

Title	ABSENCE MANAGEMENT PROCEDURE			Number	H01
Effective From:	06.06.16	Duration:	12 months	Review:	01.11.24
Author:	Director of Workforce			Version:	2.1
Other Ref:	HR-30 - Punctuality and unauthorised absence policy HR- 23 – Management of Sickness Absence policy HR-F-011 - Return to work after absence form				

Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

DATE	CHANGE	CHANGED BY
24.11.2020	Reviewed, Updated Contact Details and SSP entitlements	AMS, SP
15.02.2022	Reviewed, Updated SSP entitlements and qualify for SSP	SP & SB
22.11.2023	Reviewed, Updated Contact details and SSP qualifying pay	SP & AS

ABSENCE MANAGEMENT PROCEDURES

Frequently Asked Questions for Call Centre and Treatment Centre Staff.

- A. If you are absent due to sickness.**
- B. What if my absence is not sickness related?**

A IF YOU ARE ABSENT DUE TO SICKNESS

What should I do if I am too sick to attend work?

Dependent on when you are calling, you will need to contact the Rota Team or the Duty Team Leader as soon as you are aware you are unable to meet your shift requirement owing to sickness.

Who should I contact and when?

You MUST contact the Rota Team or the Duty Team Leader personally by telephone (texts and emails are unacceptable) as soon as you are aware you are unable to attend work at least 2 hours prior to the start of the shift.

Advising Badger of your inability to attend work owing to sickness will enable the organisation to effectively support you during your illness and arrange cover of your shift(s).

Sam Rudge

- Clinical queries, Registrar queries and all urgent early morning cancellations
- Works Monday-Friday 0730-1530 from home and at Glover Street on Thursday

- Contact: 07483 092 273

Sue Whitehouse

- Healthcare Support Workers queries, Clinical Receptionist queries and Receptionist queries and all late cancellations between 1600-1800
- Works Monday-Friday 1000-1800 from home
- Contact: 07826 869 735

Katherine Harper

- Clinician Support Technician queries and Medical Students
- Works Monday to Friday 0800-1600 at home and at Glover Street on Thursday
- Contact: 07483 092 274

Carla King

- Call Handler queries, Team Leader queries, UTC Booking Clerk queries and other Call Centre staff queries
- Works Thursday 0930 – 1400 at Glover Street, Saturday and Sunday 0730 – 1330 at Aston Bourne Road
- Contact 07483 092 270

These phones are not answered outside of the hours stated. Cancellations must not be sent by text. All cancellations outside of the working hours above must be done via the Team Leader.

Duty Team Leader (out of office hours) – 0121 766 2120

In exceptional cases, where staff members are too unwell to do this, it will be acceptable to be notified by a relative or friend.

What information will I need to provide to the Team Leader/HR on Shift when reporting my sickness?

If you are sick you will be required to provide: details of the nature of your illness; the date or day your illness began (including Saturday and Sunday); when you anticipate that you will be back to work and details of any outstanding work commitments.

Terms such as 'sick, unwell or ill' are insufficient and whilst we do not need to know your diagnosis, we do need to know your symptoms as this gives your line manager a guide to how long you are likely to be off work. This information will be passed to HR who will contact you to clarify further contact arrangements and sickness certification procedures.

What will happen if I do not contact Badger?

If you do not make contact with the Rota Team or the Duty Team Leader, your Shift Team Leader or HR will arrange to contact you to understand the reason for your absence and ensure your wellbeing. If contact between you and Badger has not been established within two hours after the shift start time, then the Shift Team Leader will advise your line manager and HR of any unauthorised absence. Unauthorised absence will be unpaid and may result in disciplinary action being taken against you.

Will I need to keep in contact with Badger whilst I'm sick?

When you ring into Badger on day 1 of your sickness you will be asked for a return date. We will expect to see you back to work on that day. If you are still not fit to work on the anticipated day, you must ring HR or your line manager as soon as you know you will not be back. During that call your line manager/HR will agree with you when you should next call together with any actions you need to take regarding providing further medical certificates. You will be asked to keep the HR Department advised of any change in the length of absence or any changes in medical condition such as a confirmed GP diagnosis or referral to a specialist.

