Belfast Health and Social Care Trust
caring supporting improving together

FOI/37803

06 October 2026

Workplace Adjustments, Reasonable Adjustments, Remote Working and Hybrid Working Operational Data (2019/20–Present)

1. Central recording arrangements

Please confirm:

a. Whether the organisation maintains a central register, database, spreadsheet, case-management system or reporting system for workplace or reasonable-adjustment requests;

Our HR system (HRPTS) holds flexible working application request information, only where it has been used by a staff member to request it. Whilst the system is available for staff and mangers to utilise for flexible working requests, some application information may still be held locally and not recorded centrally.
Any other processes leading to a workplace adjustment are not centrally recorded. Reasonable adjustment requests are not held centrally, with the exception of recommendations made through our Occupational Health Service for employees to be medically redeployed. A Spreadsheet is held to record these.

Please note we are only able to answer the remaining questions relating to flexible working requests requested by staff and have been processed on our HR system and medical redeployments recommended by Occupational Health held on the spreadsheet.

b. The period covered by each system;

Flexible working requests - our current HR system has been in operations since 2013.
Medical Redeployments - A spreadsheet is held to record medical redeployments information and is operational since 2019.

c. The categories or data fields recorded, including whether the system records:

Please see our responses below for workplace adjustment ie flexible working request information only:

- **Financial year or request date;**
  Yes for Financial year and no re request date
- **Adjustment type;**
  Yes

06 October 2026

- **Request outcome;**
  Yes
- **Clinical or non-clinical workforce status;**
  Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold the information requested.
- **Directorate, division or principal business area;**
  Directorate only
- **Agenda for Change band or broad seniority group;**
  Yes
- **Date agreed;**
  Held only in individual or locally managed records
- **Date implemented;**
  Yes
- **Review date;**
  Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold the information requested.
- **Refusal or partial-approval reason.**
  Yes for refusal but no to partial approval reason

  HR System fields are as below:
  - Organisational Unit
  - Master Cost Centre
  - Personnel Area
  - Personnel Sub Area
  - Department
  - Work Location
  - Position
  - Job Title
  - Job Band
  - Job Grade
  - Full / Part Time
  - Whole time Equivalent
  - Employee
  - National Insurance No
  - Type of WLB Request
  - Approver
  - Status
  - Reason (confirms reason if application if rejected)
  - Calendar Year
  - Calendar Quarter
  - Start Date
  - End Date
  - Section 75 categories

Please see our responses below for reasonable adjustments ie medical redeployment recommendation information only:
The current spreadsheet for medical redeployments includes the following fields;

- Employee name
- Staff No

- HR representative
- Email Address
- Contact number
- Manager
- Name
- Band
- Current job title
- Directorate
- Current access NI
- Reason for absence
- Reasonable Adjustment review form issued
- Car access
- Case notes
- Redeployed to new location, new manager details
- Occ Health details
- Search dates and redeployment process details

d. Whether general remote- and hybrid-working requests are recorded separately from workplace or reasonable-adjustment requests.

This is referred to as Home working in Belfast Trust and is recorded centrally where a staff member uses the system to request it.

This is not recorded centrally if requested as a reasonable adjustment.

Please provide any existing data dictionary, reporting-field list, blank template or system guidance describing these fields.

See above response at 1c re HR System fields and Medical Redeployment Spreadsheet.

2. Organisation-wide annual totals

Please provide the annual number of:

a. Workplace-adjustment requests;

Please refer to table provided in question no 7.

b. Reasonable-adjustment requests;

No central record available for all reasonable adjustments requests. For Medical redeployments please refer to table contained in No 3.

c. Remote-working requests recorded as workplace or reasonable adjustments;

This is referred to as Home working in Belfast Trust. Please refer to table provided in question no 7. This is not recorded centrally if requested as a reasonable adjustment.

d. Hybrid-working requests recorded as workplace or reasonable adjustments;

This is referred to as Home working in Belfast Trust. Please refer to table provided in question no 7. This is not recorded centrally if requested as a reasonable adjustment.

e. General remote-working requests not recorded as adjustments;

This is referred to as Home working in Belfast Trust. Please refer to table provided in question no 7.This is not recorded centrally if requested as a reasonable adjustment.

f. General hybrid-working requests not recorded as adjustments.

This is referred to as Home working in Belfast Trust. Please refer to table provided in question no 7.This is not recorded centrally if requested as a reasonable adjustment.

For each category, please provide the number recorded as:

The requested information is held within HRPTS; however, extracting and collating the information requested would require a manual review and analysis of records and would exceed the appropriate limit prescribed under Section 12 of the Freedom of Information Act 2000. Accordingly, the Trust is unable to provide this information.

