

# **Annual Leave Policy**

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Dissemination requirements	To all employees by intranet
Part of Trust's publication scheme	Yes



The East of England Ambulance Service NHS Trust (EEAST) has made every effort to ensure this policy does not have the effect of unlawful discrimination on the grounds of the protected characteristics of age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, marriage/civil partnership, pregnancy/maternity. The Trust will not tolerate unfair discrimination on the basis of spent criminal convictions, Trade Union membership or non-membership. In addition, the Trust will have due regard to advancing equality of opportunity between people from different groups and foster good relations between people from different groups.

EEAST recognises its obligations of supporting the requirements of the Modern Slavery Act 2015 and any future legislations. A prime objective of EEAST is to eradicate modern slavery and human trafficking and recognises the significant part it must play in both combatting it and supporting victims. EEAST is committed to ensuring that its supply chains and business activities are free from any ethical and labour standards abuse.

All Trust policies can be provided in alternative formats.

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#### 1. Introduction

- 1.1 Here at EEAST we recognise that taking annual leave is important for your wellbeing and for supporting a healthy work-life balance.
- 1.2 We therefore encourage you to take your full entitlement and to spread out your annual leave throughout the year to prevent building up an excessive period of leave at the end of your personal leave year.

### 2. Purpose

- 2.1 The purpose of this policy is to provide a consistent and equal approach to calculating and taking annual leave, whilst ensuring that the quality of patient care remains high.
- 2.2 The policy aims to ensure that you are given the opportunity to take your annual leave and public holiday entitlement within your current personal leave year, and to let you know:
  - how much leave you are entitled to,
  - how you should request annual leave,
  - how your annual leave entitlement is affected by other factors such as sickness absence.
- 2.3 This policy should be read in conjunction with other related policies, for example, Attendance and Sickness Absence Policy, Flexible Working Policy.

### 3. Scope

- 3.1 This policy applies to all EEAST employees unless there are separate arrangements under a recognised TUPE transfer process.
- 3.2 This policy does not apply to Casual Workers however reference can be made to the Casual Worker Policy.

#### 4. Duties

- 4.1 **The Chief Executive** will ensure, through an open and supportive culture, that applications for annual leave are dealt with consistently and fairly.
- 4.2 **Managers** will inform employees within their areas of responsibility how to request annual leave, and will respond in a consistent, equal, and



timely manner to requests for annual leave. In reaching their decision they will balance the wishes of the individual with service provision.

- 4.3 **Managers, HR and trade union representatives** are responsible for providing advice and guidance to employees on the application of this policy and procedure.
- 4.4 **Employees** are responsible for ensuring that they take ownership of the management of their own annual leave and should make their annual leave requests in accordance with this policy and procedure.

#### 5. Personal Leave Year

- 5.1 Your annual leave year runs from your start date at EEAST and is referred to as your Personal Leave Year.
- 5.2 If you joined EEAST as part of a TUPE transfer your Personal Leave Year dates may not match the start date on our records, however the management of your annual leave will otherwise be the same.
- 5.3 EEAST uses the Global Rostering System (GRS) for the management of all employees' annual leave entitlements.

#### 6. Annual Leave Entitlement

- 6.1 If your contract is based on Agenda for Change NHS Terms & Conditions, your annual leave entitlement:
  - is based on your completed years of NHS service (see Table 1),
  - is based on your period of reckonable service with the NHS, irrespective of lengths of breaks in service,
  - is calculated in hours (to ensure that you are not disadvantaged if you work variable hours/shifts).
- 6.2 If your contract is pre-Agenda for Change, please refer to **Appendix A** for your pre-merger Trust entitlements.
- 6.3 If you work alternative arrangements, for example, term-time only or annualised hours, please refer to your HR representative for advice on your entitlements.

### 7. Public Holiday Entitlement



- 7.1 In addition to annual leave you are entitled to eight paid statutory public holidays.
- 7.2 EEAST recognises New Year's Day, Good Friday, Easter Monday, Early May, Spring, Summer, Christmas Day, and Boxing Day as public holidays, and for pay and leave purposes, a public holiday is defined as midnight to midnight.
- 7.3 There is no entitlement to any further extra-statutory days as per the NHS Terms & Conditions Handbook, however any other declared public holidays (paid holidays) will also be recognised.
- 7.4 If your normal duties are Monday to Friday, 7.5 hours a day (37.5 hourweek) and you do not work public holidays, these hours will not be added to your GRS annual leave entitlement. **See Table 1 (Hours (a))**. However, if you are then required to work, or be on call, on a public holiday you are entitled to take time off in lieu, in line with Agenda for Change NHS Terms & Conditions. Your manager will arrange for these hours to be added to your Time Owing field on GRS.
- 7.5 If your normal duties are anything other than at Section 7.4, your annual leave and public holiday entitlements will be added together on GRS, and you can submit applications throughout your personal leave year from a totalled allowance. **See Table 1 (Total Hours (b))**.
- 7.6 If you are on sickness absence on a public holiday date that you are scheduled to work, you will not be entitled to any additional lieu hours that may have been accrued if you had worked. However, the public holiday entitlement which forms part of your entitlement at **Section 8** will not be affected.

