

A photograph of a home office desk. On the left, a silver laptop is open. In the center, a clear baby bottle with a purple cap and some milk inside sits on the desk. To the right of the bottle, a set of keys is attached to a small black bag. The desk is made of light-colored wood. In the background, there is a window with light coming through and a wooden countertop, possibly a kitchen island.

dti

**EMPLOYMENT RELATIONS
RESEARCH SERIES NO.39**

Results of the second
flexible working
employee survey

Heather Holt and
Heidi Grainger



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**EMPLOYMENT RELATIONS
RESEARCH SERIES NO. 39**

Results of the Second Flexible
Working Employee Survey

Heather Holt and Heidi Grainger
Department of Trade and Industry

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Foreword

The Department of Trade and Industry's aim is to realise prosperity for all. We want a dynamic labour market that provides full employment, flexibility and choice. We want to create workplaces of high productivity and skill, where people can flourish and maintain a healthy work-life balance.

The Department has an ongoing research programme on employment relations and labour market issues, managed by the Employment Market Analysis and Research branch (EMAR). Details of our research programme appear regularly in the ONS journal *Labour Market Trends*, and can also be found on our website: <http://www.dti.gov.uk/er/emar>

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The views expressed in these publications do not necessarily reflect those of the Department or the Government. We publish them as a contribution towards open debate about how best we can achieve our objectives.



Grant Fitzner
Director, Employment Market Analysis and Research

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Executive summary

The Second DTI Flexible Working Employee Survey found that awareness of the right to request flexible working has increased, with almost two-thirds of employees aware of the right to request flexible working that was introduced in April 2003.

Fourteen per cent of British employees reported that they had requested a change to their working arrangements in the last two years. Almost one-quarter (22 per cent) of employees with dependent children under the age of six have requested to work flexibly. Over four-fifths of employee requests were fully or partly accepted by employers, with the refusal rate significantly lower than before the new right to request flexible working was introduced.

Over four-fifths of employees who had requested to change their working pattern said they were satisfied or very satisfied with their working arrangements. Only 11 per cent said they were either dissatisfied or very dissatisfied.

Almost one in five employees reported taking time off to care for someone in the last two years, with over half taking time off to look after dependent children.

Employee awareness of the right to request

Almost two-thirds (65 per cent) of British employees are aware of the right to request to work flexibly, which was introduced on 6 April 2003. Seventy-one per cent of female employees said they were aware of the right to request flexible working, compared with 60 per cent of males.

By nation, awareness was highest in Scotland (69 per cent) and lowest in England (65 per cent). In Wales 66 per cent of employees were aware of the right to request. By English region awareness varied from a low of 58 per cent in London to 70 per cent in the West Midlands.

The overall figure of 65 per cent compares with 41 per cent of employees who were aware in early 2003, immediately prior to the new employment rights being introduced, and 52 per cent of employees who reported being aware in early 2004, a year after it was introduced.¹

Of those respondents who reported being aware of the right to request to work flexibly, 47 per cent became aware through an advert or article in the media, 28 per cent through their employer and 15 per cent through a colleague, friend or family member.

¹ Earlier awareness figures are drawn from the First Flexible Working Employee Survey (2004) and the Second Work-Life Balance Study (2003) respectively.

Take-up of flexible working

Fourteen per cent of employees reported that they had requested a change to their working arrangements in the last two years. As with previous surveys, female employees were more likely to have requested to work flexibly than males (19 per cent and 10 per cent respectively).

Requests were higher among those employees with dependent children under the age of 6 (22 per cent), aged between 6 and 12 (18 per cent) or aged between 12 and 16 (15 per cent) than those employees without dependent children (10 per cent). Rates of request for flexible working were also much higher for females with dependent children under the age of 6 than males (36 per cent compared with 12 per cent).

Though there was little variation in take-up across nations, the rate of employee requests varied widely by English region – from a low of just 10 per cent of employees in the West Midlands to 17 per cent in the South West.

Types of flexible working sought

The two most requested flexible working patterns were part-time work (25 per cent) and flexi-time (23 per cent). Female employees were more likely to request to work part-time than males (30 per cent compared to 18 per cent). Male employees were most likely to request to work flexitime (28 per cent); this compares to 19 per cent of women who had requested to work flexi-time.

Of the employees who had requested to work flexibly, 79 per cent said they had done so through a discussion, while only 16 per cent had made their request in writing. This suggests that the majority of employees who apply to work flexibly take forward their request to their employer informally.

Employer acceptance of requests

The majority of employees (81 per cent) who had made a request to change their working pattern had their request either fully or partly accepted. This compares with the 77 per cent of requests that were accepted before the new right to request was introduced.

Employees reported that 11 per cent of requests made were declined.² This is the same rate of employer decline as recorded in the First Flexible Working Employee Survey in 2004, and compares to 20 per cent of requests being declined in 2003, just before the new right was introduced.

Full acceptance of employee requests was more likely if: the request was made orally rather than in writing (73 per cent versus 68 per cent), employees had dependent children (73 per cent versus 63 per cent for those without dependents), employees were women (73 per cent versus 63 per cent for men), the employee worked less than 40 hours a week (72 per cent versus 58 per cent for those working 40 hours or more), or their line manager was a woman (72 per cent versus 67 per cent for male line managers). However it should be noted that these results are unadjusted

² A small number of people were currently awaiting a decision following their application.

for workplace and personal characteristics, and may not prove to be statistically significant.

Reasons for making a request, and consequences

More than one-third (35 per cent) of employees who had made a request said they did so in order to meet childcare needs, while a further 10 per cent of employees said they made the request to have more free time.

Female employees were almost twice as likely as men to report making the request in order to meet childcare needs (43 per cent compared with 22 per cent).

Thirty-seven per cent of employees who had changed their working patterns reported that one of the positive consequences was having more time to spend with their family; a further quarter (25 per cent) of employees said that they had more free time.

Almost half (44 per cent) of employees who had changed their working pattern reported that they had not experienced any negative consequences as a result of their new working pattern, while 56 per cent said that they had. The most widely cited negative consequence of the change in working pattern was a reduction in pay (22 per cent) – mostly by employees who had switched from full-time to part-time work.

Four-fifths (80 per cent) of employees who had made a request to change their working pattern said they were satisfied or very satisfied with their working arrangements. A further 9 per cent of those who had made a flexible working request were neither satisfied nor dissatisfied, while only 11 per cent said that they were dissatisfied or very dissatisfied.

Four out of five employees (81 per cent) said they had not requested a change to their working arrangements in the past two years. Almost half (48 per cent) of those employees who had not requested a change said this was because they were content with their current working arrangement. A further 22 per cent reported that they were happy with their current work-life balance, and thus had not felt the need to change anything.

Employed carers

One-fifth (19 per cent) of employees said that they had taken time off to care for someone, whether for children or sick or disabled adults, in the last two years.

Two-fifths (41 per cent) of parents with children under the age of 6 reported having taken time off to care for someone in the last two years, compared with 31 per cent with children aged between 6 and 11 years and 23 per cent of parents with children aged between 12 and 16 years. Eleven per cent of employees with no dependent children under 16 had taken time off to care for someone in the last two years.

Of those who had taken time off to care for someone, over half (56 per cent) said they had taken time off to look after dependent children. Thirty per cent of employees who had taken time off to care for someone had done so to look after dependent children under 6 years old, 17 per cent for dependent children aged 6 to 11 and 7 per cent for dependent children aged 12 to 16.

Almost one quarter (23 per cent) of respondents said they took time off to care for their spouse or partner, while 19 per cent had taken time off to look after a parent.

There were significant gender differences in who was cared for. More than one-third (35 per cent) of men who took time off said it was to care for a spouse or partner; only 9 per cent of women gave this reason. Conversely, over a third (35% of women) who took time off said it was to care for a dependent child under 6 years old, compared with 25% of men.

Of the 19 per cent of respondents who had taken time off to care for someone in the last two years, 19 per cent (3½ per cent of all employees) said it was to care for someone who was disabled.

The flexible working employment law

The employment law introduced on 6 April 2003 gave parents of children under 6, or parents of disabled children under 18, the right to request to work a flexible working pattern. Employers have a statutory duty to consider such applications seriously.

Eligible employees are able to request: a change to the hours they work; a change to the times when they are required to work or to work from home. This covers working patterns such as annualised hours, compressed hours, flexitime, home-working, job-sharing, self-rostering, shift working, staggered hours and term-time working.

About this survey

This survey was carried out as part of the Department of Trade and Industry's Employment Relations research programme. The aim of this survey was two fold. Firstly, to monitor changes in awareness and take-up of the right to request flexible working since the First Flexible Working Employee Survey, published in April 2004. Secondly, to assess the impact of the legislation introduced in April 2003 on different cross sections of the population.

For the Second Flexible Working Employee Survey the DTI commissioned BMRB International to include a module of questions about flexible working and leave arrangements in its ACCESS Telephone Omnibus Survey.³ A total of 3,222 employees in Great Britain were surveyed over three consecutive weekends in January 2005.⁴ The estimates in this report are averages based on the data collection period. The average overall response rate for the Omnibus Survey was 62 per cent.⁵

Detailed tables of results are published in Annex A, while the survey questionnaire can be found in Annex D. For technical details about the survey please refer to Annex B.

A comparison of these results with previous employee surveys is provided at Annex C.1.

3 For technical details about the survey please refer to Annex B. Detailed tables of results are in Annex A, and the survey questionnaire can be found in Annex D.

4 The Second Flexible Working Employee Survey asked respondents if they were in employment, and therefore will include a minority of people who are self-employed.

5 This response rate is calculated using the ONS methodology.

1

Employee awareness

Awareness of the right to request flexible working

Employees were asked whether they were aware of the right to request flexible working arrangements that was introduced in April 2003.⁶ The survey found that:

- Sixty-five per cent of employees were aware of the right to request to work flexibly (Table A1a – Annex A).
- This compares with 52 per cent of employees who reported being aware of the right in the First Flexible Working Employee Survey and 41 per cent of employees who were aware in the Second Work-Life Balance Study that was carried out immediately prior to the new employment rights being introduced.⁷
- Female employees were more aware of the right than males (71 per cent compared with 60 per cent).
- This compares with 55 per cent of female employees and 49 per cent of male employees in the First Flexible Working Employee Survey, and with 43 per cent of women and 40 per cent of men in the Second Work-Life Balance Study carried out in early 2003 prior to the new right.
- Employees with children were more aware of the right than those without children. Sixty-seven per cent of employees with

⁶ See Annex D for a copy of the Second Flexible Working Employee Survey questionnaire.

⁷ The DTI Second Flexible Working Employee Survey asked employees: “Are you aware of the right to request flexible working arrangements that was introduced on 6 April 2003?” (see Annex C for further details).

The DTI First Flexible Working Employee Survey asked employees: “Are you aware of the new right to request flexible working arrangements that was introduced on 6 April 2003?” Interviews were held over four months: September, October and November 2003 and February 2004, between 6 and 11 months after the new employment rights were introduced.

For further information see Annex B and C of Tom Palmer, *Results of the First Flexible Working Employee Survey*, Employment Relations Occasional Papers, DTI, April 2004.

The DTI Second Work-Life Balance Study (WLB2) asked employees: ‘Next year, employers will legally have to consider requests to adopt flexible working practices from parents with young children under the age of 6 or with disabilities. Were you aware or not aware of this right?’ WLB2 was conducted in January and February 2003. For further information see Chapter 2 and Annex table A2.11 of Jane Stevens, et al. *The Second Work-Life Balance Study: Results from the Employees’ Survey*, Employment Relations Research Series no. 27, DTI, March 2004.

dependent children under 16 were aware of the right compared with 63 per cent of those with no dependent children.

