

MANAGING SICKNESS ABSENCE PROCEDURE

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Scheme Ratified by:	Human Resources
Date:	
Area Applicable:	All Caerphilly Employees except school based employees unless the School Governing Body has adopted the Scheme.
Review Year	2013



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Wherever the designation Manager is used throughout this procedure, it is taken to mean Head of Service, Line Manager, Supervisor, Officer in Charge, or anyone who has a management or supervisory responsibility.

Where working days are referred to within this Procedure, it is the employee's working days i.e. someone who works full time the figures would be based on a 5 day working week, for part timers based on the number of days that they work per week. For example is someone works 3 days per week, a period of long term sickness for them would be 12 days, i.e. 4 weeks times 3 days per week.

INTRODUCTION

1. Caerphilly County Borough Council believes that its employees are its most valuable resource and as a result high attendance at work by its employees plays a key role in providing efficient and effective services.
2. The purpose of the procedure is to
 - Maximise employee attendance at work.
 - Support employees in returning to work in a timely manner.
 - Have a clear and agreed process for managing the sickness absence of all the Council's employees, which is applicable to all.
3. The reduction in sickness absence levels will improve service delivery, increase employee morale, ensure that the Council is more competitive and increase job security. High levels of sickness absence can have a profound effect on employees still in work as they can become demotivated as a result of having to take on their absent colleagues' work.
4. This procedure recognises that sickness can affect any employee and can often be the symptom of some other underlying issue. It is important that these matters are explored with employees sensitively. If an employee chooses not to disclose the reason, then Managers will only be able to act on the information that is available to them.
5. This procedure provides guidance to Managers on dealing with short-term persistent absences and long-term absences (absences in excess of twenty working days, pro rata'd for part time employees), or a combination of both, due to sickness and ill health. Unauthorised absences are dealt with under the disciplinary procedure.
6. The procedure supports employees by identifying anything at work that could be contributing to their absence at an early stage and taking appropriate measures to resolve these problems. It also encourages Managers to take an interest in their employees' health and well-being and to facilitate their return to work as soon as possible.
7. In this procedure, the term Manager is used to encompass anyone who has the responsibility of managing and supervising employees. The procedure is available on the Council's HR Support Portal, from Managers or from HR. The term Occupational Health encompasses both the Council's Occupational Health Nurses and/or its Medical Advisor.
8. This procedure must be cross-referenced with all the relevant Council policies and procedures, the Code of Conduct and relevant legislation. Copies of all the Council's policies and procedures can be found on the Council's HR Support Portal, from Managers or HR.

SCOPE OF THE PROCEDURE

9. The Council's recognised trade unions have been consulted on this procedure.
10. The Managing Sickness Absence Procedure applies to all employees except those school based support/teaching staff for whom the Governing Body sets the local terms and conditions of employment.
11. The effective date of this procedure is 1st October 2012. This procedure supersedes all earlier procedures and must be used to deal with any sickness absence issues that arise. All warnings that have not expired at the 1st April 2012 will remain on employees' records for the duration of the warning.

GUIDING PRINCIPLES

12. Managers and employees, have a responsibility to minimise sickness absence, Managers to manage and support their employees and employees to attend work on a regular basis. This responsibility is not only to ensure and maintain quality service delivery but also to avoid disproportionate stress upon the remaining employees. HR advice is available to Managers at every stage of this procedure.
13. Caerphilly County Borough Council recognises that a proactive approach to health and safety will make a significant contribution to an employee's health and well-being and will assist an improvement in attendance and performance.
14. Corporate Management Team will set an overall sickness absence target for the Council on an annual basis during the budget setting process. This will then be translated into targets for individual Directors and Heads of Service. The management of sickness absence will be a performance target, which will be monitored on a regular basis.
15. Although each sickness absence case must be judged on the facts of the case and the guidelines followed in a consistent manner, each case will be considered with understanding and empathy.
16. Employees have a responsibility to comply with the Council's notification of absences procedure as laid down in Appendix 3. In cases where the notification procedure is not complied with by the employee, they will be deemed to be absent without pay and a corresponding deduction to salary may be made.
17. Throughout this procedure reference to the number of working days lost through sickness absence is to be applied on a pro rata basis for part time employees.
18. Employees with more than one post with the Council who are absent from one post may only remain working in the other post(s) if the nature of the illness does not impact on their capability to carry out the duties of their other post(s). Employees must notify their Manager that they have reported sick in their other position(s). In these circumstances, Managers must seek advice from HR.
19. Employees must not engage in any external work or engage in any activities that are detrimental to their recovery whilst on sickness absence from the Council.
20. Return to Work interviews for all absences, irrespective of length, should be undertaken on the day the employee returns to work. Managers and employees must follow the process in place in their Service Area for the recording of the sickness absence and the completion of the relevant documentation. Separate instructions will have been issued notifying Managers and employees of the process that they must follow. See Appendix 4 for further information on the Return to Work process.
21. All sickness absence will be dealt with under the Managing Sickness Absence Procedure.
22. Employees are entitled to be accompanied at the formal stages of the procedure by either a work colleague or a lay trade union representative or an official employed by a trade union. This does not include Return to Work Interviews or Informal Absence Review. If an employee, or the person accompanying them is disabled, accessibility issues must be considered to allow them to take part in the managing sickness absence process.
23. When deciding whether to take any action in regard of an employee's sickness absence record, a Manager will look at the overall level of the employee's sickness absence to see whether the trigger points for action set by the Council have been met. These trigger points are explained fully later in the procedure and serve as a notification to the Manager that the employee's sickness absence levels require further investigation.

