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# Flexi Time Scheme

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# Flexi Time Scheme

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# 1. Policy Statement

- 1.1. The CCG is committed to providing a range of flexible working options for employees to maintain a committed and skilled workforce. This scheme applies to staff who are Agenda for Change Band 7 and below.
- 1.2. The Flexi-Time Scheme is one of the range of flexible working options available to CCG employees and aims to provide flexible working time arrangements for both managers and employees. The provision of cover is a joint responsibility of both management and employees. This policy should be read in conjunction with the CCG's policies for Flexible Working, Leave of Absence, Disciplinary, Grievance, Counter Fraud and Agenda for Change (AFC) Terms and Conditions Handbook.
- 1.3. Whilst seeking to support employees achieve a work life balance by granting use of Flexi Time within the CCG , the service needs of the CCG and the department must remain the priority and therefore it is each Line Manager's decision as to whether employees may participate in the CCGs Flexi- Time Scheme.
- 1.4. The Flexi-Time Scheme should be available to as many employees as possible, however it is recognised that for most front line staff that have face to face contact with customers, flexi- time may not be applicable and where this is the case Line Managers are encouraged to support their staff working more flexibly provided the needs of the service and the customers are maintained by agreeing a later start or earlier finish when the service is not so busy.
- 1.5. Although most employees appreciate a degree of flexibility those employees who prefer fixed and stable hours should, where possible, be catered for and therefore it is intended that within the Flexi-Time Scheme the opportunity exists for employees to work fixed hours on a routine basis if service requirements allow, e.g. a member of staff who has caring responsibility and needs to work from 10.00am to 6.00pm with 30 minutes for lunch every day.
- 1.6. The CCG reserves the right to change the terms of this Scheme from time to time in order to comply with legislative requirements or as otherwise necessary, following appropriate consultation with Trades Unions.

# 2. Principles

- 2.1 The Flexi - Time Scheme has been produced to assist Line Managers and to implement the Flexi-Time Scheme in their work areas and to assist employees with the application of Flexi Time.
- 2.2 The Flexi - Time Scheme should not be used to unilaterally vary an employee's contracted hours of work or agreed work patterns. Employees interested in permanent / long term working pattern alterations should consult the CCG's Flexible Working Policy for guidance.

- 2.3. Management reserves the right to discontinue the operation of the Flexi-Time Scheme in any part of the CCG should it become evident that the efficiency of the department concerned is being seriously affected.

### **3. Responsibilities**

#### **Employee**

- 3.1. Employees are responsible for adhering to all aspects of this Scheme and, working together with the Line Manager, ensure that they are able to provide sufficient operational cover to provide customer service to internal and external customers and their work colleagues.
- 3.2. Employees need to be considerate to each other when operating the flexi- time system and give primary consideration to the needs of their service area.
- 3.3. Employees must work in accordance with the Working Time Directive in that it is necessary for an employee to have an uninterrupted break of 11 hours between periods of work.
- 3.4. Employees must take a full unpaid lunch break of at least 30 minutes when working 6 hours or more in one day. (see part 2 Paragraph 1.7)
- 3.5. Employees must complete a timesheet in respect of all additional hours worked. A flexi timesheet will cover a one month period (Appendix 2). Additional hours worked must be agreed in advance by Heads of Service. Persistent failure to fill in the timesheet after due warning will be a disciplinary offence.

#### **Line Managers**

- 3.6. Managers are responsible for ensuring implementation of and adherence to this scheme in a positive and supportive manner.
- 3.7. Managers need to manage the scheme in such a way that adequate coverage, efficiency and good customer service are maintained throughout the working day. In doing this, managers need to ensure that they treat employees fairly and consistently and tackle abuses of the scheme immediately, leading by example.
- 3.8. Flexi-Time must be managed by Managers to ensure that employees are not working additional hours without a genuine business need and to monitor workloads and working time.

#### **HR Service Provider**

- 3.9. It is the role of the HR Service Provider to advise and support managers in the application of this policy to ensure its consistent application.

