



1. Purpose

- 1.1 Where absence becomes a cause for concern, Serendipity Healthcare Ltd will guide staff to improve attendance or identify steps to facilitate a return to work in accordance with this policy.
- 1.2 Employees should understand the impact that absence has on Serendipity Healthcare Ltd, and the service level provided to Service Users.
- 1.3 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge, and experience to deliver effective care and support?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
WELL-LED	W3: How are the people who use the service, the public and staff engaged and involved?

- 1.4 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:
 - ⦿ Employment Rights Act 1996
 - ⦿ Equality Act 2010
 - ⦿ Equality Act 2010: Chapter 1 (Protected Characteristics) Chapter 2 (Prohibited Conduct) and Chapter 3 (Services and Public Functions)
 - ⦿ General Data Protection Regulation 2016
 - ⦿ Data Protection Act 2018

2. Scope

- 2.1 The following roles may be affected by this policy:
 - ⦿ All staff
- 2.2 The following Service Users may be affected by this policy:
 - ⦿ Service Users
- 2.3 The following stakeholders may be affected by this policy:
 - ⦿ Family

3. Objectives

- 3.1 To ensure that there are sufficient staffing levels to allow Serendipity Healthcare Ltd to

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function, atleast in accordance with regulatory or contractual requirements.

3.2 To ensure that absences are managed effectively, and that appropriate action is taken to limit this as far as is possible.

4. Policy

4.1 All absenteeism will be recorded on the Rota systems. The information will be reviewed, assessed, and, where applicable, personal targets will be set.

4.2 Avoidable absenteeism, such as short notice, unexplained/un-evidenced sickness, will not be tolerated and may lead to disciplinary action. Please refer to the Capability Policy.

4.3 Serendipity Healthcare Ltd uses the Bradford Formula as a method of assessing the impact of periods of leave. The Bradford Formula calculation is 'P² x D', where P is the number of periods of absence over a period and D is the total number of days of absence over the same period.

4.4 Any data collected as part of this policy will be processed in accordance with current Data Protection legislation, the Privacy Notice issued to staff and the Data Security and Data Retention Policy and Procedure at Serendipity Healthcare Ltd.

Serendipity Healthcare Ltd appreciates that certain health data and medical reports will be special category data, and Serendipity Healthcare Ltd will process this data accordingly.

5. Procedure

5.1 Short Term, Persistent Absences with no Underlying Health Issues

Serendipity Healthcare Ltd will monitor attendance with using the Bradford Factor. Targets are put in place to initiate various stages of the monitoring process. Where a score reaches 65 an interim check will be carried out to ascertain whether any adjustments need to be made and to confirm with the member of staff they understand the monitoring process. When a score reaches 100, a welfare check will be carried out to discuss the individual's attendance and any impacting factors. When the individual's performance does not improve a review meeting will take place where targets will be set over the following months to reduce the score. When no improvement is made the Capability Policy and Procedure will be instigated which may end in dismissal.

5.2 Long Term Absences or Absences with Underlying Health Issues

Serendipity Healthcare Ltd will seek medical guidance either from the member of staff's GP or from an appointed Occupation Health specialist to advise on the nature of the ill health, its impact on the member of staff's ability to perform the job, for how long this is likely to last and what reasonable adjustments may be appropriate which could facilitate a return to work or improve attendance.

Following the receipt of medical advice, Serendipity Healthcare Ltd will consider what

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reasonable adjustments could be made to assist the member of staff's return or improve their attendance levels, forexample, redeployment into a role which the member of staff would be able to perform.

If, following receipt of medical advice, discussion with the member of staff and implementation of any reasonable adjustments, it is apparent that the member of staff is unable to return to work, then Serendipity Healthcare Ltd will consider whether it is necessary to terminate the member of staff's employment. Where this is the case, termination will usually be on full notice or payment in lieu of notice where appropriate. Theof staff will be fully consulted with throughout the process and medical advice will be sought before any decision is made to terminate.

5.3 The disciplinary policy and procedures will be adhered to, should the monitoring process escalate to that outcome.

5.4 The member of staff is entitled to bring a Trade Union Representative or fellow employee as a companion to any meetings under this process.

5.5 The member of staff has a right to appeal at each stage of this procedure and the appeal should be made in writing, setting out the full grounds of appeal. The appeal should be provided to Serendipity Healthcare Ltd within 7 days of the decision letter confirming the outcome. Serendipity Healthcare Ltd will then arrange for an appeal meeting to take place. Should any further investigation be required, the member of staff will be provided with any further information arising from this prior to the appeal meeting taking place. Following the appeal meeting, Serendipity Healthcare Ltd will inform the member of staff of the outcome within 7 days. There will be no right of appeal thereafter.

In the event that the outcome of the initial process is dismissal, the date of dismissal will not be delayed pending an appeal. In the event that the appeal is successful and the decision to dismiss is revoked, the member of staff will suffer no loss of continuity or pay.

6. Definitions

6.1 Capability

- One of the five potentially fair reasons for dismissing an employee under section 98 of the Employment Rights Act 1996 (ERA). This involves an assessment of whether the member of staff is "capable"of doing their job by reference to skill, aptitude, health or any other physical or mental quality

6.2 Occupational Health Specialist

- An independent doctor who specialises in occupational medicine and is therefore able to make a balanced assessment of a member of staff's health and how it might affect their ability to perform theirrole

6.1 Special Category Data

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- ① Special Category Data is a category of data which is more sensitive than normal data.

This includes data which relates to:

- ① Race
- ① Ethnic origin
- ① Politics
- ① Religion
- ① Trade union membership
- ① Genetics
- ① Biometrics (where used for ID purposes)
- ① Health
- ① Sex life; or
- ① Sexual orientation

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