



Flexible Working Requests in ESR

Guidance

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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.

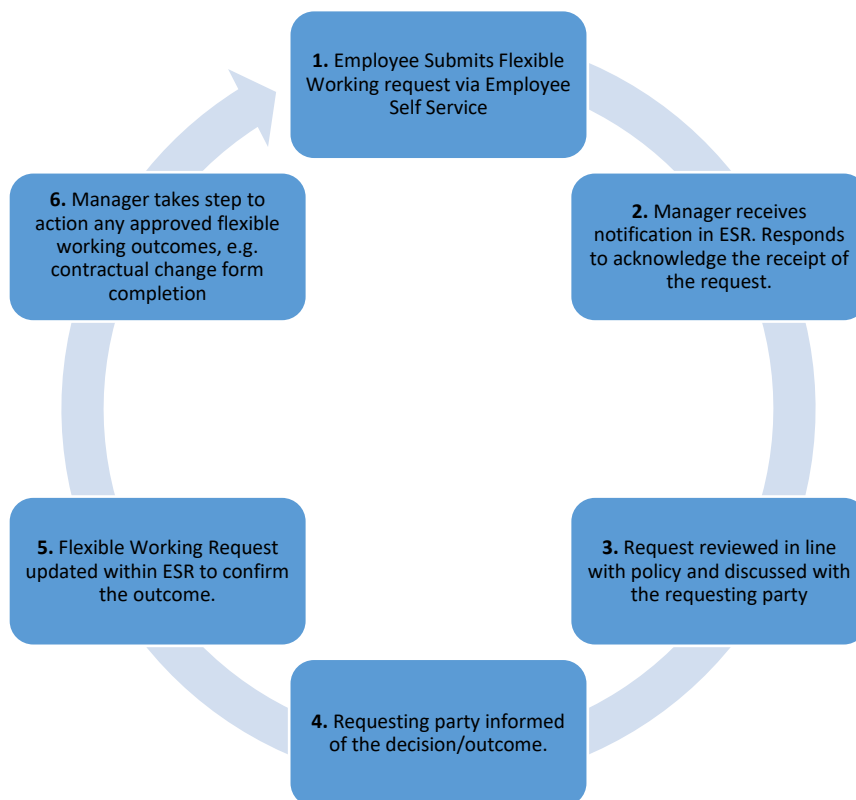
For employees to submit a Flexible Working Request they will need Employee Self Service ESR access. Manually typed username and password can be used to access Employee Self Service or a smartcard can be used should one be linked to the user account (Trust devices only).

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 workforce@liverpoolft.nhs.uk

Overview of Flexible Working Request process

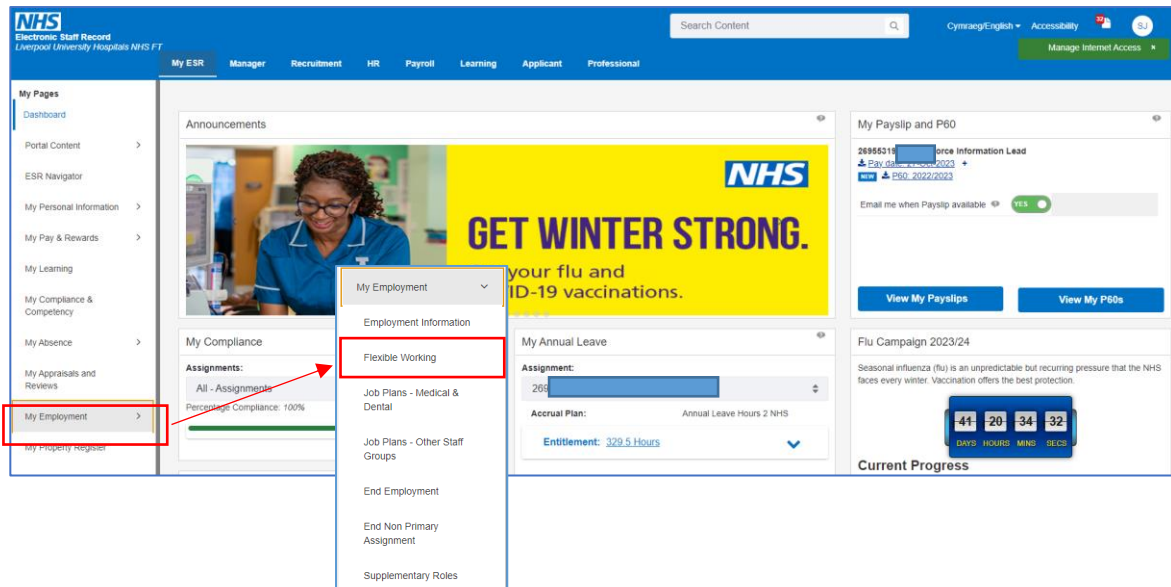
General overarching workflow for Flexible Working Applications is as follows:



