



London Ambulance Service **NHS**  
NHS Trust

**Office based staff – flexitime policy**

## **DOCUMENT PROFILE and CONTROL.**

**Purpose of the document:** To provide guidance on the application of flexible working hours for office based staff

**Sponsor Department:** Workforce

**Author/Reviewer:** Senior HR Manager. To be reviewed May 2018

**Document Status:** Final

<b>Amendment History</b>			
Date	*Version	Author/Contributor	Amendment Details
31/07/15	1.4	Senior HR Manager	Implementation Plan completed
11/06/15	1.3	IG Manager	Document Profile and Control update
13/05/15	1.2	Senior HR Manager	Reviewed. Change in title of document, and minor cosmetic changes to clarify those affected by Policy.
24/12/09	1.1	Senior HR Manager (South), AOM Whipps Cross	Updated to reflect the current 37.5 hour week (s. 9, 10, 13), reformatted

**\*Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

<b>For Approval By:</b>	<b>Date Approved</b>	<b>Version</b>
Chief Executive	03/1981	1.0
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The Pulse (v1.4)	10/08/15	Governance Administrator	G&C
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The RIB	11/08/15	Senior HR Manager (South)	HR
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<b>Links to Related documents or references providing additional information</b>		
<b>Ref. No.</b>	<b>Title</b>	<b>Version</b>
	This information within this document was originally taken from the LAS Personnel Policy Manual, Section 4.2	

## **1. Introduction**

This document sets out guidance on the management of flexible working hours for office based staff.

## **2. Scope**

The document relates to office-based staff where there is an agreement that flexible working hours apply.

## **3. Objectives**

To set out the responsibilities of office-based managers and staff in regards flexible working hours.

## **4. Responsibilities**

Managers have a responsibility to ensure that the hours worked maximize the available service to other members of the Trust and/or the external agencies and the public.

Staff have a responsibility to work within the provisions of this document and in liaison with their manager and colleagues to maximize the period during which a service is provided.

## **5. Why Have Flexible Working Hours?**

The advantages of flexible hours are as follows:

- Flexible hours provide opportunity for a greater integration of family responsibilities and working responsibilities.
- Travelling time to and from work can be reduced by arranging starting and finishing times to avoid “rush hour” traffic.
- Flexible hours can by agreement provide a better coverage of work ‘peaks and troughs’.

## **6. How Does the System Work?**

Flexible hour systems give a limited choice to staff to vary their starting and finishing times by dividing each working day into two distinct phases:

- ‘Core time’ during which period all staff must be at work.
- ‘Flexible time’ during which time staff may vary their attendance hours.

Since each individual can start and finish at a different time each day, a record of total hours worked over a period is needed.

The working year is divided into what are termed 'accounting periods' and within each accounting period (usually one month) staff are required to work at least their contracted hours, but have the facility to carry forward a small number of 'credit' hours to the next accounting period. Credit hours can then be taken as time-off-in-lieu during the next accounting period.

## **7. Application to the London Ambulance Service Headquarters Administrative and Clerical Staff**

This scheme was implemented in March 1981.

## **8. Conditions of the Scheme**

8.1 Implementation of this scheme does not imply that normal office hours as specified in contracts of employment are invalidated and should the need arise, management reserves the right to arrange with staff to work specific hours to deal with particular batches of work.

8.2 Core Time - time when employees are required to be at work:- 9.30 a.m. to 12.00 noon and 2.00 p.m. to 4.00 p.m.

8.3 Flexible Time - 7.30 a.m. to 9.30 a.m. and 4.00 p.m. to 6.00 p.m. (hours would be agreed with Head of Section).

8.4 Lunch Break - a period of flexible time to be taken between 12.00 noon and 2.00 p.m., which may consist of any time span with a maximum of 2 hours and a minimum of half an hour.

8.5 Rotas to be organised to ensure that offices are staffed from 9.00 a.m. to 5.00 p.m. subject to approved variations.

8.6 Overtime - Although the intention of the scheme is to possibly reduce overtime by allowing staff to gear their attendance to work flows there may be times when overtime working is necessary. Such overtime including any weekend working is outside the flexible working hours scheme. No overtime payment can be claimed unless:

- It is prior authorised by Head of Section
- It is worked after a normal day has been completed, which is defined as being after 5.00 p.m. or during weekends, except where the Head of Section authorises overtime between 4.00 p.m. and 5.00 p.m.; this will only be authorised where the employee has to that date worked her or his contractual hours.

