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Section E – Hours of Attendance

RECORD DETAILS	
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9 January 2013	Agreed adjustments to the full review of Section E. Revisions to Section E of the Staff Handbook to include insertions for Compressed Hours, Working at Home, and Appointments following the Joint Review on Time Management
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1. HOURS OF ATTENDANCE

1.1 Library staff normally work 41 hours per week including meal breaks, worked over five days from Monday to Friday, which is a net 36 hours.

1.2 Whilst the majority of BL employees will work 41 hours per week including meal breaks, employees who work in sections which provide a 24/7 service, or sections which operate in accordance with Library opening times, will work in

accordance to locally agreed rotas. Employees who are on alternative working patterns (AWP) will work their hours to cover Monday to Saturday opening times. (See [Alternative Working Patterns Framework](#))

- 1.3 Hours of attendance are settled by local arrangement but are subject to the need to maintain service.

2. PART TIME WORKING AND JOB SHARE OPPORTUNITIES

- 2.1 The hours of part-time employees are agreed by local management, and should remain constant. Any employee who wishes to change them or to make them variable, must discuss the matter with their line manager (See Section B, Part I, para 4.4). If the request is approved by the Head of Service, Directorate Finance Manager and HR Business Partner, the line manager should then complete a Staff Changes Form which can be accessed on the intranet.
- 2.2 For employees who are close to pension age and wish to apply for part time working to facilitate partial retirement, provisions are made for such requests within the partial retirement section of the Retirement Policy. This section also includes the considerations to be made around any impact to the employees pension and to the department in facilitating this.
- 2.3 Opportunities may be provided for part-time employment, including job sharing arrangements, particularly for those with domestic responsibilities.
- 2.4 Applications for part-time or job-sharing arrangements will be considered sympathetically but agreement will depend, amongst other factors, on the ability of local management to accommodate the arrangements within its operations. (Please refer to para 9 of Recruitment Policy for full details.)

3. COMPRESSED HOURS

- 3.1 Staff who are engaged on compressed hours will have a contract of employment to work a standard 36 hours per week exclusive of lunch breaks into four long days, typically resulting in a 9 hour day. In addition, staff working a 9 hour day, as a minimum should take 30 minutes for a lunch break after working an unbroken period of six hours.
- 3.2 Staff on compressed hours will need prior approval in accordance with Section C Pay Staff Handbook - Section 6 Overtime, from their line manager to come to work on their non-working day. In these instances staff will be required to record their time using Time off in Lieu procedure and bank hours using Optimum, unless arrangements are in place for them to be paid overtime.
- 3.3 Staff considering a change to their standard contract of employment to compressed hours should refer to the Right to Request Flexible working policy.

4. WORKING FROM HOME

- 4.1 The Library recognises that there may, on occasion, be circumstances when it would be more beneficial or flexible for staff to work at home, in order to complete a particular task, for example project work or reports; or when there are major travel disruptions, or it is more practical to work at home than to

attend their place of work. However, it is not possible for all employees to work from home as the requirements of some jobs will not be suitable for such arrangements.