- Employees with younger dependent children were more aware than those with older dependent children. Of employees with children under the age of 6, 71 per cent were aware of the right, compared with 65 per cent of those with dependent children between 6 and 11 and between 12 and 16.
- In the Second Work-Life Balance Study, awareness rates did not seem to vary over employees with or without children (41 per cent for both groups).
- As shown in Table 1, awareness among female employees was higher than males irrespective of whether they had dependent children.

Table 1. Awareness of the new right to request flexible working introduced on 6 April 2003 (per cent)

	Aware	Unaware
All employees	65	35
Parental status by sex		
Male employees with children under 6	65	34
Female employees with children under 6	79	21
Male employees with children 6-11 years old	52	37
Female employees with children 6-11 years old	69	31
Male employees with children 12-16 years old	59	41
Female employees with children 12-16 years old	72	28
Male employees with children under 16	62	37
Female employees with children under 16	73	27
Male employees without dependent children	58	41
Female employees without dependent children	69	31

Percentages will not add to 100 per cent as respondents could also record 'don't know'.
Source: BMRB Omnibus Survey, January 2005.
Base: Total of 3,222 employee responses.

- Awareness of the right to request flexible working increased with age.⁸ Respondents aged between 16 and 24 were the least aware of the right, with less than half (49 per cent) of them being aware of the law, compared with 74 per cent for those aged over 65 years of age.⁹ As can be seen in Chart 1, awareness has increased in each age band when compared with the First Flexible Working Employee Survey.
- By nation, awareness was highest in Scotland (69 per cent) and lowest in England (65 per cent). In Wales 66 per cent of employees

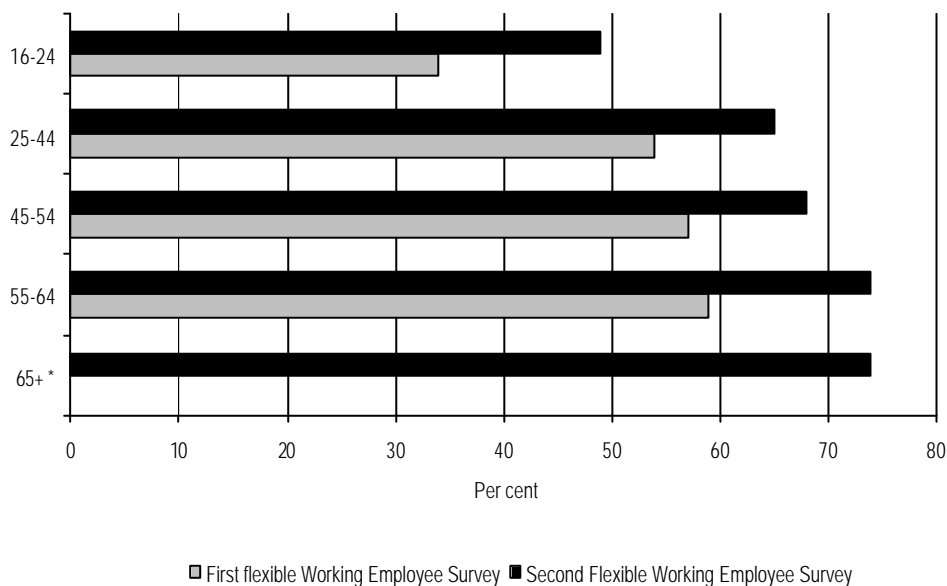
⁸ This is consistent with the First Flexible Working Employee Survey.

⁹ Although respondents over 65 are not strictly of working age (16-59/65) they have been included as they have reported still being in employment and therefore may wish to request flexible working for reasons other than childcare.

were aware of the right to request. By English region awareness varied from a low of 58 per cent in London to 70 per cent in the West Midlands (Table A1b – Annex A).

- Awareness levels also varied across the regions, with awareness highest in the West Midlands at 70 per cent (up from 51 per cent in the First Flexible Working Employee Survey). Awareness was also high in Scotland, the South West (both at 69 per cent) and Yorkshire and the Humber (67 per cent). Awareness was lowest in London at 58 per cent (compared with 56 per cent in the First Flexible Working Employee Survey).
- Awareness in London in the First Flexible Working Employee Survey was joint highest with Wales. All regions had seen an increase in awareness when compared to the First Flexible Working Employee Survey.
- Awareness was highest among employees working as managers or senior officials (76 per cent) and lowest among skilled trade occupations (52 per cent). Awareness had, however, increased in all occupations when compared with the results of the First Flexible Working Employee Survey, as shown in Chart 2.

Chart 1. Awareness broken down by age



*The sample size in the First Flexible Working Employee Survey was too small to give an accurate estimate

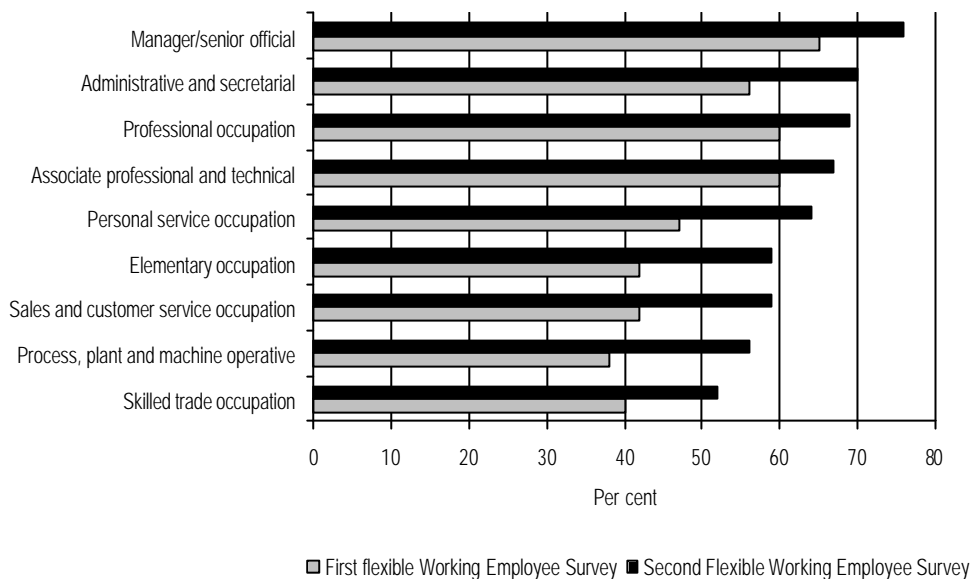
Source: BMRB Omnibus Survey, January 2005 (Second Flexible Working Employee Survey), ONS Omnibus Survey, September to November 2003 and February 2004 (First Flexible Working Employee Survey).

Sample size: 3,222 employees (Second Flexible Working Employee Survey); 3,485 employees (First Flexible Working Employee Survey).

- Awareness was highest in the banking, finance and insurance industry (77 per cent), followed by the public administration, education and health sector (74 per cent). Awareness was lowest in the energy and water industry (49 per cent), followed by the agriculture and fishing sector (53 per cent).

- Awareness was higher among workplaces that employed 50 employees or more, with the level of awareness at 68 per cent compared with 62 per cent for workplaces with less than 50 employees. Also awareness was higher if the respondent worked at a workplace that was part of an organisation that had multiple sites (67 per cent for employees of a multi-site organisation compared with 60 per cent for employees of a single-site organisation) (Table A1c – Annex A).

Chart 2. Awareness broken down by occupation



Source: BMRB Omnibus Survey, January 2005 (Second Flexible Working Employee Survey), ONS Omnibus Survey, September to November 2003 and February 2004 (First Flexible Working Employee Survey).
 Sample size: 3,222 employees (Second Flexible Working Employee Survey); 3,485 employees (First Flexible Working Employee Survey).

- Awareness was significantly higher if the respondent was currently a member of a trade union or staff association than otherwise. Seventy-five per cent of people who are presently members of a trade union or staff association are aware of the right to request to work flexibly. This compares favourably with the 65 per cent awareness for those who have previously been members of a trade union or staff association and 59 per cent who have never been a member.
- Sixty-six per cent of employees employed on a permanent basis were aware of the right to request flexible working, compared with 53 per cent of temporary employees.

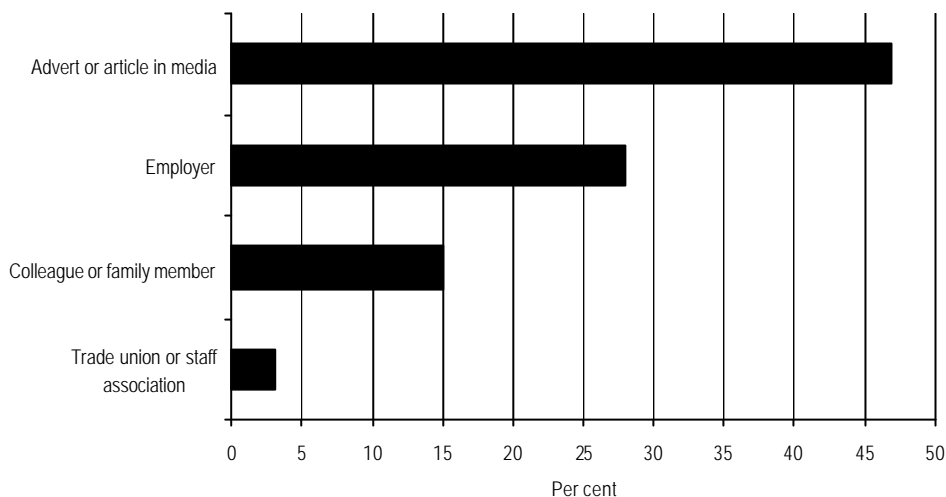
Method of awareness

Respondents that reported being aware of the right to request to work flexibly were asked how they became aware of the right. Respondents could state more than one method of awareness.

- As can be seen in Chart 3, 47 per cent of respondents who reported being aware of the right to request flexible working became aware

through an advert or article in the media. The second highest method of awareness was through employers (28 per cent), followed by through a colleague, friend or family member (15 per cent). A small number had also become aware via a trade union or staff association (3 per cent). This suggests that people who are members of a trade union, although more aware of the employment right, do not necessarily become aware through their union.

Chart 3. Method of awareness of the right to request flexible working



Percentages will not add to 100 per cent as respondents could also report 'Other' and 'Don't know' as a response.

Source: BMRB Omnibus Survey, January 2005.

Sample size: All employees aware of the right to request flexible working. Total of 2,080 responses.

- In the First Flexible Working Employee Survey those employees who were aware of the right were also more likely to have become aware through an advert or article in the media (45 per cent), followed by their employer (38 per cent) and finally through a colleague, friend or family member (16 per cent). The response of becoming aware through a trade union or staff association was a new category in the Second Flexible Working Employee Survey.
- Of those who said they were aware of the law, employees working in administrative and secretarial occupations were most likely to have become aware through their employer (40 per cent), followed by managers and senior officials (37 per cent). Respondents working in skilled trade occupations were least likely to have become aware of the law through their employer (16 per cent) (Table A2 – Annex A).
- Employees working in personal services occupations were most likely to have become aware of the right through an advert or article in the media (54 per cent). Awareness through an article or advert was at least above 40 per cent.
- As shown in Table 2, respondents who were aware of the right to request to work flexibly and who were employed at workplaces with 50 employees or more (large workplaces) were more likely to have

become aware through their employer than those who were employed at workplaces with less than 50 employees (small workplaces), 34 per cent and 23 per cent respectively. Employees working at smaller workplaces were more likely to have become aware of the right through an advert or article in the media than those in larger workplaces (52 per cent and 42 per cent). This suggests that larger workplaces are much more likely to keep their employees informed of changes to employment legislation. Employees in both small and large workplaces had similar rates of awareness through a colleague, family member or friend or through a trade union or staff association.

