

Maximising Attendance Policy

Version Number	3
Revision Date	6 February 2025
Department	Business Support and Transformation
Author	Head of HR and OD
Reason for Policy Revision	Updated absence information and legislation update
Data Protection	This policy complies with our data protection policy and procedure
Equalities	An Equality impact assessment has been undertaken
Sustainability	NA
Proof Read By	People Partner
Date Approved	24/3/2025
Approved By	People Committee
Next Review Due	28 February 2028
Audience – Training and Awareness Approach	Manager training will be updated and briefings provided
Effective Date	24 March 2025
Internal References – Policies & Procedures (Located on The Hub)	Maximising Attendance Procedure Maximising Attendance Management Guidance Disciplinary Policy and Procedure Stress Policy and Procedure Alcohol and Substance Misuse Policy and Procedure
External References	ACAS codes Xpert HR Gov.uk

1. Policy Purpose

- 1.1 Hanover is committed to maximising the wellbeing and attendance of all its employees. However, we understand that it may not always be possible for employees to attend work due to feeling unwell.
- 1.2 We also appreciate that an employee's continued commitment to being present at work is pivotal to Hanover meeting its objectives. As a result, this policy and procedure aims to provide a compassionate yet fair approach to sickness absence management in a bid to support employees whilst meeting the needs of the business.
- 1.3 This policy and associated procedures are intended to reflect statutory requirements, including guidance from the ACAS Code of Practice on attendance matters.

2. Policy Requirements

- 2.1 Our collaborative culture at Hanover as demonstrated through our organisational values, ensures that we are willing to support employees regardless of the situation. This extends to the periods of time when employees are absent from work and are required to cover for each other.
- 2.2 The policy serves as a clear guideline for employees to understand what procedure they are required to follow in the event of being absent from work. It also provides them with an overview of what they can expect to happen should an employee's attendance at work become a concern.
- 2.3 As a consequence of the above, this policy applies to all employees while they remain under Hanover's employment and the term 'employee' will cover all workers who are either employed or engaged to undertake work for Hanover.

3. Employee Responsibility

- 3.1 Employees have a responsibility to; -
 - Look after their own health and wellbeing and, as far as possible and minimise absence from work.
 - Attend work at the times required and maintain a good attendance record.
 - Know their responsibilities if they are absent from work due to ill health and to follow the absence procedures throughout any absence.
 - Notify their manager if they are unwell and unable to attend work.
 - Keep in touch throughout their absence and providing agreed updates.
 - Provide medical evidence for any absence lasting more than seven calendar days.
 - Attend return-to-work meetings after every period of sickness absence.
 - Inform their manager about any factors affecting their attendance, such as health issues or personal challenges.
 - Cooperate with any adjustments made to their role or working conditions to support a return to work.

4. Managers Responsibility

4.1 Managers are responsible for:

- Managing attendance and absence fairly and consistently.
- Maintaining accurate and confidential records of all sickness absences.
- Reviewing absence patterns and addressing concerns promptly and appropriately.
- Conducting return-to-work meetings and identifying necessary adjustments or support.
- Demonstrating empathy while setting clear attendance expectations.
- Promoting Hanover Scotland's wellbeing resources and advocating for employee wellbeing.
- Seeking Occupational Health input where necessary to support an employee's return to work.
- Consulting with their allocated People Partner for guidance on complex situations or adjustments, such as those related to disability or pregnancy.

5. Definition

5.1 Sickness absence can be defined as an incapacity to carry out the duties and responsibilities which the employee is contractually obliged to do because of their illness or accident and resulting incapacity to work. Maximising attendance on the other hand, is about the ways in which Hanover as an employer can fully support employees by having policies, procedures and support mechanisms in place to enable them to attend work.

5.2 The absent management triggers are set out in the table below:-

Stage	Trigger	Potential Outcome	Live Warning Duration
1	Three periods of absence or a total of ten days of absence within a three-month period in a rolling twelve-month period OR one period of absence lasting longer than ten days	Written warning for unsatisfactory attendance	Six months
2	Further trigger met as detailed above within the period of the written warning	Final written warning	Twelve months
3	Further trigger met as detailed above during the final written warning period	Potential dismissal	N/A

6. Hanover payments whilst on sickness absence

- 6.1 When employees are absent from work due to sickness, they may be eligible to receive Statutory Sick Pay (SSP) and Hanover Sick Pay (HSP), providing they meet the relevant criteria. Statutory Sick Pay is the legal minimum employees must be paid if they are off sick from work. Information can be found www.gov.uk/statutory-sick-pay.
- 6.2 Hanover Sick Pay is a contractual enhanced entitlement that Hanover pays its employees who are unable to work due to sickness. The allowance is in accordance with the employee's length of service, as follows:

Service at commencement of absence	Payment	Payment
During probation i.e. a period of 6 months (or 9 months if the period is extended) from the date of commencement of employment	Employers Statutory sick pay, except for the first 3 days of sickness	Employers Statutory sick pay, except for the first 3 days of sickness
After probation the following payments apply	Full sickness allowance (including SSP)	Half sickness allowance (including SSP)
After 6 or 9 months but less than 1 year	2 weeks	2 weeks
1 year but less than 2 years	9 weeks	9 weeks
2 years but less than 3 years	18 weeks	18 weeks
3 years but less than 5 years	22 weeks	22 weeks
5 years and over	26 weeks	26 Weeks

7. Monitoring & Evaluation

- 7.1 Sickness absence is monitored monthly by SMT, quarterly by Audit Performance & Risk Committee and 6-monthly by People Committee.

8. Review

- 8.1 We will review this policy every 3 years or earlier as required.

Revision History

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<u>Version Number</u>	<u>Revision Date</u>	<u>Approval Date</u>	<u>Approved by</u>	<u>Review Reason</u>
1	16/6/2022	30 June 2022	People Committee/SMT	Legalisation change and updated policy
2	31/8/2022	31/8/2022	People Committee/SMT	Legalisation change and updated policy
3	28/2/2025	24/3/2025	People Committee	changes
4				
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