#### 4. Definitions of Terms Used

<b>Overall Hours</b>	This is the total period in a working day during which Flexible Working Hours operate giving consideration to the security of the building (opening/closing) and the needs of the service.
<b>Core Time</b>	Times within the overall hours when all staff MUST be present and available for work (Subject to any authorised absence).
<b>Flexible Time</b>	Time outside core time but within overall hours during which staff may arrive or depart
<b>Normal Working Week</b>	The number of hours (37.5) per week which full time staff are contracted to work.
<b>Standard Day</b>	One fifth of a normal working week (7 hours 30 minutes). A half day equates to 3 hours 45 minutes.
<b>Accounting Period</b>	A period of four weeks synchronised for all participants
<b>Contracted Hours</b>	The total number of hours (150) full time staff are contracted to work during the 4 week accounting period.
<b>Flexi Time Balance</b>	The difference between contracted hours and the hours actually worked by the end of the accounting period that may be carried forward to the next period. (NB: = 8 hours credit, 4 hours debit).
<b>Flexi Leave</b>	One whole day or two half days may be taken off in each accounting period, subject to the period ending with no more than 4 hour debit balance. <i>NB: this may sometimes be known as Time off in Lieu (TOIL) by employees</i>
<b>Normal Office Hours</b>	The period in the day when the offices are normally open to the public and other callers.
<b>Settlement Period</b>	The period of time agreed for accrual of flexitime. Determined as a 4 week accounting period.
<b>Flexi Leave (TOIL)</b>	Flexi Leave (TOIL) is re-claimed time owed when additional hours have been worked at the request and authorised in advance by the line manager

## **5. Procedure**

5.1 The procedure is detailed in Part 2.

## **6. Equality Statement**

6.1 In applying this policy, Bury Clinical Commissioning Group will have due regard for the need to eliminate unlawful discrimination, promote equality of opportunity, and provide for good relations between people of diverse groups, in particular on the grounds of the following characteristics protected by the Equality Act (2010); age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation, in addition to offending background, trade union membership, or any other personal characteristic.

6.2 An Equality Analysis has been carried out on this policy and can be provided on request to Human Resources.

## **7. Monitoring and Review**

7.1 The policy and procedure will be reviewed every 3 years by the CCG in conjunction with operational managers and Trade Union representatives. Where review is necessary due to legislative change, this will happen immediately.

7.2 The implementation of this policy will be audited annually by the CCG Leadership Team.

## Part 2 - PROCEDURE

### 1. TIME RECORDING

#### 1.1 Core Time

1.2 The CCG does not operate standard 'core hours' of attendance as these will vary according to individual service area/dept/team need. Hours of work must, however, be agreed with line managers based on service need.

An example may be as follows:

<b>Overall Hours</b>	The building opening hours are 7.30 am to 7.00 pm and flexi-time can operate between 8.00 am and 6.30 pm.
<b>Normal Office Hours</b>	9.00 am to 5.00 pm
<b>Core Time</b>	10.00 am to 12 noon 2.00 pm to 4.00pm and appropriate cover across business teams between 9 am and 5 pm.
<b>Lunch</b>	Minimum of 30 minutes to be taken and deducted between 12 noon and 2.00 pm for staff who are working in excess of 6 hours.

#### 1.3 Overall Hours

1.4 Will operate from 08.00 hours to 18.30 hours. Time worked between these hours will be recorded and credited. Time worked outside these times will not be credited and will only be taken into consideration for payment as overtime if it has been

authorised by the employee's budget holder **before** the hours are worked (see 1.23 "Overtime").

1.5 For those working at weekends, Flexi-Time may be accrued if it is required in order to meet service needs, but this must be in agreement with their Head of Service in advance and should be recorded on their flexi timesheet. Weekend working as part of the scheme will be without enhancements.

1.6 For those attending meetings, events or enforcement matters after 7.00 pm the accrual of Flexi-Time will continue up to 12.00am (midnight), but this must be in agreement with their Head of Service in advance of attending the meeting and should be recorded on their flexi timesheet.

#### 1.7 Lunch Breaks

1.8 Lunch breaks will not be credited. Subject to the needs of the service and with the approval of the employee's manager, lunch breaks can be taken for a minimum of thirty minutes to a maximum of two hours.

1.9 The CCG promotes healthy working and encourages employees to take their full unpaid break entitlement of at least 30 minutes when working 6 hours or more in one day.

