

## Putting People 1st

### Flexi Time and Time off in Lieu (TOIL) Policy

S.10

Reviewed: 18 September 2024

Date next due for review: September 2027

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.

Our core values include providing a fair and equal service for all people and this is detailed in our Equality and Diversity Policy. Our approach to implementing this policy will reflect that commitment.

Pineview Housing Association, 5 Rozelle Avenue, Drumchapel, Glasgow. G15 7QR  
Tel: 0141 944 3891. Email: [mail@pineview.org.uk](mailto:mail@pineview.org.uk) . Website: [www.pineview.org.uk](http://www.pineview.org.uk)  
The Scottish Housing Regulator Reg. No: HAC231; Registered Scottish Charity No: SC038237; FCA Reg. No: 2375R(S); Property Factor Reg. No: PF000151

## Contents

Introduction.....	2
Background .....	2
Flexi-Time.....	3
Eligibility for Flexi-Time.....	3
Parameters and Procedures for Flexi-Time .....	3
Time Off In Lieu (TOIL).....	4
Monitoring & Review .....	5

## **1. Introduction**

- 1.1. The Association recognises that there will be occasions where employees will require flexibility to daily start, break and finish times during their working day.
- 1.2. The provision of flexi time complements but does not form part of the standard Terms and Conditions of Employment; 35 hours per week, 9:00am to 5:00pm. Flexi time facilitates the opportunity for employees to work more flexible hours. The Policy gives people the potential to strike a better work-life balance, increase personal choice and convenience and, by doing so, improve service delivery.
- 1.3. The success of the flexi time policy requires close co-operation within and between teams. Arrangements require to be in place to ensure adequate staffing between 9.00am and 5.00pm Monday to Thursday and 9:00am to 4:00 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.
- 1.4. No individual should work hours which impair the efficiency of their team. 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.
- 1.5. 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.

## **2. Background**

- 2.1. Consideration of the following factors was undertaken prior to formulation of the policy document:
  - 2.1.1. Employees within Pineview may benefit from flexi-time arrangements by having a better work life balance which allows them to accommodate personal commitments without compromising their professional obligations.
  - 2.1.2. Pineview 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.
- 2.2. 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 improving overall wellbeing.

- 2.3. Pineview 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 conditions that could detrimentally impact performance at work.
- 2.4. Employees would not normally be offered payment for working out with their normal working hours as the demands of the working day can be met by the use of flexi time.
- 2.5. Pineview 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.

### **3. Flexi-Time**

#### **3.1. Eligibility for Flexi-Time**

- 3.1.1. Any employee of Pineview 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.
- 3.1.2. 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.
- 3.1.3. Pineview 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. This will enable employees to quickly adapt and respond to their individual circumstances or business operational needs.
- 3.1.4. Flexi time should not be used as a way for employees to routinely build up additional hours therefore allowing them time off at another time. This should be carefully managed by the line manager.

#### **3.2. Parameters and Procedures for Flexi-Time**

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

- 3.2.3. It is recommended that core working hours are set for all employees, and these should normally be between the hours of 10:00am to 12:00pm and 2:00pm to 4:00pm
- 3.2.4. Pineview 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 12:00pm to 2:00pm. In exceptional circumstances alternative arrangements can be made with an employee's line manager.
- 3.2.5. 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. Employees may choose to start work between 8.00am and 10.00am and finish work 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.

### **3.3. 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.

## **4. Time Off In Lieu (TOIL)**

- 4.1. TOIL will only be applied for either an emergency, or for particular jobs agreed with employees beforehand. In these cases, TOIL will be in line with EVH Terms and Conditions of Employment.
- 4.2. For both elements of this policy, the success of this depends on co-operation between employees and trust between Pineview 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.

## **5. Monitoring and Review**

- 5.1. 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 and TOIL Model Policy, whichever is sooner.