

Flexi time policy and procedures

Incorporating instructions for
completing the time recording
spreadsheet

1.	Scope
1.1	The policy and procedure covers all employees of the Information Commissioner's Office who are contracted to work flexible working hours.
2.	Purpose
2.1	To inform employees of the ICO's flexi-time working arrangements and how to complete the flexi-time recording spreadsheet.
2.2	The policy incorporates the procedure to be followed when recording working time and for taking time off as 'flexi leave'.
3.	Introduction
3.1	The flexi time system allows employees of the ICO to work more flexible hours by coming into work later, going home earlier or having a longer lunch break than a set pattern of working hours would dictate.
3.2	This arrangement gives people the potential to strike a better work-life balance, increase personal choice and convenience and, by doing so, improve service delivery.
3.3	There is, however, a guiding and over-riding principle that this flexibility should be achieved without adverse effect on the overall efficiency of teams, departments or the office as a whole.
3.4	The ICO's services must be fully available during our opening hours and so there are some limitations on the degree of flexibility that can be expected. Some posts in the ICO require staff to be available during certain times and it is a pre-requisite of this policy that the operational demands of the organisation must always be met.
3.5	The success of the flexible working hours scheme requires close co-operation within and between work teams to ensure that arrangements are in place to make sure that the activity of our departments is adequately covered between 9.00am and 5.00pm
3.6	It is essential that colleagues reach an agreement in consultation with managers on a pattern of working which meets the needs of individuals and the needs of the ICO. It may be necessary for managers to devise work rotas to make sure that the office is adequately staffed at all times.
3.7	No individual should work hours which impair the efficiency of his/her team and you should not assume that you can arrive late or leave early every day.
3.8	There are staff who work a 'compressed hours' pattern of work. This may involve different arrangements for flexi-credits than those

described in this policy. You should refer to the Compressed Hours Policy, Procedure and Guidance if this affects you.

- 3.9 Please speak to Human Resources if you require the spreadsheet to be presented in different colours or shades because of a visual impairment. They can work with you to update the format to one which is better suited to you.

4. Recording working time

- 4.1 Flexible Working Hours operates on the basis of net standard hours (excluding lunch breaks). To enable total hours to be calculated quickly and efficiently a spreadsheet is used to record and calculate working time. A sample of a page from the spreadsheet can be found at Appendix 1.

- 4.2 You are required to complete your flexi time spreadsheet every day, ensuring that you record the time that you start work, finish work, and how long you have taken for lunch and other breaks during the course of the day.

- 4.3 You should save your own time spreadsheet on your personal drive in the format of 'Surname – Initial(s) flexi record'. For example: 'Smith – JS flexi record'

- 4.4 'Other breaks' means times outside core hours that you take a break other than your lunch break e.g. cigarette breaks, going to a shop, prayer time etc.

- 4.5 The following sections provide instructions regarding how to complete the flexi time spreadsheet:

4.6 Formatting times

When inputting time information into the spreadsheet, this must be done in the format of **hh:mm** using the 24 hour clock, for example, 08:32 or 17:48.

The spreadsheet will only work when a colon is used between hours and minutes.

The spreadsheet will not work if other formats, such as full stop or comma, are used or if nothing is used to separate hours and minutes.

- 4.7 **'Personal' worksheet:** you must complete your personal details in this section, including your name as this will be copied into the appropriate cell for each flexi period.

The 'Working pattern' cell:

There is a drop list contained in this cell and you must click on the appropriate item to confirm your working pattern. This will populate

your target hours for each of your working days throughout the rest of the flexi year and enable you and your manager to see if you are in credit or deficit hours.

For full time staff this will be Calendar 1 on the drop list. If you are part time, your working pattern will be assigned a calendar number. The working patterns allocated to each calendar number can be found on the 'calendars' worksheet on the far right hand side tab of the flexi time spreadsheet. If you have any queries about this you should contact Human Resources.

