

REVIEWED: April 2026

SICKNESS ABSENCE POLICY AND PROCEDURE

PURPOSE

This document covers the Age UK Cambridgeshire & Peterborough (AUKCAP) policy and procedure on sickness absences from work. This policy has been approved by the Trustees of AUKCAP in order to:

- Give guidance to staff
- Operate alongside the terms of employment document issued to all staff
- Explain the reporting procedure
- Identify the responsibilities of staff
- Identify decisions to be reported to or decided by your Line Manager or Trustees.

SCOPE

The topics covered include:

POLICY AND PROCEDURES

1 SICKNESS ABSENCES

- 1.1 You are required to notify your Line Manager of any absence due to illness by no later than 9.15 am on the first day of such absence. Except in exceptional circumstances, such as if you are hospitalised, you must telephone in person. You should speak to your Line Manager or another senior Manager in person. Text messages, emails or voice mail messages are not acceptable.
- 1.2 You must keep your Line Manager informed of the date you expect to return to work.
- 1.3 Managers are responsible for recording any sickness absence in their department from the first day of notification.

Managers must also ensure that when staff return to work a self-certification is completed and when applicable a return to work form. During this meeting your Manager may discuss the need for a phased return to work. If a phased return with reduced hours is agreed a review of this will take place on a weekly basis. In the unusual event of a phased return on reduced hours, payment will be at the discretion of the management and will never be less than the amount of 'sick pay' entitlement at that time.

- 1.4 Managers are responsible for ensuring that all sickness absence is recorded on the HR Database (Breathe HR).
- 1.5 After 7 consecutive days (including the weekend and non working days) the period of 'self-certification' ends. Staff must then seek medical advice and obtain a GP's certificate. The certificate must be submitted to your Manager and further certificates obtained to cover all on-going periods of absence.
- 1.6 Sickness periods exceeding an accumulative total of 4 working weeks (pro rata) in any 12 month period will be treated as 'exceptional' and will be closely monitored by your Line Manager. AUKCAP may require staff to undergo an occupational health referral or obtain a medical report from their doctor or other specialist (*with the staff member's permission*).
- 1.7 If you are off sick on a day which is a public holiday you will still be deemed to have taken that public holiday and you will not be granted a day's leave in lieu.
- 1.8 Staff are paid for sickness according to their terms of employment.
All eligible employees are entitled to receive Statutory Sick Pay (SSP) from the first day of absence, without the previous waiting period. There are no Lower Earnings Limits in place. SSP will be 80% of employees earnings or the current flat rate whichever is lower.
- 1.9 Sickness will be monitored and measured using the Bradford Factor. It is calculated by multiplying the number of instances

an employee has been sick by the days they've had off. The Bradford formula is: $B = S^2 \times D$ Where S is the number of times someone has been off work sick and D is the number of days off the individual has over that period of absence. The figure is calculated over a rolling 52 week period, from the return to work date backwards.

1.10 Repeated or lengthy periods of absence will be grounds to hold a performance meeting with your Line Manager and could result in disciplinary action. The following trigger points are followed under Bradford Factor:

- 60 Informal return to work meeting
- 200 Formal return to work meeting
- 300 Final formal return to work meeting
- 500 Disciplinary action, potentially resulting in dismissal

Any dishonesty in relation to the taking of sick leave may give rise to disciplinary action.

2 TIME OFF FOR MEDICAL APPOINTMENTS

2.1 Reasonable requests to attend medical appointments will be granted and accommodated where possible. Employees should make every effort to organise attendance at such appointments outside of their working hours. Where this is not possible appointments should be scheduled at either the beginning or end of the working day.

Employees will not be required to make time up for attendance at routine medical appointments where time away is below 1 hour. Where time away from work to attend such appointments exceeds 1 hour, the following options should be considered by managers and the employee:

- Annual leave
- Time of in lieu (TOIL)
- Flexi-time (if appropriate to role)
- Arranging to work additional hours
- Change to work pattern
- Unpaid leave

2.2 Employees with on-going health conditions may require time off from work to attend regular medical appointments or receive treatment, these appointments will be

accommodated where possible. There are additional considerations where the health condition may be classed as a disability under the Equality Act 2010, guidance should be sought from HR.

- 2.3 Staff who require planned medical procedures, will be entitled to sick leave for the procedure and recovery time.
- 2.4 Reasonable requests for time off to accompany a close family member (*parent/child/partner*) to medical appointments must be agreed with your Line Manager. You will be asked to book either annual leave or TOIL, alternatively this can be granted as unpaid leave. In some circumstances, compassionate leave will be granted, at the discretion of the Senior Leadership Team (please see Leave Policy).

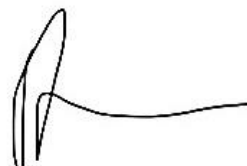
POLICY, IMPLEMENTATION AND REVIEW

The policy will be reviewed in not more than 24 months.

Any alterations to the policy will be subject to consultation, unless these changes are not material.

Sickness Absence policy approved: April 2026

Signed by Chair of Trustees

A handwritten signature in black ink, consisting of a stylized initial 'A' followed by a horizontal line extending to the right.