (continue to work 37.5hrs per week). Home working Mon - Wed when possible.					
* I would like this working pattern to commence from	01-Dec-2023					
Impact of the new working pattern	Changing my working pattern to condensed hours Mon-Wed I continue to be contactable via Teams, email and phone if needed. Emails will be responded to as soon as possible once received to ensure that communication is maintained with team members and service users.					
Accommodating the new working pattern	Although I would not be available Thursday and Friday I would have more time on Monday, Tuesday, and Wednesday which would allow me to focus on larger pieces of work with less interruption. As mentioned above I would continue to be contactable on Teams by email and by phone should the team need to reach me on my proposed working days.					
Copyright (c) 1998, 2021, Oracle and/or its affiliates. All rights re	eserved.					

Appendix 2 – ESR Notifications

Examples of ESR notifications which are generated during the Flexible Working Request process. (Notifications with actions can be reassigning to a different decision maker if required.)

2a) Request for Flexible Working to Manager

Triggered to the specified ESR Supervisor when a Flexible Working Request is submitted.

	Request Received	Reassign
To Harrison, Ann		
Sent 23-Nov-2021 15:52:32		
ID 142646		
Dear Ann Harrison		
Name: Tamara Clarke Assignment Number: 20066044 Date of application: 23-Nov-2021		
I would like to apply to work a flexible working pattern that is different to my current working pattern in line with the organisations policy for flexible working Flexible Working Request		
Type of Request:		
Annualised Hours		
Describe your current working pattern:		
Part Time		
Requested change:		
Increase hours - remain PT		
Requested arrangements:		
Trial		
Describe the working pattern you would like to work in the future:		
Describe the working pattern you would nee to work in the nutre: Monday to Friday 9 ant to 3m		
monday or may a an o april		
I would like this working pattern to commence from:		
30-Nov-2021		

2b) Confirmation to employee that request has been received by manager

Triggered to the applicant when the ESR Supervisor has confirmed receipt of the Flexible Working Request in ESR.

	Information This notification does not require a response.					
Conf	firmation of receipt of application for flexible working مد					
То	Clarke, Tamara					
Sent	07-Dec-2021 15:42:54					
ID	148648					
Dear	Tamara Clarke					
l confi	I confirm that I received your request to change your work pattern on: 07-Dec-2021.					
I will a	irrange a meeting with you to discuss your request					
You w	ill be notified of the decision on this application within three months of this date, unless a longer deadline for this is agreed.					
Ann H	arrison					

2c) Manager Warning that Flexible Working Decision Date not entered

Triggered xx days after submission of Flexible Working Request.

Worklas >	
O Information This notification does not require a response.	
Flexible Working Decision Date Not Entered for Richard Perkins	
To Harrison, Ave Sent Go Hew 2020 11:1916 10 12:2021 Presse note that a decision date has not been entered against the application for fieldle working from Richard Pennis. Applications for fieldle working require a response within 3 months of receipt. Please ensure that the applicant has received a response by 05-Dec 2020, and update the record in ESR accordingly	~

2d) Withdrawal of flexible working request

Triggered upon cancellation/withdrawal of the Flexible Working Request in ESR.

	Worklast >	
	Information The notification does not require a response.	
	Withdraw Flexible Working Request from Richard Perkins	
		Reassign
		Reassign
Т	To Harrison, Ann	
	Sent 05-Nov-20201107:56	
	ID 132600	
L	Please note that Richard Perina has withdrawn their current application for fieldle working arrangements.	

2e) Employee and Manager Notification of end of flexible working arrangement

Triggered 14 days before the previously agreed Flexible Working end date.

Worklut >	
O Information This notification does not require a response.	
End of Flexible Working Arrangements for Richard Perkins	OK Reassign
To Perkins, Richard	
Sent 05-Nov-20201127-47	
10 132603	vloyee as necessary.