



Title	Flexi Policy
Purpose	<p>The Association operates a flexi scheme to allow employees to balance their work and home commitments, whilst ensuring our customers receive an excellent service. This system is dependent on the goodwill and cooperation between all staff. Flexi-time is not a right for individual employees and the overriding principle must be that the requirements of the service take priority.</p> <p>Flexi time is not a mandate for any individual staff member to permanently alter their normal working hours and should not be used to intentionally build-up hours for the purpose of taking time off.</p> <p>The Flexible Working Policy outlines the procedure for any employee who wishes to request a permanent change to their working hours.</p>
Scope	<p>The policy applies to office-based employees, whether permanent or temporary, irrespective of grade, position or length of service. Individual agreements will be made with agency staff, based on pay arrangements.</p> <p>The policy does not apply to Concierge or Sheltered Housing employees, due to service requirements.</p> <p>Each line manager is responsible for the proper operation of the flexi scheme and for resolving any related problems. Manager will need to ensure the needs of the service have priority at all times and that departments and team are adequately staffed during normal office hours. It is important that employees agree with their managers a pattern of flexi-time working which meets the needs of the service and their own requirements.</p>
Definitions	<p>For purposes of this policy, unless otherwise stated, the following definitions shall apply:</p> <p>Time credits A positive amount of flexi time accrued by the employee</p> <p>Time debits A negative amount of time not worked by the employee and owed back to MHA</p> <p>TOIL Time off in lieu – time worked outside the 7am to 7pm period</p> <p>Zeus The electronic time management system</p> <p>Bandwidth The period of time each day in which employees are expected to work</p>
Policy Statement	<p>The flexi bandwidth will operate between 7am to 7pm to allow greater flexibility for office based employees to carry out their work.</p> <p>The office hours in which we provide a service to customers are Monday to Friday, 9.00am – 5.00pm and telephones will be answered within these</p>

	<p>hours. We close on Wednesday afternoons for training – these sessions are between 3pm and 5pm, and all employees are expected to attend, unless on a rostered day off, on sick leave or on annual leave.</p> <p>All staff in the flexible working system are required to be at work as normal over the 5-day working week (for full time employees), unless flexi-leave has been previously agreed in advance. Annual leave, sickness, training and special leave are considered to be on duty and credit hours will be granted as per the procedure which accompanies this policy.</p> <p>Employees should communicate their working hours to colleagues and use 'out of office' facilities on email and voicemail while away from the office to ensure service delivery is maintained. As there are no core hours, the numbers of staff on duty will fluctuate and employees who are on duty will be expected to act as the first point of contact in response to calls to the office when colleagues are not available. A positive, co-operative team spirit and goodwill among team members and line managers are key to ensuring the success of the trial.</p> <p>Details of how the flexi system will operate are contained within the relevant procedure accompanying this policy. Reference should also be made to the TOIL guidelines listed on the reverse of the TOIL record card.</p>
Approval	Policy approved by staffing committee in January 2017.
Policy Owner	Carol Bain Human Resources Manager
Review	Maryhill Housing Association's Staffing Subcommittee will monitor the effectiveness of this policy to ensure it continues to meet its aims and objectives. A formal review will be made every three years, unless operational difficulties require a more regular review.