24. Managers will be provided with regular reports on the sickness absence levels for their Service Area to allow them to manage the sickness absence levels of their employees.
25. When considering action under this procedure, Managers must discount any absences that are pregnancy or disability related and seek further guidance from HR. If appropriate reasonable adjustments have been fully explored, the disability related absences may not be discounted. See also Reasonable Adjustments in the Workplace – Notes of Guidance for Managers for further information, which is available either on the Council’s HR Support Portal or from HR. Similarly if the absence is as a result of an industrial injury further advice should be sought from HR.
26. The Council reserves the right to refer for medical examination any employee, regardless of the length of the period of absence. This should only be done after consultation with a representative from HR.
27. Managers must maintain contact with employees while they are absent from work throughout a period of absence. The purpose of this contact should be both supportive to the employee and assist them to explore ways in which they can facilitate a return to work. It also provides Managers with an opportunity to inform employees of any work related issues, if appropriate.
28. The Council cannot sustain an employee’s absence from work indefinitely due to the impact that it has on service delivery and the workloads of other employees. The Council has developed processes to support the employee to enable them to return to work. This could include changes to work hours, changes to job roles, the employee assistance programme, etc. However, there are circumstances where this would not be appropriate and consideration will be given to terminating an employee’s contract of employment. Please see the Section on ‘The Management of Long Term Sickness Absence’ for detailed information.
29. If an employee is referred to the Council’s Occupational Health Advisor (either the Occupational Health Nurse or Medical Advisor), they **may** be asked to grant the Council access to their medical records. The records will be accessed via a request from Occupational Health, and not the individual Manager, after the issue has been discussed with the employee **so informed consent can be given**. Access to these records will be beneficial to both the employee and the Manager, as it will enable decisions to be based on medical information and the facts of the case. If the employee refuses to give consent the Manager will have no option but to make a decision without this information.
30. Any information obtained during the management of sickness absence shall be treated in the utmost confidence. Any lapses in confidentiality will be dealt with under the Council’s Disciplinary Procedure or in the case of Elected Members be referred to the Standards Committee.
31. If an employee is instructed to refrain from attending the workplace because of the nature of their illness, legislative requirements or their contact with someone who has a contagious disease, this will be deemed to be medical suspension. This will include any issues identified as a result of the risk assessment undertaken for pregnant employees. These periods of absence will not count towards their sickness absence levels or their sickness pay entitlement. Similarly, these periods of absence will not count towards the Service Area’s sickness absence levels. Where employees are asked to refrain from attending the workplace, they will receive their normal basic pay for the period of the absence. Consideration should be given to whether the employee could report to a different place of work to undertake duties not affected by legislative requirements. When considering such a situation employees will only be asked to undertake work suitable to their skills and training.
32. When an employee has a period of long-term sickness and they are declared fit to return to work, a return to work plan may be agreed between the employee and their Manager. This plan may include one or more of the following, reduced working hours, reduced responsibilities, phased return, temporary alternative duties, additional and appropriate support, counselling, regular reviews with the Occupational Health Advisor and a stress risk assessment. Phased returns to

work, if deemed to be appropriate by Occupational Health or recommended by the employee's GP on their Fit Note, will be for a period of **up to** four weeks. If the period of the phased return extends past four weeks, employees will need to use their own time to make up their hours with leave or flexitime. If an employee is not on flexi time, they may be allowed to work the time back to make up their hours within a period of 12 weeks. However, this would be granted at the Manager's discretion.

Where the employee's GP states that the employee is able to return to work to undertake some of their duties but the Manager does not feel that the employee is fit to undertake those duties, based on their risk assessment, the employee may be referred to Occupational Health for a decision on whether the employee is fit to return to undertake the duties identified by the GP.

