

Reference: 01691617

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

23 October 2023

### Freedom of Information request: Right to know request

Thank you for your request for information concerning flexible working arrangements at Virgin Media/O2. Your request was received on 3 October 2023. We sought clarification of your request on 4 October 2023 and this was received on 4 October 2023. We have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

### Your request

*Subject: Virgin Media/O2*

*Please provide the following information, as of the date of this request:*

#### *Flexible Working Process*

- \* What is the process that staff are required to follow to request Flexible Working?*
- \* How are informal Flexible Working requests managed and recorded?*
- \* In the past six months, how many flexible working requests have been approved?*
- \* In the past six months, how many flexible working requests have been rejected?*
- \* What were the top reasons for the requests being rejected?*
- \* If a request is declined, what is the process that managers follow? Is there an independent review by an alternative manager?*
- \* Could you please share your Flexible Working policy/procedure and any other supporting information such as tool kits, guidance documents etc?*

#### *Flexible Working Offer*

- \* What does the organisation offer as Flexible working options?*
- \* Does the organisation offer flexible working employment contracts e.g. term time, annualised hours, working from home, compressed hours, flexitime etc.)*
- \* From the various flexible working offers, which do you believe has had the biggest positive impact for the workforce?*

*\* Do you offer night only contracts? If so, how do you ensure equity in training and development opportunities?*

*\* Do you offer any training or workshops for your managers around enabling Flexible Working to support a cultural shift?*

*You clarified this as "I am requesting the information for Virgin Media/O2 please".*

## Our response

We have carried out a search and we do not hold this information. You may wish to contact Virgin Media / O2 directly.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) quoting the reference number above in any future communications.

Yours sincerely

## Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

### Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF