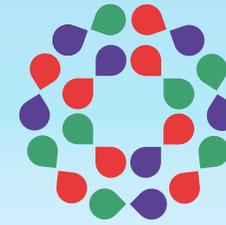
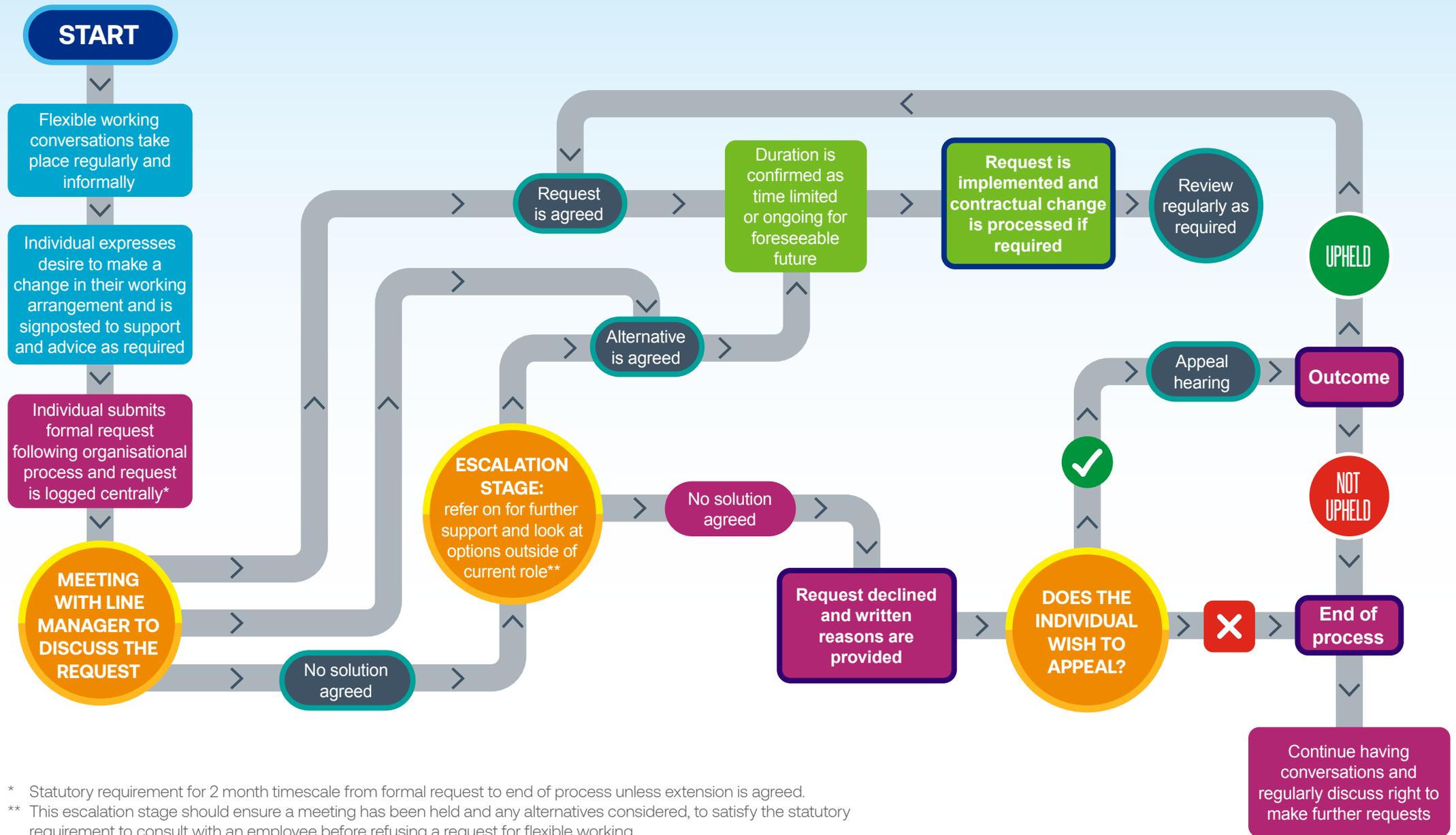


Guide to making flexible working requests



This flowchart has been designed to support both line managers and staff in the NHS understand the steps involved in making a request for a flexible working arrangement. It takes into account changes to the NHS Terms and Conditions of Service Handbook that came into effect on 13 September 2021 and the Employment Relations (Flexible Working) Act 2023. The flowchart should be used alongside your organisation's flexible working policy which will contain the detailed information you need to make a request.



* Statutory requirement for 2 month timescale from formal request to end of process unless extension is agreed.

** This escalation stage should ensure a meeting has been held and any alternatives considered, to satisfy the statutory requirement to consult with an employee before refusing a request for flexible working