

TO:	Management Committee
PREPARED BY:	Linda Sichi (Deputy CEO)
SUBJECT:	FLEXI TIME & TOIL POLICY
DATE OF MEETING:	11 June 2024
APPROVED BY:	Paul Martin (CEO)

FLEXI TIME & TOIL **POLICY**

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CONTENTS

PAGE

1. MHA's Strategic Objectives	3
2. MHA's Values	3
3. Regulatory & Legislative Compliance	3
4. Aim of Flexible Working & Toil Policy	3
5. Policy Principles	3
6. Policy Implementation	4
7. Equality & Human Rights	5
8. Data Collection	5
9. Monitoring & Review of Strategy	5

1. MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC OBJECTIVES

MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2. MHA's VALUES

Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3. LEGAL & REGULATORY COMPLIANCE

The Management Committee leads and directs MHA to ensure good outcomes for its tenants and other service users. The Scottish Housing Regulator's Regulatory Framework. MHA adheres to all relevant legal employment requirements associated with this policy.

4. AIM OF FLEXIBLE WORKING & TOIL POLICY

This policy is designed to outline the background and benefits of flextime and to provide clear TOIL arrangements, the guiding principles and recommended procedures to ensure it is managed fairly and consistently throughout MHA.

5. POLICY PRINCIPLES

- 5.1** MHA recognises that there will be occasions when employees will require flexibility to daily start and finish times at work.
- 5.2** MHA also 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.

- 5.3** MHA will ensure that the implementation of this policy does not have a detrimental impact on customer service delivery.
- 5.4** MHA will ensure that the implementation of this policy does not have a detrimental impact on any individual employee. These arrangements must not compromise employees' Health and Safety 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. This policy must be implemented with reference to other policies, (e.g., Lone Working Arrangements).
- 5.5** When managed properly, these arrangements should provide business benefits such as improved employee morale, commitment and engagement, enhanced efficiency, improved service flexibility and be a contributing factor to reducing staff turnover, absence and lateness.

6. POLICY IMPLEMENTATION

- 6.1** All employees must adhere to working their contracted hours of 7 hours per day/35 hours per week (or pro-rata equivalent). However, MHA recognises that there may be occasions when employees will require flexibility to daily starting and finish times.
- 6.2** Consideration of the following factors was undertaken prior to formulation of the policy document:

Flexi time

- 6.2a MHA employees may benefit from flexi-time arrangements to meet family needs, and fulfil personal obligations and lifestyle commitments. Commuting issues may also be alleviated if unforeseen transport disruption occurs on a regular basis.
- 6.2b MHA 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. Therefore, MHA and its employees will be mindful of the office opening hours of Monday to Friday 9.00am to 5.00pm to always ensure adequate cover is provided.

Flexi-Time Parameters

- 6.2c The periods of time between which you may vary your starting and finishing times are Monday to Friday 8.00am to 10.00am and 4.00pm to 6.00pm (except where attendance at Committee

meetings is required).

- 6.2d The periods you must be in the office, except for authorised absences, are 10.00am to 16.00pm (excluding an hour for lunch). There must be adequate cover within each section, however; therefore, close liaison with line managers is expected.
- 6.2e MHA expects that all employees take a lunch break of 1 hour each working day
- 6.2d MHA will ensure that starting/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.
- 6.2e With their line manager's approval, employees may choose to finish at any time from 4pm but no later than 6pm. As long as they work a 7-hour period is worked. (or pro-rata day)
- 6.2f Staff wishing to be absent during core time may take time off if they have checked with their colleagues to ensure there will be sufficient cover and then request approval for time off from their line manager.

Toil

- 6.2g Employees are offered Toil to compensate them for working out with their normal working hours as employees would not normally be offered payment for this.
 - 6.2h MHA has a responsibility to keep accurate records of employee hours worked and is aware that agreed procedures should be put in place for flexi time and administering of Toil, to ensure consistency and avoid any potential abuse or cost to the business incurred.
- 6.3** All MHA staff are enrolled and trained on an automated timeclock system and are required to register attendance and breaks by using the time-clock terminals or the web-based time keeping system. Staff are personally responsible for clocking in and out and are required to clock in prior to their assigned start time and must clock out when they finish their working day. Under no circumstance may one employee clock in or out for another employee. All leave and TOIL requests must be submitted through the web-based time keeping system.

6.4 Guidance & Procedures for Flexi time Arrangements

6.4a Eligibility

MHA employees may benefit from flexi-time arrangements to meet family needs, fulfil personal obligations and lifestyle commitments. Commuting issues may also be alleviated when transport or weather disruption occurs.

All employees are eligible for flexi time. This is a discretionary benefit and there will be some exceptions depending on business requirements, but these will be clarified on an individual basis by the line manager.

A varied start/finish time can be agreed with your line manager when required. The number of hours worked in the day will be 7 hours (or pro-rata equivalent).

6.5 Guidance & Procedures for TOIL Arrangements

6.5a Eligibility

Occasionally employees will be required to attend e.g. evening meetings, weekend conferences or events. These employees will be eligible for accruing Time-Off-in-Lieu (TOIL) in line with the parameters and procedures outlined below.

6.5b Parameters and Procedures for Time-Off-in-Lieu

- Employees should be aware that any additional hours worked will incur TOIL and that they are unable to receive payment for this.
- The accrual of TOIL should be an exceptional rather than a regular occurrence expected by the employee or MHA (generally for attendance at committee meetings or where there are timescales to be met for a specific task).
- TOIL can be accrued if approved by the line manager for travel time to meetings, functions or other business-related activities if this is more than normal travelling time to work.
- TOIL for conferences and events which require an overnight stay will be accrued at not more than 7 hours per day.
- Ideally no more than 1 day (7 hours) should be accrued in one calendar month. TOIL should also be taken within 1 month to ensure that it does not build up to unmanageable levels, which could result in operational difficulties. If not taken within this specified timescale, TOIL will be lost and not carried over to subsequent months or paid.
- On termination of employment, employees will be paid in lieu of accrued TOIL/deducted in lieu of time owed.

All TOIL must be authorised by the line manager and recorded on the time-recording system.

For both elements of this policy, the success of this depends on co-operation between employees, consistency of approach by managers and trust between MHA and its employees. If this is compromised in any way, it can be withdrawn from employees at the discretion of the CEO or the Management Committee at any time without notice. It may 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. EQUALITY & HUMAN RIGHTS

MHA's commitment to equal opportunities and we will respond to the different needs and service requirements of individuals, and we will not discriminate against any individual for any reason outlined in Equality & Human Rights Legislation.

8. DATA COLLECTION

MHA will manage all personal data in accordance with our obligations under the GDPR regulations and the Association's Policy.

9. POLICY MONITORING & REVIEW

The Flexi Time & TOIL Policy will be reviewed by the Governance Sub-Committee on a bi-annual basis in line with EVH updates, or as otherwise deemed necessary.