- Similarly, employees who worked in a workplace that was part of a larger organisation (the workplace was one of multiple workplaces) were more likely to have become aware through their employer than those working in a single-site workplace. Thirty-one per cent of employees working for a workplace that had multiple sites had become aware through their employer compared to 19 per cent for those in a single-site workplace. This can be seen in Table 2.

Table 2. Method of awareness of the flexible working right (per cent)

	Employer	Colleague, friend or family member	Advert or article in the media	Trade union or staff association
All employees	28	15	47	3
Size of workplace				
Less than 50 employees	23	16	52	*
50 employees or more	34	14	42	4
Multiple workplaces				
Yes	31	15	44	3
No	19	15	54	*

*Sample size too small to provide a reliable estimate. Percentages will not add to 100 per cent as respondents could also report 'Other' and 'Don't know' as a response.

Source: BMRB Omnibus Survey, January 2005.

Base: All employees aware of the right to request flexible working. Total of 2,080 employee responses.

2

Working flexibly

Requests to work flexibly

Under the flexible working law eligible employees are able to request: a change to the hours they work; a change to the times when they are required to work or to work from home. This covers working patterns such as annualised hours, compressed hours, flexitime, home-working, job-sharing, self-rostering, shift working, staggered hours and term-time working.

Respondents were asked whether in the last two years they had made a request to their employer to change their working arrangement for a sustained period of time.

- Fourteen per cent of employees reported that they had requested a change to their working arrangements in the last two years (Table A3a – Annex A).¹⁰
- Employee requests to work flexibly were significantly higher among female employees than males, 19 per cent and 10 per cent respectively.
- Requests were higher among those with dependent children than those without dependent children. Nineteen per cent of employees with dependent children under 16 had made a request to work flexibly in the last two years, compared with 10 per cent of employees who do not have dependent children (Table 3).
- Requests were higher for those with younger children than those with older children. Twenty-two per cent of employees with children under the age of 6 had made a request over the last two years; this compares with 18 per cent of those with children aged between 6 and 11 years and 15 per cent with children aged between 12 and 16 years (Table 3).
- Combining both gender and presence of dependent children, 36 per cent of females with dependent children under the age of 6 compared to just 12 per cent of males with dependent children under 6 had made a request to work flexibly in the last two years. As can be seen in Chart 4, the gap between requests made by men and women is reduced for those with dependent children under the age of 16 and is further reduced for those without dependent children.

¹⁰ Please see **Annex C** for comparisons with results of previous surveys.

- Employees under the age of 35 were more likely to have requested to work flexibly than older employees. Eighteen per cent of employees aged 16 to 24 and 17 per cent of those aged 25 to 34 had requested to work flexibly, compared with 12, 10 and 13 per cent of those aged 35 to 44, 45 to 54 and 55 to 64 respectively.
- Though there was little variation in take-up across nations, the rate of employee requests varies widely by English region – from a low of just 10 per cent of employees in the West Midlands to 17 per cent in the South West.
- The number of requests to work flexibly was highest in the South West with 17 per cent of employees in this region having made a request to work flexibly over the last two years. This was closely followed by 16 per cent in the East Midlands. Requests were lowest in the West Midlands where only 10 per cent of employees reported requesting to work flexibly. The sample size in the East of England was too small to provide reliable estimates.

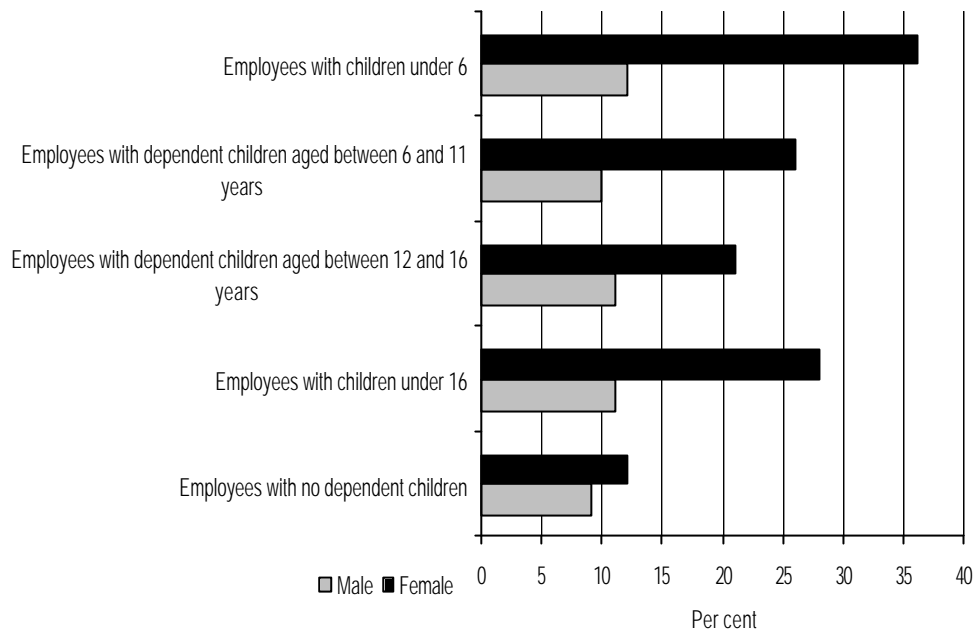
Table 3. Employee requests to work flexibly over last two years (per cent)

	Requested flexible working	Did not request to change work arrangements
All employees	14	81
Parental status		
Employees with children under 6	22	71
Employees with children aged 6-11 years	18	77
Employees with children aged 12-16 years	15	80
Employees with children under 16	19	76
Employees without dependent children	10	85
Sex		
Male employees	10	85
Female employees	19	77

Percentages will not add to 100 per cent as respondents could also report 'Don't know'.
Source: BMRB Omnibus Survey, January 2005.
Base: Total of 3,222 employee responses.

- Within industry sectors, requests to work flexibly were highest among the banking, finance and insurance sector, where 20 per cent of sampled employees had made a request. Requests were lowest in the manufacturing sector where only 9 per cent of employees had made a request. Sample sizes within agriculture and fishing, energy and water and construction were too small to provide reliable estimates.

Chart 4. Employee requests to work flexibly over last two years by gender and presence of children



Source: BMRB Omnibus Survey, January 2005.
Sample size: 3,222 employees.

- Within occupation, the number of requests was highest among employees working in sales and customer service occupations and administrative and secretarial occupations (19 per cent). Requests were lowest among managers and senior officials and skilled trade occupations (10 per cent).
- The proportion of requests made by employees in small firms was 13 per cent compared with 14 per cent for those in larger firms. Requests from employees of firms with multiple sites were higher than those of single-site firms. Fourteen per cent of employees of multi-site firms made a request to work flexibly compared with 12 per cent of those who worked at single-site firms.
- Employees who worked less than 40 hours a week (this includes breaks, but does not include lunch time) were twice as likely to request a flexible working pattern than those who worked 40 hours or more. Eighteen per cent of employees working less than 40 hours had made a request in the last two years compared with 9 per cent of employees who worked at least 40 hours.
- Despite employees that have a permanent contract of employment being more aware of the right to request flexible working than temporary staff, there was not a large difference between the number of requests made by permanent and temporary employees (14 and 15 per cent respectively).
- Surprisingly, low perceived job security does not appear to result in a lower number of employees requesting to work flexibly. Of the people who perceived their job to be very secure or quite secure,

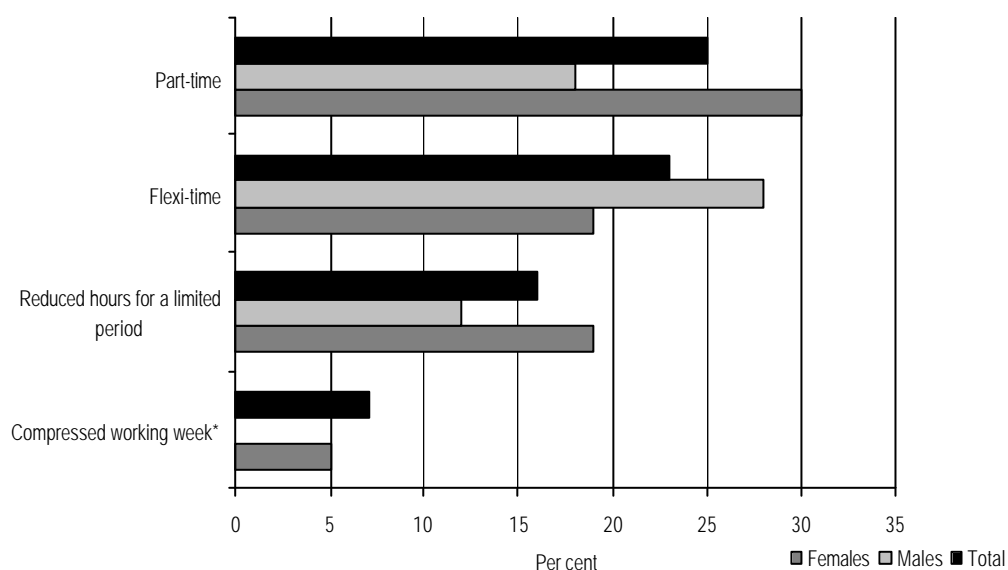
14 per cent and 13 per cent respectively had made a request to work flexibly. This compares with 18 per cent of employees who had made a request and felt that their job was quite insecure. The sample size of those who felt their job was very insecure was too small to give a reliable estimate (Table A3c – Annex A).

Types of flexible working requested

Respondents who had made a request to work flexibly in the last two years were asked what change to their working pattern they had requested.

- Of those who had requested a change to their working pattern, 25 per cent had requested to change to part-time hours, 23 per cent had requested to work flexitime, 16 per cent had requested to work reduced hours for a limited period and 7 per cent had requested to work a compressed working week (Chart 5). Sixteen per cent of respondents had requested a more complex working pattern that combined different working arrangements. Various other types of working arrangement had also been requested including working from home on a regular basis, and job-sharing. However, the sample size for these groups was too small to provide reliable estimates (Table A4 – Annex A).

Chart 5. Type of flexible working pattern requested



Source: BMRB Omnibus Survey, January 2005.
 Sample size: 438 employees. *Sample size for males requesting a compressed working week is too small to make a reliable estimate.

- Female employees who had requested a change to their working pattern were most likely to have requested to work part-time (30 per cent) compared to 18 per cent of males (Chart 5).

- This confirms what was found in the Second Work-Life Balance Study where 39 per cent of women and 16 per cent of men had requested to work part-time.
- Male employees were most likely to request to work flexitime (28 per cent); this compares to 19 per cent of women who had requested to work flexitime.

Method of making request

- Of the employees who have made a request to work flexibly to their employer, 79 per cent have done so through a discussion. This compares to 10 per cent who made the request by a letter or email and just 6 per cent who made the request by filling in a form. Therefore 16 per cent of employees put their request to work flexibly in writing.
- This compares to 27 per cent of employees who reported putting their request to work flexibly in writing and 75 per cent who had made their request through a discussion in the Second Work-Life Balance Study.¹¹ This question was not asked in the First Flexible Working Employee Survey.