If you are part time your calendar may be different to the one you have used previously; you will need to check this before selecting your calendar from the list. The calendars include alternative week 1, week 2 working patterns.

If you do not recognise your working pattern on the Calendar worksheet, please speak to Human Resources.

4.8 **Balance cells**

When you first use the spreadsheet you must complete the appropriate cell with details of the number of hours that you are in credit or in deficit.

So, if you are 4 hours in credit you should enter 4:00 in the highlighted 'Starting Credit b/f' cell. If you are 2 hours in deficit, you should enter 2:00 in the 'Deficit b/f' cell. Please note, your credit or debit balance must not exceed the maximum carryover allowance for your working pattern; plus or minus 14:48. The maximum credit/deficit may be more if you are part time and your public and privilege calculation has indicated this is the case.

You will need to input your carryover balance from the end of the final period used on your previous year's flexi spreadsheet.

You will also be required to enter your maximum credit / debit carryover allowance in the appropriate cells. For full time staff this will be plus or minus 14:48; part time staff will also have a maximum 14:48 carry forward credit or deficit, but may need to refer to the calculation on their public and privilege memos if this is exceeded. Managers must check at the end of each flexi period that staff are not exceeding their allowed carry over .

4.9 **Period worksheets**

Information at the top of the worksheet, such as your name, work pattern and flexi balance will be automatically populated from 'personal' worksheet or previous flexi period. The date on which the flexi period starts is also populated automatically.

4.10 **Date and day**

These cells are self-explanatory, but they are already populated throughout the spreadsheet, so you do not need to alter them.

4.11 **Target**

This is the number of hours in your standard working day for each day of the week.

For part time staff, there will be no target hours for your non-working days. You should therefore not enter any information on those days, even if you come into work. In this situation you should record the hours you have worked on an overtime or Time Off In Lieu claim form.

4.12 **Start cell**

You must input the time that you started work in this cell.

This should be done as soon as you log in to your PC to begin work, or as soon as you are able to if you are away from the office and unable to log in. The clock you refer to when logging your start time should be the clock you refer to log your finishing time to ensure consistency.

4.13 **Finish cell**

You must input the time that you finish work for the day in this cell. In order to ensure this is recorded accurately, you should record this just before you log out of your PC using the same clock that you used to log your start time.

If you are working away and unable to log in, this should be done as soon as you next log in.

When you are unable to log in for any reason always keep a note somewhere of your times to help you remember them accurately.

4.14 **Lunch**

You must record how much time you took for your lunch break. The minimum lunch break is 30 minutes and the maximum is two hours and thirty minutes.

You are required to record the actual length of time of your lunch break, not start and finish times. It should be inputted in the format of hh:mm, for example 00:40 for a 40 minute break, or 01:30 for a break of an hour and a half.

You must always enter a lunch break period in this column on your work days, unless you have only worked half a day and started/finished without having a lunch break. If you have been unable to take a lunch break you must still deduct the minimum 30 minutes.

You should aim to have lunch, or a break outside core hours, within six

hours of starting work.

4.15 **Other breaks**

You must record how much time you took for other breaks outside core hours, such as cigarette breaks, visiting the shop, prayer time etc.

You are required to record the actual length of time of your breaks, not start and finish times. It should be inputted in the format of hh:mm, for example 00:15 for a 15 minute break, or 01:10 for a break of an hour and ten minutes. If you have more than one break in a day, you must record the total amount of time spent on the breaks, so if you have three 10 minute breaks 00:30 should be recorded.

4.16 **Approved credits**

In this column you must record credit which needs to be approved by your line manager, for example credits for sick leave, annual holiday, Time Off in Lieu, special leave, medical appointments etc. Your manager will check your approved absences against your Minfo record.

You must record the actual credited time in the format of hh:mm, for example 07:24 (for a full day) or 03:42 (for half a day). 01:00 (as an example of a credit for Time Off In Lieu).

