



PKAVS
*Improving Wellbeing,
Empowering Communities*

Sick Leave Policy and Procedure

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1. PURPOSE AND CONTEXT

We recognise that our employees' health and well-being are crucial to maintaining a productive and positive work environment. To support our staff during times of illness, we have established a comprehensive sick leave policy. This policy outlines the procedures and entitlements related to taking sick leave, ensuring that employees can recover from illness without the added stress of job insecurity.

2. SCOPE

Absence from work has many different reasons, so we differentiate between the following types of absences:

1. Annual Leave: the details of your annual leave entitlement can be found in your written statement of employment.
2. Sickness absence: details can be found in this policy below.
 - a. Short-term,
 - b. Long-term,
3. Unauthorised absence: detailed in the Special Leave Policy.
4. Maternity/Paternity/Adoption leave: Detailed in the Maternity/Paternity/Adoption Leave Policy.
5. Other special leave: detailed in the Special Leave Policy.
 - a. Carers' leave,
 - b. Compassionate leave,
 - c. Extended leave,
 - d. Leave for medical or health care appointment,
 - e. Leave for public duties – including jury service,
 - f. Parental bereavement leave,
 - g. Parental leave,
 - h. Time off for dependent.

3. PRINCIPLES

This policy applies to all our employees.

Each request will be considered against a background of unique circumstances which need to be taken into account when deciding how your absence is treated.

Where you are required to make contact with your line manager throughout this policy and associated procedure, if your line manager is not available you should contact:

- Your next in line manager, or if unavailable
- A member of the HR team.

We are responsible for your health, safety and wellbeing whilst you are at work. If your line manager is concerned about your fitness to undertake your duties, your line manager may make temporary reasonable workplace adjustments. You may also be sent home for your own safety, the safety of colleagues or service users.

If you are absent you should expect to be contacted from time to time by your line manager in order to discuss your wellbeing, expected length of continued absence from work, and any of your work that requires attention. Such contact is intended to provide reassurance and will be kept to a reasonable minimum.

If you have any concerns while absent, whether about the reason for your absence or your ability to return to work, you should feel free to contact your line manager and/or the HR team at any time.

On your return to work following a period of absence, other than pre-agreed leave such as annual leave, a Return to Work meeting will take place with your line manager. We are aware that absence may result from a disability. A disability is defined in the Equality Act 2010 as 'a physical or mental impairment which has a substantial and long-term adverse effect on someone's ability to carry out normal day-to-day activities'. 'Long-term' means likely to last for twelve months or more. 'Day-to-day activities' may include:

- Mobility
- Doing something with your hands
- Physical coordination
- Continence (controlling your bladder and bowels)
- Ability to lift, carry or move everyday objects
- Speech, hearing or eyesight
- Memory or ability to concentrate, learn or understand, or
- Perception of the risk of physical danger.

Where appropriate, consideration will be given to whether there are reasonable adjustments that could be made to the requirements of a job or other aspects of working arrangements that will provide support at work and/or assist a return to work. All reasonable adjustments will be considered on a case by case basis.

If you consider that you are affected by a disability or any medical condition which affects your ability to undertake your work, you should inform your line manager at the earliest opportunity.

During induction, you will be asked to complete a Confidential Health Form to allow us to support your health, safety and wellbeing at work. You must ensure that the information is up to date and inform your manager and the HR Team of any changes as soon as they occur.

4. SICKNESS ABSENCE ENTITLEMENT

Provided you have complied with the standards and requirements of this policy, you may be entitled to Company Sick Pay (CSP). Your entitlement will depend on your length of service with us. Your entitlement to CSP is shown below.

Length of Service	Full Pay	Half Pay
1. Upon Appointment and up to 6 months	SSP only	SSP only
2. 6 months to 1 Year	2 weeks in any 12-month period (i.e., for full time staff, 10 working days, equivalent to 70 hours pro-rated for part time staff)	2 weeks in any 12-month period (i.e., for full time staff, 10 working days, equivalent to 70 hours pro-rated for part time staff)
3. 1 Year	1 month in any 12-month period	1 month in any 12-month period

	(i.e., for full time staff, 22 working days, equivalent to 154 hours pro-rated for part time staff)	(i.e., for full time staff, 22 working days, equivalent to 154 hours pro-rated for part time staff)
4. 2 Years	2 months in any 12-month period (i.e., for full time staff, 44 working days, equivalent to 308 hours pro-rated for part time staff)	2 months in any 12-month period (i.e., for full time staff, 44 working days, equivalent to 308 hours pro-rated for part time staff)
5. 3 Years +	3 months in any 12-month period (i.e., for full time staff, 66 working days, equivalent to 462 hours pro-rated for part time staff)	3 months in any 12-month period (i.e., for full time staff, 66 working days, equivalent to 462 hours pro-rated for part time staff)

If you have less than 6 months' service you will not be entitled to receive CSP and you will

receive Statutory Sick Pay (SSP) only.

