

Various Types of Flexible Working

Flexible working describes any type of working arrangement that gives some degree of flexibility on how long, where and when employees work.

Flexible working arrangements have been an option in many employment sectors for a long time, helping employers meet the changing needs of their customers and their staff.

- **Customers** expect to have goods and services available outside of the traditional 9-5 working hours
- **Employees** want to achieve a better balance between work and home life
- **Organisations** want to meet their customers and employees needs in a way that enables them to be as productive as possible.

The range of provision falls into a number of categories:

- How work is delivered – this can include face to face; through the Customer Service Centre; over the telephone; through an App, webpage or other digital platform; or it could be through a commissioned service or by a third party provider
- Where work is undertaken – increasingly this can be in many different places for example at home, in the service user's home, in the office of a partner organisation, in a different work base. This will always be a matter for discussion and agreement depending on service needs
- When work is undertaken – not all work has to be undertaken between 08.30 and 17.00. There may be no constraints on when work is undertaken as long as the overall objectives are achieved. As we continue to deliver services which operate 24/7 and customer expectations change this will necessitate us reviewing working patterns and arrangements facilitated by better use of technology.

In addition, other types of flexible working may include:

- Flexitime
- Part-time work
- Overtime
- Job share
- Compressed hours
- Shift work
- Annualised hours
- Temporary working and fixed term contracts
- Term-time working
- Sub-contracting
- Homeworking
- Mobile working
- Hot-desking
- Career breaks
- Shared paternal leave
- Special leave provision including urgent domestic business
- Self rostering

The list is not exhaustive and continues to develop.