1.10 Employees should be aware of their own responsibility to ensure that they comply with the CCG's terms and conditions of employment with regard to lunch breaks.

1.11 Line Managers also have a responsibility for ensuring staff



within their team take their allocated break and for monitoring this on time sheets. In signing the time sheet the manager is certifying that the employee's working time is in line with the Working Time Regulations 1998.

## **1.12 Settlement Period**

1.13 This will normally be over a four week accounting period. Line managers and employees may, however, negotiate to extend the settlement period over a longer timeframe, up to twelve months, subject to the needs of individual service areas. Each employee is responsible for ensuring that he/she works at least his/her contracted hours i.e. for a full time employee 150 hours during each settlement period subject to carrying forward debit and credit.

1.14 Time in debit or credit at the end of each week will be carried forward to the next week. Employees will be permitted to accrue a maximum of 8 hours credit at any one time which may be carried over from one settlement period to another subject to the line manager's approval. Any additional time will be lost.

1.15 Employees should not incur in excess of 4 hours debit time within a settlement period. (Debit time is where time is "owed" to the CCG). Wherever possible, debits of up to 4 hours should be made up within the settlement period.

1.16 By arrangement with the manager/supervisor an employee can take off a maximum of one full

day or two half days against accumulated credit hours in any four week settlement period. A half day being determined as 3 hours and 45 minutes. Travel time is not included in the flexi timesheet and should not therefore be recorded in addition to the standard day or standard half day.

1.17 Each staff member should fill in on a daily basis the flexi timesheet indicating the hours they have worked. A flexi timesheet will cover a one month period (Appendix 2). Persistent failure to fill in the timesheet after due warning will be a disciplinary offence

1.18 The Flexi Timesheet must be handed in to Heads of Service (needs to be checked) on a monthly basis for the purpose of verifying claims to time off under the flexi-time scheme or for general supervision or checking purposes.

1.19 Line Managers are responsible for the monitoring of all breaks. Where an employee takes frequent and/or excessive breaks, the Line Manager may instruct that employee to record these breaks as deductions on their flexi timesheet. This should not be applied to any breaks to which an employee is legally entitled.

## **1.20 Part time staff**

1.21 A standard working week for full time employees is 37.5 hours which shall be calculate on a pro rata basis for part time employees.

1.22 Part time staff will be entitled to flexible working as outlined in this policy.

### 1.23 Overtime

1.24 No overtime will be payable within the Overall Hours. If overtime is necessary to meet service requirements this must be authorised by the employee's budget holder **prior** to the hours being worked.

1.25 In line with Agenda for Change terms and conditions staff on pay bands 1 to 7 who have requested to take Flexi Leave as an alternative to overtime and who, for operational reasons are unable to take it within three months, must be paid at the overtime rate.

### 1.26 Taking Flexi Leave

1.27 It is expected that staff are able to complete their job within their contracted hours. However, whilst it is not encouraged, it is recognised that on occasions staff may need to work additional time, thereby accruing hours to bank and take as Flexi Leave.

1.28 It is the line manager's responsibility to ensure that employees do not regularly exceed their contracted hours. If an employee's time sheet indicates to the line manager that this might be the case, it is the line manager's responsibility to address the issue with the member of staff in order to at least, reduce the amount of additional time.

1.29 Working additional hours should always be agreed in advance with the line manager, who has responsibility for authorising the attendance recording timesheet. Taking Flexi Leave should also be agreed with your manager.

1.30 Any additional time should be recorded in the appropriate sections of the CCG time sheet. For some services it will remain a requirement for this to also be completed on the appropriate section of the CCG annual leave card.

1.31 Flexi Leave will generally be taken in blocks of half days or full days and this must be recorded on the flexi leave sheet and signed off by the Line Manager. Where an employee intends to arrive later than 10.00am in the morning or where they intend to leave earlier than 4.00pm in the afternoon, but this does not amount to a half day, then they should confirm this verbally with their Line Manager (for example, where an employee intends to arrive later in the morning as they attended at a meeting the previous evening). Line Managers should only refuse such requests where there is a genuine business reason to do so.

1.32 The purpose of this system of recording Flexi Leave and reporting whereabouts is to ensure accountability of an employee's whereabouts to Line Managers.