- **Approved in full;**
  Held centrally for flexible working requests if system has been used to request it
- **Approved in part;**
  Held only in individual or locally managed records
- **Refused;**
  Held centrally for flexible working requests if system has been used to request it
- **Withdrawn;**
  Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold the information requested.
- **Pending or unresolved;**
  Held centrally for flexible working requests if system has been used to request it
- **Other recorded outcome.**
  Non applicable

For Medical redeployments – This information is not centrally held

3. Broad adjustment types

06 October 2026

Where held centrally, please provide organisation-wide annual totals by the broad adjustment categories used by the organisation.

For Flexible working requests only please refer to table included at question number 7 for the period April 25 – March 26

These may include:

- **Working hours or working-pattern changes;**
- **Duties, workload or work-allocation changes;**
- **Breaks or phased-return arrangements;**
- **Equipment, technology or workstation adjustments;**
- **Physical-access or workplace changes;**
- **Travel, parking or location adjustments;**
- **Remote or home working;**
- **Hybrid working;**
- **Communication, supervision or meeting adjustments;**
- **Redeployment or alternative duties;**
- **Other recorded adjustment types.**

Please provide the organisation's existing categories rather than manually re-categorising individual cases.

Belfast Trust Flexible Working Option Categories:

Compressed Working
Employment Break
Flexi Time
Flexible Retirement
Home Working
Job Share
Part Time Working
Term Time Working

For Medical Redeployment as recommended by Occupational Health;

Financial Year	Number of staff recommended for Medical Redeployment
2019/20	22
2020/21	73
2021/22	56
2022/23	44
2023/24	48
2024/25	53
2025/26	55

4. Separate aggregate breakdowns
Where these fields are centrally recorded and can be extracted through a standard report, query or export, please provide the following as separate annual aggregate tables:

06 October 2026

For flexible working request information regarding question 4a-c, the information requested is not available through a standard report and would require significant manual analysis of individual records. The Trust estimates that compliance would exceed the appropriate limit under Section 12 of the Freedom of Information Act 2000 and is therefore unable to provide this information.

a. Total requests and outcomes by broad workforce group, including clinical and non-clinical categories;

Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold the information requested, for either flexible working requests or Medical Redeployment adjustments for clinical or non-clinical categories.

b. Total requests and outcomes by directorate, division or principal business area;

For Medical Redeployment - Directorate is available only for 23/24, 24/25 and 25/26.

In line with Section 40(2) of the Freedom of Information Act 2000, certain figures, if released could lead to the identification of individual members of staff. Release of this information would therefore be likely to breach the data protection principles contained within the UK GDPR and the Data Protection Act 2018. Where this has occurred, these have been identified in the tables below as "<10".

By Directorate

Financial Year	Directorate	Headcount
2023/24	ACCTSS & Surgery Directorate	<10
	Adult Community, Older People & AHP's	12
	Cancer and Specialist Services	<10
	CH&NISTAR / MDGS	<10
	Children's Community Service	<10
	MH & Intellectual Disability	<10
	Nursing & User Experience	<10
	Performance Planning and Info	<10
	Surgery and Specialist	<10
	TOR & IMO	<10
	Unscheduled Care	<10
Total		**48**

Financial Year	Directorate	Headcount
2024/25	ACCTSS & Surgery Directorate	<10
	Adult Community, Older People & AHP's	20
	Cancer and Specialist Services	<10
	Children's Community Service	<10
	Finance	<10
	Medical Directorate	<10
	MH & Intellectual Disability	<10
	Nursing & User Experience	<10
	Performance Planning and Info	<10
	TOR & IMO	<10
	Unscheduled Care	<10
Total		**53**
2025/26	ACCTSS & Surgery Directorate	11
	Adult Community, Older People & AHP's	<10
	Cancer and Specialist Services	<10
	CH&NISTAR / MDGS	<10
	Children's Community Service	<10
	MH & Intellectual Disability	<10
	Nursing & User Experience	<10
	Performance Planning and Info	<10
	TOR & IMO	<10
	Unscheduled Care	<10
Total		**55**

c. Total requests and outcomes by broad Agenda for Change band or seniority grouping.

For Medical Redeployment - AFC Banding is available only for 23/24, 24/25 and 25/26.

In line with Section 40(2) of the Freedom of Information Act 2000, certain figures, if released could lead to the identification of individual members of staff. Release of this information would therefore be likely to breach the data protection principles contained within the UK GDPR and the Data Protection Act 2018. Where this has occurred, these have been identified in the tables below as “<10”.

By Band

Financial Year	Band	Headcount
2023/24	Band 2	<10
	Band 3	17
	Band 4	<10
	Band 5	12
	Band 6	<10
	Band 7	<10
Total		**48**
2024/25	Band 2	<10
	Band 3	18
	Band 4	<10
	Band 5	15
	Band 6	<10
	Band 7	<10
	Band 8A	<10
Total		**53**
2025/26	Band 2	11
	Band 3	15
	Band 4	<10
	Band 5	15
	Band 6	<10
	Band 7	<10
Total		**55**

These tables do not need to be cross-tabulated against one another.