Step-by-step guidance

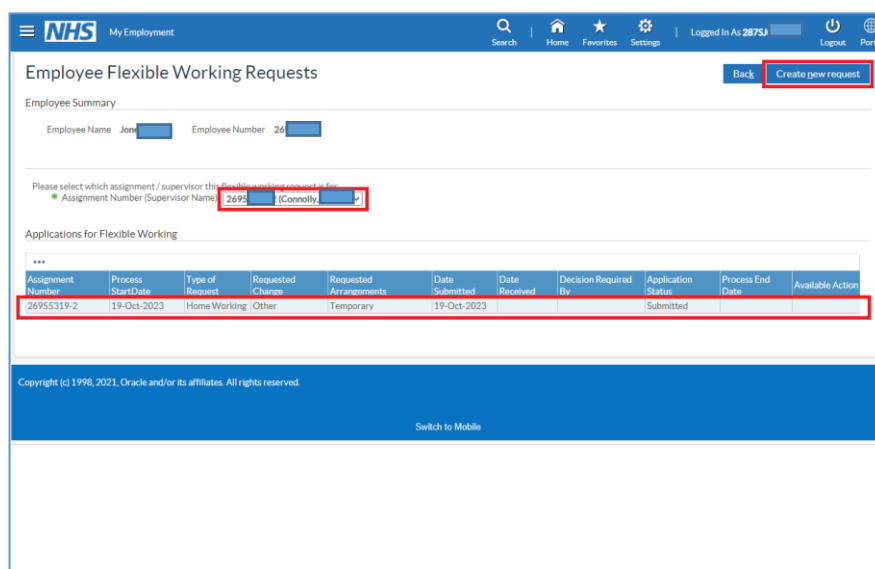
Making a Flexible Working Request- All Colleagues

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 is not the individual who would approve your Flexible Working Request this cannot be changed. You must speak with them so they can reassign the notification in ESR to the correct person.



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.

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	TYPE	INPUT
Date of Application*	DATE	
Type of Request*	DROP DOWN LIST	<ul style="list-style-type: none"> • 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	<i>Describe the working pattern you would like to work (days/hours/times worked)</i>
Requested Change*	DROP DOWN LIST	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Permanent • Temporary • Trial • Informal
Future Work Pattern*	FREETEXT	
Relevant supporting information if you would like to provide it	FREETEXT	<i>Add any relevant supporting information to support you flexible working request</i>
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.