Reason for making the request

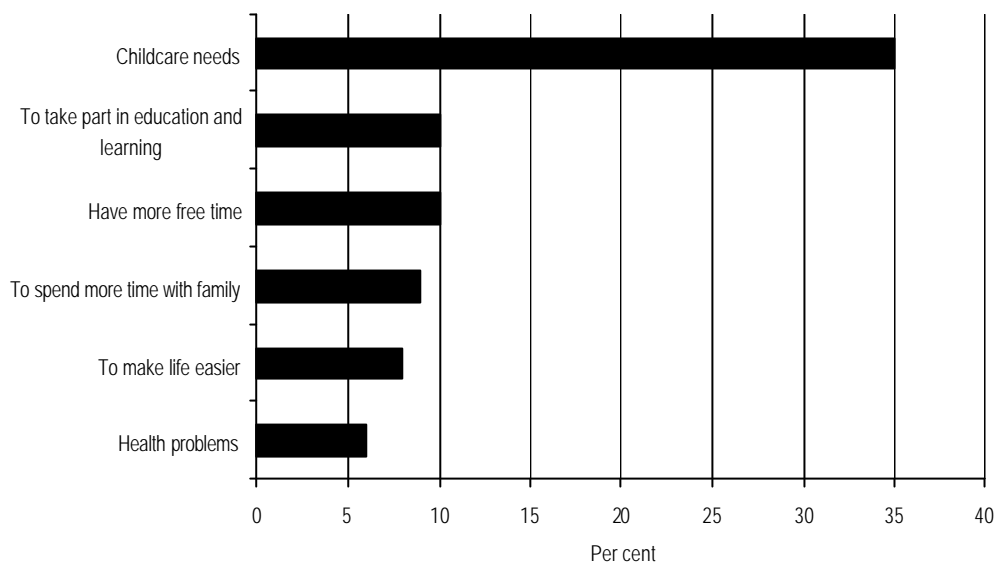
Those employees who had requested to work flexibly in the last two years were asked the reason for doing so.

- Chart 6 shows that 35 per cent of those who had made a request had done so due to childcare needs, a further 10 per cent reported making the request in order to have more free time. Ten per cent requested a change to their working pattern in order to take part in education and learning, and 9 per cent to spend more time with family (Table A5 – Annex A). Eight per cent said they had made the request in order to make life easier, with 6 per cent making the request due to health problems. Respondents also reported other reasons for making a request, including to accommodate travel arrangements, to reduce the demands of the job or to care for family members. However, the sample sizes in these categories were too low to give reliable estimates. Childcare needs were also the main reason that was given by respondents who made a request to work flexibly in the First Flexible Working Employee Survey.
- The majority of female employees reported making the request in order to meet childcare needs (43 per cent), with the second most popular reason being to spend more time with their family (10 per cent). Male employees were also most likely to have made the request due to childcare needs, although less men gave this response than women (22 per cent). A number of men also reported making the request in order to have more free time

¹¹ Responses do not add up to 100 as respondents could report that they had made the request both in writing and through a discussion.

(15 per cent) or to take part in education and learning (15 per cent). A number of other responses were given but the sample sizes were too small to give reliable estimates.

Chart 6. Reason for the request to work flexibly



Source: BMRB Omnibus Survey, January 2005.
Sample size: 438 employees.

- Seventy-two per cent of employees with children under the age of 6 had made the request in order to meet childcare needs, compared with 57 per cent of those with dependent children aged between 6 and 11 and 40 per cent of those with dependent children aged between 12 and 16. Fifty-nine per cent for those who had dependent children under the age 16 had made the request in order to meet childcare needs. The responses for those without dependent children were spread over a large number of categories, the largest being 18 per cent who had made the request in order to have more free time.

Outcome of requests to work flexibly

Those employees who had made a request to their employer to work flexibly were asked the outcome of their application.

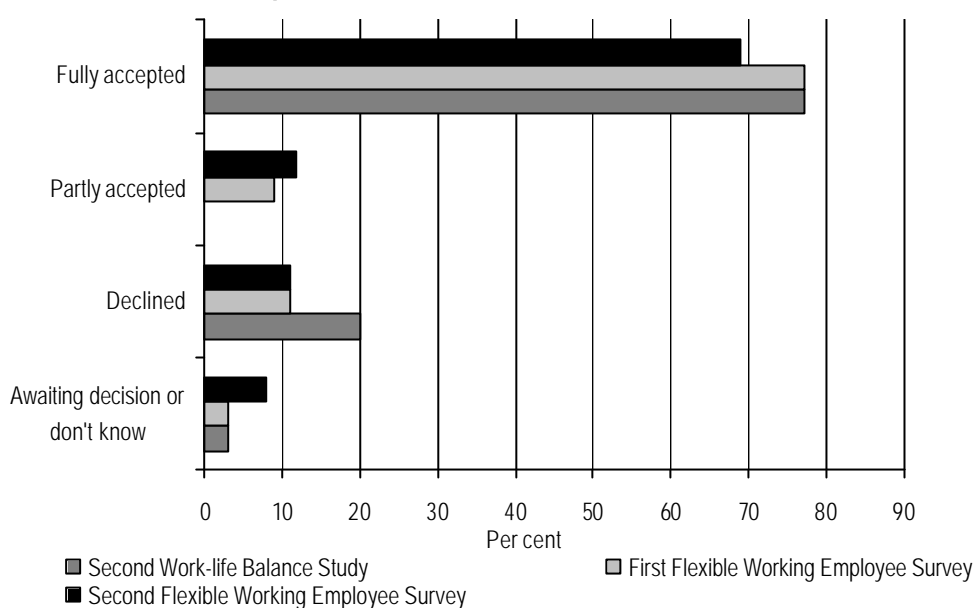
- The majority of employees (81 per cent) who had made a request to change their working pattern had their request either fully or partly accepted (Table A6 – Annex A).
- This is below the number that were accepted in the First Flexible Working Employee Survey (86 per cent) after the new law had just been implemented, but is higher than the 77 per cent of requests

which were reported to have been accepted in the Second Work-Life Balance Study, which was carried out before the law was introduced.¹²

- Sixty-nine per cent had their request fully accepted and 12 per cent had been partly accepted; 11 per cent of requests had been declined (Chart 7). A small number of people were currently awaiting a decision following their application and some reported that they were unsure whether their request had been accepted.
- The rate of requests being declined remains unchanged from the 11 per cent reportedly declined in the First Flexible Working Employee Survey, but is significantly lower than the 20 per cent of declined requests reported in the Second Work-Life Balance Study.
- The overall rate of full acceptance of requests was 69 per cent. Full acceptance appeared to be higher if the request had been made through a discussion rather than if the request had been made in writing (73 per cent compared with 68 per cent).
- Full acceptance of employee requests was also more likely when employees had dependent children (73 per cent versus 63 per cent for those without dependents), were women rather than men (73 per cent versus 63 per cent), worked less than 40 hours a week (72 per cent versus 58 per cent), were a current or former trade union member (71 per cent versus 66 per cent for those who had never been in a union), or when an employee had a female rather than male line manager (72 per cent versus 67 per cent). However it should be noted that these results are unadjusted for workplace and personal characteristics, and may not prove to be statistically significant.
- Of those employees who had their requests declined, 86 per cent said that they had not received a reason for the refusal in writing. Respondents reported a wide variety of reasons for refusal including the inability to reorganise work amongst existing staff, costs to the business and the inability to meet customer demand. However, the sample sizes in each of the response categories were too small to give a reliable estimate. A relatively large proportion of those saying their request had been declined reported that their employer had not given them a reason for this.

¹² Please see Annex C for the figures for the acceptance rates in each survey excluding those who have given the response 'Don't know'.

Chart 7. Outcome of request



In the Second Work-Life Balance Study respondents were not given an option of partly accepted.

Source: BMRB Omnibus Survey, January 2005 (Second Flexible Working Employee Survey), First Flexible Working Employee Survey, 2004 and Second Work-Life Balance Study, January-February 2004.

Sample size: 438 employees (Second Flexible Working Employee Survey). 455 employees (First Flexible Working Employee Survey). 314 employees (Second Work-Life Balance Study).

- Full acceptance was greater among employees with dependent children under the age of 16 (73 per cent) than employees with no dependent children (63 per cent). In last year's Flexible Working Employee Survey there appeared to be no difference between acceptances in these groups (77 and 78 per cent respectively).
- Acceptance was greater for those employees with dependent children under the age of 6 (75 per cent), compared with employees with dependent children between 6 and 11 years old (73 per cent) and 12 and 16 years old (72 per cent).
- Acceptance was higher for female than male employees, 72 per cent compared with 62 per cent. This indicates a greater difference based on gender than was seen in the First Flexible Working Employee Survey whereby 78 per cent of females reported that their request was fully accepted compared with 75 per cent for males.
- Acceptance was not affected by the size of the workplace, but there was a difference between acceptance in firms that had multiple workplaces compared with single-site workplaces (71 per cent and 66 per cent).
- Acceptance was higher if the employee was currently or previously had been a member of a trade union or staff association (71 per cent in both cases), than if the employee had never been a member (66 per cent).

- Seventy-two per cent of requests were accepted where the employee's immediate line manager was female, compared with 67 per cent of requests where the line manager was male.
- There was a large difference in acceptance between employees who worked fewer than 40 hours and 40 hours or more. Seventy-two per cent of employee requests were accepted if the employee worked less than 40 hours, compared with only 58 per cent of requests accepted for employees working longer hours (40 hours or more).

Perceived positive and negative consequences of changing working pattern

Respondents who had requested a change to their working pattern, and had their request fully or partly accepted, were asked about the positive and negative consequences of their new working pattern. Respondents could state as many positive and negative consequences as they wanted.

- Thirty-seven per cent of employees reported that one of the positive consequences had been having more time to spend with their family, a further 25 per cent said that they had more free time, while 12 per cent reported that the change to their working pattern meant they did not suffer from as much stress. Being able to spend more time with family was the most prevalent positive consequence given by both female and male employees (40 per cent and 33 per cent respectively).
- Forty-four per cent of respondents who had changed their working pattern reported that they had not experienced any negative consequences as a result of their new working pattern. A higher proportion of men reported this than women (52 per cent compared with 40 per cent).
- The most reported negative consequence of the change in working pattern was a reduction in pay (22 per cent). Other negative consequences were also mentioned by respondents, such as an intensified workload or a deterioration in relationships with colleagues/manager. The sample size in these categories was too small to make reliable estimates.
- Almost three-fifths (59 per cent) of those who had changed their working pattern reported that their job never, or hardly ever, prevented them giving time to their family.
- Seven per cent of those who had made a change to their working pattern reported that their job always prevented them from spending time with their family. This compares with 7 per cent of those who had not requested flexible working.

Four-fifths (80 per cent) of those who had made a request to change their working pattern said they were satisfied or very satisfied with their working agreement. This compares with 82 per cent of those who had not requested flexible working (Table A3d – Annex A).

A further 9 per cent of those who had made a flexible working request were neither satisfied nor dissatisfied, while 11 per cent said they were dissatisfied or very dissatisfied

Reasons for not requesting changes to working arrangements

Respondents who had not requested a change to their working pattern over the last two years were asked reasons for this decision.

- Eighty-one per cent of employees had not requested a change to their working arrangements in the past two years.
- Forty-eight per cent of employees who had not requested a change to their working pattern in the last two years reported that this was because they were content with their current working arrangement. A further 22 per cent reported that they were happy with their current work-life balance and thus had not felt the need to change anything. Five per cent of respondents mentioned that they had not made a request as they were already working flexibly. A further 5 per cent said they were not eligible to make a request under the right and 4 per cent said that their job did not allow flexible working (Table A7a – Annex A).
- In the First Flexible Working Employee Survey, 75 per cent of employees who had not requested to change their working pattern reported that the reason for this was contentment with their current arrangement. However, the category of being content with current work-life balance was not included and therefore people with this response were coded as being content with their current working arrangement.
- In the Second Work-Life Balance Study, the most frequent responses to not wishing to work flexibly were: happy with their current working arrangements (34 per cent), financial reasons (19 per cent) and the fact that it did not suit their job (16 per cent).¹³ Although financial reasons were mentioned by some respondents in both the Flexible Working Employee Surveys, this response only accounted for a small proportion of the responses.
- Twenty-three per cent of respondents without dependent children reported being happy with their current work-life balance and therefore had not made a request, compared with 18 per cent who had dependent children under the age of 16. Contentment with work-life balance was lower for those with younger children. Only 15 per cent who had dependent children under the age of 6

¹³ There is a slight difference in the wording of the questions between those in the Flexible Working Employee Surveys and the Second Work-Life Balance Survey. In the Flexible Working Employee Surveys all respondents who had not asked to work flexibly were asked why not. In the Second Work-Life Balance Survey all employees who had said they did not want to work flexibly were asked why this was. Therefore, in the Flexible Working Employee Surveys the question may have been answered by those who would like to make a request but for some reason had not yet made one.

reported being happy with their current work-life balance. This compares with 21 per cent of employees with dependent children aged between 6 and 11 years and 12 and 16 years, who reported being happy with their work-life balance.

