Glasgowlife

TOIL

Time off in Lieu Policy

Introduction

Glasgow Life recognises that the nature of its work means that on occasions staff will be needed to work outside recognised working hours. However, Glasgow Life also acknowledges its duty to protect the health and safety of its staff by ensuring that they do not work excessive hours, and that any additional hours *are agreed in advance* and monitored appropriately. It is a line managers' responsibility to oversee their team's workloads so that the work is done within the normal working week.

The Time Off in Lieu (TOIL) procedure is a guideline for managers to assist them in planning and managing the working hours of staff who are asked to work additional hours when there is a busy period or specific event. (The assumption is that staff are willing to work additional hours in excess of their contracted working hours)

It applies to additional periods of work either before or after the normal working day, or on a non-working day. It does <u>not</u> apply to lunch periods.

Managers should ensure that TOIL is not used as a method of flexible working but used occasionally to deal with fluctuations in workload.

What is TOIL?

Toil or Time off in Lieu is where employees are given time off instead of any payment for additional hours worked, that have been <u>pre-agreed</u> with an employees' manager.

Accruing TOIL

TOIL may only be accumulated within a plan agreed with the line manager. Any additional hours worked must be agreed in advance. If this agreement is not in place, then the additional hours will not qualify for the accrual of TOIL and will be lost.

The requirement to work additional hours should be sporadic or required for a limited period of time only. If there is a regular requirement the manager should review deployment and/or work plans and working patterns.

Where additional hours are worked appropriate breaks should be taken to ensure Health & Safety. These breaks would be unpaid.

When an employee identifies additional hours which might justify TOIL, he/she should raise this with his/her Line Manager in advance of the requirement to work them. TOIL will only be granted if agreed in advance with the relevant manager.

Time off accumulated through TOIL arrangements must be equal to time actually worked. I.e. where TOIL is offered in place of additional hour pay, the enhancements which may relate to pay do not apply.

My portal users should enter any additional hours via my portal and request working time which their manager will approve. Once approved employee can request time off - TOIL.

Taking TOIL

TOIL should be taken as soon as practicably possible after it has been accrued. If this is not possible it must be taken within 3 months of accrual.

TOIL accrued and not redeemed as outlined will be considered lost and no monetary compensation will be offered. TOIL not taken within 3 months of accrual will normally be lost.

Managers should ensure that employees are given reasonable opportunities to take any accrued TOIL within the approved period.

In very exceptional circumstances where Toil cannot be taken within a 3 month period, the hours will be reviewed by a Senior Manager, and the option to either extend the time in which the hours can be taken or payment for the hours will be considered. In these circumstances the employee must have made reasonable attempts to take the time off.

The operation of TOIL depends on mutual trust. Any suspected abuse of TOIL will be treated as a disciplinary matter.

Processing TOIL

Portal users should request Toil (assuming it has been pre-agreed with their Manager) via my portal. Managers can then approve the hours and release them for leave to be requested by the employee.

Guidelines for my portal users can be found using the following links

Request working time - TOIL

http://connect.glasgow.gov.uk/CHttpHandler.ashx?id=24504&p=0

Authorising Working Time - TOIL

http://connect.glasgow.gov.uk/CHttpHandler.ashx?id=24463&p=0

Requesting leave – TOIL

http://connect.glasgow.gov.uk/CHttpHandler.ashx?id=24499&p=0

For non-portal users this should be managed offline by the employees Line Manager