MANAGING ATTENDANCE PROCEDURES
EMPLOYEE FACTSHEET

Any employee who is unable to attend their place of work is absent unless they have prior permission not to attend, for example pre-booked holidays, authorised, lieu or flexi leave. Employees who are fit to attend work are expected to do so.

SUMMARY OF ABSENCE REPORTING PROCEDURE

- Employees should contact their immediate line manager by telephone to report their absence
- Notification by 'text message/email' or to any other Council employee is not acceptable
- Only by exception is it permissible for a third party[1] to report an employee's absence, for example in the case of an employee being unexpectedly admitted to hospital
- Employees must make every effort to personally report their inability to attend work

	Employee's Responsibility	Manager's Responsibility
First Day of Absence	**Notify** Line Manager:- • Before normal start time, or • No more than **one** hour after, and • Provide details of the absence and likely duration.	**Notify** Payroll:- • Providing relevant information • Remind employee if absence continues that further notification will be required on **third** day of absence.
Third Day of Absence	**Update** Line Manager:- • Provide update on condition, and • Likely Duration of absence.	**Update** Payroll:- • Providing relevant information • Remind employee if absence continues that further notification will be required on **fifth** day of absence
Fifth Day of Absence	**Update** Line Manager:- • Provide update on condition, and • Likely Duration of absence.	**Remind** employee medical certificate required from start of eighth day. **Continue** to update Payroll
Eighth Day Onwards →	**Provide** medical certificate to Payroll* to ensure:- • Pay is not automatically stopped • Disciplinary action is not instigated (see 2.5)	**Agree** contact arrangements with employee and continue to support and maintain contact throughout the period of the absence.

ABSENCE TRIGGERS

The Council will use trigger points in relation to an employee's pattern of attendance to identify where there **may** be a cause for concern and where further investigation is required. The current triggers are as follows:-

Where, in any rolling 12 month period, **any** of the following criteria are met:-

1. 4 or more separate periods of absence, for example 4 absences of 1 day each
2. Where it is apparent that the employee will be absent from work for 2 calendar weeks or more, regardless of the nature of the absence
3. An unacceptable pattern of absence, for example regular Mondays and Fridays or absence immediately before and/or after annual leave, public holidays etc

Employees during their probationary period and with less than one year's service will be assessed on a part year with trigger levels pro-rated. Where an employee has met any of the triggers the Formal Absence Management Procedures will be followed (see overleaf).

[1] For example – spouse, partner, close relative, family friend or work colleague

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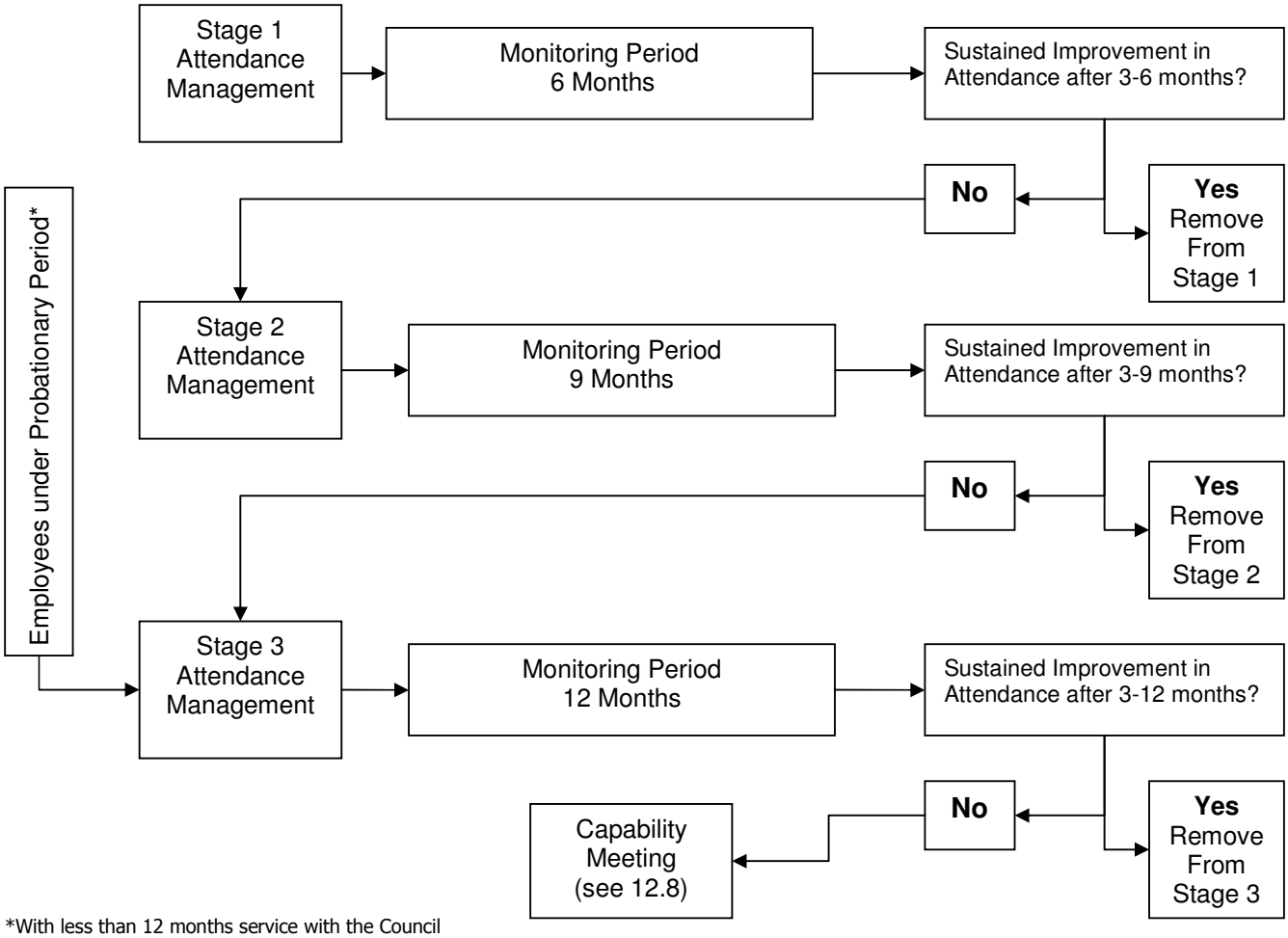
ILLUSTRATION OF ATTENDANCE MANAGEMENT PROCESS



*With less than 12 months service with the Council

USEFUL CONTACT NUMBERS

Please use this space to record useful contact telephone numbers

Human Resources	028 4461 0805
Payroll	028 4461 0813
Carecall 24/7	0800 169 4398
Line Manager (office):	_____
Line Manager (mobile):	_____
Doctor's surgery:	_____
_____	_____
_____	_____

Please note this factsheet does not replace the managing attendance policy and procedures. For further information please refer to the Managing Attendance procedures which can be obtained from the 'W' drive, your manager or Human Resources.

January 2010