When calculating

your entitlement to CSP we will also take into account:

- Any period of absence you may have had in the last 12 months.
- The actual hours that you were contracted to work on the days of your absence.

Your CSP will include your entitlement to SSP.

You will not get paid any SSP for the first three consecutive days of sickness absence, unless you have already been claiming SSP at some other time in the previous 8 weeks and you now find that you are sick again. SSP may be payable for up to 28 weeks.

If for any reason you are not eligible for SSP, or if your SSP entitlement is coming to an end then you should apply for Employment and Support Allowance. You will need the SSP1 form from PKAVS payroll to be able to do this.

4.1 Sickness During Annual Leave or Public Holidays

If you become sick or injured while on annual leave such that you would be unfit for work, you may ask us to treat the period of incapacity as sick leave and reclaim your annual leave. You should submit the appropriate Self-Certification or Fit Note to your line manager by the earliest practicable date. To be able to claim company sick pay you must notify your line manager of your incapacity at the time of sickness and not after the period of annual leave. The usual requirements for medical evidence in this policy will apply even if you are abroad.

5. REPORTING ABSENCE FROM WORK

Your Responsibilities:

- If you are taken ill or injured while at work you should report to your line manager to be given permission to leave work. In his/her absence you should report to the next in line manager.
- If you cannot attend work because you are ill or injured you should speak to your line manager as early as possible (and no later than one hour after the time you are normally expected to start work) to report your absence from work unless there are exceptional circumstances e.g. hospitalisation, loss of voice, or travel/transport disruption.

- When reporting your absence from work you may only send a text message, email or leave a voicemail message if you know in advance that you will not be attending work the following day, otherwise this will not be considered to be a sufficient means of contact.
- It is your responsibility to report your absence by telephoning your line manager on the first day and to maintain regular contact thereafter during your period of absence.
- Only in exceptional circumstances can a relative or friend pass on a message on your behalf and they should confirm their name and relationship to you. Where someone has reported your absence on your behalf, you should make direct contact with your line manager as soon as you are able to do so.
- You are required to let your line manager know the reason for your absence. Where your reason for absence does not fall within the scope of this Policy and Procedure, your line manager may refer you to other policies.
- If you do not contact your line manager by the required time, your line manager may attempt to contact you at home.
- On your fourth day of absence, you are expected to contact your line manager to let us know if your absence is likely to continue beyond 7 days.
- On your eighth day of absence and beyond, you must contact your line manager on a weekly basis unless your line manager agrees to a longer contact period.

Your Line Manager's Responsibilities:

- Your line manager will take details of your absence which will include:
 - Name/Relationship of caller if someone reports your absence on your behalf.
 - The reason for your absence.
 - When you expect to return to work.
 - How you will communicate during your absence.
- Your line manager will record any sickness absence that is notified to them and inform the HR team as soon as they are aware of any absence.
- Managers will make the necessary arrangements to cover work and inform colleagues and clients (while maintaining confidentiality).
- Where appropriate, managers may also ask you to return any PKAVS belongings (such as keys and mobile phone) and remove access to your email account for the duration of your sickness absence. This is to ensure you are not working whilst off sick and will enable work equipment to be used by others to cover your work in your absence.

5.1 Sickness Absence Monitoring for short-term absences

PKAVS defines short-term absences as any absence lasting less than 4 weeks. Short term absences are very often the most problematic, leaving organisations struggling to provide a consistent and an effective service. If an employee is frequently absent for short periods of time, this is likely to undermine the individual's own performance and place additional burdens on their colleagues.

All short-term sickness absences will be monitored on a continual rolling 12 month basis. Where your sickness absence record shows 3 occasions or 10 days of sickness absence (pro rata for part-time staff) in any rolling 12 month period, this will trigger a review of your absence record. Part-day absences may also count towards these triggers.