- 4.2** When an occasion for working from home arises, approval must normally be sought from the employee's line manager prior to the actual date of home working. Retrospective requests will not normally be agreed and any such absences may be considered as unauthorised. However, there may be occasions in exceptional circumstances when agreement from the line manager may be sought on the actual day for the member of staff to work from home.
- 4.3** When approving requests, the line managers will be responsible for ensuring that there is a business requirement for the member of staff to undertake work from home rather than attending their place of work and that the employee has the right facilities, environment and remit to be able to work productively. Line Managers also need to ensure there is sufficient resources available within the Department to cover the employee's absence from work.
- 4.4** Requests for working from home which coincide with medical appointments are permitted, however line managers should only approve such requests where there is a business benefit for the employee to work at home rather than at the workplace e.g. best and most productive use of work time which will assist both the employee and the organisation.
- 4.5** While working at home, employees must be engaged on agreed Library work and be contactable during normal hours of business operation via e-mail and telephone/mobile. Employees working at home on an occasional or ad hoc basis will normally be expected to provide their own equipment and workstation which must be suitable for this purpose. Employees working at home on an occasional basis should not expect to be remunerated for any perceived increase in use of home utilities bills such as calls, heating or electricity.
- 4.6** When working from home, the employee must be aware of their continued and personal responsibilities in avoiding a breach of information security or data protection policies. This means ensuring that all documentation is stored and transported securely whether in hard copy or e format with exclusive access. With E format, this includes, (but is not limited to), ensuring any laptop or PC is password protected and using encrypted USB sticks when transporting personal or sensitive data outside the Library's network. Further details of the Electronic Communications Security Policy and Data Protection Guidance, which employees are expected to adhere to, can be found on the intranet.
- 4.7** Any hours worked at home should be recorded on Optimum in the standard way.
- 4.8** If an employee is unable to work on the day which they had expected to work from home due to sickness, injury or otherwise, they must follow the Library's Managing Attendance policy.
- 4.9** The Library's Health and Safety policy remains applicable to employees working at home. It is the responsibility of the employee to care for their own Health and Safety and apply the principles of a work station assessment whilst at home and make their line manager aware of any issues while working at

home that may have an impact on this. Employees should refer to the Health and Safety policy.

5. FLEXIBLE WORKING ARRANGEMENTS

5.1 Flexible Working Hours Scheme

A Flexible Working Hours scheme is in operation in some areas of the Library.

- 5.2** Full details on the Flexible Working Hours Scheme, including core working hours are located in the Library's Flexible Working Hours Scheme Policy.

6. RULES AND PROCEDURES FOR STAFF NOT PARTICIPATING IN THE FLEXIBLE WORKING HOURS SCHEME

6.1 Roles and Responsibilities

Employees who do not participate in the Flexible Working Hours Scheme have a responsibility to:

- Record their actual attendance, book annual leave and medical, emergency and ante natal appointments by way of the clocking terminals or PC's provided by the Library.
- Keep a regular check on their hours worked to ensure they complete their weekly contracted hours;
- Ensure absences are regularly updated and recorded accurately.

Employee Services are responsible for:

- The administration of the Optimum system used to record and monitor the time and attendance of staff. Their advice may be sought on any matter concerning the Optimum system.
- 6.2** Users must key in to the Clocking Optimum terminals or PC when they commence work and key out when they leave their place of work at the end of the day. Users who are working from home are required to ensure they record their working day on Optimum.
- 6.3** Users must key out of the Optimum system at commencement of their lunch break and key back in at the end of their break. If the total time taken for any break is less than 30 minutes, the system will automatically adjust the time taken to record 30 minutes.
- 6.4** It is the responsibility of each member of staff to ensure their optimum records are updated and any absences i.e. annual or sick leave, medical, emergency and ante-natal appointments, external meetings or training courses are corrected by their line manager in a timely manner. Managers must ensure that they authorise all of their staff timesheets on weekly basis.
- 6.5** Keying in and out of the Optimum system on behalf of another user is not permitted and will be regarded as a serious abuse of the system.
- 6.6** Staff are reminded that they should always observe the fire and emergency arrangements whilst on the Library premises even if they are keyed out. Staff

should not attempt to key in or out before evacuating the building, but should arrange with their line manager for a credit update afterwards. Staff keyed out should not leave the Assembly Point before reporting to their Fire Marshal. Staff keyed out should not leave the site before reporting to their assembly point.

This should be read in conjunction with the Optimum Manager and Employee guidelines.

7. RIGHT TO REQUEST FLEXIBLE WORKING

- 7.1** Full details pertaining to eligibility, the process and the application form are contained in the Right to Request Flexible Working Policy. Employees who wish to make a right to request flexible working should refer to the policy.

8. OVERTIME WORKING

- 8.1** There is a requirement for certain staff to work beyond conditioned hours so that the Library's service to the public may be maintained. Such overtime is worked on a voluntary basis.
- 8.2** In areas other than the public service, there may also be a need for overtime to be worked on a regular basis in order to maintain an essential common service, e.g. security in London.

