

**Report of the Chief Constable to the Chair and Members
of the Policy & Resources Panel
27th October 2011**

**Executive & Presenting Officer: Mr Sean White, Assistant Chief Constable
(Crime & Operations)**

Status: For information

**The Management of Time Off in Lieu (TOIL)/Rest Days in Lieu
(RDIL)**

1. Purpose

- 1.1 To update Members on the work being undertaken by the Force to manage the levels of time off in lieu (TOIL) and rest days in lieu (RDIL).

2. Recommendations

- 2.1 That Members note the contents of the report.

3. Reasons

- 3.1 Previous reports to Members of the Police Authority have highlighted the approach taken by the Force in reducing the commitment in TOIL and RDIL. These reports were in response to concerns raised around the changes to the International Financial Recording Standards (IFRS), and any potential financial liability that may be incurred as a consequence of retaining large amounts of time off held by members of the Force. An additional but nonetheless important consideration was to recognise that the working of additional duty, whilst at times an operational necessity, should be balanced against the welfare needs of the individual member of staff.

- 3.2 A number of audits have been conducted previously to determine the level of exposure to this liability and those members of staff who have exceeded the agreed limits have been held to account through the Monthly Performance Process.
- 3.3 The 'Self Service' Oracle system went live on the 8th August 2011 and will now be the only system used by Cleveland Police for managing outstanding TOIL/RDIL.
- 3.4 Future audits will then be able to provide a more accurate picture of outstanding balances which previously may not have been the case.
- 3.5 Historically TOIL and RDIL have been recorded by the Force on a number of electronic and paper based systems. DMS was introduced but could not be updated by anyone other than the DMS team which meant that many officers were reverting to their locally held electronic systems. The impact of this was that the Force could not give an accurate figure of outstanding TOIL/RDIL.
- 3.6 The Oracle system is not yet fully accurate and remains on the Steria 'outstanding issues' log, part of the Post Implementation Plan and will be rectified urgently. This has occurred as a consequence to the migration of information to Oracle for the following reasons:
- To ensure there was a smooth and accurate migration of information from the electronic systems to Oracle, a spreadsheet was devised. All supervisors were given direction to ensure that their team's figures were accurate on the spreadsheet as of 10th June 2011 for the information to be uploaded on 11th June 2011.
 - There would then be a freeze from 10th June whereby nothing could be added to the spreadsheets and the method of recording TOIL/RDIL would revert to the previous practices.
 - The 'Go live' date was planned for the 4th July 2011 and the expectation was that supervisors would check Oracle for their teams against their own records and the discrepancies for the 23 days outstanding would be amended.
 - The 'Go live' date was then postponed from the 4th July until the 8th August 2011.
 - The information uploaded to Oracle was taken from the initial spreadsheets dated 10th June 2011, this increased the discrepancy data to 58 days.
 - A directive has gone out for all Supervisors to check the Self Service system against their own records so that the discrepancies can be amended.
 - The final date to allow Oracle to update the records has been given as 1st November 2011 when an accurate reflection of outstanding TOIL/RDIL can be obtained.

- In addition, there is a fault on the system with the balances of RDIL where dates taken are not being removed from some officer's balances. This is being rectified as a priority by Cedar. (IT service provider to the Force).

3.7 Key next steps:

- Cedar are currently trying to rectify the RDIL balance fault on Oracle.
- All balances of TOIL/RDIL are being checked and reinputted onto the new Oracle system by Steria.
- All reports relevant to this data are to be reviewed and tested following the completion of the above.
- Cleveland Police aim to reduce outstanding TOIL/RDIL to an acceptable level and exception reporting will be provided for each Departments/Districts MPR.

3.8 An action plan has been devised to facilitate the management of TOIL/RDIL levels across the Force, which is attached at Appendix 1.

4. Implications

4.1 Financial

There is a financial risk to the Force in respect of time off owing particularly as figures are not currently available to assess whether the levels are increasing or decreasing. The financial cost of the outstanding levels of TOIL is calculated at the end of each financial year. The figures for the last three years are shown below:

2008/09	2009/10	2010/11
£1,692.84	£1,323.59	£1,312.49

4.2 Diversity and Equal Opportunities

There are no diversity or equal opportunities implications arising from this report.

4.3 Human Rights Act

There are no Human Rights Act implications arising from this report.

4.4 Sustainability

There are no sustainability implications arising from this report.

4.5 Risk

There are no risk implications arising from this report.

5. Conclusions

- 5.1 The Force is working closely with Steria to ensure that Oracle is an accurate record of 'time off' and that a corporate response can easily be given to the amount of hours and days of time off owing to officers.
- 5.2 Future audits will be able to provide a more accurate reflection of outstanding time off once the Oracle system is updated.
- 5.3 The Oracle system should be able to give accurate data as of the 1st November 2011.
- 5.4 Cleveland Police continue to work to manage the levels of time off in lieu held by officers across the Force through the monthly performance process.
- 5.5 A further update will be presented to the next Policy and Resources meeting in December 2011.

Jacqui Cheer
Temporary Chief Constable