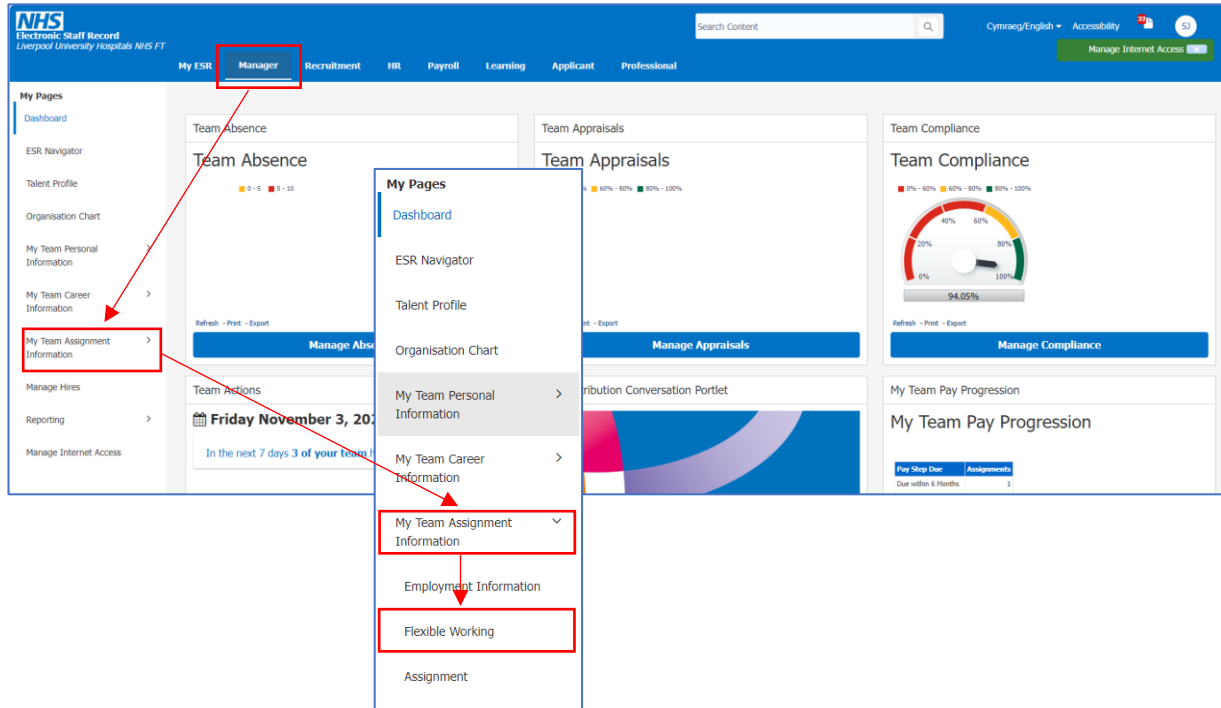
The screenshot displays the NHS Employee Flexible Working Requests interface. At the top, there is a navigation bar with the NHS logo and user information (Logged In As: 2875). Below the navigation bar, a confirmation message states: "Your application for a flexible working pattern has successfully been submitted, and a notification has been sent to your supervisor." The main heading is "Employee Flexible Working Requests", with "Back" and "Create new request" buttons. The "Employee Summary" section shows the employee's name as "Jones" and employee number as "2695". A dropdown menu for "Assignment Number (Supervisor Name)" is set to "2695 (Connolly)". The "Applications for Flexible Working" section contains a table with the following data:

Assignment Number	Process Start Date	Type of Request	Requested Change	Requested Arrangements	Date Submitted	Date Received	Decision Required By	Application Status	Process End Date	Available Action
26955319-2	27-Oct-2023	Condensed Working Hours	Change working days/shifts	Permanent	27-Oct-2023			Submitted		
26955319-2	19-Oct-2023	Home Working	Other	Temporary	19-Oct-2023			Submitted		