- Of those respondents who reported that their job always prevented them giving time to their family, 76 per cent had not requested a change in their working arrangements (Table A3c – Annex A). This compares with 82 per cent of employees who had not made a request and who said that their job only sometimes, hardly ever or never (83 per cent) prevented them spending time with their family.
- Of those respondents who reported being very satisfied, satisfied or neither satisfied nor dissatisfied, over 80 per cent of respondents had not made a request to change their working pattern in the last two years. Of those employees who were dissatisfied or very dissatisfied with their current working arrangement, 77 per cent and 67 per cent had not made a request to change their working arrangement.

3

Caring responsibilities

Taking time off to fulfil caring responsibilities

Respondents were asked whether they had taken time off to care for anyone over the past two years.

- Nineteen per cent of employees said that they had taken time off to care for someone in the last two years (see Table 4).¹⁴

Table 4. Whether employee had taken time off to fulfil caring responsibilities in the last two years (per cent)

	Yes	No
All employees	19	81
Parental status		
Employees with children under 6	41	59
Employees with children aged between 6 and 11 years	31	69
Employees with children aged between 12 and 16 years	23	77
Employees with children under 16	32	68
Employees without dependent children	11	89
Sex		
Male employees	18	82
Female employees	20	79

Source: BMRB Omnibus Survey, January 2005.
Sample size: 3,222 employees.

- Working parents with children under the age of 6 were the group that were most likely to have taken time off to fulfil caring responsibilities over the last two years. Two-fifths (41 per cent) of parents with children under the age of 6 reported having taken time off to care for someone in the last two years, compared with 31 per cent with children aged between 6 and 11 years and 23 per cent of parents with children aged between 12 and 16 years. Eleven per cent of employees with no dependent children under 16 had taken time off to care for someone in the last two years (Table A8 – Annex A).

¹⁴ Please see Annex C for a comparison with the results of previous surveys.

- Slightly more females than males had taken time off to care for someone in the last two years (20 per cent compared with 18 per cent).
- Female employees with dependent children under the age of 6, between 6 and 11 years old and between 12 and 16 years old, were more likely to have taken time off to fulfil caring responsibilities than their male counterparts. Forty-two per cent of females with dependent children under the age of 6 reported having taken time off to care for someone in the last two years compared to 39 per cent of males in the same situation. Thirty-four per cent of females with dependent children aged between 6 and 11 years had taken time off to care for someone; again this was greater than the 27 per cent of males who were in the same position. Twenty-six per cent of females with dependent children aged between 12 and 16 years had taken time off to care for someone; again this was greater than the 19 per cent of males who were in the same position. However, the situation was reversed for those without any dependent children, with marginally more males without dependent children having taken time off to care for someone than females (12 per cent and 10 per cent respectively).
- Twenty-one per cent of employees who were members of a trade union or staff association had taken time off work to fulfil caring responsibilities in the last two years. This compares with 20 per cent for those who had previously been a member and 18 per cent for those who had never been a member of a trade union or staff association.

Who did respondents take time off to care for?

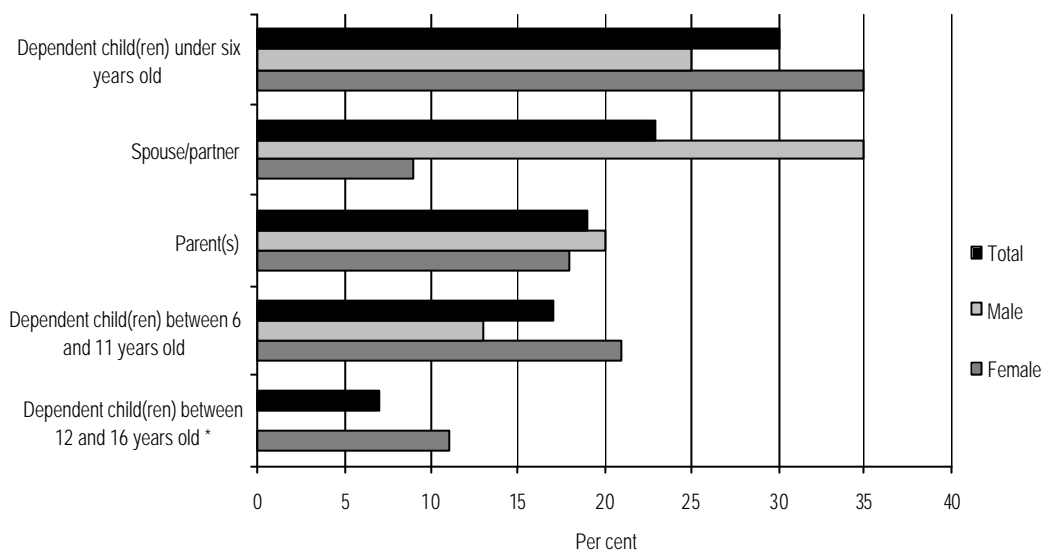
Respondents who had taken time off work over the last two years were also asked who they had taken time off to care for.

- As shown in Chart 8, of the 19 per cent of respondents who had taken time off to fulfil caring responsibilities, 30 per cent had done so to look after dependent children under 6 years old, 17 per cent had done so to care for dependent children aged 6 to 11 and 7 per cent for dependent children aged 12 to 16. Twenty-three per cent of respondents took time off to care for their spouse or partner and 19 per cent for a parent (Table A9 – Annex A).
- The majority (79 per cent) of employees with dependent children under the age of 6 who had taken time off to care for someone in the last two years had done so in order to care for a dependent child. Of those who had taken time off to care for someone but did not have any dependent children under the age of 16, 36 per cent cared for their parents, 30 per cent cared for a spouse or partner and 14 per cent for another relative.
- Females were more likely than males to have taken time off to care for dependent children of all age groups. As shown in Chart 9, 35 per cent of females had taken time off to care for dependent children under 6, 21 per cent for dependent children aged between 6 and 11, and 11 per cent for dependent children aged between 12

and 16 years. This compares with 25 per cent of males who had taken time off to care for dependent children aged under 6 years, 13 per cent who had taken time off to care for dependent children aged between 6 and 11, and 7 per cent who had taken time off to care for dependent children aged between 12 and 16.

- Males, however, were more likely than females to have taken time off in the past two years to care for a spouse/partner or parent. Thirty-five per cent of males had taken time off work in the last two years to care for their spouse or partner compared to only 9 per cent for females. Furthermore, 20 per cent of males had taken time off work to care for a parent, which is marginally more than the 18 per cent for females.

Chart 8. Who the respondents had taken time off work to care for



Percentages will not add to 100 as respondents could give more than one response.

Source: BMRB Omnibus Survey, January 2005.

Sample size: 622 employees. *The sample size for the number of males is too small to give an accurate estimate

- Of the 19 per cent of respondents who had taken time off to care for someone in the last two years, 19 per cent (3½ per cent of all employees) had cared for someone who was disabled (Table A10 – Annex A).
- This compares with 15 per cent of employees in the First Flexible Working Employee Survey who said they had taken time off to care for someone.
- Of employees with dependent children under 6 who had taken time off work to fulfil caring responsibilities, 10 per cent had taken this time off to care for someone who was disabled, compared with 15 per cent of employees with children aged between 6 and 11 years, 22 per cent of those with dependent children aged between 12 and 16 years and 29 per cent for those without any dependent children.

Annex A – Tables of results

Employee awareness

Table A1a. Awareness of the new right to request flexible working introduced on 6 April 2003 (per cent)

	Aware	Unaware
All employees	65	35
Parental status		
Employees with children under 6	71	28
Employees with children between 6 and 11 years old	65	35
Employees with children between 12 and 16 years old	65	35
Employees with children under 16	67	32
Employees without dependent children	63	37
Sex		
Male employees	60	40
Female employees	71	29
Parental status by sex		
Male employees with children under 6	65	34
Female employees with children under 6	79	21
Male employees with children between 6 and 11 years old	52	37
Female employees with children between 6 and 11 years old	69	31
Male employees with children between 12 and 16 years old	59	41
Female employees with children between 12 and 16 years old	72	28
Male employees with children under 16	62	37
Female employees with children under 16	73	27
Male employees without dependent children	58	41
Female employees without dependent children	69	31
Age		
16 to 24 years	49	51
25 to 34 years	62	37
35 to 44 years	67	33
45 to 54 years	68	32
55 to 64 years	74	25
65 years and over	74	*

* Sample size too small to provide a reliable estimate. Percentages will not add to 100 per cent as respondents could also record 'Don't know'.

Source: BMRB Omnibus Survey, January 2005.

Base: Total of 3,222 employee responses.

Table A1b. Awareness of the new right to request flexible working introduced on 6 April 2003 (per cent)

	Aware	Unaware
All employees	65	35
Nation and Region		
England	65	35
North East	65	34
North West	63	36
Yorkshire and the Humber	67	33
East Midlands	63	37
West Midlands	70	29
East of England	66	32
London	58	41
South East	62	38
South West	69	31
Wales	66	33
Scotland	69	31
Industry		
Agriculture and Fishing	53	47
Energy and Water	49	51
Manufacturing	58	42
Construction	54	46
Distribution, Hotels and Restaurants	67	34
Transport and Communication	57	43
Banking, Finance and Insurance	77	23
Public Admin, Education and Health	74	26
Other services	62	38

Note: Percentages will not add to 100 per cent as respondents could also report 'Don't know'.

Source: BMRB Omnibus Survey, January 2005.

Base: Total of 3,222 employee responses.

Table A1c. Awareness of the new right to request flexible working introduced on 6 April 2003 (per cent)

	Aware	Unaware
All employees	65	35
Occupation		
Managers and Senior Officials	76	24
Professional Occupations	69	31
Associate Professional and Technical Occupations	67	33
Administrative and Secretarial Occupations	70	30
Skilled Trades Occupations	52	47
Personal Service Occupations	64	36
Sales and Customer Service Occupations	59	41
Process, Plant and Machine Operatives	56	43
Elementary Occupations	59	40
Size of workplace		
Less than 50 employees	62	38
50 employees or more	68	32
Multiple workplaces		
Yes	67	33
No	60	39
Trade union/staff association member		
Yes – currently	75	25
Yes – previously	65	35
No – never	59	40
Permanent or temporary employee		
Permanent	66	34
Temporary	53	47

Note: Percentages will not add to 100 per cent as respondents could also report 'Don't know'.

Source: BMRB Omnibus Survey, January 2005.

Base: Total of 3,222 employee responses.

Table A2. Method of awareness of the flexible working right (per cent)

	Employer	Colleague, friend or family member	Advert or article in the media	Trade union or staff association
All employees	28	15	47	3
Occupation				
Managers and Senior Officials	37	10	44	*
Professional Occupations	30	15	46	*
Associate Professional and Technical Occupations	22	16	51	*
Administrative and Secretarial Occupations	40	11	40	*
Skilled Trades Occupations	16	21	50	*
Personal Service Occupations	22	*	54	*
Sales and Customer Service Occupations	22	21	43	*
Process, Plant and Machine Operatives	20	22	49	*
Elementary Occupations	*	*	52	*
Size of workplace				
Less than 50 employees	23	16	52	*
50 employees or more	34	14	42	4
Multiple workplaces				
Yes	31	15	44	3
No	19	15	54	*

*Sample size too small to provide a reliable estimate. Percentages will not add to 100 per cent as respondents could also report 'Other' and 'Don't know' as a response.

