

Healthwatch Cambridgeshire and Peterborough:

Time Off In Lieu (TOIL) and Flexible Working Policy

As valued members of our organisation, we recognise and appreciate your dedication and hard work. We aim to provide you with the autonomy and discretion to manage your weekly working hours in a way that best suits both your role whilst considering the needs of the organisation.

Our core working hours are Monday to Friday, between 9am and 5pm. However, depending on your role, you may need to work outside of these hours, such as attending organisational events. Your online calendar should show a true reflection of weekly working hours and therefore you should keep this up to date at all times and manage your time accordingly during the working week. Any working hours over and above your contractual hours should be managed and taken back within a two-week period and logged as Flexible Working or FW in your calendar. No overtime should be carried forward beyond a two-week period or accumulated as block days.

It is also important as an organisation that we manage the use of time off in lieu (TOIL) effectively, particularly in relation to budgeting and cost control. TOIL will only be authorised instead of the flexible working option if you are unable to manage your overtime within the flexible policy outlined above.

We trust you to manage your time in a way that aligns with your role along with our organisational goals and responsibilities and appreciate that sometimes TOIL may be required to fulfil this.

Therefore, please take note of the following guidelines regarding TOIL:

1. TOIL must be authorised in advance by your line manager.
2. Each line manager is pre-authorised to grant up to 2 days of TOIL in any rolling 12-month period.
3. All TOIL should be logged as 'TOIL' in your calendar.
4. Should you and your line manager require more than 2 days of TOIL within the rolling 12-month period, authorisation will be required from the CEO.

Flexible Working Policy

1. Introduction

- 1.1 As an organisation, we aim to support all individuals by providing flexibility wherever feasible to do so in consideration to an individual's role and the organisational needs. Flexibility may be on a temporary basis which would ordinarily be managed directly between an individual and their line manager or self-managed within the company's policy outlined above. However, should an individual wish to permanently make changes to their contractual working agreement, it will be necessary to make a formal request under flexible working.
- 1.2 All employees as a day 1 right, have the right to request flexible working and to have their request considered seriously by the organisation.

2. Aims of the Policy

- To ensure that staff are made aware of the right to apply for flexible working, in order that eligible staff can balance their work commitments with other priorities; and
- To ensure that the organisation complies with all its obligations imposed by law, and that all applications to work flexibly are dealt with fairly and consistently.

3. Provision

3.1 All employees are eligible to apply to work flexibly if they meet the following criteria.

They must:

- 3.1.1 be an employee who has started work for the organisation; and
- 3.1.2 not have made more than 2 applications to work flexibly in the preceding 12 months.

3.2 All employees will be considered for flexible working regardless of their age, sex, sexual orientation, disability, race, religion or belief, marital status, pregnancy or maternity or gender reassignment.

3.3 Eligible employees will be able to apply to either change the hours that they work or the periods of time that they work as follows:

- Part Time work
- Compressed Hours
- Flexitime
- Home Working

3.4 Employees who would like more information on any of the options above should speak to the CEO.

4. Procedure

4.1 An employee who wishes to apply to work flexibly must do so in writing to their line manager including the following information:

- 4.1.1 a statement that it is being made under the employee's statutory right to apply for flexible working.
- 4.1.2 the employee's reason for making the application.
- 4.1.3 the employee's proposed flexible working plan.
- 4.1.4 a start date for the proposed change which allows reasonable time for the organisation to consider and implement the proposal and
- 4.1.5 the date on which the application is made and the dates and results of any previous applications to work flexibly.

4.2 All flexible working requests will be dealt with within a period of 2 months from first receipt to notification of decision on appeal.

4.3 A chairperson will arrange a meeting with the employee to discuss the request. The employee may bring a colleague to the meeting if they wish.

4.4 The employee will be notified of the decision as soon as reasonably possible. This notification will either:

- 4.4.1 Accept the request and confirm the start date as well as any other action; or
 - 4.4.2 Confirm a compromise agreed at the meeting; or
 - 4.4.3 Reject the request and give clear business reasons for doing so together with details of the appeals process.
- 4.5 The organisation will only refuse a valid request to work flexibly on one or more of the following grounds:
- 4.5.1 The burden of additional costs.
 - 4.5.2 Detrimental effect on ability to meet customer demand.
 - 4.5.3 Inability to reorganise work among existing staff.
 - 4.5.4 Inability to recruit additional staff.
 - 4.5.5 Detrimental impact on quality.
 - 4.5.6 Detrimental impact on performance.
 - 4.5.7 Insufficiency of work during the periods the employee proposes to work; or
 - 4.5.8 Planned structural changes.
- 4.6 Where a request is granted, there is no automatic right for the employee to return to their previous pattern of work.

5. Appeals

- 5.1 Employees have the right to appeal against the refusal of a request to work flexibly.
- 5.2 An employee who wishes to appeal should do so in writing to the CEO and the details of how to appeal will be confirmed in writing.
- 5.3 The employee will be notified of the appeal date. The employee is entitled to be accompanied by a colleague or trade union representative if they wish.
- 5.4 The employee will be notified of the appeal decision as soon as reasonably possible. The notification will either:
- 5.4.1 uphold the appeal, specify the agreed variation, and start date; or
 - 5.4.2 dismiss the appeal, state the grounds for the decision and contain a sufficient explanation of the refusal.
- 5.5 The appeal decision is final.

For further information relating to making a flexible working request of the process adhered to by the organisation, please speak to a member of management or a member of the HR team.

Approved by Healthwatch Cambridgeshire and Peterborough Board of Directors

Date: September 2024

For Review Date: September 2026

Responsible Officer

Chief Executive Officer of Healthwatch Cambridgeshire and Peterborough