All overtime working must be approved by the designated line manager before hand. (See Section C, paragraph 6 for full information on remuneration for overtime for employees of all grades).

- 8.3** Provisions are also made for staff who undertake late working or night duty. For guidance regarding these provisions please refer to Section C, paragraphs 5.2 – 5.8.
- 8.4** Time off in lieu of payment for overtime should wherever possible be taken within four weeks of the date the overtime was worked, and should normally be used up before annual leave is taken.
- 8.5** Local Management has the discretion to vary the application of these provisions in the light of individual circumstances and provided an application is submitted and approved in advance.

9. PROCEDURE FOR THE USE AND RECORDING OF TIME OFF IN LIEU (TOIL)

- 9.1** Time off in Lieu (TOIL) is defined as time taken off to compensate for planned (or occasionally unplanned) time worked in addition to contracted hours instead of overtime pay.
- 9.2** On occasions, employees may be required to work, with their agreement beyond their contracted hours. This may be planned or occasional unplanned work which is beyond the standard working day.

- 9.3** Access to Time off in Lieu is available to all grades including Directors as per Section C of the Staff Handbook. However, TOIL is not a tool to be used to build up time to get extra days leave to be taken. Most duties should be carried out as part of normal working hours. Staff working additional hours above their contracted hours of employment should gain agreement from their line manager each time before commencing the period of work.
- 9.4** Staff should record the additional hours worked using the appropriate code Hours: TIL Banked with the reasons on the Optimum system. Managers are required to authorise the banking of time on Optimum in a timely way. Staff will not be allowed to take TOIL unless they have banked the hours using the appropriate code on the Optimum system. Taking Time off in Lieu must be agreed by a line manager according to service needs or the personal needs of the individual and should be recorded on the Optimum system.
- 9.5** The Time off in lieu accounting period will run annually from January to December. For those staff who are unable to take the TOIL Banked before the end of the accounting period should seek agreement from their line manager that the recorded time can be carried over.
- 9.6** Time worked in lieu of payment should wherever possible be taken within four weeks of the date the overtime was worked, and normally should be used up before annual leave and flexi leave is taken.
- 9.7** On termination of employment, all TOIL must be at a zero balance. Employees will not normally be paid in lieu of accrued TOIL which has not been taken by the final date of employment. Any such accrued TOIL will be lost.

10. MEAL BREAKS

- 10.1** All employees who work for six hours or more on a continuous basis are required to take a break for health and safety reasons. This must be no less than 30 minutes but can be up to one hour, though this may be varied by local agreement or within the rules of the flexible working hours scheme.
- 10.2** The core meal break times for employees working a full standard day are generally between 12.00pm to 2.00 pm.
- 10.3** Morning and afternoon refreshment should be taken at, or in close proximity to, the place of work whenever possible. Normally, the time taken for such breaks should be covered by the one hour allowed for a meal break. When it is not possible to take refreshments at the place of work or when staff are forbidden to do so local management has discretion to allow reasonable extra time for breaks.
- 10.4** Staff should not leave official premises for morning and afternoon refreshment breaks without the specific permission of their line management.
- 10.5** Meal breaks for employees working on a shift basis to cover a 24/7 service, such as Security or those working on AWP will be set locally by line management in these areas in line with the needs of the service and the rotas in place.

11. LATENESS

- 11.1** All employees are expected to be punctual for duty at all times. The reason for late arrival must be reported to the supervisor or another senior member of staff on each occasion. Frequent or persistent lateness may lead to disciplinary action. (Please see paragraph 1 Appendix 2 of the Library's Disciplinary Policy).

12. REPORTING ABSENCE

- 12.1** Replaced by Managing Attendance Policy para 7.