1.33 Flexi Leave must be taken in accordance with the needs of the service and in agreement with the Line Manager. Line Managers should not authorise Flexi Leave where this will adversely affect the business or where there would be no office cover.

1.34 As a general principle, Flexi Time must be accrued before it can be used. Flexi Leave must not be taken in anticipation of hours being accrued except in exceptional circumstances.

1.35 Employees do not have an automatic right to take Flexi Leave when they want it. If a Manager's assessment is that there would not be sufficient coverage or essential tasks required to be done, the needs of the service must be the deciding factor. The Manager has a right to refuse Flexi Leave if the needs of the service warrant this.

### **1.36 Recording Methods**

1.37 Where a time clock is not available, an electronic timesheet will be used to record hours worked.

1.38 On arrival at work time must be recorded by each employee, similarly when leaving work and returning from lunch and at the end of each working day, time must be recorded.

1.39 Where it is not possible to clock out or enter finishing times in the electronic timesheet on the actual working day the information should be entered by an employee on returning to the place of work.

1.40 Timesheets should be saved in the shared drive for accessibility. Line Managers must be able to view and authorise the timesheet. Please note that an employee's line manager may access timesheets at any time and should be able to view up to date information entered on the employee's timesheet where appropriate.

1.41 Attendance time must be calculated and totalled by each employee and be shown in a cumulative form on the timesheet. Timesheets must be kept up to date on a weekly basis.

### **1.42 Authorised Absence**

1.43 Authorised absence from work due to annual leave, sickness, course attendance etc will be credited on the basis of a working day or half working day.

1.44 As a general principle medical appointments attended during the working day will be treated as time lost to the staff member and should be noted on the flexi sheet.

1.45 However, regular hospital appointments, including those sent out by the hospital over which the employee has no control, or absences connected with a serious or long-term illness or occupational health matters may, subject to the agreement of Head of Service (to be determined), be treated as working time and will not be recorded on the flexi timesheet.

1.46 For clarity, attendance for hospital appointments is provided if the appointment is for treatment only or as part of a treatment programme but this does not include participation in clinical surveys.

1.47 If an appointment is not discretionary then attendance will be permitted. If discretion exists for the appointment to be attended outside normal working hours, then the appointment must be rearranged unless such a course of action would result in a delay leading to deterioration in medical condition.

1.48 Proof of the appointment e.g. letter or appointment card must be produced to the employee's line

manager and adequate notice given.

1.49 Part-time employees whether on flexi time or not, should make appointments where possible outside of their normal working hours. If an appointment has to be made within their normal working time, paid time off will be granted in the same way as for full-time employees.

1.50 Whenever possible, the time for appointments should be cleared with the employee's line manager to ensure that cover can be provided if necessary.

1.51 The total amount of time credited on the timesheet for an appointment plus actual time worked ('half day' – morning, afternoon) should not exceed the normal amount of time for a half day for that employee.

1.52 In the case of an urgent appointment (that is one which the employee has not had time to clear in advance with their line manager) the actual amount of time required will be credited on the flexi-timesheet.

1.53 When members of staff are delayed by traffic or other transport difficulties, they would not normally be entitled to have time credited, as these would constitute normal hazards.

1.54 However in exceptional circumstances, such as transport strikes or unusually severe weather the Head of Service or designated representative has the discretion to agree that time should be credited, provided that the member of staff has made all

reasonable effort to get to work as early as possible.

1.55 When a member of staff does not come into work for a whole day or a half day because of severe weather, they will be expected to take Annual Leave or Flexi Leave. In all such cases the member of staff is required to telephone the office and advise their manager of their difficulties

## **2.0 WITHDRAWAL FROM THE FLEXI-TIME SCHEME**

2.1 The CCG reserves the right to take employees off the scheme and put them on fixed working hours where they have consistently not complied with the provisions of the scheme (e.g. where employees regularly accrue debit hours beyond 4 or are not completing timesheets.)

2.2 A member of staff may be withdrawn from the Flexi-Time scheme on a temporary or a permanent basis.

2.3 Any member of staff who makes a fraudulent entry on a timesheet, or is determined to have misuse of flexi- time constitutes fraud and would be dealt with under the Counter Fraud Policy.