Source: BMRB Omnibus Survey, January 2005.

Base: All employees aware of the right to request flexible working. Total of 2,080 employee responses.

Working flexibly

Table A3a. Employee requests to work flexibly over last two years (per cent)

	Requested flexible working	Did not request to change work arrangements
All employees	14	81
Parental status		
Employees with children under 6	22	71
Employees with children between 6 and 11 years old	18	77
Employees with children between 12 and 16 years old	15	80
Employees with children under 16	19	76
Employees without dependent children	10	85
Sex		
Male employees	10	85
Female employees	19	77
Parental status by sex		
Male employees with children under 6	12	80
Female employees with children under 6	36	60
Male employees with children between 6 and 11 years old	10	86
Female employees with children between 6 and 11 years old	26	68
Male employees with children between 12 and 16 years old	11	85
Female employees with children between 12 and 16 years old	21	74
Male employees with children under 16	11	84
Female employees with children under 16	28	68
Male employees without dependent children	9	86
Female employees without dependent children	12	84

Note: Percentages will not add to 100 per cent as respondents could also report 'Don't know'.

Source: BMRB Omnibus Survey, January 2005.

Base: Total of 3,222 employee responses.

Table A3a (continued). Employee requests to work flexibly over last two years (per cent)

	Requested flexible working	Did not request to change work arrangements
All employees	14	81
Age		
16 to 24 years	18	78
25 to 34 years	17	78
35 to 44 years	12	83
45 to 54 years	10	85
55 to 64 years	13	82
65 years and over	*	79
Nation and Region		
England	14	81
North East	13	83
North West	13	85
Yorkshire and the Humber	12	82
East Midlands	16	76
West Midlands	10	83
East of England	*	83
London	15	80
South East	14	80
South West	17	78
Wales	14	81
Scotland	12	85

* Sample size too small for a reliable estimate. Percentages will not add to 100 per cent as respondents could also report 'Don't know'.

Source: BMRB Omnibus Survey, January 2005.

Base: Total of 3,222 employee responses.

Table A3b. Employee requests to work flexibly in last two years (per cent)

	Requested flexible working	Did not request to change work arrangements
Industry		
Agriculture and Fishing	*	70
Energy and Water	*	87
Manufacturing	9	86
Construction	*	86
Distribution, Hotels and Restaurants	15	78
Transport and Communication	12	84
Banking, Finance and Insurance	20	76
Public Admin, Education and Health	16	80
Other services	14	82
Occupation		
Managers and Senior Officials	10	84
Professional Occupations	14	81
Associate Professional and Technical Occupations	16	79
Administrative and Secretarial Occupations	19	77
Skilled Trades Occupations	10	87
Personal Service Occupations	15	80
Sales and Customer Service Occupations	19	74
Process, Plant and Machine Operatives	*	82
Elementary Occupations	*	87
Size of workplace		
Less than 50 employees	13	81
50 employees or more	14	82
Multiple workplaces		
Yes	14	81
No	12	84
Trade union/staff association member		
Yes – currently	15	82
Yes – previously	12	82
No – never	14	81
Hours worked (excluding lunch)		
Less than 40 hours	18	78
40 hours or more	9	86
Permanent or temporary employee		
Permanent	14	82
Temporary	15	80

* Sample size too small for a reliable estimate. Percentages will not add to 100 per cent as respondents could also report 'Don't know'.

Source: BMRB Omnibus Survey, January 2005.

Base: Total of 3,222 employee responses.

Table A3c. Employee requests to work flexibly in last two years, by satisfaction with current working arrangement, job security and how often job prevents them from spending time with family (row percentages, per cent)

	Requested flexible working	Did not request to change work arrangements
All employees	14	81
Satisfaction with current working arrangement		
Very satisfied	13	81
Satisfied	12	83
Neither satisfied nor dissatisfied	15	81
Dissatisfied	20	77
Very dissatisfied	26	67
Job security		
Very secure	14	81
Quite secure	13	83
Neither secure nor insecure	10	84
Quite insecure	18	79
Very insecure	*	76
How frequently job prevents giving time to family		
Always	17	76
Often	17	79
Sometimes	13	82
Hardly ever	13	82
Never	12	83

* Sample size too small for a reliable estimate. Percentages will not add to 100 per cent as respondents could also report 'Don't know'.

Source: BMRB Omnibus Survey, January 2005.

Base: Total of 3,222 employee responses.

Table A3d. Employee requests to work flexibly in last two years, by satisfaction with current working arrangement, job security and how often job prevents them from spending time with family (column percentages, per cent)

	Requested flexible working	Did not request to change work arrangements
Satisfaction with current working arrangement		
Very satisfied	34	31
Satisfied	46	51
Neither satisfied nor dissatisfied	9	9
Dissatisfied	6	6
Very dissatisfied	5	2
Job security		
Very secure	45	44
Quite secure	36	37
Neither secure nor insecure	6	9
Quite insecure	7	6
Very insecure	*	2
How frequently job prevents giving time to family		
Always	7	7
Often	17	13
Sometimes	14	15
Hardly ever	20	19
Never	39	42

* Sample size too small for a reliable estimate. Percentages will not add to 100 per cent as respondents could also report 'Don't know'.
Source: BMRB Omnibus Survey, January 2005.
Base: Total of 3,222 employee responses.

Table A4. Types of flexible working requested (per cent)

	Male employees	Female employees	All employees
Part-time	18	30	25
Flexitime	28	19	23
Reduced hours for a limited period	12	19	16
Compressed working week	*	5	7

* Sample size too small for a reliable estimate. Per cent of those employees surveyed who had requested flexible working.

Note: Respondents could give multiple responses.

Respondents also stated other types of flexible working, but sample sizes were too small to report above.

Source: BMRB Omnibus Survey, January 2005.

Base: All employees who requested flexible working in the last two years. Total of 438 employee responses.

Table A5. Reasons for requesting flexible working (per cent)

Employees	Male	Female	With children under 6	With children under 16	Without dependent children	All
Childcare needs	22	43	72	59	*	35
Have more free time	15	*	*	*	18	10
To take part in education and learning	15	*	*	*	12	10
To spend more time with family	*	10	*	11	*	9

* Sample size too small for a reliable estimate. Percentages will not add to 100 per cent as respondents could give more than one response.

Note: Respondents could give multiple responses.

Respondents also stated other types of flexible working, but sample sizes were too small to report above.

Source: BMRB Omnibus Survey, January 2005.

Base: All employees who had requested flexible working in the last two years. Total of 438 employee responses.

Table A6. Acceptance of flexible working requests (per cent)

	Fully accepted	Partly accepted	Declined
All employees	69	12	11
Parental status			
Employees with children under 6	75	*	*
Employees with children between 6 and 11 years old	73	*	*
Employees with children between 12 and 16 years old	72	*	*
Employees with children under 16	73	13	10
Employees without dependent children	63	11	13
Sex			
Male employees	62	*	14
Female employees	72	13	10
Size of workplace			
Less than 50 employees	67	*	12
50 employees or more	68	16	11
Multiple workplaces			
Yes	71	12	13
No	66	*	*
Trade union/staff association member			
Yes – currently	71	*	*
Yes – previously	71	*	*
No – never	66	12	13
Hours worked (excluding lunch)			
Less than 30 hours	75	*	8
Less than 40 hours	72	12	10
40 hours or more	58	*	*
Gender of line manager			
Male	67	11	15
Female	72	15	*
How the request was made			
In writing	68	*	*
Orally	73	13	12

* Sample size too small for a reliable estimate.

Percentages will not add to 100 per cent as respondents could also report 'Don't know' or 'Awaiting a decision'.

Source: BMRB Omnibus Survey, January 2005.

Base: Total of 438 employee responses.

Table A7a. Reasons given by employees for not requesting to change their work arrangements in the last two years (per cent)

Employees	Male	Female	With children under 6	With children under 16	Without dependent children	All
Content with current work arrangements	47	50	48	47	48	48
Happy with current work-life balance	21	22	15	18	23	22
Already working flexibly	5	7	7	7	4	5
Not eligible to apply	4	6	*	5	5	5
Job does not allow flexible working	5	3	5	4	4	4
Doesn't have outside commitments	3	4	*	*	4	3
Not suited to domestic arrangements	2	*	*	2	*	2
Not aware of the new right	2	*	*	2	*	1

* Sample size too small for a reliable estimate. Percentages will not add to 100 per cent as respondents could give more than one response.

Source: BMRB Omnibus Survey, January 2005.

Base: All employees who had not requested flexible working in the last two years. Total of 2,618 employee responses.

Table A7b. Main reasons given by employees for not requesting flexible working arrangements since April 2003 by occupation, hours worked and size of workplace (per cent)

	Content with current work arrangements	Happy with current work-life balance
All employees	48	22
Occupation		
Managers and Senior Officials	48	21
Professional Occupations	47	20
Associate Professional and Technical Occupations	46	26
Administrative and Secretarial Occupations	50	23
Skilled Trades Occupations	46	21
Personal Service Occupations	46	22
Sales and Customer Service Occupations	50	23
Process, Plant and Machine Operatives	49	24
Elementary Occupations	53	16
Hours worked (excluding lunch)		
Less than 40 hours	50	22
40 hours or more	45	21
Size of workplace		
Less than 50 employees	47	22
50 employees or more	50	21
Multiple workplaces		
Yes	49	22
No	46	21

* Sample size too small for a reliable estimate. Percentages will not add to 100 per cent as respondents could give other and multiple responses but sample sizes were small. Because of problems with sample size, only the top two responses in Table A7a were used.

Source: BMRB Omnibus Survey, January 2005.

Base: All employees who had not requested flexible working in the last two years. Total of 2,618 employee responses.

Caring responsibilities

Table A8. Whether employee had taken time off to fulfil caring responsibilities in the last two years (per cent)

	Yes	No
All employees	19	81
Parental status		
Employees with children under 6	41	59
Employees with children between 6 and 11 years old	31	69
Employees with children between 12 and 16 years old	33	77
Employees with children under 16	32	68
Employees without dependent children	11	89
Sex		
Male employees	18	82
Female employees	20	79
Parental status by sex		
Male employees with children under 6	39	61
Female employees with children under 6	42	57
Male employees with children between 6 and 11 years old	27	73
Female employees with children between 6 and 11 years old	34	66
Male employees with children between 12 and 16 years old	19	81
Female employees with children between 12 and 16 years old	26	74
Male employees with children under 16	30	70
Female employees with children under 16	34	65
Male employees without dependent children	12	88
Female employees without dependent children	10	89
Trade union/staff association member		
Yes – currently	21	79
Yes – previously	20	80
No – never	18	81

Source: BMRB Omnibus Survey, January 2005.

Base: Total of 3,222 employee responses.

Table A9. Who was cared for by the employee? (per cent)

	Male employees	Female employees	All employees
Dependent child(ren) under 6 years old	25	35	30
Spouse/partner	35	9	23
Parent(s)	20	18	19
Dependent child(ren) aged 6-11 years old	13	21	17
Dependent child(ren) aged 12-16 years old	*	11	7
Other relative(s)	*	*	7

* Sample size too small for a reliable estimate. Percentages will not add to 100 per cent as respondents could give more than one response.

Source: BMRB Omnibus Survey, January 2005.

Sample size of 621 employees who had taken time off to fulfil caring responsibilities in the last two years.