See section 8 for guidance about the appropriate adjustments to be made for medical appointments.

Credit for attendance on a full day training course and off site business should be 7 hours 24 minutes, unless the day was longer than this, in which case the actual hours worked should be credited.

Flexi leave a person taking flexi leave should have no working time recorded on that day and there should be no time entered in the approved credit column.; there has been a reminder added when you select 'Flexi Leave' from the drop down list. However, please see 'Reason' below.

4.17 **Daily credit**

You do not need to input any information into this column. The spreadsheet works out how much time you will be credited for each working day.

4.18 **Reason**

Cells in this column contain a drop list of the reasons why a flexi credit has been approved e.g. annual leave, sick leave etc.

This column should also be used to flag up days on which you have worked away from the office, for example on a business meeting. When you input your start and finish times, you should ensure that you select the 'ICO business' option from the drop list.

There may be occasions when there is more than one reason for a flexi credit being approved on one day, e.g. half a day annual leave taken and half a day TOIL. The drop list will only allow you to select one reason, and so you should make a comment in the 'Notes' column to provide the full details of credit e.g. if 'plus half day TOIL'.

For a day taken as flexi leave, there should be no time recorded in the approved credit column, or in the start and finish columns. However, you must still add 'flexi leave' in the reason column to show why there was no working time recorded for that day.

4.19 **Notes**

As mentioned above, this section should be completed to indicate if there is more than one reason for an approved flexi credit, or to provide further detail to add to the 'reason' selected from the drop list in the previous column.

4.20 **C/f**

This is the flexi credit or deficit at the end of the period that will be carried forward to the start of the next flexi period. It will automatically populate the 'Balance brought forward' cell at the top of the next period's worksheet.

You must not exceed your maximum credit / debit carryover allowance; this is detailed on the 'personal' tab and you must complete these cells before using the new flexi spreadsheet.

Managers should check this at the end of each flexi period.

5. Standard working day

5.1 The conditioned hours of work for full-time staff are 148 hours during a 4 week accounting period. The standard hours for one day of work are 7 hours 24 minutes.

5.2 Standard working times are 9.00am to 4.54pm Monday to Friday with a lunch break of 30 minutes.

5.3 The 'standard working day' is defined for clarification of rules for claiming credits for absence and relating to abuse of the system as covered in sections 7, 8 and 15.

5.4 Part time staff will be informed of their weekly conditioned hours of work and the number of hours required to be worked during a 4 week accounting period on an individual basis. The standard hours each day will vary on an individual basis.

6. Band width and core hours

6.1 The working day is divided into two parts: a) core time within which everyone must be at work unless absence has been authorised in advance, and b) flexible periods at the beginning of the morning, at lunchtime and at the end of the afternoon, when you may select your own times for arrival and departure at work (subject to operational requirements as referred to in section 3.5 of this policy)

6.2 The flexible periods are as follows:

07:00 – 10:30 Flexible starting band

10:30 – 11:30 Core time

11:30 – 14:00 Flexible lunch period (a minimum of 30 minutes must be taken)

14:00 - 15:00 Core time

15:00 – 19:00 Flexible finishing time

6.3 As stated in section 3.5 the needs of the organisation take precedence and you must not assume that you may come in after 9.00am or leave before 5.00pm without the consent of your manager.

You do not have the 'right' to come in late or leave early, so you should not assume that you can regularly come in at 10.30am or leave the office as early as 3.00pm.

6.4 Outside of core hours you may take breaks, though you may need to obtain the permission of your line manager to do so.

6.5 You must ensure that you enter the amount of time that you have been on 'other breaks' on the spreadsheet, for example to have a cigarette or go to a shop.

6.6 You may not clock out of work for a break during core working hours.

6.7 Every member of staff must maintain their own flexi record using the spreadsheet sent out from Human Resources.

6.8 You may start work before the beginning of the flexible starting band, though normally flexi working time will only start to accrue from 7.00am.

