

ADOPTED: June 2016

## TIME-OFF AND ABSENCE FROM WORK POLICY AND PROCEDURE

### 1.0 AIM

- 1.1 This document covers the Age UK Cambridgeshire & Peterborough (AUKCAP) policy and procedure on 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 Manager or Trustees.

### 2.0 SCOPE

- 2.1 The topics covered include:
- Paid holiday entitlement.
  - Bank holidays.
  - Qualifying periods.
  - Accruals of holiday and carry forward arrangements.
  - Overtime and time-off in lieu.
  - Time off in case of unforeseen and exceptional circumstances.
  - Notification of holidays.
  - Unpaid leave.
  - Special leave.
  - Time off for medical appointments.
  - Membership of outside bodies and public duties.
  - Maternity leave and other leave associated with child care responsibilities.
  - Sickness absence.
  - Termination of employment.
  - Policy, implementation and review.

### 3.0 PAID HOLIDAY ENTITLEMENT

- 3.1 All staff are entitled to a minimum of pro rata 28 working days paid holiday plus Bank Holidays.
- 3.2 Holiday entitlement will be calculated in hours rather than days to recognize our many part-time workers.

### 4.0 BANK HOLIDAYS

4.1 Part time staff will receive pro rata Bank Holiday entitlement in lieu, if these holidays fall on a day that is not normally worked.

## **5.0 QUALIFYING PERIODS**

5.1 AUKCAP's annual holiday period runs from 1<sup>st</sup> April to 31<sup>st</sup> March. New employees will receive an apportioned holiday entitlement from their starting date to 31<sup>st</sup> March. Holiday can be booked from their date of appointment.

## **6.0 ACCRUALS OF HOLIDAY AND CARRY FORWARD ARRANGEMENTS**

6.1 Unless there are exceptional circumstances no more than 5 days (pro rata) can be carried forward to the new leave year. Exceptional circumstances must be agreed by a Senior Manager.

6.2 AUKCAP will not authorise any payment in lieu of outstanding holidays at the end of the holiday year.

## **7.0 OVERTIME AND TIME-OFF IN LIEU (TOIL)**

7.1 TOIL is accumulated when a member of staff is required to work outside (their) normal hours eg not usual working day, evenings or weekends. Individual staff job descriptions state if staff are expected to work flexibly.

7.2 Leave claimed as TOIL must be properly recorded and approved by your Manager before it is taken. Your Manager will advise you of the method required for recording TOIL.

7.3 Time up to 30 minutes will not be counted.

### **From 30 minutes to one hour**

Staff will normally be expected to use their discretion to adjust working time where they owe or are owed up to 1 hours. Staff need not normally advise their managers of this except where they have arranged for their work to be carried out by another employee.

### **Up to half number of hours worked in normal week**

Staff may accumulate hours they are owed up to a maximum of half their normal working week. This time must be taken within 2 months of accrual and must be agreed with their manager.

### **Over half number of hours in normal working week**

Staff may only accumulate more than half their working hours by prior agreement with their manager and in exceptional circumstances

7.7 AUKCAP reserves the right to pay staff for any extra hours worked rather than agree for time off in lieu to be taken.

7.8 Accrued TOIL not taken within the required time (7.5) or subject to (7.6) will be lost.

## 7.9 **Time off/Changes to usual working hours**

If staff wish to take time off other than paid or unpaid holiday, the hours should be agreed in advance by their manager and when necessary arrangements made to make up the hours at an appropriate time.

7.10 AUKCAP contracts require that staff working for five hours or more must have a minimum of 30 minutes lunch break.

## 8.0 **TIME OFF IN CASE OF UNFORESEEN AND EXCEPTIONAL CIRCUMSTANCES**

8.1 There may be occasions when staff will request time off at short notice because of urgent or unforeseen circumstances such as a domestic emergency or because of bad weather. Any time off taken for such eventualities must either be taken as annual holiday, TOIL, or unpaid leave, in agreement with your Manager.

8.2 AUKCAP will give sympathetic consideration to any requests for absence from work on compassionate grounds or hardship or difficulty, for example bereavement or severe illness of a close dependant relative or partner. Each request for compassionate leave will be considered on its merits without re-course to any precedent.

## 9.0 **NOTIFICATION OF HOLIDAYS**

9.1 All staff are required to give 10 days' notice of holiday requests. Their Manager can waive this notice period for short absences (less than 3 days in length) or in exceptional circumstances.

9.2 All staff are required to make the appropriate request and obtain approval from their Manager, before leave is taken.

9.3 Managers have the right to withhold approval of a leave request but only if there are reasonable grounds for doing so, for example, there will not be adequate office or service cover, an urgent task cannot be completed by the deadline or inadequate notice has been given.

9.4 A record of all leave will be held at the Lindens office/County office (*depending on area of work*). Managers must ensure that all approved leave for staff is recorded accurately and passed to their designated central record holder.

9.5 Cancellations and changes to leave requests must be reported to your Manager and passed to the designated central record holder.

9.6 If any member of staff is sick while they are on holiday, they will be entitled to reclaim their leave from the first day of certificated sickness by a GP. The reclaim must be requested of their Manager within one week of returning to work, recorded on their leave record card and passed to their designated central record holder.