33. Entitlement to sick pay is dependent upon the employee's length of continuous local government service, as laid out in the relevant National Agreement. Payments will not be made for injuries caused by professional sporting activities, non-essential surgery or for injuries incurred whilst working for another employer. Employees have a separate entitlement to industrial injury benefit. In the case of sporting activities, if employees are not covered by insurance through the body that they play for, they are recommended to take out insurance of their own. Once any insurance claim is settled, the element that the employee receives for wages/salary should be paid back to the Council for pay purposes. Managers must inform employees of the need to repay the money to the Council when they notify their absence.
34. For any periods of sickness absence, which results in a third party claim, the Council will recover any sickness payments made in these circumstances. Sick pay will be paid in the first instance but employees must be instructed to make a claim against the third party involved. Once the insurance claim is settled, the element that the employee receives for wages/salary should be paid back to the Council and the employee's sick pay entitlement will be unaffected. Managers will inform employees of the need to make the claim and repay the money to the Council when they notify their absence.
35. Employees, who do not report to work on a Bank Holiday because of sickness absence, will not attract the appropriate payment or any time off in lieu. No substitute public or statutory holiday will be given.
36. Occupational sick pay is calculated on the basis of contractual hours only. If a part time employee is asked to work additional hours on an informal and ad hoc basis and subsequently does not work those hours, or fails to achieve the contracted hours, because of sickness, the additional hours do not attract a sickness payment.
37. Any proven abuse of this procedure or the sick pay scheme will be dealt with under the Council's Disciplinary Procedure. See Appendix 6 for further information on the Abuse of the Managing Sickness Absence Procedure/Sick Pay Scheme.

THE MANAGEMENT OF SHORT - TERM SICKNESS ABSENCE

38. To effectively manage short-term absence it is important that a consistent approach is taken by Managers whilst at the same time taking into account the reasons given in each case. The return to work interviews form a key part of this process as it gives the Manager the opportunity to determine if there are any underlying issues affecting the employee's attendance at work and offer support where appropriate.
39. The procedure below details guidelines on timescales and the number of occasions of absence before taking any action. These trigger points will be reviewed on an annual basis. The guidelines need to be considered in each case. However it is important that a consistent approach is taken which may mean there are occasions where action is necessary even though the reasons for the absence are totally genuine.

Informal Absence Review Meeting

Following either, in a rolling period of 12 months: -

- three periods of sickness absence (the total number of days must be a minimum of four days for the trigger to take effect).

OR

- two periods of sickness totalling ten working days or more.

OR

- patterns of absence, which give cause for concern.

the employee must be interviewed by their Manager, so that any underpinning reasons for ill health may be explored. These trigger points will be pro rata'd for part-time employees. Please note that for part time employees it is the days and not the periods of absence that are pro rata'd. A single absence of ten working days or more would not trigger an interview. Any health, work, personal or social reasons identified will be recorded and signed by both parties. The Manager may consider referral to Occupational Health or a workplace assessment at this stage. The employee will be reminded that their absence is a cause for concern and advised that an improvement is required and future absences will be monitored.

Stage 1 of the Formal Procedure

Following an Informal Absence Review Meeting if a further period of absence occurs within the twelve-month rolling period (e.g. if the latest absence ended on the 1st September 2011 you would review from this date back to the 2nd September 2010), action under Stage 1 of the Formal Managing Sickness Absence Procedure must be considered. To ensure consistency throughout the Council a hearing will be held and if the outcome of the hearing results in a first stage formal written notification being issued it will be valid for a period of twelve months.

If formal action is not taken at this stage then a record of the reasons for this must be placed on the employee's file together with an action plan to deal with further periods of sickness absence.

Stage 2 of the Formal Procedure

Following the issue of a first stage formal written notification under the Managing Sickness Absence Procedure an employee's attendance will be reviewed during the next twelve months from the date of the issue of the notification with further formal action being taken if the following levels of absence are achieved.

- three periods of sickness absence (the total number of days must be a minimum of four days for the trigger to take effect).

OR

- two periods of sickness totalling ten working days or more.

OR

- patterns of absence, which give cause for concern.

If the employee hits the above trigger point then, after a hearing has taken place, a second stage formal written notification may be issued under Stage 2 of the Managing Sickness Absence Procedure, which will be valid for a period of eighteen months.

If the employee continues to take sickness absence during this eighteen month period then a review of their employment will be undertaken to determine their ability to fulfil their contractual obligation to attend work regularly. If it is considered that their attendance is unlikely to improve then a formal meeting will be convened where the termination of their contract of employment will be considered.

Terminating An Employee's Contract Through Their Inability To Fulfil Their Contractual Obligations

Prior to any meeting to consider the potential termination of an employee's contract of employment they must be referred to Occupational Health to obtain a medical opinion on their reasons for absence and the impact on their future attendance on work. All options will be considered prior to termination, including termination on the grounds of ill health, where appropriate.

The Council will take all practical, possible and reasonable measures to avoid terminating employees' contracts for sickness absence. However, where attendance levels have not improved within the set period following the issue of a second level formal written notification under Stage 2 of the Managing Sickness Absence Procedure the employee is required to attend a formal meeting with their Head of Service at which their future employment with the Council will be discussed. The Head of Service will explore the reasons for the sickness absence, together with the effectiveness of any remedial actions and 'interventions' which have been introduced.