Occasionally, in exceptional circumstances and with management approval, it will be possible to claim flexi working time for travel or work outside of the bandwidths of 7.00am and 7.00pm rather than overtime pay or TOIL. As the flexi spreadsheet does not allow you to enter times outside of the bandwidths you need to add a credit with an explanation in the notes column.

For example, if you started a work journey at 6.30am, you can record

an approved credit of 0:30 and state in the notes column 'Work journey started at 6.30am', and likewise with a similar note for journeys ending after 7.00pm.

The expected norm, however, is that work takes place within the bandwidths and that the ICO is able to provide a service between 9am and 5pm.

- 6.9 Some staff are occasionally required to work late into the evening or night in order to complete work tasks e.g. IT maintenance which can only be done when the office is closed, or late night work by facilities.

In such cases you will be allowed to start work 11 hours after the late night work was completed, even if this falls within normal core hours, without having to take annual leave or flexi leave. For example, if the work is completed at midnight you will be allowed to start work the next day as late as 11.00 am. You should note, however, that credit will not be given for the time that was not worked at the beginning of the day.

- 6.10 If you are required to work longer hours than the standard working day as much advance notice as possible will be given to you.

7 Authorising flexi credits

- 7.1 You are responsible for ensuring that your hours are accurately recorded and for ensuring that you inform your manager of the reason for credits that need to be approved.

- 7.2 Your manager may seek further clarification regarding any credits claimed from you or Human Resources to ensure that are claimed correctly and in line with the requirements of this policy.

8 Credit for absence

- 8.1 Approved absence on official business off site is credited (subject to section 9 below).

- 8.2 Each day of absence due to sickness, hospitalisation, attendance on a residential training course, annual leave, special leave, statutory or privilege holidays is credited as 7 hours 24 minutes for full time staff. (Staff working compressed hours should refer to the compressed hours policy about this).

- 8.3 For part time staff each day of absence from work will be credited as the appropriate amount of contracted working hours for the particular day.

- 8.4 Medical appointments such as visits to hospital, the doctor or dentist should be made outside core time whenever possible, preferably at the start or end of the working day to cause minimum disruption.

Credit will be given for absence within the standard working day (see section 5.2) – for example, if you have a GP appointment in the morning and start work at 9:58, then a credit of 58 minutes will be given.

If you have a dentist appointment at 4.30pm and need to leave the office at 4.00pm to get there, a credit of 54 minutes will be given to you.

8.5 If you fall sick after starting work and need to go home you can claim a credit to make your total hours for that day up to the standard hours of 7 hours 24 minutes if full-time, or your standard hours if part-time.

8.6 For staff accompanying their partner to antenatal appointments, flexi credits can be claimed for up to two appointments, and up to a total maximum of 6 hours 30 minutes.

9 The flexi system and overtime or travelling time

9.1 As stated earlier, travel time before 7.00am or after 7.00pm can be recorded as flexi time if approved by your manager.

Overtime and TOIL claimed for travelling time is recorded separately from flexible working hours and must be agreed in advance by the head of department.

Job levels A to F can claim TOIL/overtime for business travel time or overtime hours worked on Monday to Fridays before 07.00 or after 19.00. There is no TOIL or overtime compensation for staff at level H.

9.2 Staff in levels A to D can also claim for time travelled or overtime worked between 07.00 to 07.55 and 17.55 to 19.00 rather than flexi credit if they choose.

9.3 Hours worked or spent in travelling at the request of management at weekends or bank holidays are treated as overtime or travelling time in accordance with existing rules.

10 Control periods

10.1 The calendar year is divided into thirteen 4 week accounting periods. Within these periods full time employees are contracted to work 148 hours.

The hours of part time staff will vary between individuals. The number of hours they are required to work will be confirmed in their contracts.

10.2 Details of the start and end dates can be found on the flexi-time recording sheet.

- 10.3 There are no restrictions on the number of hours which can be carried forward from week to week within a four week control period, but see below for maxima and minima at the end of control periods.

