



**Policy on the Operation of the Association's  
Flexi Time & Toil Arrangements**

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## INTRODUCTION

1. This policy note is intended to advise staff on their entitlement to use flexi-time and be given Toil.
2. The flexi-scheme is intended to allow employees to work pre-arranged times that suit their individual circumstances whilst ensuring service standards are maintained. Staff members are therefore expected to ensure that there is adequate staff cover within each section when considering a non 9 to 5 work pattern. Toil is given where the organisation requires the employee to work out with normal core hours.
3. Your conditions of service state that your working week is normally Monday-Friday 9am-5pm with one hour lunch break.
4. While this policy makes no change to your terms & conditions, we do wish to enable staff to choose, in accordance with certain criteria, when they start and finish work each day and to vary the length of their lunch break. This is known as flexi- time. Flexi-time is not a 'right' for individual staff and the overriding principle must be that the requirements of the service will always take priority.
5. It is imperative that service to customers must always take precedence and it is a manager's responsibility to ensure that this is observed.
6. By the nature of their roles within the organisation, some staff will work out with normal hours (i.e. outwith 0800 to 1800) on a regular basis while others will generally be able to complete their work within normal working hours.
7. Does the Flexi-time Scheme apply to all staff? Yes, but the business needs of the organisation must always come first and so for some posts there is a greater degree of flexibility than for others. Some sections need to be staffed for longer periods than others, during a lunch period to reflect service demands, by all staff at particular times of the year (Finance staff at year end) and it may not be possible for an individual's personal choice with regard to starting and finishing times to be accepted.
8. It is expected that for most staff there will be no requirement to work before 8am or after 6pm and it is the responsibility of line managers to ensure that any time awarded out with these hours meets the business needs of the organisation and the work is required to be completed during these hours. Examples of work which is accepted as being required outwith these times will be **required** attendance at Committee meetings, Community Gala Days, other evening events etc. Toil will be given for such circumstances as opposed to Flexi time.
9. Doctor or dental appointments should be arranged out with core time. In certain circumstances, with your Manager's permission, leave may be granted during core time on the condition that the period away from the workplace is offset against credits or added to outstanding debits. It is recognised that hospital appointments are generally set by the hospital. In such circumstance Special Leave will be given.
10. Staff abusing the scheme of flexible working hours in any way, will have the privilege removed and will revert to normal hours and they will also be liable to disciplinary action.

## WORKING TIME ARRANGEMENTS

11. Flexi hours are 8am-6pm. Whilst working hours are normally 9am to 5pm they can be amended to allow a flexible start and finish between 8.00am and 6.00pm with the permission of a Line Manager. Core hours for office based staff are 10am-12pm and 2pm-4pm. We must provide a customer service from 9am-5pm each day and team members must ensure flexibility to allow this to happen.
12. A minimum of two staff must be present on each working day to open the office to the public (by staffing the reception desk and responding to telephone contacts) between the hours of 9.00am to 5.00pm, Monday to Friday, except for Wednesdays. The office will close to the public at 1.00 pm every Wednesday for staff training / meetings.
13. All staff members must take a minimum of 30 minutes for lunch between 12 noon and 2.00 p.m. and should clock off duty and back on whether remaining in the building or not. At least 30 minutes will automatically be deducted from any individual who fails to clock out at lunch time. In exceptional circumstances, any member of staff who requires to work through their lunch break will be credited with 30 minutes subject to the approval of their line manager, (so long as working without a break does not exceed 6 hours).
14. All staff are reminded to clock in and out at the end of each period on duty.
15. Flexi time can only be allowed to accrue between the hours of 8am and 6pm Monday to Friday.
16. Where Special Leave has been granted to cover part of a working day the maximum combined time that can be worked that day will be 7 hours, unless the prior agreement of a line manager has been obtained.
17. How should I record special leave? Special leave should be requested from your line manager in accordance with the terms of Section A.10 of employee Terms & Conditions relating to Special Leave.
18. It is recorded via the clocking machine in this way: Request ½ day or full day in advance of appointment/required time away. This will be approved by your line manager. After the event, send email to line manager advising how much time was actually required. Line manager emails the Finance Officer and system is amended accordingly.
19. Staff may use flexi-time to deal with a personal emergency and can also go into negative flexi (up to - 7 hours) in such circumstances. With your Manager's permission, leave may be granted during core time on the condition that the period away from the workplace is offset against credits or added to outstanding debits. Please also note the terms of Section A.10 of employee Terms & Conditions relating to Special Leave.

## TIME OFF ARRANGEMENTS

20. Flexi time will be worked over a 3 month (quarterly) period to match our current quarterly reporting cycle (e.g. 1 April to 30 June).
21. You can accumulate up to a maximum of 14 hours credit or 7 hours debit at the end of a period. Any excess hours greater than 14 at the end of the quarter will be automatically deducted. If a staff member is more than 7 hours in debit at the end of the quarter a corresponding deduction from the staff member's annual leave entitlement will be made, or if no annual leave is available, then a deduction from the following month's salary payment will be made. However, this should **not** be considered as normal practice. Staff members who

accrue more than 7 hours debit at the end of two quarter periods, within a 6 month period, may lose the privilege of flexi-time.

22. How much flexi-time can I take? An employee may normally take up to six half days or three full days' flexi-leave in a period (these can be consecutive), subject to agreement with the line manager and having regard to the requirements of the service and subject to the employee being in credit of the required hours in advance.
23. The carrying forward of more than 14 hours is only possible if authorised under exceptional circumstances only by the Director or Property Services Manager.
24. How much Toil can I take and carry forward? As Toil is determined by the Association rather than an individual choice, the toil balance will only be reviewed at the end of the financial year (with an opportunity to carry forward a maximum of 14 hours which must be used within the first quarter on the year, otherwise it will be written off). Toil can be taken at any point with the agreement of your line manager.

### **SUPERVISION AND ADMINISTRATION OF THE FLEXI ARRANGEMENTS**

25. The system relies on the honesty and integrity of staff.
26. Responsibility for the supervision of staff working flexi hours lies with the section head or manager.
27. Abuses of the flexi arrangements are disciplinary matters like any other and will be treated as such in accordance with the conditions of service.
28. Calvay's auto clock and attendance management system will be administered by the Finance Officer and each member of staff is responsible for processing their online clockings accurately and honestly with each manager responsible for authorising leave and adjustments.
29. A report on the end of period balances will be produced by the Finance Officer on a quarterly basis for the Management Team.