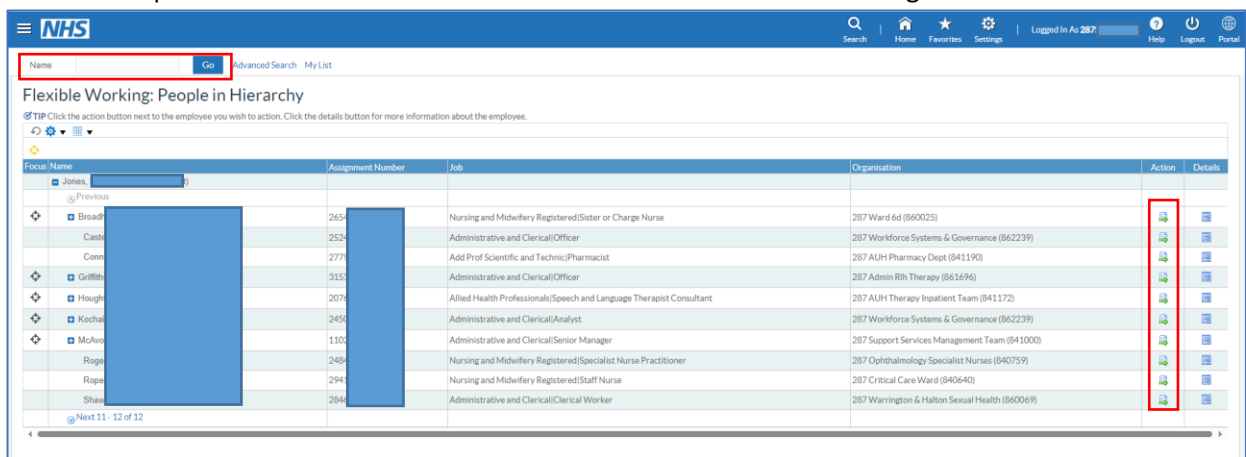
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Making a Flexible Working Request- For managers

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'**.



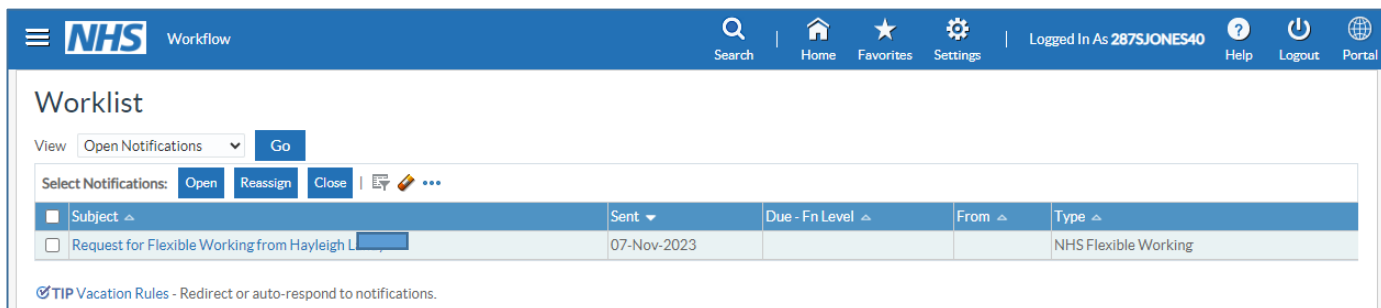
2. On the **People in Hierarchy** screen find the required record for the employee who wishes to submit a flexible working request. This can be done by finding the name from the names in view, or by entering the surname in the **'Name'** field in the top left of the screen. Once the required record has been found click on the **'Action'** icon on the right hand side.



Click **Create new 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.