11 Credit and debit time

- 11.1 There is a limit to the credit or debit balance which can be carried forward to the next control period. This is equal to two days of standard hours, for full time staff.
- 11.2 The maximum credit which can be carried forward by staff is 14 hours 48 minutes, but part time staff should also refer to 11.4 below.
- 11.3 The maximum deficit which can be carried forward by staff is 14 hours 48 minutes, but part time staff should also refer to 11.4 below.
- 11.4 The maximum credit and deficits that can be carried forward by part time staff is 14: 48, unless because of their working pattern and the timing of public holidays and privilege days, they are informed by Human Resources of a maximum credit/deficit which is greater than this.
- 11.5 Any credit hours in excess of the maximum are not carried over into the new control period and will automatically be deducted from your balance at the end of the last day of the control period.
- 11.6 A debit of more than 14 hours 48 minutes (or the maximum allowed if you are part time) must be converted into annual leave in units of half days; this rule also applies if you work compressed hours.

Managers are responsible for checking this at the end of each flexi period.

For example if you have 16 hours deficit at the end of a control period, you will have to take a minimum of half a day of annual leave which will be credited to your flexi time in order to bring you within the maximum allowed deficit.

An approved credit for the amount of leave used should then be made to your flexi time recording sheet and the reason for the credit selected from the drop list. Managers should speak to Human Resources about this if they have a member of staff who is over the maximum deficit and are unsure what to do.

- 11.7 It is your responsibility to work your contracted hours. If you repeatedly finish a flexi period with more than the permitted flexi deficit, you may be subject to disciplinary action and/or be excluded from the flexi system and required to work the standard working day work pattern, or be required to work with very limited flexibility.

12 Flexi leave

- 12.1 Your entitlement to flexi leave is accrued at the rate of two days per four week control period.
- Over the 13 accounting periods in a year you therefore accrue an entitlement of 26 days flexi leave (the equivalent of 2 days per period). This amount is not pro-rated for part-time staff.
- 12.2 You may take a maximum of three days flexi leave in any control period. This amount is not pro-rated for part-time staff.
- 12.3 Time off as 'flexi leave' can be requested via Minfo and must be made to your manager as far in advance as possible, and at least the day before the leave is required. This is necessary to avoid a situation where too many people are on leave at the same time. Once approved by your manager on Minfo you will receive an email notification.
- 12.4 There may be times when authorisation for flexi leave cannot be given owing to pressure of work. By providing as much notice as possible of flexi leave you will be better placed to manage your hours if your request for a flexi day is refused, and so limit the possibility of 'losing' any flexi credit in excess of 14 hours 48 minutes at the flexi control period.
- 12.5 If you take a day of flexi leave, you should leave the working times for that day blank on the spreadsheet, but record that you took a day of flexi in the 'Reason' column of the spreadsheet.

13. Individual's responsibilities

- 13.1 You must ensure that you keep your record of working hours, breaks and credits up to date. You should complete it every day unless you are unable to log on to your computer.
- 13.2 You must ensure that you record your working time accurately and honestly. To ensure that your time is recorded consistently, you should use the same clock to record your start time and finish time. You must not falsify any entries on your flexi record. If it is discovered that you have done so you may be subject to disciplinary action.
- 13.3 You must provide your manager with a copy of your flexi record at the end of each period. You must do this by emailing your a full copy of your completed spreadsheet to him/her (a screen shot of the last flexi period is not sufficient as it won't allow your manager to check carry back on previous entries and balances). Your manager may also ask to see your spreadsheet at any time.

- 13.4 You must provide your manager with a copy of your flexi record upon request at any time. Managers may monitor the flexi logs of their team more frequently if they wish.
- 13.5 You must not adjust working times on past flexi periods, as this will adjust credit/deficit throughout the flexi year. If it is discovered that you have done this, you may be subject to disciplinary action.