When reviewing your absence record your line manager will consider:

- The reasons for your absences.
- Whether the absences relate to sickness arising from a disability.
- Whether there is a likelihood of further absences or reoccurrence.

- Whether the absence record suggests a pattern of absence (e.g. before or after Annual Leave or Public Holidays, before or after weekends or non-working days, on longer working days, etc.).
- Whether the absence record is linked to a recent increase in Company Sick Pay allowance.
- Whether the correct reporting procedures were being followed.
- Any other relevant information.

Following this review your line manager will decide whether to:

- Take no further action until your next absence.
- Undertake an informal advice and guidance sickness absence monitoring meeting.
- Commence a formal absence monitoring process.

Where an informal sickness absence monitoring meeting is felt to be appropriate, your manager will meet with you on a one-to-one basis to discuss your sickness absence record in detail, explain the expected attendance standards going forward, and set a review period. Failure to improve your attendance during the review period will likely lead to a Formal Sickness Absence Monitoring meeting.

Where your manager considers it appropriate to instigate a formal sickness absence monitoring process immediately, this will be discussed and agreed with HR and Chief Executive in the first instance.

Where a formal sickness absence monitoring process is commenced, this will normally follow the below structure:

Stage	Trigger	Usual Action	Usually to be conducted by:
Two	A further 3 occasions or 10 days / 70 hours (pro rata for part time staff) sickness absence, or failure to improve attendance following informal monitoring.	Invite to formal sickness absence monitoring meeting in line with Disciplinary Policy. Possible Stage One - First Written Warning for 12 months.	Line Manager as chair
Three	A further 3 occasions or 10 days / 70 hours (pro rata for part time staff).	Invite to formal sickness absence monitoring meeting in line with Disciplinary Policy. Possible Stage Two - Final Written Warning for 24 months.	Line Manager as chair
Four	A further 3 occasions or 10 days / 70 hours (pro rata for part time staff).	Invite to formal sickness absence monitoring meeting in line with Disciplinary Policy. Possible Dismissal or Other Sanction.	Service Manager (SMT) as chair

The above triggers are only a guide and may be extended depending on individual circumstances. Any such extensions will be agreed between Management and the HR Team.

These triggers are put in place in order to ensure that PKAVS maintains its usual standards of efficiency and productivity without placing any additional burdens on your colleagues, and establish clear expectations of how your sickness absence will be managed. These triggers should not influence your decision to take time off work because of ill health.

Trigger levels will be reviewed from time to time and may be changed based on reported organisational statistical information.

5.2 Sickness Absence Procedure for long-term absences

PKAVS defines long-term absences as any absence lasting 4 weeks or longer. Where you are absent through ill-health for 4 weeks or more, the following procedure will apply.

Throughout your absence you are required to keep your line manager informed of your progress. Your line manager will also keep in touch with you and may conduct a welfare visit with HR (if appropriate) at a suitable and convenient location to you.

PKAVS may also arrange an informal meeting to discuss your progress and where necessary, arrange to obtain a medical report. Where an employee refuses consent for a medical report or to attend a medical examination arranged by PKAVS, any decision regarding the individual's employment will be based on the information available to PKAVS at the time.

Depending on the medical report and where appropriate and possible, PKAVS may consider reasonable adjustments to the workplace, working practices and working hours in the first instance, before considering any available suitable alternative employment.

We will arrange formal meetings with you, (at which you have the right to be accompanied) to discuss as appropriate:

- the reasons for your absence
- how long your absence is likely to last and the likelihood of further absences
- whether a medical or occupational report is required, either new or updated
- what, if any measures might improve your health and facilitate a return to work
- your ability to return to/remain in your job
- any adjustments that can reasonably be made to enable you to return to/remain in your job
- redeployment opportunities
- a return to work programme

PKAVS will always take a sympathetic approach and you will be kept informed if your job is at risk. Where this is the case, a formal meeting will be arranged to discuss any options prior to taking any decision regarding your employment. If the decision is made to terminate your employment, contractual notice will usually be given. You will also be reminded of your right to appeal.

PKAVS are committed to supporting staff with a disability, therefore when attendance records are considered management will carefully assess the reasons for and extent of absences before any action.

