

FERGUSLIE PARK HOUSING ASSOCIATION LTD

FLEXI TIME AND TOIL POLICY



Ferguslie Park
Housing Association

Date Approved by the
Management Committee

12 OCTOBER 2016

Signed:

Chairperson

Date of Next Review

OCTOBER 2019

FLEXIBLE WORKING HOURS POLICY

1. INTRODUCTION

1.1 Ferguslie Park Housing Association (FPHA) applies the terms and conditions of employment of Employers in Voluntary Housing. This policy is not part of these terms and conditions, but a non-contractual agreement between the Management Committee and Staff for the benefit of both the organisation and the staff. Both should be aware that flexible working is a non-contractual benefit and not an entitlement.

At FPHA Standard working hours are:

Monday to Thursday 8.45am - 12.30pm, 1.30pm - 5.00pm

Friday 8.45am - 12.30pm, 1.30pm - 4pm

1.2 Hours worked outside these limits (e.g. at evening meetings) are not contractual hours and are recorded separately for Time off in Lieu (TOIL) or Overtime.

2. OPENING HOURS

2.1 Our office will be open , including for contact by telephone, as follows:

Monday – Thursday 9am-5pm Friday 9am-4pm

During these hours all staff teams must be available to provide a service to customers and others.

2.2 This policy allows a flexible pattern of working hours for all members of staff in agreement with their Line Manager to ensure that cover is provided during these opening hours. There may be different requirements for cover in different staff teams and appropriate cover will be determined by the Line Manager.

2.3 Although office opening hours will not change as a result of this policy, staff are expected to use the Flexi Time system to extend the times when they are available to meet, contact or visit customers. This will help the business to overcome access difficulties and offer flexibility to customers in return for staff time off at another time.

3. GLOSSARY

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| Core Time | The daily periods during which all staff must be present unless annual leave, sickness or authorised absence applies. 10am to 12 noon, and from 2pm to 4pm Monday to Friday |
| Flexible Time Bands | The periods during which staff have flexibility to start or finish work, .i.e. Start 8am to 10am, Lunch 12noon to 2pm with a minimum of 30 minutes required Finish 4pm to 6pm, Friday: 4pm to 5.30pm |
| Line Managers | Chief Executive, Head of Customer Services, Finance Manager/Agent, Senior Officers |
| Flexi-leave | Time off to compensate for additional hours worked which can be taken during core time. |

3.2 Part time Staff

The contractual working day for full-time employees is 7 hours. The contractual working day will vary for part-time employees according to their contract – this is their "personal working day".

Part-time staff working above or below their contracted hours will accrue flexi credits and debits like all other staff.

3.7 4 Weekly Time Measurement

Flexi time credits or debits will be measured on a daily basis in comparison to the working day of each staff member. A total of 140 hours (4 x 35 hours) must be worked during each four week period except that a credit or debit within set limits may be carried forward to the next four week period. Flexi credits or debits will be carried forward as they stand on the last day of each period.

3.8 Credit/Debit Limit

For all employees a maximum of 1 day credit or 2 half days' debit may be carried forward to the next period.

3.9 Exceeding the Credit/Debit Limit

At the end of each period any hours accumulated in excess of the carry forward limit will be deleted. We do not encourage "presenteeism". If the work required cannot be done within the time available this must be addressed by Line Managers and the Management Team. Excess flexi credits will not be carried forward or paid as this would amount to unauthorised overtime.

Any debit in excess of a half day, or outstanding for more than two consecutive periods, will be regarded as potential poor time-keeping in accordance with the Disciplinary Procedures.

3.10 Time Off In Core Time (Flexi-Leave)

Time off must be taken in full days or half days and may be taken in conjunction with Annual Leave.

A maximum of 1 full day or 2 half days may be taken off in one period and after the equivalent credit has been accumulated.

Flexi-Leave is subject to prior written approval by the appropriate Line Manager and the notice required is the same as for up to 2 days' Annual Leave, i.e. one week. Flexi leave requested at short notice may be granted at the discretion of the Line Manager.

3.11 Hospital, Doctor, Dentist Appointments etc.

Staff are expected to make appointments during the flexible part of the working day, i.e. before 10.00am, between 12 and 2pm or after 4.00pm. By exception, Line Managers may authorise absence for personal commitments which overlap with core time as long as the whole time absent is deducted from the time recording system.

Absence during core time for a regular course of treatment will be granted in accordance with the terms and conditions of employment; this is not covered by flexi time.

4 RECORDING & MONITORING

- 4.1 Time worked will be verified by a time recording system. Signing or clocking in and out is the sole responsibility of each individual and under no circumstances should the time recording system be used on anyone else's behalf. Failure to comply with this could result in Disciplinary action.
- 4.2 Line Managers will monitor hours worked across all staff teams regularly, noting any infringements and authorising any necessary adjustments.
- 4.3 Flexible working hours' records will be kept for one year for auditing purposes.

5 SUSPENSION OR WITHDRAWAL OF FLEXIBLE HOURS

- 5.1 There may be times when it is necessary to ask all or some staff to attend for duty during standard hours, for example during emergencies or severe staff shortages due to illness. Every effort will be made on such occasions to meet both the needs of the organisation and individual staff but flexible working arrangements may be temporarily suspended at the discretion of the Chief Executive.
- 5.2 Flexible working arrangements are provided at the discretion of the Management Committee and may be withdrawn if the Committee decides they are no longer in the interests of the organisation or its tenants.

6 ABUSE OF THE SYSTEM

- 6.1 FPHA encourages an open and collaborative working atmosphere. Flexible working requires honest application by staff and trust from the employer for work unsupervised outside core hours. None of the examples below are intended to outlaw normal social workplace activity such as making tea/coffee and snacking while working, a chat at the water cooler or to ban all personal phone calls or emails. They are intended to avoid working time being deliberately misrepresented in order to take advantage of the credit accrued.
- 6.2 Some examples of abuse are using hours recorded as worked with FPHA for other purposes, including;
- work undertaken for another employer or for personal gain,
 - work connected with study or training whether or not the study/training is approved by FPHA,
 - use of FPHA time, records or equipment for personal purposes,
 - taking meal breaks after clocking in or before clocking out.

These examples are not an exhaustive list of system abuses but are provided to emphasise that hours claimed as worked using the flexible working hours system will be spent on FPHA business.

- 6.3 Abuse of the system will be subject to the Disciplinary procedures.

7 TOIL

- 7.1 Employees are offered TOIL to compensate them for working outwith their standard working hours. Employees will not normally be offered payment for working outwith their standard working hours. TOIL or payment arrangements should be agreed in advance between the line manager and the employee.
- Employees should be aware that accrual of TOIL should be an exceptional rather than a regular occurrence expected by the employee or FPHA.

- TOIL to be 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. Time and a half or double time TOIL will not be granted in any given situation, irrespective of an employee's contracted hours of work.
- TOIL must be authorised in advance by the line manager and recorded.
- TOIL requires careful management. Ideally no more than 1 day should be accrued in one calendar month. This TOIL should also be taken within 3 months to ensure that TOIL does not build up to unmanageable levels, which could result in operational difficulties. If not taken within these specified timescales, 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, if TOIL cannot be taken during the employee's notice period, employees will be paid in lieu of accrued TOIL in accordance with the accrual procedures described in this policy. This is the only occasion on which TOIL may be paid.