## 10.0 **UNPAID LEAVE**

- 10.1 All staff are entitled to request unpaid leave. This might be requested for example, for personal reasons, following a family crisis or for an extended holiday.

All requests for unpaid leave must be in writing to your Senior Manager and in the case of an emergency, confirmed in writing. Your Senior Manager must approve all unpaid leave.

## **11.0 SPECIAL LEAVE**

- 11.1 Staff are entitled to request additional paid leave of up to 3 working days (pro rata) in special circumstances. For example, when undertaking a course of training that is appropriate to their work, on compassionate grounds or in other special circumstances. Your senior Manager must approve all requests for additional paid leave.

- 11.2 Special leave must be requested in writing and can be approved by your senior Manager. All cases of extended special leave will be reported to the Chief Executive.

## **12.0 TIME OFF FOR MEDICAL APPOINTMENTS**

- 12.1 Staff are requested, where possible, to make medical appointments at times outside working hours. Where this is not possible appointments should be made either early or late in the day to avoid too much disruption to the working day.
- 12.2 Reasonable requests for time off to accompany a close family member (*parent/child/partner*) to medical appointments must be agreed with your Manager. You may be asked to book leave or TOIL if these requests are made on a regular basis or are of a duration exceeding 4 hours.

## **13.0 MEMBERSHIP OF OUTSIDE BODIES AND PUBLIC DUTIES**

- 13.1 Staff are entitled under the Employment Rights Act 1996 to reasonable time off during working hours for performing any public duties or for trade union meetings. Payment for time off is to be agreed in writing with your Manager and reported to the Chief Executive.

## **14.0 MATERNITY AND OTHER LEAVE ASSOCIATED WITH CARE RESPONSIBILITIES**

### **14.1 Maternity**

Statutory maternity leave provisions apply. From 1<sup>st</sup> April 2007, qualifying working mothers are entitled to up to 53 weeks leave (26 weeks ordinary maternity leave plus 26 weeks additional maternity leave).

### **14.2 Paternity**

Statutory paternity leave provisions apply. Currently qualifying fathers are entitled to 2 weeks paid paternity leave, plus up to 26 weeks additional paternity leave.

### **14.3 Parental**

Statutory parental leave provisions apply. Currently, parents who have one years' service can take a total of 13 weeks unpaid leave for each eligible child, but no more than 4 weeks in any year.

Parents of a disabled child can take up to 18 weeks leave, but no more than 4 weeks in any one year.

#### 14.4 **Adoption**

Statutory adoption leave provisions apply. Qualifying adoptive parents who have a child under the age of 18 will be able to choose which of them is entitled to 12 months adoption leave. The other adoptive parent is entitled to take 2 weeks paid leave around the time of the adoption.

#### 14.5 **Flexible working for parents or carers of adults**

Parents, the partner or civil partner of children aged under 6 (or under 18 if disabled) have the statutory right to make a written request for more flexible working arrangements.

Qualifying staff have the statutory right to request more flexible working arrangements to care for a partner, civil partner or relative.

### 15.0 **SICKNESS ABSENCES**

15.1 You are required to notify your Manager of any absence due to illness by 9.30 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 Manager or another senior Manager in person. Text messages, emails or voice mail messages are not acceptable.

15.2 You must keep your Manager informed of the date you expect to return to work.

15.3 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 form is completed.

15.4 Managers are responsible for ensuring that all sickness absence is recorded centrally at The Lindens/County Office (*depending on area of work*).

15.5 After 7 consecutive days (including the weekend) 'self-certification' does not apply. Staff must 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.

15.6 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 Manager. AUKCAP may require staff to undergo a medical examination or obtain a medical report from their doctor or other specialist (*with the staff member's permission*).

- 15.7 Repeated or lengthy periods of absence will be grounds to hold a performance appraisal meeting with your Manager and could result in disciplinary action.
- Any dishonesty in relation to the taking of sick leave may give rise to disciplinary action.
- 15.8 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.
- 15.9 Staff are paid for sickness according to their terms of employment. Statutory Sick Pay (SSP) rules apply to staff earning more than the Lower Earnings Limit for National Insurance.
- 15.10 Staff who are in receipt of a 'Fit Note' from their GP will be asked to attend a meeting with their Manager to discuss and agree 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.
- 16.0 TERMINATION OF EMPLOYMENT**
- 16.1 When leaving AUKCAP's employment staff will receive pay for any accrued holiday outstanding and not taken by the effective date of termination of their contract.
- 16.2 When leaving AUKCAP's employment salary will be deducted from final salary for any holiday taken but not accrued.
- 17.0 POLICY, IMPLEMENTATION AND REVIEW**
- 17.1 The policy will be reviewed in not more than 24 months.
- 17.2 Any alterations to the policy will be subject to consultation, unless these changes are not material.

**PLEASE SIGN THIS FORM AND RETURN IT TO:**  
**Marcia Short**  
**Age UK Cambridgeshire and Peterborough**

I have read and understood the AUKCAP policy on Time Off and Absence from Work and I agree to follow its requirements.

**NAME (please print)** .....

**SIGNED** .....

**POSITION** (*job role*) .....

**DATE** .....