

Attendance Management

Policy

February 2021

Policy Statement

It is the view of CrossReach that a healthy and well-motivated workforce will be a major contributor to the successful provision of high quality services. CrossReach recognises the importance of supporting employees who are experiencing a period of ill health. In these circumstances employees will be treated sympathetically and every effort will be made to assist recovery and safeguard employment.

Purpose of the Policy

This Policy will outline the key ways in which CrossReach will monitor and manage the attendance of employees.

Who Is Affected By This Policy

All CrossReach employees including relief workers

Who Should know about this Policy

All CrossReach employees including relief workers

Definitions

- The Bradford Factor: This is a measure which combines frequency of absence and duration of absence over a rolling 12 month period going back from the date of return from the most recent absence. The calculation of the Bradford Factor is: *Total number of separate absence periods x Total number of separate absence periods x Total number of days absent*. Further explanation of the Bradford Factor can be found in CrossReach's Absence Management Procedures document.
- Short Term Absence: This is characterised as any absence of less than 4 weeks (28 days) long.
- Long Term Absence: This is characterised as any absence of more than 4 weeks duration.
- Reasonable Adjustments: Under the Equality Act (2010) Employers must make reasonable adjustments to make sure that workers with disabilities or physical or mental health conditions aren't substantially disadvantaged when doing their jobs, for example providing a ramp for a wheelchair user.
- Disability: Under the Equality Act (2010) a disability is defined as a physical or mental impairment that has a substantial (meaning more than minor or trivial) and long term (meaning more than 12 months) negative effect on your ability to do normal daily activities.

Core Principles

1. Occupational Sick Pay (OSP) will be paid to employees as set out in their contract of employment and in line with CrossReach Attendance Management Procedures. CrossReach will not pay OSP for the first 3 days of an employee's second or subsequent absence in any calendar year.

2. All Sickness Absence must be accurately and timeously recorded as such using the systems and processes detailed within the Attendance Management Procedures, Guidelines for Managers and the HR21 User manual.
3. CrossReach recognises that Return to Work Interviews are essential. Every employee returning to work following a period of absence through illness will have a suitably recorded Return to Work Interview.
4. CrossReach will employ the services of an Occupational Health (OH) provider to support the organisation and its employees in dealing with health or absence issues impacting on the workplace.
5. Our OH provider will also provide support in carrying out pre-employment health screening. Where this highlights health issues in a new recruit, managers should seek advice from Human Resources.
6. Using the Bradford Factor triggers, short term persistent absences will be managed through Attendance Management Meetings. This will also be the case where an employee's pattern of absence includes both periods of both short term and long term absence.
7. The Ill Health Capability Process will be used in situations where an employee has had 90 consecutive days or more absence through illness. It may also be used where there are repeated periods of long term absence or when an employee has been diagnosed with an illness that is likely to affect their ability to do their job in the long term.
8. In addition to the Guidelines for Managers document, training (both eLearning and face to face training) on all aspects of attendance management will be compulsory for all CrossReach line managers who are expected to apply the attendance management policy and procedures,
9. CrossReach encourages employees who have a disability to advise their line manager of this. In this way the organisation can ensure that the employee is supported in their work and can help to identify any reasonable adjustments which can be made to assist the employee to attend or perform at work.
10. CrossReach is committed to encouraging employees to maintain good personal health. In order to support with this CrossReach will provide all staff (except relief staff) a Healthcare Cash Plan. This is a contractual benefit and employees may not opt out of this. The Plan will enable employees to claim costs towards a number of medical treatments as well giving them access to free confidential counselling sessions on request.
11. CrossReach will ensure that all sensitive personal data relating to attendance management will be shared strictly on a 'need to know' basis and will be processed and held securely in line with the General Data Protection Regulation 2018 and CrossReach records retention schedules.
12. Employees have a contractual obligation to engage with Occupational Health and attend appointments as arranged.
13. Statutory obligations with regards to holiday entitlement will be met whilst employees are absent due to illness.

Responsibilities

All employees are responsible for ensuring that they follow the absence reporting procedure, that they maintain contact during periods of absence, that they submit Fit Notes in a timely manner and that they actively participate in facilitating their return to work which includes engaging with Occupational Health.

All Managers must follow the procedures outlined in the Attendance Management Procedures document in relation to the monitoring, recording and managing of sickness absence.

References to other Policies/Documents


- Bereavement Leave Policy
- Capability Policy
- Disciplinary Policy
- Domestic Violence Policy
- Grievance Policy
- Maternity and Shared Parental Leave Policies
- Supervision Policy
- Time Off for Dependants Policy

Ethics & Legislation

- The Equality Act (2010)
- The Data Protection Act (1998) and the General Data Protection Regulation 2018
- All employees will be treated in accordance with CrossReach values and relevant employment legislation

Monitoring and Auditing

Heads of Service will monitor the absence rates of all services within their area of responsibility and through routine supervision and visits to services will ensure that Service Managers are appropriately applying the Attendance Management Procedures.

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The Church of Scotland

Social Care Council

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