



Putting People 1st

Flexi Time & Time off in Lieu (TOIL) Policy

S.10

Reviewed:

27 January 2022

Date next due for review:

October 2024

This policy document can be produced in various formats, for instance, in larger print or audio-format; and it can also be translated into other languages, as appropriate.

Our equality and diversity policy statement describes our key equality commitments that we use to develop all organisational services; this includes employment services and services to tenants and other customers.

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The Scottish Housing Regulator Reg. No: HAC231; Registered Scottish Charity No: SC038237; FCA Reg. No: 2375R(S); Property Factor Reg. No: PF000151



Terms Of Reference

- Equalities Act 2010
- Behaviours Framework
- EVH Terms & Conditions of Employment
- EVH Model Policy Document
- Investors in People (IIP)

Linkage to Internal Management Business Plan

Business Plan:

Section 3: Mission, Values and Objectives

Section 4: Strengths, Weaknesses, Opportunities and Threats (SWOT) Analysis

To ensure that the Association is an employer of choice.

Risk Factor

- Require arrangements in place to ensure appropriate staffing levels for effective service delivery.
- Staff wellbeing issues could result from inadequate time management.

Financial/Budgetary Implications

- Potential cost incurred from 'negative' flexi/TOIL balance situations

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Introduction

The Association recognises that there will be occasions where staff and the organisation require more flexible hours than normal hours of work would dictate.

The provision of flexi time complements, but does not form part of the standard Terms and Conditions of Employment, i.e. 35 hours per week, 9:00am to 5:00pm. Flexi time facilitates the opportunity for employees to work more flexible hours and gives people the potential to strike a better work-life balance, increase personal choice and convenience and, by doing so, improve service delivery.

The success of the flexi time policy requires close co-operation within and between teams to guarantee that arrangements are in place to ensure that the organisation is adequately staffed between 9.00am and 5.00pm Monday to Thursday and 9am to 4 pm on a Friday.

It is essential that colleagues reach an agreement in consultation with managers on a pattern of working (which meets the needs of individuals and the needs of the organisation).

No individual should work hours which impair the efficiency of their team and employees should not assume that they can start late or finish early every day. Individuals who wish to permanently alter their hours of work should refer to the Flexible Working Policy.

This policy is designed to outline the background and benefits of flexi-time the guiding principles and recommended procedures to ensure it is managed fairly and consistently.

Equality & Diversity

The Association's Equal Opportunity and Diversity policy outlines our commitment to promote a zero tolerance to unfair treatment or discrimination to any person or group of persons, particularly on the basis of any of the protected characteristics. This includes ensuring that everyone has equal access to information and services and, to this end, the Association will make available a copy of this document in a range of alternative formats.

Background

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

Employees within the Association 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.

The Association 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. If managed properly, it is anticipated that having such arrangements in place will 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.

The Association 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 would not normally be offered payment for working outwith their normal working hours as the demands of the working day can be met by the use of flexi time.

TOIL or overtime payments will only be made for either an emergency, or for particular jobs agreed with staff beforehand. In these cases, overtime payments and or TOIL will be in line with EVH Terms & Conditions of Employment.

The Association is aware that agreed procedures should be put in place for flexi-time to ensure consistency and avoid any potential abuse or cost to the business incurred from 'negative' flexi balance situations.

Guiding Parameters and Procedures for Flexi-Time

Who is eligible for Flexi-Time?

Any employee of the Association may be eligible for flexi-time. There may be some exceptions depending on business operational requirements but this would be discussed on an individual basis and detailed in the contract of employment.

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

The Association recognises that employees may require ad hoc flexibility to deal with emergencies when they arise during the working day. Ad hoc flexibility is permitted out with the guiding parameters noted below to enable employees to quickly adapt and respond to their individual circumstances or business operational needs.

Parameters and Procedures for Flexi-Time

- Flexi-time may be implemented as a stand alone scheme or alongside a TOIL arrangement. This will have no impact on the Association's Annual Leave or sickness benefit schemes.
- Within the parameters of the flexi-time policy, the earliest an employee can start work will be 8:00am.

- For the purposes of flexible working, it is recommended that core working hours are set for all employees, and these should normally be between the hours of 10:00 am to 12:00 pm and 2:00 pm to 4:00 pm. The Association expects that 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. Generally, employees should not take any part of their lunch break out with the period of 12:00 pm to 2:00 pm. In exceptional circumstances alternative arrangements can be made with an employee's line manager. The Association must ensure that starting and 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 this in mind employees may choose to start work between 8.00am and 10.00am and finish at any time from 4:00 pm and generally no later than 6:00 pm. Arrangements for starting and finishing at times different from 9.00am and 5.00pm should be agreed with the employee's line manager in advance.

- Flexi Time requires careful management;
 - No more than 14 hours (pro-rata) should be accrued in one calendar month. Flexi time exceeding 14 hours (pro-rata) will be lost and not carried over to subsequent months.
 - No more than 14 hours (pro-rata) should be booked off in flexi time in any one calendar month.
 - Generally, there should be no circumstances where a negative Flexi Time situation arises, whereby employees take Flexi before they have accrued it. In exceptional circumstances alternative arrangements can be made with an employee's line manager.

Policy Abuse

The success of this Policy depends on co-operation between employees and trust between the Association 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 will 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.

Monitoring & Review

This policy will be reviewed at least every three years to ensure it continues to meet the requirements of the Association or where EVH issues a revised Flexi Time & TOIL Model Policy, whichever is sooner.