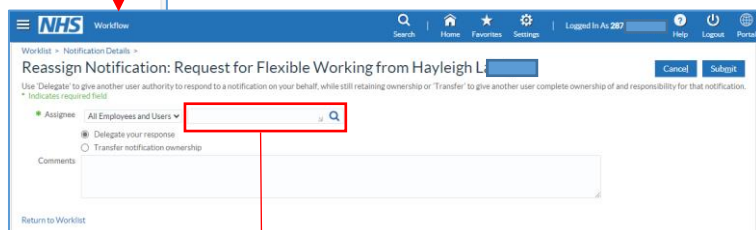
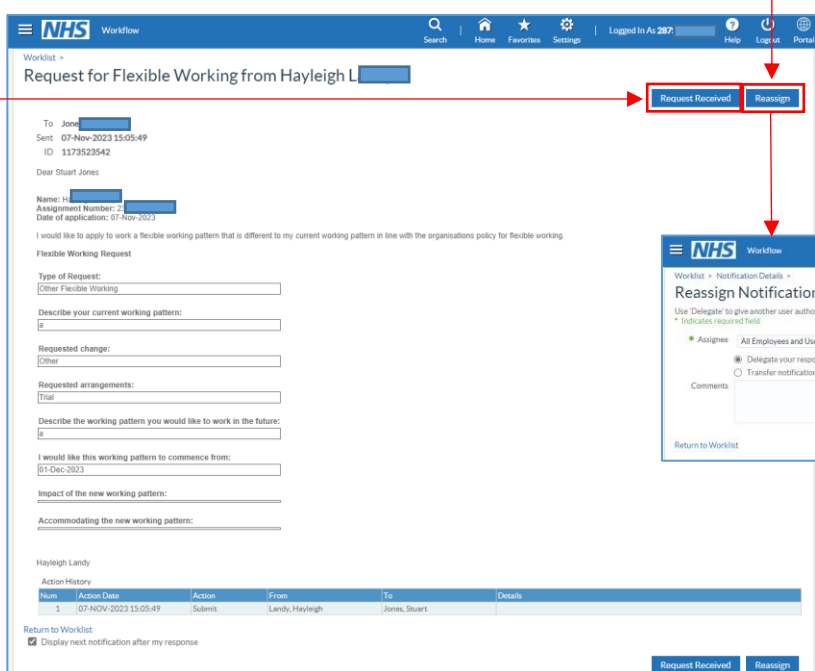
Approving/Rejecting a Flexible Working Request (Manager Only)

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

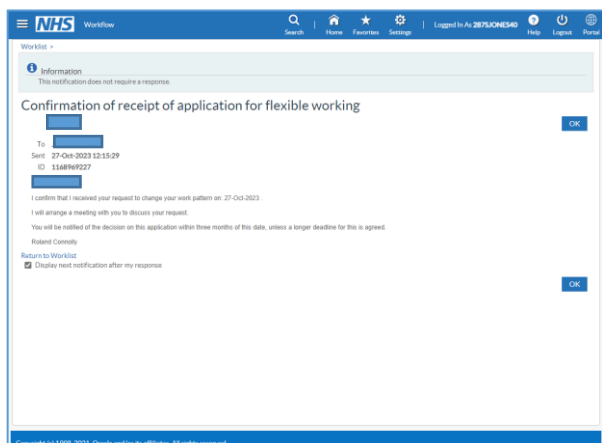


If the supervisor who receives the notification would make the decision around flexible working, they should select the **Request Received** button. This will confirm receipt via a further notification to the requestor.

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.