What sick pay do I receive?

Your contract of employment will confirm your Sick Pay entitlements. You will receive a minimum of Statutory Sick Pay (SSP) if you meet the criteria for SSP as laid down by government. If you do not have your contract or are unsure you can contact the HR Department who will confirm your entitlement.

What is the Statutory Sick Pay entitlement?

The weekly rate for Statutory Sick Pay (SSP) is set by government and will be paid pro-rata. It is paid for up to 28 weeks:

- For absences of 4 calendar) days of more
- on the days an employee normally works - called 'qualifying days'
- From the fourth day - No payment is made for the first 3 qualifying days (which are known as 'waiting days')
- It is paid in the same way as wages – e.g., on the normal payday, deducting tax and National insurance

How do I qualify for Statutory Sick Pay?

You must have a contract of employment or engagement to qualify for Statutory Sick Pay and have done some work under this contract and earn at least an average of £123 (before tax) per week and have been absent for at least four days in a row (including non-working days).

For Badger to pay your Statutory Sick Pay (SSP) entitlement, you must provide proof of sickness to the HR Department as shown below. If you do not provide these certificates, Badger reserves the right to delay or withhold Statutory Sick Pay (SSP).

No of calendar Days Absent	Form to be provided to HR	Notification Period
1-7 Days	Badger Self-Certification Form (available from Adastra or from the HR Department).	Within 10 days of the first day of absence.
8 Days and above	Med3 (Fit Note) from your GP	Within a week of the date of the medical certificate.

You will not have to complete a self-certificate for days 1 to 7 if your doctor has given you a medical certificate to cover all these days.

If you have been an in-patient at a hospital, you should obtain a medical certificate from the hospital upon discharge.

Should your absence continue, you will need to ensure that any subsequent Doctor's Medical Certificates are forward to HR immediately as they become due. Your medical certificates need to cover every day of absence.

What happens if I don't provide the appropriate documentation?

Badger needs to provide records of SSP payments and entitlements and claim this from the HMRC. Therefore, to ensure Statutory Sick Pay (SSP) is paid to you, you will need to complete the Badger Self-certificate Form which is available on Adatastra and/or provide the appropriate medical certificate. Any lack of documentation may result in a delay or non-payment of SSP.

What happens if I do not qualify for Statutory Sick Pay?

You may be able to apply for Universal Credit or Employment and Support Allowance (ESA). You can use form SSP1 to support your application.

If your SSP is ending Badger will send you form SSP1 either:

- If your SSP is ending, if it ends unexpectedly while you're still sick.
- On or before the beginning of the 23rd week, if your SSP is expected to end before your sickness does.

If you do not qualify for SSP Badger will send you form SSP1.

I gave my medical certificate to my main employer. Do I need to give Badger one?

Badger needs your medical certificate to cover your absence and for your attendance record. Moreover, if you are getting SSP from your main employer you may also be entitled to SSP from Badger. You may however be unfit to work for your main employer but be fit for your work with Badger. For example, if your other job is physical work that you cannot do but your job with Badger is sedentary.

When can I return to work?

If you are self-certified, then you may return when you feel fit and well enough to return to work.

If you have been provided with a Med3 note from your GP or Specialist, you should only return to work when your Doctor confirms you are fit to return to work.

Your doctor may indicate that you can return to work under certain conditions. If this is the case your line manager/HR will arrange to discuss these with you to see if we can accommodate reasonable adjustments to enable you to return sooner or on a phased return basis.

You will not need to provide a 'signing off' note if your doctor has indicated on your last medical certificate that he/she does not need to see you again

How much notice do I need to give you that I am returning to work?

If you are returning to work as planned when you last spoke to your line manager, you do not need to give further notice.

In the case of prolonged absences, it is important that you inform your immediate Line Manager/HR in advance of your return so that Badger can make any necessary arrangements. You may be required to attend Occupational Health and Badger will arrange for an Occupational Health review.

What will happen when I return to work?

All staff returning to work from sickness will be requested to attend a return to work interview.