14 Managers' responsibilities for monitoring hours worked

- 14.1 Managers must ensure that staff provide them with a full copy of their completed flexi record of their working hours on a regular basis, and at least at the end of the flexi period.
- 14.2 Managers must monitor working time recorded and be alert to working times that appear to have been recorded incorrectly or adjusted since the last record was provided.
- 14.3 Managers must ensure that HR are informed of sick leave and special leave as this will be recorded on the HR database.
- 14.4 Managers must check that staff do not go over the maximum deficit at the end of each control period so must to check this at the end of each flexi period against the maximum carryover credit / debit allowance entered on the 'personal' tab. Where this does happen, they should refer to HR for advice.

15 Managers' responsibilities for managing service provision

- 15.1 Line Managers are responsible for ensuring that:
- a) service to the public is effectively maintained between 9.00 and 17.00 in all departments;
 - b) work is available for those working outside the standard working day;
 - c) deadlines of work programmes are met;
 - d) actions in their department do not adversely affect activities in another department (this includes leaving a department or team unstaffed for part of the day, thus leaving another department or team to provide cover);
 - e) jobs which are unsuitable for unrestricted flexible working hours are defined and agreed with the team;
 - f) working arrangements with individuals are agreed in the light of project/ unit objectives; and

g) there is due regard for the health, safety and welfare of staff when travel arrangements are being agreed which may involve travelling outside normal office hours. A balance should be struck between cost and business needs and the welfare of the member of staff.

16 Abuse of the system

16.1 Staff who abuse the system will be subject to disciplinary action, and potentially subject to any of the sanctions described in the Disciplinary Policy.

Staff found to have abused flexitime working may be excluded from the system and required to work the standard working day work pattern or be required to work with very limited flexibility.

17 Termination of employment

17.1 Deficit hours outstanding on leaving the ICO's employment are treated as time off without pay and a deduction will be made from your final salary payment.

17.2 Payment will not be made for hours you are in credit at the time that you leave the ICO. You should therefore aim to manage your hours accordingly during your notice period.

18 Ensuring records are kept up to date

18.1 Human Resources have a role in ensuring that members of staff keep their flexi records up to date and that managers are undertaking their responsibility for ensuring that members of their team record their working times correctly.

Human Resources can from time to time conduct audits to ensure that individuals have up to date and accurate flexi records and to provide feedback to managers.as appropriate.

18.2 The Human Resources team may, therefore, ask you to email your flexi spreadsheet to them for checking and you must send it to them as soon as possible.

18.3 Persistent failure to maintain an up to date record of working times and/or failure to provide the required information in a reasonable timescale will be treated as a disciplinary matter..

19 Withdrawal of flexitime

19.1 Management reserves the right to withdraw flexible working hours at any time for any individual, or section, or department. However, before such a step is taken, the matter will be fully discussed with those concerned.

20 Frequently asked questions

20.1 **It is the end of the flexi-control period and I have more than 14hours 48 minutes flexi. Can I get any payment or credit for the hours that I have worked in excess of this?**

For full time staff the flexi-time system does not allow any carry over of more than 14 hours 48 minutes from one control period to the next; this is the maximum carryover credit allowance. There is no facility for staff to receive payment for time lost from one control period to the next.

Part time staff must not exceed 14:48 credit (or their maximum carry over credit as calculated on their public and privilege memo if that is greater). Managers will check this against the amounts entered in the 'personal' tab at the end of each flexi period.

Only in the most exceptional of circumstances will a credit of more than the carryover allowance be allowed – for example if a manager has instructed you to cancel a day of flexi leave at the end of the flexi period because of emergency work commitments. If this happens your manager should speak with HR about how to put through the adjustment on the spreadsheet.

20.2 **It is the end of the flexi-control period and I am over my maximum carryover debit allowance; what action will be taken?**

A debit of more than 14:48 (or the maximum allowed if you are part time) must be converted into annual leave in half-day units. This includes staff who are on compressed hours, even if their annual leave card has been converted from days to hours.