Please do not provide combinations of named directorate, precise grade, adjustment type and outcome where doing so could identify an individual.

Where small numbers create a disclosure risk, please combine:

- **Small services with their parent directorate;**
- **Individual grades into broader band groupings;**
- **Very Senior Managers, directors, executive directors and chief executive level into one organisation-wide category.**

5. Reasons for refusal or partial approval

Where centrally recorded, please provide organisation-wide annual totals for the broad reasons assigned to refused or partially approved requests.

For Flexible Working Requests

Whilst refusal reasons are recorded, extracting annual totals in the format requested would require manual interrogation of individual records and would exceed the appropriate limit under Section 12 of the Freedom of Information Act 2000. Information is not held centrally for partially approved requests.

Please provide the organisation's existing reason categories rather than manually reviewing individual case files.

For Flexible Working Requests – reasons for being unable to support a request:

Burden of extra costs to the business
Detrimental effect on performance
Detrimental effect on quality
Inability to find extra staff
Inability to meet patient/client demand
Inability to organise work within the available staffing
Insufficiency of work during the period the employee proposes to work
Planned Structural Change

For Medical redeployment

The outcome of the search for suitable alternative position in line with the medical redeployment process is either successful or unsuccessful.

6. Policies and operational guidance

Please provide:

a. The current policies, procedures and manager guidance concerning workplace and reasonable adjustments;
Policies provided are:

- 37803 - Attachment 1 - Work Life Balance Flexible Working Policies and Arrangements v10
- 37803 – Attachment 2 - Management of Sickness Absence Policy v4
- 37803 – Attachment 3 - Disability Equality Regional Policy v3

b. The current policies concerning remote and hybrid working;

These are referred to as Home Working in the Belfast Trust and the relevant current policy is Work Life Balance Flexible Working Policies and Arrangements.

c. The version immediately preceding each current policy;

- 37803 – Attachment 4 - Work Life Balance Flexible Working Policies and Arrangements v9
- 37803 – Attachment 5 - Management of Attendance Protocol v3
- 37803 – Attachment 6 - Employment of People with Disabilities Framework v2

d. Current request forms, assessment templates, decision templates and review forms;

Please refer to policies provided.

e. Current documents setting out delegated decision-making authority.

Outlined in Policies please refer to those provided.

7. Existing operational monitoring

Please provide copies of existing reports, dashboards, data summaries or management information produced since 2019/20 concerning:

- **Numbers and types of adjustment requests;**
- **Outcomes;**
- **Implementation times;**
- **Outstanding requests;**
- **Workforce-group, directorate or grade differences;**
- **Remote- and hybrid-working requests where monitored separately.**

This request seeks existing reports only. It does not require the creation of a new analysis or report.

For Flexible Working, information included in the Trust's People Report, provides a breakdown of Flexible working requests received per type of request for the period April 25 – March 26.

Improving Working Lives

The following provides a summary breakdown of flexible working requests across the 4 Quarters

Between 1 January 2026 & 31 March 2026 – 445 flexible working applications were made by employees.
77% approved
9% in progress
14% rejected

Type of Flexible Working Request	Q1	Q2	Q3	Q4
Job Share	3	1	3	0
Flexi Time	20	21	24	47
Home working	32	23	12	38
Employment Break	26	31	37	38
Part Time Working	71	34	32	55
Flexible Retirement	35	56	40	24
Term-Time Working	307	66	3	70
Compressed Working	142	105	83	173
Grand Total	**636**	**337**	**234**	**445**

For Medical Redeployment

Please see table at number 3 for a breakdown of the number of staff in each financial year from 2019, who have been recommended and commenced a process to search for medical redeployment as a reasonable adjustment.

There are no dashboards, data summaries or management information produced since 2019/20 concerning medical redeployment

8. Information not centrally available

Where any requested figure or breakdown cannot be provided, please state:

For Flexible Working requests - regarding 8 a, b, and c - this has been included in the above responses as appropriate.

For Medical Redeployment – regarding 8a-3 - the table at Number 3 represents the information available.

a. **Whether the information is not held;**
b. **Whether it is held only in individual or locally managed records;**
c. **Whether it is held centrally but is not searchable or reportable in the requested form;**
d. **Which alternative figures or breakdowns can be provided within the appropriate cost limit.**

The Trust has provided all information that can be extracted through existing reports. Provision of additional information would require manual interrogation of records and would exceed the appropriate limit prescribed under Section 12 of the Freedom of Information Act 2000.

If the organisation estimates that any part would exceed the appropriate limit, please provide the remaining parts that can be answered and give advice and assistance on the specific refinement required.

Where the appropriate limit has been exceeded we have provided the remaining parts.