



"Offering our community more than a home"

Flexi-time and Time-Off-in-Lieu (TOIL) Policy and Procedure

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- CHA Objectives:** To ensure that our resources are adequate to deliver our objectives by investing in our people, demonstrating value for money and through robust procurement practices.
To promote social inclusion by applying principles of equality and diversity to everything we do.
- Regulatory Standards:** The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
The RSL manages its resources to ensure its financial well-being and economic effectiveness.
The governing body and senior officers have the skills and knowledge they need to be effective.



This policy can be made available on request in a variety of different formats, such as on CD, in large print and translated into other languages.

1. Introduction

Clydebank HA recognises that there will be occasions when employees will require flexibility to daily start and finish times within their place of work.

In addition, Clydebank HA acknowledges that there needs to be a robust Time-Off-In-Lieu (TOIL) arrangement in place, to ensure business needs are fully met at any time and so employees are aware of the procedures for accruing, recording and taking TOIL.

These arrangements may work in tandem or as standalone arrangements.

This policy is designed to outline the background and benefits of flexi-time and a clear TOIL arrangement, the guiding principles and recommended procedures to ensure it is managed fairly and consistently throughout the organisation.

2. Background

All employees must adhere to their contracted starting and finishing times, generally Monday to Friday, 9.00 am to 5.00 pm (7 hours per day/35 hours per week) for full time office based staff. However, Clydebank HA recognises that there may be occasions when employees will require flexibility to daily starting and finish times within our place of work.

Consideration of the following factors was undertaken prior to formulation of the policy document:

Employees within Clydebank HA may benefit from **flexi-time** arrangements to meet family needs, fulfil personal obligations and lifestyle commitments. Commuting issues may also be alleviated if unforeseen transport disruption occurs on a regular basis.

Clydebank HA needs to ensure that the implementation of such arrangements does not have a detrimental impact on the level of customer service provided or on any individual employee. The Association and its employees will therefore be mindful of the core **office opening hours** of Monday to Thursday 9.00 am to 5.00 pm and Friday 9.00 am to 4.00pm at all times to ensure adequate cover. It is recognised that, if managed properly, flexi-time arrangements can provide business benefits such as improved employee morale, commitment and engagement, enhance the efficiency of the organisation, improved service flexibility and be a contributing factor to reducing labour turnover, absence and lateness issues.

Clydebank HA also recognises that introducing a flexi-time arrangement must not mean that employees' Health and Safety is compromised in any way. This includes lone working or working excessive hours that could cause or exacerbate any health issues that could affect performance at work.

Employees are offered **TOIL** to compensate them for working out with their normal working hours. Employees would not normally be offered payment for working out

with their normal working hours. TOIL or payment arrangements should be agreed in advance between Clydebank HA and the employee.

Clydebank HA is aware that agreed procedures should be put in place for flexi-time and administering of TOIL, to ensure consistency and avoid any potential abuse or cost to the business incurred from continuous 'negative' TOIL balance situations.

3. Guiding Parameters and Procedures for Flexi-Time and TOIL arrangements

3.1 Flexi-Time

a) Eligibility

All employees of Clydebank HA are eligible. However, there are some exceptions depending on business operational requirements but this would be discussed on an individual basis. E.g. As the office has its core opening hours to our customers, reception duties are generally excluded. A 0900hrs to 1700hrs working day is therefore required except where cover is prearranged with section head.

Any special arrangements that may already be in place such as job sharing, flexible working agreements or part time working may require a review to assess whether these guidelines are appropriate for individual cases.

It should be noted that flexi-time hours will not be agreed on a long-term/permanent basis (for changes in working hours/working patterns please refer to Flexible Working Policy). The scheme should only be used to meet short-term/unforeseen obligations.

b) Parameters and Procedures for Flexi-Time

- A varied start/finish time can be agreed with your line manager when required. Generally the number of hours worked in the day will be as per the individual's employment contract.
- The periods of time, between which you may vary your starting and finishing times are Monday to Friday 0800hrs to 0930hrs and 1630hrs and 1800hrs (except where attendance at Committee meetings is required).
- The periods you must be in the office, except for authorised absences, are 0930hrs to 1630hrs (excluding an hour for lunch). There must be adequate cover within each section, however; therefore close liaison with section heads is expected.
- Clydebank HA expects that all employees take a lunch break of at least 30 minutes each working day. Employees may take an extended lunch break of no more than 2 hours on any given day. Breaks of less than one hour must be agreed in advance with your section head and will only be approved during busy periods, to allow a 4.00pm finish on a Friday when the office is closed or where time has to be made up.