- Any hours so worked will not be recorded in any record that may be kept as part of the management of the scheme.

## **9. Accounting Time**

9.1 One calendar month

9.2 Up to 7 hours 30 minutes accumulated credit may be carried forward from one month to the next. An employee with 3 hours 45 minutes or more credit may subject to the agreement of her or his Head of Section elect to use up 3 hours 45 minutes of the credit by taking one half day's leave in the following accounting period or if he has 7 hours 30 minutes credit by taking two half days or one full day's leave. Leave taken in this way will not count against annual leave entitlement.

## **10. Leave and Sickness etc.**

10.1 A full day's annual leave or sickness will count as a standard day, which on a 37 and a half hour week basis will be 7 hours 30 minutes.

10.2 A half day's annual leave will count as half a standard day, i.e. 3 hours 45 minutes.

10.3 Where an employee goes sick during a working day, for accounting purposes, it will be assumed that a 7 hour 30 minute day would have been worked.

## **11. Staff Privileges**

The right to customary staff privileges in terms of authorised short period absences from the office, e.g., Dentist, will be preserved under the flexible working hours scheme. Such absences will not be deducted from "recorded attendance time" but should be prior authorised by the Head of Department.

## **12. Discipline**

Abuse of the scheme will result in immediate disciplinary action being taken in accordance with the formal disciplinary procedure.

## **13. The Monthly Account**

13.1 The LA026 monthly control sheet will be the only necessary paperwork and will be the permanent record of hours recorded and credited each month.

- 13.2 At the beginning of every month, members of staff will be issued with a copy of the monthly control sheet by the Head of Section, onto which they should enter their department, section and name.
- 13.3 By comparing the total hours worked with the number of standard hours required in that month, (a figure which obviously varies according to the number of working days in any month) each member of staff knows whether he or she had credit hours to carry forward to the following month.
- 13.4 When a minimum of 3 hours 45 minutes or 7 hours 30 minutes credit are accumulated in one month a half day or whole day (or two half days) "leave-in lieu-of credit hours" can be taken in the following month. A member of staff wishing to take leave in lieu of credit hours should arrange this with his Head of Section who will authorise the leave in part three of the control sheet for the month in which the leave is to be taken.
- 13.5 Completed sheets should be signed by the member of staff and passed to the Head of Section who will sign the sheet to show that it is a correct record.
- 13.6 By the time the sheet is signed, members of staff will have received their sheets for the following month. It is clear that there will be a need to record immediately onto the new sheet any credit hours which have been brought forward. This entry is made in the first line of the Summary Account. Once completed, the old sheet will no longer be required except for reference purposes in case of any disputed hours.
- 13.7 It is expected that Section Heads will retain such sheets in their own office for the staff to refer to if necessary. There should be no requirement for members of staff to keep their own duplicate copies.

<b>IMPLEMENTATION PLAN</b>				
<b>Intended Audience</b>	For all LAS staff			
<b>Dissemination</b>	Available to all staff on the Pulse			
<b>Communications</b>	Via pulse.			
<b>Training</b>	n/a.			
<b>Monitoring:</b>				
<b>Aspect to be monitored</b>	<b>Frequency of monitoring AND Tool used</b>	<b>Individual/ team responsible for carrying out monitoring AND Committee/ group where results are reported</b>	<b>Committee/ group responsible for monitoring outcomes/ recommendations</b>	<b>How learning will take place</b>
Assurance that employees work full contractual hours and apply the scheme correctly.	Manager utilising local systems.	Local Line manager. No requirement for reporting to committee.	N/A	N/A

**Control Sheet Flexi Time: Recorded Hours**

Flexi Time: Core hours 9.30am to Noon and 2pm to 4pm.  
 Working week is 37.5 hours. Working day is 7.5 hours. Minimum 30min lunch.  
 Bank holidays /holidays/ other absence should be noted on form.

Summary account /carry over from previous month (Hrs/ Mins)	
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Name: \_\_\_\_\_ Manager: \_\_\_\_\_

Month: \_\_\_\_\_

Day	Date	Starting Time	Start of Lunch	End of Lunch	Finishing Time	Daily Total Hours Mins.
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Total						

I confirm this is a true & accurate record of the hours I have worked, Signed:

Agreed by manager: .....