



"Offering our community more than a home"

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

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CHA Objectives:	<p>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.</p> <p>To promote social inclusion by applying principles of equality and diversity to everything we do.</p>
Regulatory Standards:	<p>The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>The RSL manages its resources to ensure its financial well-being and economic effectiveness.</p> <p>The governing body and senior officers have the skills and knowledge they need to be effective.</p>



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.

Clydebank Housing Association will ensure that the implementation of this policy does not have a detrimental impact on customer service or on any individual employee. These arrangements 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. This policy must be implemented with reference to other policies, e.g., Lone Working and Stress Management.

Managed in line with this policy, these arrangements should provide business benefits such as improved employee morale, commitment and engagement, enhanced efficiency, improved service flexibility and be a contributing factor to reducing staff turnover, absence and lateness.

2. Background

All employees must adhere to their contracted hours (mainly 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 **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 as an employer has a responsibility to keep accurate records of employee hours worked and 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.

All Clydebank HA staff are enrolled and trained on an automated timeclock system and are required to register attendance and breaks by using the time-clock terminals or the web-based time keeping system. Staff are personally responsible for clocking in and out and are required to clock in prior to their assigned start time and must clock out when they finish their working day. Under no circumstance may one employee clock in or out for another employee.

All leave and TOIL requests must be submitted through the web-based time keeping system.

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

3.1 Flexi-Time

a) Eligibility

Employees of Clydebank Housing Association may benefit from flexi-time arrangements to meet family needs, fulfil personal obligations and lifestyle commitments. Commuting issues may also be alleviated when transport or weather disruption occurs.

All employees of Clydebank Housing Association are eligible for flexi-time. This is a discretionary benefit and there will be some exceptions depending on business requirements, but these will be clarified on an individual basis.

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 08:00hrs to 10:00hrs and 16:00hrs and 18:00hrs (except where attendance at Committee meetings is required).
- The periods you must be in the office, except for authorised absences, are 10:00hrs to 16:00hrs (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.
- 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.
- With their line manager's approval, employees may choose to finish at any time from 4pm but no later than 6pm.
- Staff wishing to be absent during core time may take time off if they have checked with their colleagues to ensure there will be sufficient cover and then request approval for time off from their line manager.
- 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 (exceptional circumstances may mean that these maximums are reached and can be approved by Line Managers i.e. Centre81 annual leave cover)
- 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.
- The hours you can work in any 24-hour period must not exceed 12 (or 13 including lunch). Exceptional circumstances such as the AGM can be taken into account and approved by Line Managers.
- Accrued hours in excess of these limits will not be carried forward, i.e., they will be lost.
- 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

Occasionally Clydebank Housing Association will ask employees to attend e.g. evening meetings, weekend conferences or events. Employees may also volunteer or request to attend.

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).
- TOIL to be accrued by an individual employee must be agreed in advance with their line manager. This may include travel time to meetings, functions or other business-related activities - if this is in excess of normal travelling time to work. The line manager for senior managers is the Chief Executive and for the Chief Executive it is the Chairperson of the Association.
- TOIL for conferences and events which require an overnight stay will be accrued at not more than 7 hours per day.
- TOIL must be authorised and recorded on the time-recording system.
- Ideally no more than 1 day should be accrued in one calendar month. This TOIL should also be taken within 1 month to ensure that TOIL does not build up to unmanageable levels, which could result in operational difficulties. If not taken within this specified timescale, TOIL will be lost and not carried over to subsequent months or paid.
- Under no circumstances should negative TOIL situations arise, whereby employees take TOIL before they have accrued it.
- 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 Chief Executive or 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	Yes
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