- Clydebank HA will ensure that starting/finishing times of employees are carefully managed to promote a team working environment and to ensure that our level of customer service is not compromised.
- Where additional hours worked (after agreement with line manager), TOIL will be accrued in line with the Guiding Parameters and Procedures outlined below.

3.2 Time-Off-in-Lieu (TOIL)

a) Eligibility

All employees of Clydebank HA are eligible for accruing Time-Off-in-Lieu (TOIL) in line with the parameters and procedures outlined below.

b) Parameters and Procedures for Time-Off-in-Lieu

- Employees should be aware that any additional hours worked will incur TOIL and that they are unable to receive payment for this. The accrual of TOIL should be an exceptional rather than a regular occurrence expected by the employee or Clydebank HA (generally for attendance at committee meetings or where there are timescales to be met for a specific task).
- The hours you can work in any 24-hour period must not exceed 12 (or 13 including lunch).
- You will be allowed a maximum of 14 hours in excess of your contracted hours at any time during the calendar month. If part time hours worked, this maximum will be adjusted on a pro rata basis. E.g. contracted hours 21 then 8.5 hours maximum, contracted hours 17.5 hours, then 7 hours maximum.
- Although it should be avoided, you will be allowed a maximum of 7 hours less than your contracted hours at any time during the calendar month. If part time hours worked, this maximum will be adjusted on a pro rata basis. E.g. contracted hours 21 then 4 hours maximum, contracted hours 17.5 hours, then 3.5 hours maximum.
- Accumulated credit time may be taken in whole or half days subject to authorisation by your Head of Section or the Chief Executive. No more than 2 consecutive day's TOIL may be taken.
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- Hours worked to attend meetings will be credited back to the employee.
- TOIL accrued by an individual employee should be agreed in advance with their line manager. This may also include travel to meetings, functions or other business related activities in excess of normal travelling time to work. TOIL can only be accrued in a minimum of 15-minute increments.

- TOIL may only be accrued in 'single time' increments (except where the employee is expected to attend a weekend or evening event beyond the hours of 9pm).
- TOIL must be authorised and recorded on CHA documentation (e.g. monthly timesheet, time off authorisation sheet).
- Clydebank HA expects that all employees take a lunch break of at least 30 minutes each working day. Breaks of less than one hour must be agreed in advance with your section head and will only be approved during busy periods, to allow a 4.00pm finish on a Friday when the office is closed or where time has to be made up. Employees may take an extended lunch break of no more than 2 hours on any given day.
- TOIL requires careful management. At the end of the calendar month, any credits or debits will be carried automatically over to the next period. Any credits in excess of the 14-hour limit (or part time limit) will normally be lost. Credits should be used in the following month wherever possible. Debits over the 7-hour limit (or part time limit) may be viewed as absence without permission. Reasons for these limits being breached must be discussed with your section head and carryover in excess of the limits will only be authorised in exceptional circumstances. No further TOIL requests will be approved whilst an employee is in negative hours.
- On termination of employment from Clydebank HA, employees will be paid in lieu of accrued TOIL/deducted in lieu of time owed.

For both elements of this policy, the success of this depends on co-operation between employees, consistency of approach by managers and trust between Clydebank HA and its employees. If this is compromised in any way, it can be withdrawn from employees at the discretion of the management at any time without notice. It may also be withdrawn from employees who are found to abuse the policy. In addition, individual employees may be subject to formal disciplinary action for abuse of the policy.

4. Equal Opportunities

Our commitment to equal opportunities and fairness will apply irrespective of factors such as age, disability, gender reassignment, marriage, and civil partnership, pregnancy & maternity, race, religion or belief, sex, and sexual orientation.

For Office Use Only – Actions

Customer Consultation Required/Arranged	No
Intranet Update	No
F Drive Update	Yes
Website Update	No
Leaflet change required?	No
Newsletter Promotion?	No
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed	Yes