Taking into account the history of the absence patterns, the latest medical opinion, plus the employment record of the employee, the Head of Service may give the employee notice of termination of employment if there is no reasonable likelihood that the continued levels of sickness will improve. In such instances, the termination of the employee's contract of employment will be on the grounds of capability, and with immediate effect, in that the employee was unable to perform/satisfy the duties and responsibilities of their contract of employment and job description.

Full details on the process to be followed are contained in the Managing Sickness Absence Managers' Toolkit.

Appeals

Employees have the right of appeal against any action taken under this procedure. At any appeal the sanction imposed will be reviewed and it may be withdrawn, remain the same or be decreased. If the appeal is on the basis of the severity of the sanction or the misapplication of the procedure, then the appeal will be a review of the reason for the original decision. If new information, that was not available at the time that the decision was made, comes to light then the employee will have the opportunity to present the information and a further meeting will be held. The presentation of new evidence is the only reason that a further meeting will be held.

All appeals must be made in writing to HR within 5 working days of the receipt of the decision, setting out the grounds for the appeal. HR will liaise with the relevant Manager to hear the appeal. Appeals will be considered by a Manager not involved in the earlier decision. In the case of appeals against termination of a contract, the appeal must be made within 10 working days of the decision and sent to the HR who arrange for the appeal to be convened. If the appeal is successful an alternative sanction may be imposed.

THE MANAGEMENT OF LONG - TERM SICKNESS ABSENCE

40. As soon as the Manager receives a fit note identifying that an employee will be absent for a period of twenty working days or more (pro rat'd for part time employees), they must contact the employee to obtain up to date information on the employee's absence.
41. It is recognised that every case of long-term absence is different and some of these guidelines may not be appropriate in each and every case. Evidence has shown that early interventions in

a long term absence can result in an earlier return to work so Managers and employees must be mindful of this and engage in the process as early as appropriate to the individual case. At any stage of an Occupational Health referral, informed consent may be requested to obtain a GP or Consultant's report.

Week 4

The Manager must contact the employee to discuss the current situation and if appropriate arrange a follow up meeting. This meeting will usually take place at the employee's normal place of work or another Council building, if requested. In cases where the employee is unable to travel, then a home visit may be appropriate. Employees have the right to be accompanied at this meeting by a work colleague or a lay trade union representative or official. During these discussions the following should be explored

- The reason for absence.
- The expected duration of absence.
- Any support that may assist an early return to work.
- Whether a referral to Occupational Health is appropriate.

Contact by the Manager must continue on a monthly basis to keep updated on the employee's latest medical situation and should cover the points raised above, including the appropriateness of a referral to Occupational Health. If the reason for the employee's absence is work related stress, it may be appropriate for another Manager, colleague or representative from HR to contact the employee depending on the circumstances of the absence. It is also important that any developments in work are communicated to the employee so they do not feel isolated. A record of this contact must be kept.

Week 13

If the employee is still absent after thirteen weeks then a formal meeting must be arranged to review the absence. The focus of this meeting will be to discuss any positive support that can be given to assist with the recovery of the employee and to achieve a return to work. Any agreed actions must be confirmed in writing to the employee. Employees have the right to be accompanied at this meeting by a work colleague or a trade union representative or official.

Contact by the Manager must continue on a monthly basis to keep updated on the latest situation and must cover the points raised above. If the employee has not been referred to Occupational Health previously, they must now be referred for an initial appointment. It is also important that any developments in work are communicated to the employee so they do not feel isolated. A record of this contact must be kept.

Week 26

An employee who has been absent for twenty-six weeks must be invited in for another formal review of their absence. Any agreed actions from the previous review should be discussed and an updated assessment of their absence confirmed. At this stage a review appointment must be made to Occupational Health to establish what if any additional support can be provided together with consent, if it has not already been granted, to obtain a medical report from the employee's GP/Consultant as to a likely date of return to work. When employees are referred to Occupational Health at this stage, dismissal on the grounds of ill health with the release of pension benefits will be explored, if appropriate.

If, the report indicates a further prolonged absence of at least 13 weeks or, based on medical opinion, it is unable to give a return date, then a further meeting will be arranged with the employee to discuss the details of the report and their future employment with the Council. It is also appropriate to consider any alternative such as career transfer at this meeting.

Where the decision is taken to terminate an employee's contract of employment, they will be given the contractual notice that they are entitled to under the terms of their contract of employment.

If the report indicates a return within 13 weeks then a meeting must be arranged with the employee to discuss the details of the report and plan a programme of return to work, including a risk assessment to enable the employee to return to work. If the employee is unable to return in the specified time then an updated report must be obtained from their GP/Consultant and a decision on their future employment based on this.