Table A10. Was the person/people cared for disabled? (per cent)

	Yes	No
All employees	19	81
Parental status		
Employees with children under 6	10	90
Employees with children between 6 and 11 years old	15	85
Employees with children between 12 and 16 years old	22	78
Employees with children under 16	13	87
Employees without dependent children	29	71

Source: BMRB Omnibus Survey, January 2005.

Base: All employees who had taken time off to fulfil caring responsibilities in the last two years. Sample size of 621 people.

Annex B – Technical note

Eligibility for flexible working rights

The new employment rights introduced on 6 April 2003 gave many working parents the right to request to work a flexible working pattern. To request to work flexibly applicants need:

- to be an employee;
- to have a child under 6, or under 18 if the child is disabled;
- to be the child's parent, adopter, foster parent or guardian; or to be married to, or be the partner of, the child's parent, adopter, foster parent or guardian;
- to have worked for their employer continuously for 26 weeks at the date the application is made;
- to make the application no later than two weeks before the child's sixth birthday, or eighteenth birthday in the case of a disabled child;
- to have, or expect to have, responsibility for the child's upbringing;
- to be making the application to help them to care for the child;
- not to be an agency worker;
- not to be a member of the armed forces; and,
- not to have made another application to work flexibly under the right during the previous twelve months.

The BMRB Omnibus Survey

The BMRB ACCESS Telephone Omnibus Survey interviewed a nationally representative sample of 2,000 adults across Great Britain each weekend. All interviews are spread equally across five periods – Friday evenings and Saturday and Sunday mornings and afternoons. The Omnibus Survey uses random digit dialling as its sampling frame, thus representing telephone numbers that are not available in directories or other sources. This process will generate some business and non-existent phone numbers, but these are removed from the sample when detected during fieldwork.

Each selected telephone number is called, and any adult aged over 16 years living in the household is eligible for interview. Each household is recalled if the respondent requests an appointment or if no contact is obtained at first dialling. Up to ten calls may be made to each household. Quotas are used to control selection from eligible adults; these controls are based on simple demographic criteria which are therefore easy to ask at the beginning of the interview. This ensures that the final sample does

not over-represent those groups who spend more of their time at home. For the flexible working part of the Omnibus Survey the filter question was whether the respondent was currently in employment. Computer assisted telephone interviewing (CATI) is used for all data collection and sample management.

The data obtained from the Omnibus Survey are weighted to ensure that demographic profiles match those of all adults in Great Britain aged 16 or over. A raking weighting technique is used in which target profiles are set for a series of separate demographic variables. The computer system allocates a weight to each individual so the overall composition in the sample is balanced in terms of the targets set. Five separate variables are controlled for using this method. These are: gender, employment, age, social grade and region.

The overall response rate for the Omnibus Survey is calculated as the number of achieved interviews as a percentage of the eligible sample. The response rate over the three weekends was 62 per cent.¹⁵

The data from this survey will be placed on the UK Data Archive at the University of Essex: <http://www.data-archive.ac.uk>

In this report the estimates produced are averages over the three weekends of data collection. This approach was taken to achieve larger sample sizes, allowing a wider range of analysis to be presented. A weighted cell size of 20 was used as the smallest reporting unit since confidence intervals become very large surrounding estimates based on smaller counts. For several variables this report considers 'Don't know' to be a valid response. Where this is the case it is noted at the foot of the appropriate table.

15 This response rate is calculated using the ONS methodology.

Annex C – Comparisons with previous surveys

Details of previous surveys

Two previous employee surveys have been conducted on behalf of the DTI that have looked at flexible working. The Second Work-Life Balance Study was carried out in January and February 2003, immediately before the new right to request flexible working was introduced. This survey included a section of questions about working practices of employees. The First Flexible Working Employee Survey was carried out in between September 2003 and February 2004, between 6 and 11 months after the new employment rights were introduced.

In the First Flexible Working Survey, due to the way the question on the ages of any dependent children was asked, it is not possible to break the age groups down into the same groups as those that have been considered in the Second Flexible Working Employee Survey and the Second Work-Life Balance Survey.

Rates of employee requests

Although the surveys mentioned above both produced estimates of the rate of employee requests ('take-up rate') for flexible working, there are some major differences in the way these questions were asked in each of the surveys that need to be considered when making comparisons.

In the First Flexible Working Employee Survey the survey asked: *'Since April 2003, have you requested to work any of the following work arrangements for a sustained period of time?'* In response 13 per cent of employees reported making a request.

In the Second Flexible Working Employee Survey the period under consideration was two years, compared with the 6 to 11 months that was being considered in the First Flexible Working Employee Survey (depending on when the interview had taken place). This is therefore not comparable with the Second Flexible Working Employee Survey, as a different time period was being considered.

In the Second Flexible Working Employee Survey respondents were asked: *'Over the last two years, have you approached your current employer to make a request to change the way you regularly work for a sustained period of time?'* In response to this, 14 per cent of employees reported having made a request.

The question was reworded in the Second Flexible Working Employee Survey to make it more consistent with the Second Work-Life Balance Study, which also asked: *'Over the last two years, have you approached your current employer to make a request to change the way you regularly work for a sustained period of time?'* In response, 17 per cent of employees reported having made a request. Although the question in the

two surveys was consistent, the fact that in the Second Work-Life Balance Study respondents had previously been asked whether they currently worked in a number of different ways (part-time, flexi-time, etc.), may have triggered their memory when it came to the question regarding making a request to work flexibly.

In addition, the much lower achieved response rate in the Second Work-Life Balance Study (just 29 per cent, compared with 62 per cent in this survey) raises the possibility that non-response bias distorted survey estimates. If so, it may not provide a fully valid baseline from which to gauge change in take-up rates over time, even if the same question is used in subsequent surveys.

Employees in the Second Work-Life Balance Study were asked if they had dependent children under the age of 18 rather than 16. This is not directly comparable to the First and Second Flexible Working Employee Surveys, where employees were asked if they had dependent children under the age of 16.

Bearing these methodological differences in mind:

- In the Second Flexible Working Employee Survey, requests to work flexibly were significantly higher among women than men, 19 per cent and 10 per cent respectively. This compares with 16 per cent of women and 10 per cent of males who had made a request to work flexibly in the First Flexible Working Employee Survey. In the Second Work-Life Balance Study, 21 per cent of females and 14 per cent of males reported making a request.
- In the Second Flexible Working Employee Survey, requests were higher among those with dependent children than those without dependent children. Twenty-two per cent of employees with children under the age of 6 had made a request over the last two years, 18 per cent of those with children aged between 6 and 11 years and 15 per cent with children aged between 12 and 16 years compared with 10 per cent of employees who do not have dependent children.
- In the Second Work-Life Balance Study, 25 per cent of employees with dependent children under 6 had reported making a request in the last two years, 19 per cent of those with children aged between 6 and 11 years and 14 per cent with children aged between 12 and 16 years compared with 15 per cent of employees who do not have dependent children.
- In the Second Flexible Working Employee Survey, employees under the age of 35 were more likely to have requested to work flexibly than older employees. Eighteen per cent of employees aged 16 to 24 and 17 per cent of those aged 25 to 34 years had requested to work flexibly, compared with 12, 10 and 13 per cent of those aged 35 to 44, 45 to 54 and 55 to 64 years respectively. This indicates that requests among those aged 45 upwards have increased since the last Flexible Working Employee Survey when requests among those under 45 were double that of those aged 45 and over.

- In the First Flexible Working Employee Survey, 38 per cent of people had requested to work part-time and 25 per cent had requested to work flexitime. This compares with 29 per cent of respondents who had requested to work part-time, 23 per cent who has requested to change when they worked (such as compressed working week or changing shift) and 13 per cent who had requested to work flexitime in the Second Work-Life Balance Study. This apparent reduction in the proportion who request to work part-time suggests that employees are taking advantage of a wider range of working patterns available to them than was previously the case.
- In the Second Flexible Working Employee Survey, a relatively high proportion of those who remembered having made a request to work flexibly in the last two years did not know, or could not remember the specific request that had been made. This may have been due to the longer time period that was being considered compared with the First Flexible Working Employee Survey. It may also have reflected the absence of an interviewer prompt for this question.

Outcome of requests

In the Second Flexible Working Employee Survey, the majority of employees (81 per cent) who had made a request to change their working pattern had their request either fully or partly accepted. This is below the number who were accepted in the First Flexible Working Employee Survey (86 per cent) after the new law had just been implemented, but is higher than the 77 per cent of requests which were reported to have been accepted in the Second Work-Life Balance Study, which was carried out before the law was introduced.

However variance in employee responses to this question make direct comparisons such as this problematic. In all three surveys, respondents could report that they did not know if their request had been accepted or were awaiting a decision. Table C1 below shows the rates of acceptance for all three surveys both including and excluding 'Don't know/Awaiting outcome'. The high rate of 'Don't know/Awaiting outcome' responses in the latest survey make it difficult to easily compare rates of employer acceptance and decline across the three surveys.

As the table shows, when don't knows and those awaiting an outcome are excluded from responses, the rates of acceptance from the First and Second Flexible Working Employee Surveys are very similar (89 and 88 percent respectively), as are the rate of employer declines (11 and 12 per cent). We consider this a more valid comparison of take-up rates than that based on the unadjusted survey data.

Table C1. Rates of acceptance and refusal

	Second Work-Life Balance Study		First Flexible Working Employee Survey		Second Flexible Working Employee Survey	
	Including D/K	Excluding D/K	Including D/K	Excluding D/K	Including D/K	Excluding D/K
Accepted*	77	79	86	89	81	88
Declined	20	21	11	11	11	12
Don't Know/Awaiting	3	-	3	-	8	-

*Fully or partly accepted for the two Flexible Working Employee Surveys

Source: BMRB Omnibus Survey, January 2005 (Second Flexible Working Employee Survey), First Flexible Working Employee Survey, 2004 and Second Work-Life Balance Study, January-February 2004.

Sample size: 438 employees (Second Flexible Working Employee Survey). 455 employees (First Flexible Working Employee Survey). 314 employees (Second Work-Life Balance Study).

Caring responsibilities

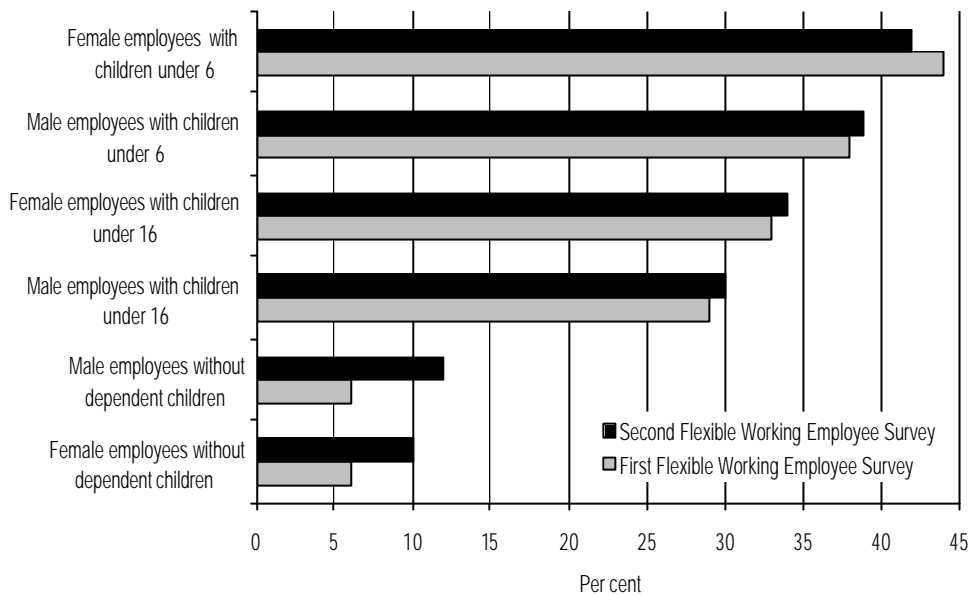
The question on caring responsibilities was different in the First and Second Flexible Working Employee Surveys. In the First Flexible Working Employee Survey respondents were asked if they had taken time off to care for anyone since April 2003, whereas in the Second Flexible Working Employee Survey respondents were asked about a two-year period. There is no comparable question asked in the Second Work-Life Balance Study.

