

Flexi time FAQs

Can I access Optimum while I'm not in the office?

If you are using a PKC desktop, laptop or tablet, you will be able to access Optimum so you can clock in and out, and request adjustments if required.

If you are using a PKC mobile phone or accessing MyView on your own personal device, Optimum is unavailable as it's not supported on these devices. In these circumstances you will be required to record your time manually and submit to your Line Manager for authorisation.

How do I record my daily hours worked?

If you can access Optimum you will be able to continue to clock in/out with the working pattern agreed with your Line Manager.

Can I continue to book flexi leave?

Yes, you are encouraged to take your flexi leave as planned, in agreement with your Line Manager, as long as you have a positive balance. However, where possible you should not be building up flexi time unnecessarily. You are encouraged not to work more than your standard contracted day, unless in exceptional circumstances you are asked to carry out work relating to Covid-19. It is important to ensure you take appropriate breaks and rest for your own wellbeing.

I've been working from home and experiencing IT difficulties. My timesheet shows I have been absent (ABS), how can this be fixed?

You can request an adjustment in Optimum for the number of hours you worked by going to Adjustment Requests – New Request – and selecting “Hours – Forgotten Booking” from the drop down option.

Once the adjustment request is authorised by your Line Manager, your timesheet will automatically be updated.

My Optimum timesheet has 'OWCT' recorded. What does it mean and how can it be fixed?

OWCT stands for “Out with Working Clocking Times” and occurs when you clock into Optimum prior at 7am and after 9pm. Normally, any hours worked before and after these standard working times, would not be added to your daily total hours. However, during these exceptional circumstances, if agreed in advance with your Line Manager you may temporarily adjust your working times. You can request an adjustment for the time recorded on your timesheet as “OWCT”.

If I'm unable to access Optimum, how should I record my time worked/flexi-time?

If you are unable to access Optimum you can record your times manually, including start/finish times and daily/weekly hours.

Your agreed balance should be confirmed to the MyView team, by your Line Manager by the 7th of each month so the team can record your balance on Optimum. Line Managers should email confirmed balances to Myview@pkc.gov.uk

You are encouraged not to work more than your standard contracted day, unless in exceptional circumstances you are asked to carry out work relating to Covid-19. It is important to ensure you take appropriate breaks and rest for your own wellbeing.

Any hours above a standard day that have been agreed, in advance, by your Line Manager can be added to your flexi balance or taken as Time Off In Lieu, but this should be by exception.

I'm on Self-Isolation Leave and working from home. Do I need to clock in and out?

No, as your Line Manager will record the relevant [Self-Isolation Leave type](#) on MyView and your standard hours will record on your Optimum timesheet.

You should continue to agree with your Line Manager the work you are expected to undertake, and any additional hours worked, in excess of your standard day, should be agreed in advance.

In the exceptional circumstance additional hours are agreed, you can request an adjustment.

I'm on Self-Isolation Leave and unable to work from home. Will I still be credited my normal hours?

Yes, your Line Manager will record the relevant [Self-Isolation Leave type](#) on MyView and your standard hours will be recorded on your Optimum timesheet.

You should keep in touch with your Line Manager about suitable work that you may be able to carry out at home during self-isolation, that may be related to your normal role or to support essential services. If this is not possible or there is no work that can be allocated, you should consider it as additional rest until you are approached for re-tasking to other essential roles.

I'm a Total Mobile user. Should I still clock in and out if I'm self-isolating and working from home?

No, your Manager will record the relevant [Self-Isolation Leave type](#) on MyView and your standard hours will record on your Total Mobile/Optimum timesheet.

You should continue to agree with your Line Manager the work you are expected to undertake, and any additional hours worked should be agreed in advance.

Any agreed additional hours should be emailed by your Line Manager to the MyView team for manual adjustment.

There may be the option to request additional hours as Time Off In Lieu, which is subject to Line Manager approval (excluding Craft employees), however this would be the exception.

I have not been able to take flexi-time due to responding to the outbreak and have lost flexi at the end of the month. Can I claim it as TOIL?

Subject to operational requirement and with prior agreement of your Line Manager, you can agree the timeframe in which TOIL should be taken, which for the current pandemic should be within 6 months (rather than 3 months). You are encouraged to take your accrued TOIL as a means of having a break from work for health and wellbeing reasons.

Guidance is available on how to record TOIL via [MyView](#).

Can I take time off to drop off/pick up my children as their attendance times are staggered at the moment?

You should discuss the practicalities with your Line Manager and seek approval subject to the operational needs of the team.

If you are in the flexitime scheme, you may, subject to your Line Manager's approval, use flexi time to cover the time required.