Where your absence triggers a formal sickness absence monitoring process, the process will usually follow the same structure and triggers as short-term absences

6. MEDICAL CERTIFICATION

6.1 Self-Certification – Appendix 1

On return to work after sickness absence (of up to and including 7 calendar days) you will be expected to complete the PKAVS Self-Certification form (Appendix 1). This should be returned to your line manager who

will attach it to your Return to Work interview and forward to the HR team. The Word version of the form can be found on the Intranet.

6.2 Medical certification (Fitness for work (Fit Note))

If sickness absence continues for 8 calendar days or more you must obtain a medical certificate (Fit Note) from your doctor by no later than the eighth day. Where the Fit Note does not cover the first 7 days of your absence you must also obtain and fill in a Self-Certification form (Appendix 1) and send both certificates to your line manager. Any continued absence must be covered by a further medical certificate. Where the illness extends beyond 7 days, you must notify your line manager of your progress at intervals of no less than on a weekly basis.

If your doctor provides a certificate stating that you "may be fit for work" you should inform your line manager immediately. They will discuss with you any additional measures that may be needed to facilitate your return to work, taking account of your doctor's advice. This may take place at a Return to Work interview (see below). If appropriate measures cannot be taken, you will remain on sick leave and we will set a date to review the situation.

Where we are concerned about the reason for absence, or frequent short-term absence, we may require a medical certificate for each absence regardless of duration. In such circumstances, we will cover any costs incurred in obtaining such medical certificates, for absences of a week or less, on production of a doctor's invoice.

7. RETURN TO WORK AFTER ABSENCE

Managers have the discretion to decide whether to complete a formal Return to Work (RTW) form following an employee's absence. Completing the RTW form is no longer a strict requirement but remains an option when deemed necessary.

Instead of relying solely on the pre-set RTW template, managers are encouraged to take a few minutes to check in with employees upon their return to work. This informal check-in provides an opportunity to:

- See how they are doing and identify if they need any support.
- Demonstrate care for their wellbeing.
- Ensure they are ready to return to work.
- Update them on what has happened during their absence.
- Reinforce that they were missed and that their return is valued.

If managers have any concerns about the absence or notice a pattern that requires attention, they may still choose to complete the RTW form. This can help document the discussion and record any agreed next steps. The RTW form is available on the Intranet.

Regardless of whether the RTW form is used, it is essential to record all absences accurately in PeopleHR to ensure up-to-date and accurate records.

7.1 Phased Returns

Following a long-term sickness absence, your GP may provide you with a Fit Note stating that you “may be fit for work” and suggest a phased return. Phased returns enable staff to ease back into work gently following a long-term absence, with a view to gradually making the transition back to normal contracted hours and duties.

Where a phased return plan is agreed by you and your line manager, you will receive full pay for the hours that you attend work, and Company Sick Pay (CSP) / Statutory Sick Pay (SSP) / No Pay (depending on your entitlement) for the hours that you are absent. Upon agreement with your line manager you may also choose to use your Annual Leave entitlement to substitute for the CSP, SSP, or no pay periods to enable you to receive normal pay during these hours/days.

Phased return arrangements will be assessed on a case-by-case basis by your line manager in conjunction with the HR Team and the Chief Executive.

8. ACCIDENTS OR INJURIES AT WORK

You are required to record all accidents or injuries you sustain whilst at work in the accident book. Where you are absent from work due to an injury sustained at work, we will manage your absence in accordance with this policy and associated procedure.

9. APPEALS

Any member of staff who has had disciplinary action taken against him/her under the above procedures has the right of appeal at each level as detailed in the PKAVS Disciplinary Policy and Procedure.

10. AVAILABLE RESOURCES

10.1 Working Health Services Tayside – Dundee

Working Health Services is delivered by the NHS and offers access to a specialist workplace team of health professionals who offer a range of services. We encourage you to access Working Health Services for any workplace health issues. Working Health Services provides a specialist work health service that is easy to access, and can help you to stay in work or return to work. Working Health Services can help you with a health problem that is affecting your work, providing you with access to specialists in work health for advice, support and treatment in areas including:

- Back pain
- Problems with muscles and joints
- Skin problems
- Breathing difficulties
- Stress and other mental health problems
- Health problems caused by accidents at work.

Working Health Services Dundee will allow you to access a range of specialist health professionals including:

- Physiotherapists
- Occupational therapists
- Occupational health nurses
- Occupational health doctors
- Counsellors/psychological therapists

- Complementary therapists.

