

Absence notification and sickness certification

If you are unable to attend work through sickness or any other reason, you must telephone **your manager** by no later than the time when you would normally commence work or by 9.30 a.m. whichever is the earlier. Exceptionally, if you are unable to phone in person you must arrange for someone else to telephone on your behalf. You must then make direct contact with your manager as soon as possible after this. If your manager is not available when you call you should report the fact of your absence to the colleague you speak to and leave your contact telephone number. Your manager may then wish to phone you back.

You must update your manager again on the second day of absence, unless otherwise agreed, and afterwards continue to keep your manager informed as requested by him or her of your progress towards recovery.

If you are away for more than seven calendar days, you must submit a medical certificate on the eighth day or as soon as possible afterwards and must continue to provide certificates to cover the entire period of continuing absence. A delay in submitting a certificate may result in loss of pay. When you come back to work, your manager will carry out a return to work meeting with you and they will complete an on-line record of your sickness via People Manager for the period of your absence. Your manager will certify that s/he is satisfied with the reasons for absence and may wish to refer to the HR Section for further discussion.

The council is a large employer and high levels of absenteeism can impact substantially on the authority's payroll costs and performance. Sickness absence is therefore closely monitored and, if you have experienced a high incidence of sickness, your manager will need to discuss this with you under the absence management policy to consider whether there are ways in which the level of absence can be reduced.

Where long term or serious sickness occurs, one of the personnel staff and / or your line manager will normally undertake a welfare visit to discuss your progress and to answer any questions you might have about sick-pay, certificates etc. Such visits may also be undertaken where regular non-serious sickness occurs.