THE MANAGEMENT OF EMPLOYEES WHO HAVE A SERIES OF LONG TERM SICKNESS ABSENCES

42. If an employee has a pattern of frequent long-term sickness over a period of time and the Managing Sickness Absence Procedure has been followed and appropriate interventions i.e. reduction in hours, career transfer, reasonable adjustments, etc have still not reduced their levels of absence, a referral to Occupational Health for an updated medical report, including whether termination on the grounds of ill health with access to pension benefits/capability is appropriate, must be made. On receipt of the report, the Manager should give consideration to the advice received from Occupational Health with regard to the employee's future employment i.e. taking them through the formal notification process or termination of their contract on the grounds of ill health or capability.

THE MANAGEMENT OF PATTERNS OF ABSENCE THAT INCLUDE BOTH LONG AND SHORT TERM SICKNESS ABSENCES

43. If an employee has patterns of absence that include both short and long term sickness over a period of time and the Managing Sickness Absence Procedure has been followed and appropriate interventions i.e. reduction in hours, career transfer, reasonable adjustments, etc have still not reduced their levels of absence, a referral to Occupational Health for an updated medical report. On receipt of the report, the Manager should give consideration to the advice received from Occupational Health with regard to any appropriate action being taken. This may include taking the employee through the formal notification process or consideration being given to the employee's continued employment.
44. Where an employee has been issued with a formal written notification and further absences occur, either long-term or short-term, consideration will be given to moving to the next stage of the procedure.

MONITORING OF THE PROCEDURE

45. Regular reports on sickness absence levels will be provided to the Council's Scrutiny Committees. These will look at the number of working days lost, the number of employees who have no sickness absence, the number of employees on long-term sickness absence and identify any actions that have been taken to manage the absences.
46. To ensure that the Managing Sickness Absence Procedure is being fully implemented and is effective in managing and reducing sickness absence, a quarterly review will be held by Directors with their Heads of Service. At this meeting the Heads of Service will detail to the Director the level of sickness absence within their Service Area, the number of employees who are above a defined level of sickness absence, the number of employees on long-term sickness absence and the actions that have been taken to manage the case and the Service Area's progress towards their target sickness absence level

INTERPRETATION OF THE PROCEDURE

47. In the event of a dispute relating to the interpretation of this procedure, Corporate HR will make the final decision on interpretation.

REVIEW OF THE PROCEDURE

48. A review of this procedure will take place when appropriate. Any amendments will be consulted on with all the relevant parties. However, in the case of amendments relating to legislative requirements, the procedure will be amended and reissued.

JULY 2012

EXAMPLES OF SUPPORTIVE MEASURES AVAILABLE TO EMPLOYEES AND MANAGERS

- Referrals to and the provision of advice by, Occupational Health.
- Access to physiotherapy services.
- Access to an Employee Assistance Programme.
- Workplace adaptations and access to the services of an external specialist on workplace adaptations.
- Amended duties as directed by Occupational Health or an employee's GP.
- Phased returns to work as directed by Occupational Health or an employee's GP.
- Rehabilitation management.
- Healthy living initiatives as provided under the Welsh Government's Corporate Health Standard.
- Lone working health surveillance.
- Night working health surveillance.

This list is not exclusive or exhaustive.

**CAERPHILLY COUNTY BOROUGH COUNCIL
SELF CERTIFICATION/RETURN TO WORK FORM**

This form must be completed by all employees who are returning to work from a period of sickness absence. The dates should include Saturdays and Sundays if employees were rota'd to work on those days.

PERSONAL DETAILS

Name		Employee Number	
Directorate		Date Sickness Commenced	
Service Area		Date Sickness Ended	
Section/ Establishment		Date Returned to Work	

REASON FOR ABSENCE

Reason for absence (Please specify exact details of illness, statements such as unwell, sick are not acceptable)		
Did you visit a Doctor/Hospital as a result of your illness?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is the absence related to a disability? If Yes, please give details.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you got any follow up appointments planned? If Yes, please give details.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are you taking any medication, which is likely to affect you whilst at work? If Yes, please give details.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Was your absence caused by any work related activity? If Yes, please give details.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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RETURN TO WORK HEALTH DECLARATION

I am fully recovered from my illness and able to carry out all my normal duties.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you have a current Fit Note? If Yes, please provide the date that the Fit Note is due to expire?/...../.....	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you been advised to refrain from any duties? If Yes, are these included on the Fit Note? If No, please give details.	Yes <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> No <input type="checkbox"/>
Are there any changes to your work or assistance requested that will prevent further absences of this nature? If Yes, please give details.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

I declare the information given on this form is correct and I understand that disciplinary action will be taken if it is found that any of the information is false.