This will then be credited to your flexi time in order to bring you within your maximum deficit.

Managers will check this at the end of each flexi period against the carryover allowances entered in the 'personal' tab. Staff who are repeatedly over their maximum debit allowance may be subject to disciplinary action and/or excluded from the flexi system.

20.3 **Why can't I finish work each day at 3.00pm if I come in early enough to make up the hours?**

This policy seeks to be as fair and equitable to staff across the ICO in relation to their capacity to use the flexible working arrangements.

If you regularly leave work at the earliest possible time this will impact on your colleagues' ability to leave at 3.00pm on occasion. It also limits the times for which you are available for meetings in the afternoon and, most importantly, it will mean that others will need to cover your absence for a significant portion of the normal hours of business of 9.00am – 5.00pm.

The intention of the policy is for you to have the capacity to leave at 3.00pm, but it is not intended that this should be an everyday occurrence.

20.4 **I have a medical appointment at 3.45pm and need to leave the office at 3.30pm. What can I claim as a flexi credit for the appointment?**

You should try to book medical appointments as late in the day (or as early in the day as possible)

You can claim the time from 3.30pm until 4.54pm, unless it is reasonably practicable for you to have returned to work after the appointment.

20.5 **I have a medical appointment at 8.45am and will get into work at about 9.55am. However, I normally get into the office at 7.45am. What can I claim as a flexi credit for the appointment?**

You can only claim from the beginning of the standard working day, which is 9.00am. So in this instance you will be able to put a flexi adjustment through for 55 minutes.

20.6 **What is meant by the time I 'start work'?**

This is the time that you are ready to start work either by starting the process of logging onto your PC, turning up for a meeting etc.

If you start work and then later decide to have breakfast in the kitchen, you should record the time spent doing this in the 'other breaks' column on the spreadsheet.

20.7 **I logged my finishing time and logged off my PC. As the PC was shutting down I had a telephone call that lasted 20 minutes. Do I lose this time?**

No, you don't lose this time. If you don't need to log back into your computer to record anything to do with the telephone call, the easiest thing to do is to simply revise your finishing time when you log in the next day.

20.8 **The clocks throughout the building have slightly different times on them. Which one should I use?**

Facilities will try to ensure that the clocks are kept to the same time, but it is inevitable that some clocks will run to different times than others.

The important thing to do is ensure that you use the same clock to record your start and finish times – that way your times will be recorded consistently, even if some clocks are a couple of minutes different to one another.

- 20.9 **Why can HR request to see my flexi record?**
This provision in the procedure allows HR to ensure that the requirements within the policy are understood properly and being applied accurately, fairly and consistently. Their findings could show a lack of understanding of a particular point which would allow them to provide appropriate training or guidance
- 20.10 **What if I don't log my times one day and then forget my start and finish times?**
You will need to make your best guess at the times you started or finished. Perhaps a colleague came in at around the same time as you, or you left work with somebody – they may be able to help. If you really are unsure, speak with your manager, but a common sense approach in this situation is likely to provide a reasonable solution.
- 20.11 **I'm a manager what happens if I have a new starter?**
HR will send you a spreadsheet for them. Your new starter will need to start completing the spreadsheet from their first day.
- 20.12 **What happens if I change my working pattern?**
You will need to start a new spreadsheet, and so should save your old spreadsheet with your past working times on it. Speak to HR and they will advise you about how to ensure that you have the correct balance when you start your new spreadsheet.
- 20.13 **I work compressed hours, what calendar should I use?**
If you are on compressed hours and work a 37 hour week, you should use calendar 1 for full time staff. You should record your working hours as normal, but make no entry on the days that you do not work. It will help your manager if you make an entry in the notes column along the lines of 'non-working day'.
- 20.14 **How do we record that someone has been for a medical appointment during the day, so they came to work, then went for their appointment and then returned to work?**

The person should not make an adjustment in the credit column in this instance, but 'medical appointment' should be entered in the 'Reason' column and the time taken entered into the 'Notes' column.
- 20.15 **What should managers do when someone rings in sick?**

You should inform HR when somebody phones in sick so HR know to expect a self certificate/medical note, and can chase it up if it has not been received. Managers should not authorise a flexi credit for sick leave until they have done the return to work interview and sent the form to HR.

