



## **Flexi-Time and Time Off in Lieu (TOIL) Policy**

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## **1.0 Introduction**

- 1.1 Southside Housing Association works a Flexi-time system. Flexi and TOIL are not part of the EVH Terms and Conditions and are dependent on goodwill and co-operation between all staff. It is hoped that with a more flexible system this will allow staff to accommodate childcare, sensible commuting patterns and other domestic pressures and to recompense staff for work carried out with normal working hours.
- 1.2 Under this system staff are contracted to work 35 hours per week (or part-time staff in accordance with their individual contracts.)
- 1.3 The Association recognises that there will be occasions when employees will require flexibility to daily starting and finish times within their place of work.
- 1.4 In addition, Southside Housing Association 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 in relation to this.
- 1.5 This policy is designed to outline the background and benefits of flexi-time and TOIL and the guiding principles and recommended procedures to ensure it is managed fairly and consistently.

## **2.0 Background**

- 2.1 Employees within Southside Housing 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 on a regular basis.
- 2.2 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.
- 2.3 Southside Housing Association recognises that 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.
- 2.4 Employees are offered TOIL to compensate them for working outwith their normal working hours. Employees would not normally be offered payment for working outwith their normal working hours. TOIL or payment arrangements

must be agreed in advance between the Association and the employee and would normally only be accrued for meetings outwith standard hours, for example, evening meetings.

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

### **3.0 Flexi-Time System**

- 3.1 Employees based within the offices of Southside Housing are eligible for flexi-time. There may be some exceptions depending on business operational requirements, but this would be discussed on an individual basis. We do strongly recommend that staff work normal working hours.

#### **Parameters and Procedures of Flexi-Time**

The **office opening hours** are:

- **Monday to Friday 9.00am to 5.00pm**

The **office core hours** are:

- **Monday to Friday 10am to 12pm and 2pm to 4pm**

Staff contracted hours will vary depending on whether they are full-time, part-time or job share but the core hours apply relative to their contracted hours.

- Within the parameters of the flexi-time policy, the earliest an employee can start work will be 8.00am – that is, no flexi will be accrued prior to 8am.
- For the purposes of flexible working, it is recommended that staff are reasonably available, where possible, during their normal working hours e.g. 9.00am to 5.00pm.
- Southside Housing Association 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.
- It is important to ensure that 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. Employees, where possible, should not work later than 6.00 pm.
- The flexi-time operates over a set four-week period and staff have access to the electronic system Kelio.



### **Clocking in and Out:**

- 3.2 Staff are required to clock in and out. This must be done when starting and finishing work, starting and finishing lunch and at the start and finish of any other period away from work e.g. prayer time, smoke breaks, or other short periods of inactivity. If staff **do not** use the clock system to clock in and out for their lunch, a manual adjustment will be made to deduct an hour from their time.
- 3.3 Staff can request to take up to 1 full day or 2 half days within each four-week period, as long as they have the hours to do so. There will be a maximum equivalent of 10 full days in the year. This will be pro-rata for part-time staff dependant on their working hours. The appropriate authorisation must be sought from your line manager.
- 3.4 Staff should only make the request within the period they have accumulated the time. If leave is booked and time has not been accumulated this would be annual leave. This can be adjusted leading up to the holiday if the correct hours have been banked. The staff member should not put themselves into negative flexi.
- 3.5 Staff would not normally be expected to go more than 4 hours into negative flexi, however it is recognised that this may happen due to exceptional circumstances.

### **Exceptional Circumstances:**

1. Staff are expected to use flexi or annual leave to attend medical appointments during working hours.
  2. Childcare and care for vulnerable adults can put pressures on staff and if circumstances arise which mean staff have to deal with an urgent, unplanned situation, managers will allow flexi to be taken.
- 3.6 If a staff member has more than 7 hours flexi at the end of the flexi period, they will lose the additional hours on their account. If this happens consistently, staff should speak to their manager about why they are having to work so many hours and come to an agreement about managing their workload.
  - 3.7 If, at the end of the flexi period, a staff member has more than 4 hours negative flexi, and this hasn't been previously approved, they will be asked by their manager when they expect to work the extra hours to bring them back to a positive total. If there is no effort by the employee to do this, they will be removed from the Flexi System.
  - 3.8 Managers must ensure they monitor each individual staff member's time clock.

## **4.0 Eligibility for TOIL**

4.1 Any employee of Southside Housing Association is eligible for accruing Time Off In Lieu (TOIL) in line with the parameters and procedures outlined below.

### **Parameters and Procedures for Time Off in Lieu**

- Accrual of TOIL should be exceptional rather than a regular occurrence expected by the employee and is usually only given for attendance at evening meetings.
- 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. Time and a half or double time TOIL will not be paid in any given situation, irrespective of an employee's contracted hours of work.
- TOIL must be authorised and recorded on documentation e.g. timesheet
- Staff are encouraged to take their TOIL as soon as is reasonably practical after the event, however it is noted that this may not always be possible.
- Under no circumstances should negative TOIL situations arise
- On termination of employment from Southside Housing Association, employees will be paid in lieu of accrued TOIL in accordance with the accrual procedures described in this policy.

## **5.0 Attendance at Meetings or Association Business:**

5.1 It may be necessary for staff to attend meetings or association business outwith normal working hours (e.g. evenings or weekends). This must be authorised by the member of staff's line manager in advance. This time will be given back as TOIL and should be recorded.

## **6.0 Time Off Using Flexi Time**

6.1 Staff are expected to use the Flexi hours facility for any medical appointments, childcare obligations, etc. The operation of the flexible working hours will be subject to the approval of your line manager, i.e. late starts and early finishes must be agreed to ensure that cover is available. Flexi time off should be requested through the Kelio system, whether it is planned or unplanned. This then requires to be authorised by the individual's line manager. It is preferred that requests are made as timeously as possible to ensure there is enough cover within the team.

6.2 This is subject to the prior approval of the line manager and will be granted where: -

- The member of staff has given reasonable notice.
- The member of staff has accrued sufficient time.
- Service demands can be covered.

6.3 Any other time off during core hours must be agreed by the line manager, in advance, irrespective of the amount of time to be taken.

6.4 It is important to note that there may be a legitimate business reason as to why flexi cannot be granted in some cases.

6.5 The CEO or line manager reserves the right to withdraw the Flexi System from a member of staff at any time if the rules are not being adhered to or if any other special or flexible working arrangements are in place.



**Southside Housing Association**

T: 0141 422 1112

F: 0141 424 3327

E: [CSD@southside-ha.co.uk](mailto:CSD@southside-ha.co.uk)

A: Southside House, 135 Fifty Pitches Road, G51 4EB