13. MEDICAL, EMERGENCY AND ANTE NATAL APPOINTMENTS

- 13.1** Paid time off will normally be allowed to attend doctor's surgeries, hospital appointments and appointments with dentists, opticians, physiotherapists, chiropractors, clinical psychologists, chiropodists, osteopaths and cancer screening sessions. Paid time off will also normally be allowed to attend appointments with other alternative medical practitioners provided staff have been referred by their doctor
- 13.2** Appointments (e.g. doctor, dentist or optician) should be made outside the working day where possible and advance notice should be given to line managers. Staff should therefore restrict the amount of work time involved to keep the impact on the Library's service to a minimum. Similarly, if staff have been to work prior to an appointment and return to work after the appointment, the hours recorded that day may not go beyond a standard day. If it is necessary to attend an appointment before staff begin their working day, they may be updated up to a maximum of 2 hours, provided that this does not bring the hours recorded that day to more than a standard day. Similarly, if staff have been to work prior to an appointment and return to work after the appointment, the hours recorded that day may not go beyond a standard day.
- 13.3** If staff do not return to work, they will normally be updated no more than 2 hours, unless there are exceptional circumstances, at the line manager's discretion, provided that this does not bring the hours recorded that day beyond a standard day.
- 13.4** Emergency appointments and specialist medical referrals (e.g. hospital appointments, but excluding examinations for insurance purposes or injections prior to holidays) can be updated at the line manager's discretion for the amount of time taken to attend the appointment including travel time. Ante-natal appointments can be updated at the line manager's discretion for the amount of time taken to attend the appointment including travel time.
- Applications for leave of absence should be made to the immediate line manager. Where possible an appointment card or letter should be produced to substantiate the claim.

- 13.5** If less than 2 hours attendance at work is made on the day of the appointment, excluding overtime periods, the whole day will be recorded as sick leave, giving

hospital appointment as the reason. **A Self-Certified form should be sent to Employee Services** (refer to Section G, Part I, para 16 of the Staff Handbook)

- 13.6 The same principles apply as above, in relation to staff who do not return to work or who do not attend for 2 hours before they go to the appointment.
- 13.7 Blood donor sessions and bone marrow donor sessions are treated as special paid leave. (See Section F Part III)

14. EFFECT OF PUBLIC EMERGENCIES ON ATTENDANCE

- 14.1 In the event of a disruption of transport or other public emergency all employees must make every effort to report for duty at their normal place of work although the requirement to fulfil conditioned hours may be relaxed at the discretion of management (see Section P, section 7)

15. OFFICIAL TRAVEL

- 15.1 Time spent on official travel within conditioned hours counts as time worked and is paid accordingly. For time spent on official travel outside normal working hours (see Section C, para 7))

16. EXTERNAL TRAINING COURSES & FURTHER EDUCATION

- 16.1 Time spent on external training courses supported by the Library is regarded as official duty.
- 16.2 If attendance is necessary on a Saturday, Sunday, Public, Bank or Privilege Holiday time off in lieu will be allowed within the limits of normal conditioned hours.
- 16.2 Employees are not eligible for time off in lieu or overtime pay for attendance at residential courses where sessions, additional reading or study extend beyond normal conditioned hours. Travelling time in excess of normal home to office/office to home journeys on weekdays and on Saturdays, Sundays and rest days which is necessary for attendance at training courses is regarded as official duty (see Section C, para 7).
- 16.3 Employees undertaking long full-time courses, sandwich courses and bursaries at Colleges and Universities do not receive any extra payment for travelling time or hours worked in excess of conditioned hours during term time.
- 16.4 If additional private study in connection with attendance at part-time (day class) courses exceeds 6 hours a week, time in lieu of the amount may be granted. Time off should usually be taken as soon as possible after the period in which it has been earned. A limited amount of aggregation may be allowed; aggregation over a long period will be allowed only with the formal agreement of line management.
- 16.5 Attendance at evening or Open University classes or training undertaken by correspondence courses is not normally regarded as official duty but if classes

and necessary private study together exceed 6 hours a week, the excess may be allowed as time off.

- 16.6** Employees aged 18 years or over undertaking further education studies do so wholly or mainly in their own time but time off may be allowed. Days taken as special leave and time off should be organised to cause the minimum interference with official business.
- 16.7** Employees aged 18 years of age or under on first appointment who undertake part-time further education are allowed time off to attend day-time classes or time off in lieu for evening classes.