

Evaluate the scheme

Work out how to monitor and evaluate the success of flexible working, so that you can assess the business benefits and highlight areas where changes may be needed.

Questions to consider:

- » Are employees taking advantage of the options open to them?
- » What impact has there been on individual and organisational performance?
- » Have any particular problems arisen?
- » How effectively are managers handling flexible workers?
- » Are employees satisfied with the options available?
- » Is there any scope for widening the scheme?

Promote your success stories

Include case studies and examples of your flexible working and hiring on your website and/or staff intranet. This will encourage your staff to take up the flexible working opportunities as well as attracting potential employees to your business. See examples from Deloitte [here](#).

Think about your recruitment practices

The Timewise Flexible Jobs Index 2018 found only 11% of over 6 million job vacancies were advertised as suitable for flexible working, yet 87% of all full-time employees either work flexibly already, or say they want to.

Encourage your hiring managers to think about job design, and the kind of flexibility that would work in the role, before recruitment – and then tell candidates you are open to flexible working when you advertise the role. This will give potential qualified applicants the confidence to ask about alternative patterns of work; and you the confidence to know how to respond. Consider using the 'Happy to Talk Flexible Working' strapline and logo developed by Working Families. Read more on flexible hiring [here](#).

Additionally, think about advertising your flexible roles on jobs boards specifically targeted at flexible workers e.g. Timewise.

See the bigger picture

If all employees are entitled to request flexible working you will need to treat all requests equally regardless of the reason for the request. However, it is important to remember that carers are protected from discrimination under the [Equality Act 2010](#) and you should ensure that carers are not treated less favourably than other employees.

Flexible working allows many parents and carers to juggle their job with their additional responsibilities, but this policy does not account for crisis situations or the unpredictability of care. Carers in particular might need flexible leave arrangements as well as flexible working arrangements in order to manage all aspects of their caring role. What is important to remember is that when a response cannot be made to a caring crisis, the carer is placed under additional pressure with regard to continuing work.

Become an ambassador

There are a number of accreditations and awards that recognise the importance of flexible working. Once your flexible working is embedded within the workplace culture, think about showcasing this on a wider scale. The [Greater Manchester Good Employment Charter](#), the [Timewise Power 50](#), [Working Families Best Practice Awards](#), [Great Place To Work](#) and Carers UK's [Carer Confident](#) accreditation scheme are all examples of schemes that recognise flexible working and could showcase your organisation as an employer of choice.