Signed:		Date:	
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Comments by Supervisor/Manager

Did the employee follow the correct notification procedure? If No, please give details.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Comments

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Signed by Supervisor/ Manager:		Date:	
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EMPLOYEE NOTIFICATION PROCEDURE

1. On the employee's first day of absence, the employee must contact their Manager, within one hour of their normal start time, to discuss when the absence commenced, the specific reason for the absence, the likely date of return and any outstanding work commitments and meetings.
2. Individual Service Areas may stipulate their own notification procedures to ensure that service delivery is not adversely affected. If the absence is as a result of an accident at work this must be clearly stated to the Manager to comply with any statutory health and safety reporting requirements.
3. In exceptional circumstances notification outside of these timescales will be acceptable e.g. serious illness or hospitalisation of the employee or where an employee has a disability, which may mean they have difficulty in complying with the above timescales.
4. Notification by text message or e-mail is only acceptable if a contact telephone number for the employee is provided at the time of notification of the absence so that the Manager can ring the employee back.
5. In cases where the notification procedure, has not been complied with the employee will be deemed to be absent without pay and a corresponding deduction to salary will be made. Employees will be notified prior to any deduction to salary being made.
6. If an employee's absence extends beyond three calendar days, they must also contact their Manager on the fourth day of absence within the timescales laid down in 1 above to inform them of their progress and their likely date of return to work.
7. If the fourth calendar day occurs on a weekend, a Bank Holiday or a day they are not rota'd to work, the employee must contact their Manager on the next available working day. Employees who work weekends and Bank Holidays must contact their Manager in the normal way.
8. On the eighth day of absence, an employee will require a Fit Note from their GP/ hospital. It is the employee's responsibility to ensure that Fit Notes cover the whole of the period of absence, without any gaps in the cover. If there is a problem with obtaining a Fit Note, the employee must advise their Manager of the delay.
9. When employees notify their sickness absence, Managers must ensure that the correct notification documentation is completed. Fit Notes must be forwarded to the employee's Manager, without delay, to ensure the payment of their salary. If the period of sickness absence is not covered by the correct documentation for the payment of both statutory and occupational sick pay, a deduction to salary for the period of absence not correctly certified may be made. Once the correct documentation is received, the employee may be reimbursed for the period of the deduction.
10. If an employee is taken ill at work and continues to be absent the following day, the Manager must be notified on that day by the normal time stipulated.
11. If an employee attends work in the morning but leaves because they are unwell before midday or half way through their normal shift, this will be recorded, as a half-day's absence and will be included in the sickness absence return.

RETURN TO WORK INTERVIEWS

The return to work interview is regarded as one of the most effective interventions in managing sickness absence. It is a key measure in supporting employees who have been absent through sickness absence, controlling sickness absence and identifying any underlying work related issues.

A return to work interview must be undertaken **every time** an employee is absent through sickness absence. It should be undertaken on the day that the employee returns to work but if this is not possible as soon as reasonably practical thereafter. Failure to undertake return to work interviews will be reported under the monitoring of this procedure. It is important that return to work interviews are carried out consistently across all Directorates to ensure fairness of treatment to all employees.

In addition if a self-certificate form is not received the employee **will not** be paid for the period of absence and completion of the self-certificate is part of the return to work process. Managers must notify Payroll if an employee is to have a deduction made to their salary.

In cases where employees are on long-term sickness absence, the Manager should forward a self-certificate form to the employee for completion. Upon receipt the Manager should sign the form confirming that the employee is on long-term sickness and that the return to work interview will take place as soon as the employee returns to work. If this form is not received, the employee **will not** be paid for the first seven days of their period of long-term sickness.

The main purpose of the interview is to

- Welcome the employee back.
- Explain to the employee that the purpose of the return to work interview is to manage and monitor employees' absences so that any problem areas can be identified and support offered where appropriate.
- Discuss the reason for the employee's absence, ensuring that the question is asked in a supportive way. Avoid asking any intrusive medical questions, while at the same time seeking to establish the cause of the absence.
- Check that the employee is fit to return to work.
- Check whether the employee consulted a doctor or hospital and whether they are taking any medication that may affect their ability to undertake their duties. Ask the employee whether there is likely to be a reoccurrence of the symptoms.
- Check that the employee has any necessary medical documentation.
- Complete the return to work interview form/self certificate. Ensure that the employee has signed the form. Managers should countersign the form. It is important that this form is completed for both the employee's pay situation but also in case the information is required later on in the procedure.
- Check whether there are any work related issues contributing to the absence. Facts may emerge which suggest that changing working hours, job sharing, or allowing other flexible working options, etc may be a solution if there are background factors. If adjustments are made they should be clearly documented so it is clear whether it is a permanent or temporary issue and whether a review date has been set.
- Consider whether the employee's illness could be regarded as a disability under the Equality Act 2010.
- Review the employee's absence record and feed that back to the employee. Inform the employee if they are near to hitting a trigger point under the Managing Sickness Absence Procedure.
- Consider referral to Occupational Health.
- Advise the employee of the help available through the Council's Employee Assistance Programme.
- Explain to the employee that their absence level is causing concern (if appropriate) and that it is their responsibility to find ways to improve their absence level.
- Remind the employee of the need for good attendance in order to maintain service provision and the financial effect that the absence has on the Service Area.