Enter in format 'Surname%Forename%', i.e. Smith%John%



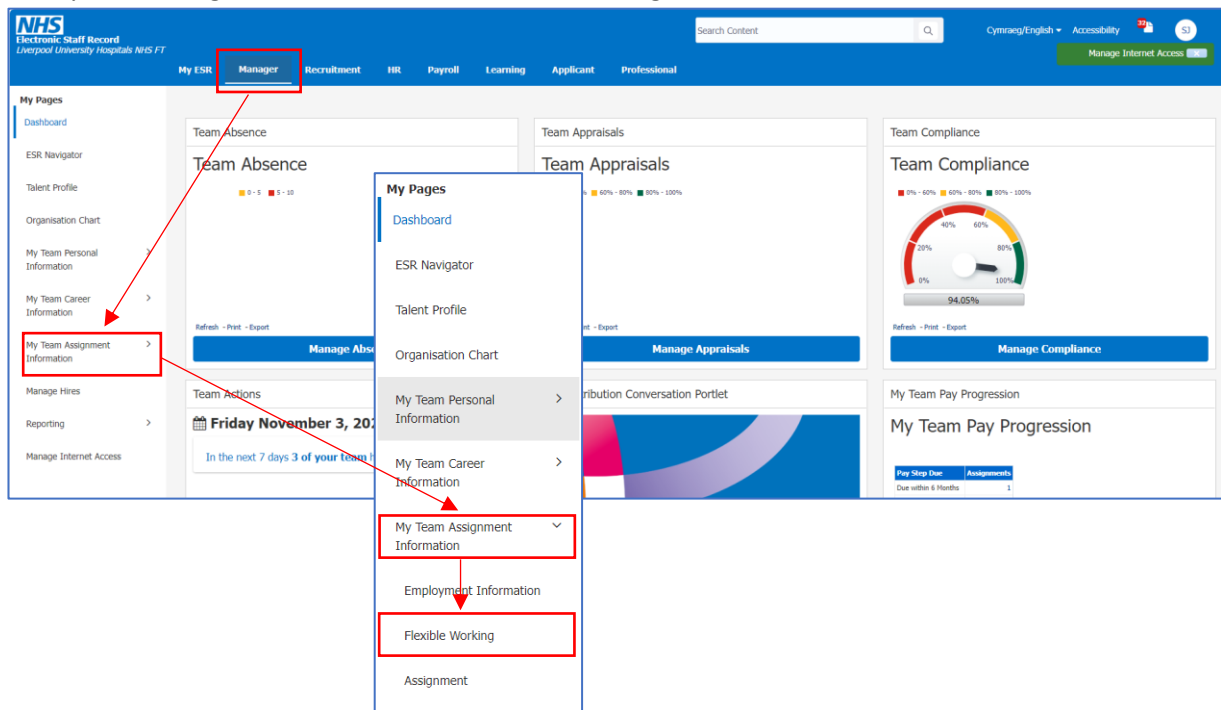
The **'Request Received'** button in the notification must be selected in order to manage and respond to the request.

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.

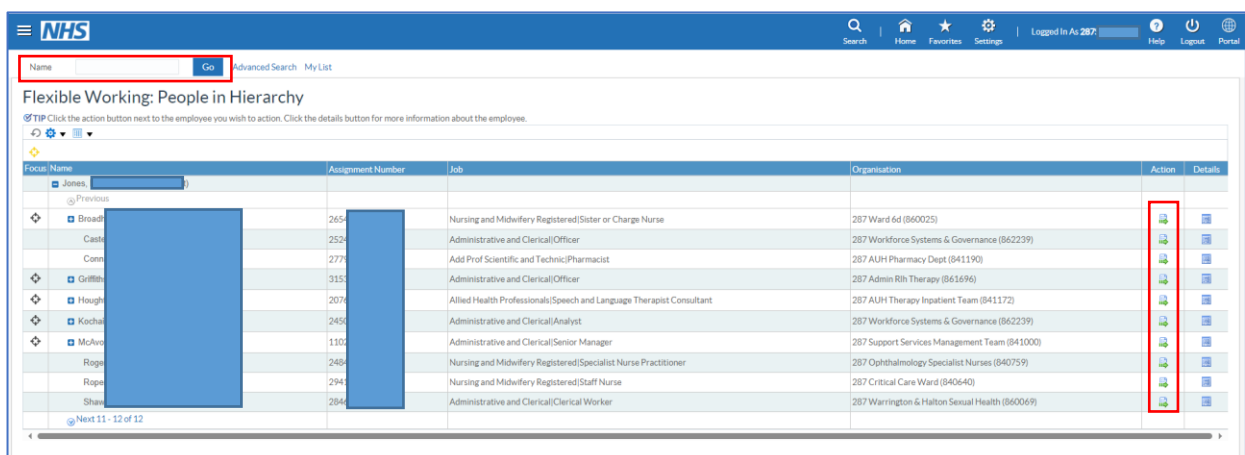
Once a decision/outcome has been determined this should be confirmed via ESR by the Supervisor Self Service user who has received the request.