A return to work meeting will be conducted with HR/line management (or appropriate colleague) to discuss the reasons for absence and confirm you are fit for work; check whether you have any on-going treatment or require time off for medical appointments; check the necessary documentation has been completed; discuss workloads; raise any concerns with regard to your attendance levels or consider whether an occupational health referral would be required.

What if I am on sick leave, can I still go on my holiday?

If you take a holiday during a period of sickness absence, it will be recorded as sick leave unless you inform us that you want it recorded otherwise. Sometimes your doctor may believe it will be therapeutic for you to take a break.

As managers and employees are required to maintain contact during periods of sickness absence, it is expected that you will make your manager aware of the dates on which you are going to be on holiday, in order that contact arrangements may be reviewed, if necessary.

What will happen if I do not follow Badger's Procedures?

If you fail to report sickness absence or fail to provide certificates according to the Badger's sickness absence procedures, Badger may withhold SSP and action may be taken under the appropriate Disciplinary Procedure.

B WHAT IF MY ABSENCE IS NOT SICKNESS RELATED?

What should I do if I am unable to attend work?

You will need to contact the Rota Team or the Duty Team Leader as soon as you are aware you are unable to attend work and explain the reason for your absence.

Who should I contact and when?

Dependent on working hours, you must contact the Rota Team or the Duty Team Leader personally by telephone (texts and emails are unacceptable) as soon as you are aware you are unable to attend work (at least 2 hours prior to the start of the shift).

Advising Badger of your inability to attend work will enable the organisation to arrange cover of your shift(s) and to ascertain whether Badger's Special Leave arrangements apply.

Sam Rudge

- Clinical queries, Registrar queries and all urgent early morning cancellations
- Works Monday-Friday 0730-1530 from home and at Glover Street on Thursday
- Contact: 07483 092 273

Sue Whitehouse

- Healthcare Support Workers queries, Clinical Receptionist queries and Receptionist queries and all late cancellations between 1600-1800
- Works Monday-Friday 1000-1800 from home
- Contact: 07826 869 735

Katherine Harper

- Clinician Support Technician queries and Medical Students
- Works Monday to Friday 0800-1600 at home and at Glover Street on Thursday
- Contact: 07483 092 274

Carla King

- Call Handler queries, Team Leader queries, UTC Booking Clerk queries and other Call Centre staff queries
- Works Thursday 0930 – 1400 at Glover Street, Saturday and Sunday 0730 – 1330 at Aston Bourne Road
- Contact 07483 092 270

These phones are not answered outside of the hours stated. Cancellations must not be sent by text. All cancellations outside of the working hours above must be done via the Team Leader.

For evening and weekend rota queries, please call the Team Leader on 0121 766 2120.

What information will I need to provide to the Team Leader/HR on Shift when reporting my absence?

If your absence is not related to your health you must tell your Team Leader/ HR the reason for your absence and confirm contact details so that your line manager can call you to discuss your absence and any support we may offer including how your absence will be recorded (such as compassionate leave, childcare difficulties).

What will happen if I do not contact Badger?

If you do not make contact with the Rota Team or Duty Team Leader, your Shift Team Leader/HR will arrange to contact you to understand your absence and ensure your wellbeing. If contact between you and Badger has not been established within two hours of the shift start time, then the Shift Team Leader will advise your line manager of any unauthorised absence. Unauthorised absence will be unpaid and may result in disciplinary action being taken against you.

Will I need to keep in contact with Badger whilst I'm off work?

When you ring into Badger on day 1 of your absence you will be asked for a return date. We will expect to see you back to work on that day. If you are still not able to work on the

anticipated day you must ring your line manager/HR as soon as you know you will not be back. During that call your line manager/HR will agree with you when you should next call together with any actions you need to take. You will be asked to keep the HR Department advised of any change in the length of absence.

How much notice do I need to give you that I am returning to work?

If you are returning to work as planned when you last spoke to HR/line management you do not need to give further notice.

What will happen when I return to work?

All staff returning to work from a non-sickness related absence will be requested to attend a return to work interview.

A return to work meeting will be conducted with your line manager (or appropriate colleague) to discuss the reasons for absence and whether Special leave has been granted. Your line manager may raise any concerns with regard to your attendance levels or instigate an investigation with regard to your unauthorised absence.