



1. Introduction

1.1 Homemaker is committed to offering a service which meets the needs of clients.

1.2 It is not an emergency service and is currently available Monday to Friday during office hours. As it is not a service which offers set 'opening hours', there are no prescribed start and finish times. Staff normal working hours will be agreed with their line manager. A full-time working week is 37 hours.

1.3 Staff will normally be expected to take at least a 20-minute lunch break each day.

1.4 For the most part, visits to clients can normally be arranged during office hours. Travel to and from client visits will be considered part of normal working hours.

1.5 Occasionally, there is a need for meetings with clients and/or other agencies to take place outside of normal office hours, and Homemaker recognises that staff will need to adjust their working hours accordingly.

1.6 The following procedures are therefore intended to outline the principles which will provide the necessary flexibility for both staff and for the organisation, and to ensure that no undue hours are accrued, which, apart from placing unacceptable pressures on staff, can also cover up the need for additional resources.

2. Time off in lieu (TOIL)

Employees are required to work during a core time and must work an agreed number of hours during the accounting period of a month. Their hours of attendance will be recorded and added up at the end of each accounting period. When additional hours are worked over and above the normal working week then time off in lieu (TOIL) may be taken (subject to any flexible working arrangements that the employee may have), with the following conditions:

2.1 An employee can carry over an excess of up to 4 hours or a deficit of up to 4 hours from one accounting period to another. A deficit of hours should be made up in the following accounting period.

2.2 TOIL should be taken as soon as possible after the additional hours worked. For example, where an evening visit is planned, a member of staff may choose to start the next working day an hour or so later than usual.

2.3 Where a member of staff wishes to take off a block time of over 4 hours, this should be authorised in advance by the line manager.

2.4 At the end of each calendar month any TOIL accrued over 2 normal working days (i.e. 15 hours in total for full time staff) will be lost, unless specifically authorised by the line manager

2.5 Any change to point 1.4 above may only be made in exceptional circumstances and will need the line manager's written approval in advance with clear reasons given.

2.6 Only in exceptional circumstances will additional payments (overtime) be made to ensure that TOIL does not build up beyond the maximum in point 3 above. Such payments can only be authorised by the Board and will usually be agreed in advance, where an undue workload is recognised. Payment will be made at standard, single hourly rate only.

2.7 All staff will record their working hours on their Homemaker timesheet.

3. Annual Leave

3.1. Homemaker offers 25 days annual leave to full time employees (pro-rata for part-time employees), plus bank holidays.

3.2. The leave year runs from 1st April to 31st March. Entitlement during the first year will be calculated pro rata.

3.3. All leave arrangements must be agreed in advance by the line manager, who is responsible for determining the number of staff on leave at any one time so that services are not unduly disrupted.

3.4. Staff may normally take up to a maximum of three weeks' leave in a block.

3.5. Only a maximum of three days untaken leave may normally be carried forward from one leave year to the next. Any variation to this must be agreed in advance by the Director.

3.6. Any such leave carried forward must be taken within a month of the start of the new year.

3.7. The leave year for staff on fixed term contracts may be adjusted to take account of their start and finish dates.

4. Bereavement Leave

4.1. Homemaker will grant a period of paid leave to staff who suffer the bereavement of their closest relatives. This will normally include parent, spouse, partner, sibling, child, and any other relative with whom the employee may have a particularly close bond.

4.2. The duration of the paid leave will take account of the relationship with the deceased, domestic responsibilities, and travel issues, but will not normally extend beyond 5 days.

4.3. In addition, a day's leave will be offered to attend the funeral.

4.4. Special consideration will be given to extra leave in extenuating circumstances, for which approval from either Director should be sought.

4.5. In the event of a bereavement, an employee will be able to take unpaid leave or annual leave at short notice to supplement their bereavement leave. Requests should be directed to the employee's line manager.

4.6. Unpaid leave on compassionate grounds may be granted after bereavement. An employee must consult with their line manager before starting unpaid leave

4.7. In certain circumstances a full return to work may not be possible for an employee following the death of an immediate relative – for example, when the employee’s grief is likely to impact on their ability to perform their role, or where new child care arrangements need to be sourced, or responsibility for the care of an elderly parent has transferred to the employee. In such instances Homemaker will allow a phased return to work on a part-time or reduced hours basis where practicable. Alternative duties may also be considered. Any such arrangement would need to be agreed in advance by the directors.

Established/last Reviewed: January 2018

Review Date: January 2020