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'.



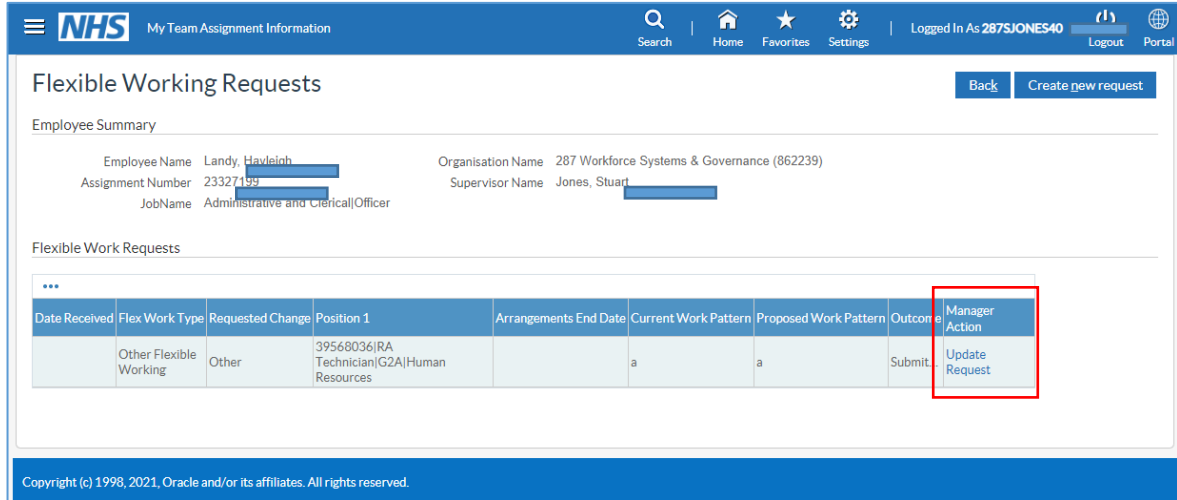
2. On the **People in Hierarchy** screen find the required record for the employee who you have received a Flexible Working Request from. This can be done by finding the name from the names in view, or by entering the surname in the 'Name' field in the top left of the screen.

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



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

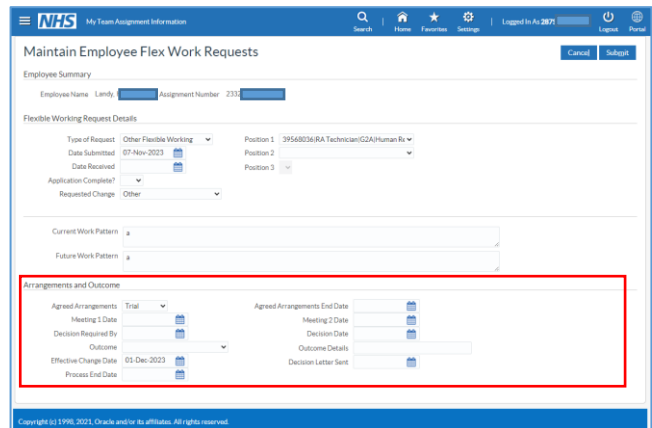
The request which has been submitted will be visible, and there will be a hyperlink in the far right column titled **'Update Request'**. Click on this to access the request.



- 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.



