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Policy Name	Flexi Time and Time Off in Lieu (TOIL)
Policy Author	Director
Approved by Sub Committee	N/A
Approved by Management Committee	November 2021
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West Whitlawburn Housing Co-operative will provide this policy on request at no cost, in larger print, in Braille, in audio or other non-written format, and in a variety of languages. Please contact the office.



HAPPY TO TRANSLATE

Registered with the Scottish Housing Regulator No. 203
Registered Charity No. SCO38737, VAT Registration No. 180223636
Registered society under the Co-operative and Community Benefit Societies Act 2014

1. Introduction

West Whitlawburn Housing Co-operative (WWHC) recognises that there will be occasions when employees will require flexibility to daily start and finish times within their place of work.

In addition, WWHC 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 work in tandem and this policy is designed to outline the flexi-time system and a clear TOIL arrangement.

WWHC needs to ensure that the implementation of such arrangements do not have a detrimental impact on the level of customer service provided or on any individual employee. WWHC also recognises 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.

Employees are offered TOIL to compensate them for working out with their normal working hours. TOIL should generally be agreed in advance.

WWHC has agreed procedures in place for flexi-time and administering of TOIL, to ensure consistency.

2. Flexi-time

WWHC operates a flexi-time scheme for office staff to allow employees to balance their work and home commitments, whilst ensuring our customers receive an excellent service.

The system is dependent on the goodwill and co-operation between all staff. Flexi-time is not a right for individual employees and the overriding principle is that the requirements of the service take priority. The main intention of the policy is to allow this flexibility for staff and is not to allow the build-up hours for the purpose of taking time off.

The Director maintains the right to delete or extend the flexi-time policy at any time for the contingent reasons of maintaining quality of service provision to members/tenants of the Co-operative.

2.1 Eligibility for Flexi-time

All WWHC office-based staff and the Concierge Manager are eligible for flexi-time whether permanent or temporary, irrespective of grade, position or length of service. The policy does not apply to Concierge staff due to service requirements.

Each line manager is responsible for the proper operation of the flexi scheme and for resolving any related problems. Managers need to ensure the needs of the service have priority at all times and that teams are adequately staffed during normal office hours.

Employees should agree flexi-time working with their managers which meets the needs of the service and their own requirements.

2.2 Flexi-time Parameters

WWHC office staff are generally contracted to work 35 hrs per week (or other pro rata arrangement).

2.2.1 The office opening hours in which we provide a service to customers are:

Monday to Friday 9.15 a.m. to 4.45 p.m.

2.2.2 Core working hours for the flexi-time system is:

9.30 a.m. – 12.00 noon and 2.00 p.m. – 4.00 p.m.

2.2.3 Staff must take at least a one half hour lunch break between the hours of 12 noon and 2.00 p.m. ensuring where possible that cover is available within their section. All meals must be taken out with work time i.e. not at a desk whilst clocked in. Staff may take an extended lunch break of no more than 2 hours on any given day.

2.2.4 The band times for the flexi-time system are 8.00am to 6.00pm. Unless a flexible working arrangement is in place any work outside these hours, unless in exceptional circumstances, shall be recompensed by TOIL (time off in lieu) in line with conditions of service and within the parameters outlined at section 3 below.

2.2.5 Annual leave, sickness, training and special leave are considered working hours and credit hours will be granted (one day = 7 hours or pro rata). There will be no accrual of flexi in a day until 7 hours have been worked (or other pro rata working arrangement).

2.2.6 Staff should communicate their working hours to colleagues. The numbers of staff present will fluctuate and staff who are on duty will be expected to act as the first point of contact in response to calls to the office when colleagues are not available.

2.2.7 Travel time to and from work and attendance at courses is not counted towards flexi time except in exceptional circumstances to be agreed with line manager.

3. Time Off In Lieu (TOIL)

At times, WWHC may need staff to work different or extra hours. Reasonable notice of this is given whenever possible. If staff work more than normal hours, they will be given time off in lieu (paid time off for the extra hours worked).

3.1 Eligibility for TOIL

All WWHC office-based staff and the Concierge Manager are eligible for accruing Time Off In Lieu (TOIL) whether permanent or temporary, irrespective of grade, position or length of service.

The policy does not apply to Concierge staff due to service requirements.

Each line manager is responsible for the proper operation of TOIL and for resolving any related problems. Managers need to ensure the needs of the service have priority at all times and that teams are adequately staffed during normal office hours.

Employees should agree TOIL with their managers which meets the needs of the service and their own requirements.

3.2 TOIL Parameters

Staff should be aware that additional hours worked out with the band times for the flexi-time system will incur TOIL unless a flexible working arrangement is in place.

3.2.1 TOIL accrued should generally be agreed in advance for example for attending evening meetings.

3.2.2 TOIL will be accrued as straight time except in exceptional circumstances agreed in advance.

3.2.3 On termination of employment, staff may be paid in lieu of accrued TOIL where it is not possible for the time to be taken.

4. System Administration

4.1 Staff are responsible for clocking in and out of the flexi-time system

as appropriate. All adjustments require to be authorised appropriately within one week.

4.2 Self certifications/FIT notes are required for all periods of sick leave.

4.3 Under no circumstances should staff register bookings for anyone else.

5. Leave

Flexitime and TOIL require careful management to ensure service requirements are met on an ongoing basis and leave does not build up to unmanageable levels which could result in operational difficulties.

WWHC needs to ensure the Health and Safety of it's employees where working excessive hours could cause or exacerbate any health issues that could affect performance at work.

Assistant Directors are responsible for managing all leave and sectional priorities to ensure business requirements are met.

5.1 Any flexi-leave or TOIL should be approved at least 72 hours in advance in order that cover can be arranged.

5.2 All cover must be arranged by the member of staff responsible for the function at least 24 hours prior to any flexi-leave.

5.3 Unless staff have an alternative flexible working arrangement in place, the maximum credit/debit for combined flexi leave and TOIL for full time employees is 10 hours with a maximum of 1.5 days combined flexi leave and TOIL per period, all pro rata for part time employees. Sample pro rata arrangements are as follows :

No. of hours worked	Max. no. of hours debit\credit	Flexi Leave per period
21	6	1 day
16	5	0.5 day
14	4	0.5 day

5.4 Staff should make every effort to arrange medical and related appointments out with normal working hours. Where the Manager is satisfied that this is impracticable then time off with pay may be granted.

It is up to line managers to agree with staff whether it is practical to return to work taking account of times, distances etc.

For such agreed appointments where time off with pay is granted no time will be lost and flexi time is not accrued during periods of absence.

5.5 Whole or partial days sick leave is applied in the same way.

6. Policy Breaches

For both elements of this policy, success depends on co-operation between employees and trust between WWHC and its employees. If this is compromised in any way, it can be withdrawn from employees at the discretion of the Director 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.

7. Review

This policy will be reviewed 3 yearly or when required.