How to access Working Health Services Dundee:

You can refer yourself, or be referred by your GP.

The best time to use the service is when you are still at work, feeling that you may have to take sick leave, or have recently commenced your sick leave. However, if you have been off for some time, they may still be able to assist your return to work.

You can access the Working Health Services Dundee hotline on 01382 825100, Monday to Friday 8.30am to 4.30pm. An answer machine will be available out of hours.

A friendly and experienced NHS adviser will take your call and explain to you how the service operates and will give you clear information about what you can expect to

happen from your first contact with Working Health Services Dundee.

10.2 Access to Work

Access to Work is a publicly funded employment support programme that aims to help more disabled people start or stay in work. It can provide practical and financial support for people who have a disability or long term physical or mental health condition. Support can be provided where someone needs help or adaptations beyond reasonable adjustments.

An Access to Work grant can pay for practical support to help employees stay in work. Details of how Access to Work can help you, who is eligible, the costs of workplace adjustments, available grants and how to claim can be found [here](#).

Appendix 1 – Self-certification Form (Available to download from the [Intranet](#).)

SELF-CERTIFICATION

This form is normally used for all absences up to and including seven calendar days. All absences in excess of seven days require a signed doctor's certificate.

Section One: Personal Details

Name:	
Job Title:	
Department:	
Home Address:	

Section Two: Period of Sickness / Injury

First day of sickness (including weekends):	
First day of absence:	
Last day of absence:	
Last day of sickness (including weekends):	
Date returned to work:	

Section Three: Details of Sickness / Injury

I was unfit to attend for work for the following reason (e.g. influenza, rheumatism, etc.):
If you feel your stated reason could cause you personal embarrassment, you may enter "personal – details discussed with manager or HR"

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I declare that the information given is, to the best of my knowledge, correct and understand that this information will be processed in line with the company sick pay scheme and the policy and procedure on the management of sickness absence.

Employee Signature:		Date:	
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Next Steps:

Return the completed Self-Certification to your Line Manager. He/she will then forward your RTW and Self-Certification forms to the HR Team.

Appendix 2

RETURN TO WORK INTERVIEW

Employee Name:	
Employee Job Title:	
Line Manager Name:	
Date of RTW Interview:	

Section One: Absence Details

1. Date of return to work:						
2. Dates of absence:	First Day:		Last Day:		Hours lost:	
3. Reason for absence:						

Section Two: Return to Work Interview

1. Welcome back and check-in:

- How are you feeling today?
- How are you adjusting back to work?

2. Understanding the absence *(This section will vary depending on the nature of the absence. The aim is to check in without making the employee feel interrogated.)*

- Can you briefly share what caused your absence? (only if the employee is comfortable sharing).
- Have you had a chance to check in with a healthcare professional?

3. Wellbeing and care:

- Do you feel ready to resume your full duties, or would a phased return be more comfortable for you? *(If phased return is needed, please agree on a plan and timeline!)*

- Can you share with me whether you are taking any medications? If so, do you think its potential side effects could affect your performance or ability to drive?

4. Work updates *(This is a chance for managers to update the employee on key developments during their absence):*

- Here's what has happened while you were away (team updates, changes, etc.)!
- Is there anything specific you need to catch up on?

5. Confidentiality and privacy:

- Is there anything you would like to keep private or not share with the team?
- Would you like to share anything with your colleagues regarding your absence? (This could be something as simple as letting them know you are back or that you're working through something and may need time or support.)

6. Moving forward: Remember, *"We are in this together"* – please let us know if there's anything we can do to help you feel supported.

- Do you feel ready to resume all aspects of your role, or would you like a phased return (adjustments in hours, workload, etc.)?
- Is there anything you'd like us to consider as you transition back into work?
- Is there anything else you'd like to add or discuss before we finish?

Total absence in the given holiday year (from 1 April to 31 March) including this period of absence. (Please refer to the "Planner" section of the employee's PeopleHR where you will be able to see this information!)

Number of occasions:

Total days / hours lost:

days

hours

Currently under absence monitoring?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Employee signature:		Date:	
Interviewer name:			
Interviewer job title:			
Interviewer signature:			

Next Steps:

Please make sure to return the completed Return to Work form and Self-Certification / Fit Note to the HR Team as soon as possible after your Return to Work meeting. Thank you!