FIELD	TYPE	INPUT
Agreed Arrangements	<i>DROP DOWN LIST</i>	<ul style="list-style-type: none"> Permanent Temporary Trial Informal
Agreed Arrangements End Date	<i>DATE</i>	<i>End date for agreed changes, or review date</i>
Meeting 1 Date	<i>DATE</i>	<i>Date if a meeting is scheduled with requestor</i>
Meeting 2 Date	<i>DATE</i>	<i>To be used should any outcomes be appealed</i>
Decision Required by	<i>DATE</i>	<i>Three months post request submission</i>
Decision Date*	<i>DATE</i>	<i>Date when request has been closed/dealt with.</i>
Outcome*	<i>DROP DOWN LIST</i>	<ul style="list-style-type: none"> Pending Decision Accepted Rejected Outright Rejected – Alternative Accepted Rejected – Alternative Rejected Withdrawn Escalated
Outcome Details	<i>FREETEXT</i>	<i>Additional info following any appeal</i>
Effective Change Date	<i>DATE</i>	<i>Effective date for any agreed request</i>
Decision Letter Sent	<i>DATE</i>	<i>Date letter confirming outcome sent to employ</i>
Process End Date	<i>DATE</i>	<i>End date for any temp Flexi Working agreements</i>

***FIELDS WHICH MUST BE COMPLETED IN ORDER TO CLOSE THE REQUEST**

5. Outcome definitions. Outcomes should be entered in line with policy.
- Accepted - 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.
 - Rejected Outright - 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.
 - Rejected Outright- Alternative Rejected - 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.
 - Rejected – Alternative Accepted - 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.
 - Withdrawn - 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.
 - Escalated (only use when appeals process has been invoked) - 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.
NB: If a request has been extended through mutual consent with the requesting individual and their manager and the request has been in process for more than 60 days, it should be marked as 'Escalated' with basic details concerning the mutual agreement added to the 'Future Work Pattern' field.
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 Greenlight. More information can be [found here](#).
- **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

 Search | Home | Favorites | Settings | Logged In As 287 | Logout | Portal

Request a new flexible working arrangement

[Cancel](#) [Submit](#)


Personal Details

Employee Name Jones, [redacted]
Assignment Number 2695 [redacted]
Supervisor Name Conno [redacted]

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.

* Indicates required field

Flexible Working Request

* Date of Application 27-Oct-2023 


* Type of Request Condensed Working Hours ▾

* Describe your current working pattern Monday - Friday, 9am to 5pm (working 37.5hrs per week) Home working Wed/Thur.

* Requested Change Change working days/shifts ▾

Requested Arrangements 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.

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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:

Describe your current working pattern:

Requested change:

Requested arrangements:

Describe the working pattern you would like to work in the future:

I would like this working pattern to commence from:

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.

i Information
This notification does not require a response.

Confirmation of receipt of application for flexible working

OK

To Clarke, Tamara
Sent 07-Dec-2021 15:42:54
ID 148648

Dear Tamara Clarke

I confirm that I received your request to change your work pattern on: 07-Dec-2021 .

I will arrange a meeting with you to discuss your request

You will be notified of the decision on this application within three months of this date, unless a longer deadline for this is agreed.

Ann Harrison

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

Triggered xx days after submission of Flexible Working Request.

i Information
This notification does not require a response.

Flexible Working Decision Date Not Entered for Richard Perkins

OK Reassign

To Harrison, Ann
Sent 05-Nov-2020 11:19:16
ID 132602

Please note that a decision date has not been entered against the application for flexible working from Richard Perkins. Applications for flexible 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.

Worklist >

Information
This notification does not require a response.

Withdraw Flexible Working Request from Richard Perkins

To: Harrison, Ane
Sent: 05-Nov-2020 11:07:56
ID: 132600

Please note that Richard Perkins has withdrawn their current application for flexible working arrangements.

OK Reassign

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

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

Worklist >

Information
This notification does not require a response.

End of Flexible Working Arrangements for Richard Perkins

To: Perkins, Richard
Sent: 05-Nov-2020 11:27:47
ID: 132600

The flexible working arrangements for Richard Perkins were recorded in ESR as Temporary, with an end date of 19-Nov-2020. Please review the record held in ESR and make any amendments to the agreed arrangements as required, ensuring this has been discussed with the employee as necessary.

OK Reassign