2.4 Employees who fail to record their time, misuse any time recording method make dishonest entries of time worked, persistently arrive after the start of core time or persistently work less than their contracted hours will leave themselves open to disciplinary action which could result in them being excluded from the Bury CCG's Flexi-Time Scheme or being dismissed.

2.5 Any disputes over working hours that cannot be resolved informally will be dealt with under the CCGs Grievance Procedure.

### **3.0 OTHER LEAVE REQUESTS**

3.1 If an employee requires time off for any other purpose than those listed above please refer to the Leave of Absence Policy.

### **4.0 PARTICULAR CIRCUMSTANCES**

4.1 Employees working from home must record actual hours worked.

4.2 Employees who are sick during Flexi-Leave may have the Flexi-Leave re-credited on the production of medical evidence.

### **5.0 INTERNAL TRANSFERS**

5.1 Where employees are transferring from one service to another, they

should try to use up all their Flexi Leave before transferring and not be in credit or debit. In other words they should start with a zero balance, unless there are compelling operational reasons to the contrary.

### **6.0 LEAVING PROCEDURE**

6.1 Employees leaving the CCG's employment must make every effort to bring their credit or debit hours to nil by the date of leaving. Should there be a debit balance outstanding then the CCG reserves the discretion to make an appropriate adjustment to the employee's final salary with approval from the Head of Service.

6.2 Should an employee have a credit of hours on the date of leaving, they will not be entitled to any additional payment for accrued Flexi Time.

## Appendix 1 – Electronic Time Sheet

The time sheet can be found on the Shared drive or requested from the CCG Corporate Office

Screen shot of time sheet:

MONTH ENDING <del>Apr 27th</del> to <del>May 24th</del>									
Personal No.			Name SAMPLE				Grade	Location Silver Street	
Date	Day	Start/Finish (S)/ (F)	Quick Key S/ST D/BH L/L H/F/ HF/U	BASIC HOURS				Total  Basic Hours	COMMENTS  (e.g. Sickness / Annual Leave)
				Time In	ime Out	Time In	ime Out		
Apr 28th	Tue			09:15	12:30	13:00	17:15	07:30	
Apr 29th	Wed			09:00	12:30	13:00	17:00	07:30	
Apr 30th	Thu			08:50	12:30	13:00	18:50	09:30	
May 1st	Fri			09:15	12:30	13:00	16:30	06:45	
May 2nd	Sat								
May 3rd	Sun								
May 4th	Mon		BH					07:30	
May 5th	Tue			08:50	13:20	14:00	17:00	07:30	
May 6th	Wed			09:10	13:30	14:00	17:00	07:20	
May 7th	Thu			09:00	13:30	14:00	17:15	07:45	
May 8th	Fri			09:50	13:30	14:00	18:05	07:45	
May 9th	Sat								
May 10th	Sun								
May 11th	Mon			08:50	12:30	13:00	16:50	07:30	
May 12th	Tue			07:30	12:00	13:00	15:30	07:00	
May 13th	Wed			08:40	12:30	13:00	16:15	07:05	
May 14th	Thu			08:45	12:30	13:00	17:50	08:35	
May 15th	Fri			09:00	13:30	14:00	17:00	07:30	
May 16th	Sat								
May 17th	Sun								
May 18th	Mon			08:50	13:00	13:30	17:30	08:10	
May 19th	Tue			09:00	13:00	13:30	18:00	08:30	
May 20th	Wed		F						
May 21st	Thu			09:35	12:30	13:00	17:15	07:10	
May 22nd	Fri			08:30	13:15	14:15	17:15	07:45	
May 23rd	Sat								
May 24th	Sun								
<b>Total For Period (inc B/Fwd)</b>								<b>151:05</b>	
<b>Possible Working Hours For Peri</b>									
<b>Balance C/Fwd</b>								<b>151:05</b>	
I declare that the above is a true and accurate analysis of all hours worked for the above period and I have taken at minimum, a 30 minute break during every 6 hours worked.				Checked By Supervisor			Checked By Manager		
Signed: _____				Signed: _____			Signed: _____		
Date: _____				Date: _____			Position: _____		
							Date: _____		