- Inform the employee of any work related issues/developments that have occurred whilst they have been absent. This is important as things sometimes move on very quickly when an employee is away from the workplace.

In the interview itself, it is important to listen to the employee in terms of the cause of absence. If there is any discrepancy between the employee's stated reason for absence and the information given when the notification of the absence was made, ask the employee to explain the discrepancy. If a Manager has any grounds on which reasonably to conclude that the employee's absence was not for the reason given, they should put the evidence to the employee directly so that they have the opportunity to respond and provide an explanation.

It may be possible as a result of the interview to initiate an action plan to address any immediate matters. Any action agreed must be documented and signed by both the Manager and the employee. All information obtained must be treated as confidential.

A key advantage of conducting return to work interviews on a regular and consistent basis is that they give Managers an opportunity to identify the possible underlying cause of frequent absences at an early stage. Return to work interviews also

- Provide a forum for frank discussions about any relevant issues that may be contributing to the employee's absences.
- Help to pinpoint any underlying pattern of absence or cause of absence, which can then be discussed and tackled.
- Allow Managers to establish as accurately as possible the reasons for absence.
- Demonstrate to employees that the Manager notices their absences and consistently implements a policy of monitoring and recording all absences and
- Makes it difficult for employees to be evasive about the reasons for their absence, thus discouraging casual absence. Until proven otherwise all absences will be deemed to be genuine.

Return to work interviews are normally informal and employees are not allowed representation at the interview. However, they should be held in private, taken seriously, be structured and factual. Managers should make it clear that the interview is not part of the Council's Disciplinary Procedure. However, on the other hand, the interview should be more than just a casual chat and should be taken seriously.

In terms of long-term sickness absence, the return to work interview will need to look at work related issues/developments that have taken place, whether the employee is able to undertake all the duties of their post, etc.

Employees have the right to request to undertake the return to work interview with someone of the same gender and this should be facilitated wherever possible.

RESPONSIBILITIES UNDER THE MANAGING SICKNESS ABSENCE PROCEDURE

EMPLOYEES' RESPONSIBILITIES UNDER THIS PROCEDURE

Employees must

- Report in as per the reporting procedures outlined by this procedure.
- Whilst on a period of sickness absence or absence due to an injury, employees will not work elsewhere without the prior approval of their Head of Service or engage in any activities that are detrimental to their recovery.
- Attend any Occupational Health appointments as directed by their Manager and/or HR.
- Attend any meetings arranged to discuss their periods of sickness absence.
- Keep in touch with their Manager on a regular basis to update them on progress on their health.
- Where the absence is relating to a third party accident/claim, reclaim all payments received for occupational sick pay and repay that amount back to the Council out of the claim compensation.
- Provide a Fit Note to cover any absences prior to or following annual leave.
- Seek prior approval from their Manager in order to take annual leave during a period of sickness absence.

LINE MANAGERS' RESPONSIBILITIES

Managers must

- Ensure that Return to Work interviews are undertaken every time an employee is absent from work through sickness absence.
- Record every absence.
- Follow the Managers' sickness notification process for the Service Area.
- Contact HR for every occasion of unauthorised absence (e.g. sickness not supported by notification or a Fit Note.)
- Follow this procedure in a consistent manner and where appropriate seek advice from HR. Failure to adhere to this procedure may result in disciplinary action being taken against the Manager.
- Maintain contact with the employee during the period of sickness absence to ensure that everything is being done to help the employee. The Manager should update employees on work related issues, if appropriate.
- Follow the Employee Well-being Policy for any employees who are absent through stress, anxiety or depression.
- Arrange to refer employees to Occupational Health, in line with the guidelines in the procedure.
- Manage sickness absence levels within their Service Area and provide their Head of Service and/or Director with information on the levels within their Service Area.

- Make reasonable adjustments for employees with disabilities and to facilitate a return to work for employees on long-term sickness absence.

ABUSE OF THE MANAGING SICKNESS ABSENCE PROCEDURE/SICK PAY SCHEME

If an employee abuses the Sick Pay Scheme for any of the following reasons, occupational sick pay may be suspended: -

- Absence on account of sickness absence due to or attributable to deliberate conduct prejudicial to recovery.
- The employee's own misconduct or neglect.
- Active participation in professional sporting activities.
- Injury while working in the employee's own time on their own account for private gain or another employer.
- Non-production of the relevant documentation.
- Tampering with the dates on Fit Notes.
- Failure to seek permission in respect of taking a holiday.
- Failure to attend meetings with their Manager or Occupational Health for no justifiable reason.

The above list is not exclusive or exhaustive.

Where an employee is believed by the Manager to have abused the Managing Sickness Absence Procedure, the Disciplinary Procedure will apply. Likewise, if an employee behaves in such a way that in the opinion of the Manager they bring their conduct or genuineness of the absence into question, this may also be dealt with as a disciplinary matter. Managers must contact HR for advice on such matters before embarking on any action.