- In the Second Flexible Working Employee Survey, 19 per cent of employees said that they had taken time off to care for someone in the last two years. This compares with 14 per cent of people who said they had taken time off to care for someone in the First Flexible Working Employee Survey.
- In the Second Flexible Working Employee Survey, slightly more females than males reported taking time off to care for someone in the last two years (20 per cent compared with 18 per cent). Again this demonstrates a similar pattern to the last survey where 15 per cent of females took time off to care for someone compared to 13 per cent of males.
- Females with dependent children, both under the age of 6 and 16, were more likely to have taken time off to fulfil caring responsibilities than their male counterparts, according to the Second Flexible Working Employee Survey. Forty-two per cent of females with dependent children under the age of 6 reported having taken time off to care for someone in the last two years compared to 39 per cent of males in the same situation. Thirty-four per cent of females with dependent children under the age of 16 had taken time off to care for someone, again this was greater than the 30 per cent of males who were in the same situation. However, the situation was reversed for those without any dependent children, with marginally more males without dependent children haven taken time off to care for someone than females (12 per cent and

10 per cent respectively). Chart C1 shows these figures alongside the figures from the First Flexible Working Employee Survey.

- Of the 19 per cent of respondents who had taken time off to care for someone in the last two years, 19 per cent had cared for someone who was disabled. This compares with 15 per cent of employees in the First Flexible Working Employee Survey.

Chart C1. Taking time off to fulfil caring responsibilities by parental status and sex



Source: BMRB Omnibus Survey, January 2005 (Second Flexible Working Employee Survey), ONS Omnibus Survey, September to November 2003 and February 2004 (First Flexible Working Employee Survey).
 Sample size: 3,222 employees (Second Flexible Working Employee Survey). 3,485 employees (First Flexible Working Employee Survey).

Annex D – The Second Flexible Working Employee Questionnaire

Flexible Working Employee Survey - FINAL QUESTIONNAIRE

S32 - JN: 45103293 - 06 Jan 2005

Quanquest v2.1 - QAL v2.2bmr13 - CATI

S32

And now changing the subject...

1. Are you currently in employment?

Yes
No
Don't Know

**IF 1 = Yes
THEN ASK: 2, 3**

2. To what extent are you satisfied or dissatisfied with your overall current working arrangement?

READ OUT - SINGLE CODE

Very satisfied
Satisfied
Neither satisfied nor dissatisfied
Dissatisfied
Very dissatisfied
Don't Know

In April 2003 the Government introduced new laws to help parents better balance their work and childcare responsibilities. This includes the new right for parents of children under the age of 6, or disabled children under 18 to request a flexible working arrangement. Employers have a statutory duty to consider such requests seriously. The following questions are about how you balance work with your home-life.

3. Are you aware of the right to request flexible working arrangements which was introduced in April 2003?

- Yes
- No
- Don't Know

**IF 3 = Yes
THEN ASK: 4**

4. How did you First become aware of this right?

DO NOT READ OUT - SINGLE CODE

- Employer
- Colleague, friend or family
- Advert/article in media
- Trade Union or staff association
- Not aware of the right
- Don't Know
- Other

Other specify...

End of Filter i32a2

-
5. Over the last two years, have you approached your current employer to make a request to change how you regularly work for a sustained period of time? If so, can you please tell me what this request was? By sustained I mean for longer than 1 month at a time.

DO NOT READ OUT - SINGLE CODE. IF RESPONDENT HAS APPROACHED EMPLOYER ON MORE THAN ONE OCCASION, PLEASE ASK THEM TO THINK ABOUT THE MOST RECENT ONE

- To work part-time
- To work term-time only
- To job share
- To work flexi-time
- To work a compressed working week
- To work annualised hours
- To work reduced hours for a limited period
- To work from home on a regular basis
- Did not request to change working arrangements
- Don't Know
- Other

Other specify...

**IF (5 = To work part-time OR 5 = To work term-time only OR 5 = To job share OR 5 = To work flexi-time OR 5 = To work a compressed working week OR 5 = To work annualised hours OR 5 = To work reduced hours for a limited period OR 5 = To work from home on a regular basis OR 5 = Other)
THEN ASK: 6, 7, 8, 9**

6. In which month and year was this request to work flexibly made?

DO NOT READ OUT - SINGLE CODE. IF RESPONDENT IS NOT SURE, PLEASE
ASK FOR BEST ESTIMATE

Before 2003
January 2003
February 2003
March 2003
April 2003
May 2003
June 2003
July 2003
August 2003
September 2003
October 2003
November 2003
December 2003
January 2004
February 2004
March 2004
April 2004
May 2004
June 2004
July 2004
August 2004
September 2004
October 2004
November 2004
December 2004
January 2005
Don't Know

7. Why did you make this request to work flexibly?

DO NOT READ OUT - MULTI CODE

Childcare needs
Caring needs of spouse/partner
Caring needs of elderly
Caring needs of other relatives, friends or neighbours
To reduce the demands of the job
Makes my life easier, to get things done or be more efficient
Have more free time
Pursue a hobby
To spend more time with my family
To reduce stress levels
Health problems
To fit in better with travel arrangements
To take part in education and learning
Don't Know
Refused
Other

Other specify...

8. How did you make this request?

READ OUT - SINGLE CODE

Form
Letter/email
Discussion
Don't Know
Other

9. Was your request to change your work arrangements granted by your employer?

DO NOT READ OUT - SINGLE CODE - IF RESPONDENT SAYS 'Yes', PLEASE PROBE FOR WHETHER IT WAS 'Fully' or 'Partly' GRANTED

Yes - fully
Yes - partly accepted/compromise
No - declined
Awaiting/pending decision
Don't Know

**IF 9 = No - declined
THEN ASK: 10, 11**

10. Did your employer give a reason for the decline in writing? This can include letter, email, forms etc

- Yes
- No
- Don't Know

11. Please can you give the reason or reasons why your request was declined?

DO NOT READ OUT - MULTI CODE

- Costs to the business
- Unable to meet customer demand
- Unable to re-organise work amongst existing staff
- Unable to recruit additional staff to cover
- Would damage quality or performance of business
- Not eligible to make a request under the flexible working law
- Lack of work during proposed periods
- Planned structural changes to the business
- It would cause resentment amongst colleagues
- Because I am a man
- No reason given by employer
- Don't Know
- Other

Other specify...

End of Filter i32a4

**IF (9 = Yes - fully OR 9 = Yes - partly accepted/compromise)
THEN ASK: 12, 13**

12. What have been the positive consequences of your working pattern?

DO NOT READ OUT - MULTI CODE

- Do not suffer from as much stress
- Improved relationships at home
- More time to spend with family
- Have more free time
- None
- Don't Know
- Other

Other specify...

13. What have been the negative consequences of your working pattern?

DO NOT READ OUT - MULTI CODE

Receive lower pay/salary
Damaged career prospects
Negatively affected relationships with colleagues/manager
Increased stress levels
Intensified workload
None
Don't Know
Other

Other specify...

End of Filter i32x1

End of Filter i32a3

**IF (5 = Did not request to change working arrangements OR 5 = Don't Know)
THEN ASK: 14**

-
14. Why have you not made a request to change your working arrangements over the past two years?

IF NECESSARY SAY: "By 'working arrangements' I mean the amount of hours you work, when you work those hours and where you work those hours (eg. at home)"

DO NOT READ OUT - MULTI CODE

Content with current work arrangements
Job does not allow it/Doesn't suit my job
Too much work to do
Concerned about the extra workload for my colleagues
Concerned about my career
Concerned about my job security
Not convinced my employer would allow it
Do not feel confident enough to ask my employer
Could not afford any reduction in my income
Doesn't suit domestic/home arrangements
Not aware of the new right
Already working flexibly
Not eligible to request flexible working
Happy with current Work-Life balance
Don't Know
Other

Other specify...

End of Filter i32b3

15. How often do you find that your job prevents you from giving the time you want to your partner or family?

DO NOT READ OUT - SINGLE CODE

Always
Often
Sometimes
Hardly ever
Never
Don't Know

16. How secure do you feel your job is with your present employer?

READ OUT - SINGLE CODE

Very secure
Quite secure
Neither secure nor insecure
Quite insecure
Very insecure
Don't Know
Refused

17. Have you taken any time off work to care for anyone over the past two years?

Yes
No
Don't Know

**IF 17 = Yes
THEN ASK: 18, 19**

18. Who did you take time off to care for?

DO NOT READ OUT - MULTI CODE

INTERVIEWER: A dependent child is a son/daughter, legally adopted son/daughter; who is financially dependent on the parent(s)"

INTERVIEWER: If the person being cared for is the respondents child but is not a dependent and/or is over 18 years old they should be coded as other relative.

Dependent child(ren) under the age of 6 years
Dependent child(ren) aged 6-11 years
Dependent child(ren) aged 12-18 years
Grandchild(ren)
Spouse/partner
Parent(s)
Grandparent(s)
Other relative(s)
Friend(s) or neighbour(s)
Don't Know
Other

Other specify...

19. Were any of these people you took time off to care for disabled?

INTERVIEWER: IF NECESSARY SAY: "A disabled person is someone with a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities (eg. caring for oneself, walking, seeing, hearing, speaking etc)

Yes
No
Don't Know

End of Filter i32b4

20. What is your occupation?

READ OUT - SINGLE CODE

Manager/senior official
Professional occupation
Associate professional and technical
Administrative and secretarial
Skilled trade occupation
Personal service occupation
Sales and customer service occupation
Process, plant and machine operative
Elementary occupation
Don't Know
Other

Other specify...

21. Which industry do you work in?

DO NOT READ OUT - SINGLE CODE

Agriculture and fishing
Energy and water
Manufacturing
Construction
Distribution, hotels and restaurants
Transport and communication
Banking, finance and insurance
Public administration, education and health
Other services
Don't Know
Other

Other specify...

22. Is your immediate supervisor a man or a woman?

DO NOT READ OUT - SINGLE CODE

Man
Woman
Have no immediate supervisor
Don't Know

23. How many employees work at the workplace that employs you? By workplace I mean at the same site as you.

Numeric Range
Don't Know
Permitted Range
0 TO 99999 (Numeric Range)

24. Does the organisation that employs you have more than one workplace?

Yes
No
Don't Know

25. How many hours do you usually work each week? Please include breaks, but not lunch time.

Numeric Range
Don't Know

Permitted Range
0 TO 168 (Numeric Range)

26. How many years and months have you been employed in your current job?

INTERVIEWER: PLEASE CODE NUMBER OF YEARS ON THIS SCREEN. MOVE ON TO NEXT SCREEN TO CODE NUMBER OF MONTHS

Numeric Range
Don't Know

Permitted Range
0 TO 99 (Numeric Range)

27. INTERVIEWER CODE NUMBER OF MONTHS HERE

Numeric Range
Don't Know

Permitted Range
0 TO 11 (Numeric Range)

28. Are you employed on a permanent or temporary basis?

DO NOT READ OUT - SINGLE CODE

Permanent
Temporary
Don't Know

29. Are you or have you ever been a member of a trade union or staff association?

READ OUT - SINGLE CODE

Yes, currently
Yes - previously
No, never
Don't Know

30. Which of the following age bands do the children in your household fall into?

READ OUT - MULTI CODE

0 - 5

6 -11

12 - 16

Do not have any children in the household

Don't Know

End of Filter i32a1

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