20.16 **In the calendars page, why do the part time calendars seem to allow up to 500 hours to be carried forward?**

This is because the maximum credits and deficits allowed to be carried over by part time staff will vary from year to year. Part time staff and their managers will be advised of the actual maximum credit and deficit that can be carried from one month to another.

20.17 **How can I set up the view all each worksheet at once without having to scroll across or down the page?**

You could do this by reducing the zoom on the spreadsheet or by changing your screen resolution.

Appendix 1: Sample flexi spreadsheet

Date	Day	Target	Start	Finish	Lunch	Other Breaks	Approved Credits	Daily Credit	Cr / Db	Balance	Reason	Notes
Name			Jane Smith									
Flex Period Commencing			23/03/2015									
Calendar			Calendar33 37 hrs per week Mon - Fri									
Balance brought forward			7:15									
23/03/2015	Monday	7:24	08:30	17:00	00:35			7:55	0:31	7:46		
24/03/2015	Tuesday	7:24	08:25	17:15	00:45			8:05	0:41	8:27		
25/03/2015	Wednesday	7:24	10:15	18:20	00:30	00:20		7:15	-0:09	8:18		
26/03/2015	Thursday	7:24	09:00	17:20	00:45			7:35	0:11	8:29		
27/03/2015	Friday	7:24					07:24	7:24		8:29	Annual Leave	
30/03/2015	Monday	7:24							-7:24	1:05	Flexi Leave - Please do not add credit	
31/03/2015	Tuesday	7:24	07:00	19:00	01:00		01:30	12:30	5:06	6:11	Company Business/Conference/Training Course	trip to London. Started at 6.30am; finished at 8.00pm. 1 hr 30 min claimed outside bandwidth
01/04/2015	Wednesday	7:24	09:00	17:00	00:45			7:15	-0:09	6:02		
02/04/2015	Thursday	7:24	09:30	17:45	00:30		00:30	8:15	0:51	6:53	Medical Appointment	Dr. appointment in morning
03/04/2015	Friday	7:24					07:24	7:24		6:53	Public/Privilege Day	Good Friday
06/04/2015	Monday	7:24					07:24	7:24		6:53	Public/Privilege Day	Easter Monday
07/04/2015	Tuesday	7:24	09:20	12:50			03:42	7:12	-0:12	6:41	Annual Leave	Annual leave pm only
08/04/2015	Wednesday	7:24	09:00	17:20	00:33			7:47	0:23	7:04		
09/04/2015	Thursday	7:24	09:30	16:30	00:44			6:16	-1:08	5:56		
10/04/2015	Friday	7:24	08:20	17:30	00:30			8:40	1:16	7:12		
13/04/2015	Monday	7:24					07:24	7:24		7:12	Sickness Absence	
14/04/2015	Tuesday	7:24	08:20	17:51	00:45			8:46	1:22	8:34		
15/04/2015	Wednesday	7:24	08:55	18:03	00:30			8:38	1:14	9:48		
16/04/2015	Thursday	7:24	07:05	15:30	00:45			7:40	0:16	10:04		
17/04/2015	Friday	7:24	10:25	16:55	00:30			6:00	-1:24	8:40		
Balance carried forward:										8:40		
Managers: please check the final balance against the maximum / minimum carryover allowance as detailed on the 'personal' tab												
Flexi days taken in this period:										1.00		
Flexi Period	1	2	3	4	5	6	7					
Flexi days taken	1.0											
Flexi Period	8	9	10	11	12	13						
Flexi days taken												
Flexi days remaining	19											