Examples of behaviour, which may lead to disciplinary action, are: -

- Failure to follow reporting procedures or maintaining contact during absence.
- Failure to follow Health and Safety procedures and/or advice.
- Inappropriate behaviour whilst absent through sickness absence, such as undertaking or attending sports or social activities and/or working outside the Council.
- Frequent short-term absence where the absence appears fraudulent or exaggerated i.e. without a plausible explanation.
- Unacceptable patterns of absence that indicate there are no genuine sickness absences, e.g. regular Fridays/Mondays or linked to holidays or Bank Holidays.
- Failure to attend meetings and maintain contact with their Manager.
- Carrying out work for another employer (paid or unpaid) during the period of absence.

ACTION IN PARTICULAR CASES

SICKNESS AND ANNUAL LEAVE

If an employee has the misfortune to become ill during a period of annual leave, they are required to notify their Manager, as per the notification procedure laid down in their Service Area, of the illness and submit a Fit Note to cover the period of leave that they wish to have reinstated. This does not apply for school based employees.

If an employee's sickness spans two leave years, they will be entitled to carry their statutory leave entitlement, pro rata'd to the time that they have spent on sick leave, minus any leave that they have already taken, forward to the new leave year provided that they have made the request in writing to their Line Manager to carry the leave over. If no request to carry annual leave over is made, the leave will **not** be carried over. This leave must be taken within 15 months of the end of the relevant leave year.

ABSENCES RESULTING FROM INDUSTRIAL INJURIES

Where employees are injured whilst undertaking their duties, an accident form must be completed and sent to Health and Safety. The incident will be assessed by Health and Safety and an accident investigation must be undertaken by the Manager. As a result of this, appropriate action may be required to ensure that the problem, as far as is reasonably practicable, does not happen again. In order for an employee's absence to be recorded as an industrial injury, the incident must have been assessed by Health and Safety and deemed by them to be an industrial injury. Statistics on industrial injuries are to be kept separately from an employee's normal sickness record. Further advice on undertaking risk assessments or making changes to working practices can be obtained from Corporate Health and Safety.

ABSENCES RESULTING FROM ASSAULTS OUTSIDE WORK

Where employees are injured as a result of an assault outside of work, including domestic abuse, sick pay will be paid in the first instance but employees must be advised to make a claim against the third party or to the Criminal Injuries Compensation Authority. Before an employee can make a claim to the Criminal Injuries Compensation Authority, they must be absent from work for 28 weeks. Any employee who is absent from work for such a length of time should make a claim for compensation. Once the claim is settled, the element that the employee receives for wages/salary should be paid back to the Council and the period of absence removed from the employee's sickness record for pay purposes. Managers will inform employees of the need to make the claim and repay the money to the Council.

For the procedure to follow if an employee is assaulted in the course of their work, please see the Council's Violence at Work Policy.

INDUSTRIAL ACTION

If an employee becomes ill during a period of industrial action, they are required to submit a Fit Note to cover the period if they wish to be classed as not having taken part in the industrial action.

TERMINALLY ILL EMPLOYEES

If an employee is diagnosed with a terminal illness, there is a need to consider the employee's situation and their continued employment in a particularly sensitive and understanding way.

Contact with the employee is an important part of the process to determine their wishes and provide them with information on all the options available.

SUBSTANCE MISUSE

Where the reason for the absence is related to substance misuse issues, the Council will ensure that it assists its employees to seek appropriate help to overcome the problems they face. Managers should seek to utilise the provisions of the Council's Substance Misuse Policy in conjunction with the Managing Sickness Absence Procedure.

Addiction to, or dependency, on alcohol, drugs or solvents are not covered by the Equality Act 2010. However, any ailments that are caused as a result of the addiction are covered by the Act.

MENTAL ILLNESS

Where it is known that an employee suffers from a mental illness, Managers and employees should be wary of the effect of any actions on the employee, their colleagues and others. In most circumstances, specialist advice may be required.

STRESS

Managers are under a managerial, as well as a legal, obligation to ensure their employee's health, safety and welfare whilst they are in work. There have been a number of recent court actions, which have shown that stressful working conditions can be detrimental to an employee's mental health, and this can be a breach of an employer's duty of care.

It is imperative that Managers are aware of their obligations and as far as possible ensure the welfare of their employees. As a result of this, risk assessments for stress have been developed and should be used by Managers to assess the risks that their employees may be under.

Managers should use the provisions of the Council's Wellbeing Policy when dealing with any employee who is suffering from stress. This should be done as soon as the employee or their Fit Note makes any reference to stress. This will include completing the Wellbeing Questionnaire and referring to the matter to the Managing Attendance Team.

When an employee has been absent for a stress related illness, Managers should undertake a risk assessment, if one has not previously been undertaken, and agree a course of action with the employee to help alleviate these problems. This may include a referral to the Council's Counselling Service and/or Occupational Health.