### 7.7 **Different festival days**

If your religious beliefs have festival days different to the public holidays recognised at **Section 7.2**, you can choose to swap them (for example, Easter Monday for Diwali) by submitting a written request to your line manager 14 calendar days prior to the start of your annual leave year. The following will then apply:

• Once approved, this swap will apply for your current personal leave year and cannot be subsequently changed,



- Your public holiday entitlement, and the annual leave request / approval process will remain the same (see Section 10),
- Any other allowances / entitlements relating to working on a public holiday will only apply to your specifically designated public holiday.
- 7.7.1 In circumstances where the date of a religious event is confirmed with short notice, an option for you may be to request additional leave in advance to cover the period, with the ability to cancel surplus dates once the date is known.
- 7.7.2 If you are a new starter to EEAST, please let us know if you would like to swap public holiday dates as soon as possible.

#### 8. Table of entitlements

Table 1: Entitlements (employees on Agenda for Change contracts)					
	Annual leave		Public holidays		Total
Length of service	Days	Hours (a)	Days	Hours	hours (b)
On appointment	27	202.50	8	60	262.50
After five years' service	29	217.50	8	60	277.50
After 10 years' service	33	247.50	8	60	307.50

All entitlements in Table 1 refer to full time (37.5 hours) entitlement. These will be pro-rated for part-time employees, rounded up to the nearest half day.

8.1 If you change your contracted hours your annual leave entitlement in your current personal leave year will be recalculated. To do this we use the months you worked on your old and new contracted hours to calculate your full entitlement. You will not be disadvantaged by the change.

### 9. Automation of annual leave for EO/EOC employees

- 9.1 Annual leave will be automated on GRS for all EO/EOC frontline staff as follows:
  - 1. Percentage of leave allowed will be defined in budget, in line with budget setting levels which will be reviewed annually but will also be seasonally and geographically/locally/ operationally profiled.

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- 2. This percentage will be set against staff in post numbers and will be applied by skill set
- 3. Weekly hours allowance will be proportionally applied across weekdays, days, nights etc to ensure patient response is maintained at safe levels.
- 4. These leave rules will be built into GRS which will enable automated leave application, approval, and decline.
- 5. Any leave requests outside of these rules which are declined will require your line managers approval and will have to be due to exceptional circumstances as normal leave will be booked automatically on GRS. You should submit such requests for annual leave directly to your line manager via email.
- 6. Your line manager will review with the relevant local Resource Planning Manager, taking into account operational cover before leave is approved.
- 7. The Resource Planning Manager will ensure approval is cascaded to the Resource Planning Team for entry on to GRS.
- 8. Your line manager will let you know the outcome of your request, which could be verbally initially but will be confirmed in writing, for example, via email.

### 10. Request / Approval Procedure

- 10.1 Applications for annual leave should be made in accordance with this policy. Failure to follow these may result in time taken off being considered unauthorised absence, which may lead to deductions from pay and/or disciplinary action.
- 10.2 You should make requests for annual leave by submitting a GRS Web Request:
  - as far in advance as possible, but with at least 14 days' notice to enable the planning of relief duties / schedule shift cover (if maximum leave levels allow, leave with less than 14 days' notice will be considered and approved wherever possible at **Section 10.6**),



- for a maximum period of 14 calendar days, not including any rest days immediately before or after the period requested (in normal circumstances),
- no more than 12 months in advance of the requested dates, in normal circumstances,
- making sure that you do not finalise holiday arrangements or take annual leave before the appropriate approval has been received,
- aiming to spread annual leave across your personal leave year to provide regular breaks from work, and to prevent building up an excessive period of leave at the end of the year.
- 10.3 Your request will be considered by your line manager or the Resource Planning Department, taking into account operational / work needs and individual circumstances, and a decision communicated via GRS Web within seven calendar days (except as detailed in **Section 9 / Section 13**).
- 10.4 If you do not receive a response within this period, you should contact your line manager or Resource Planning Department, and a decision should then be communicated within the next three working days.
- 10.5 Once your annual leave has been approved, this will not be withdrawn, however in exceptional circumstances you may be asked to return to duties if considered necessary due to operational exigencies. You have the right to decline but if you agree to the request a mutual agreement will be reached to either return your leave or for it to be paid at the appropriate rate.
- 10.6 Short notice requests are any which give less than 14 days' notice and will be considered at the discretion of a line manager and/or the Resource Planning Department. Approval will be dependent on your team / operational area's maximum leave levels (see Section 9 / Section 11) and the ability to cover the shift(s) in question (where appropriate).
- 10.7 To balance the needs of all employees in your area, leave requests for more than 14 calendar days will only be agreed in exceptional circumstances, and the decision will be made by a senior manager.
  - If you request to cancel previously approved annual leave this will be considered by your line manager on an individual basis and approved where possible.



#### 10.8 Allocation of leave

- 10.8.1 You will be expected to book 75% of your annual leave entitlement by the end of the seventh month of your personal leave year, however if more than 25% of your entitlement remains unbooked by the ninth month of your personal leave year, we reserve the right to allocate your annual leave.
- 10.8.2 If your line manager / resource planning team intend to allocate your leave, you will be given a reminder in the eighth month to submit your annual leave request/s. Where the leave remains unbooked, you will always be given notice which is twice the length of the annual leave to be allocated, for example, 10 days' notice will be provided to allocate 5 days annual leave.
- 10.9 Except where set out in this policy and/or otherwise required by law, all annual leave must be taken during the personal leave year in which you accrued it otherwise you should expect to lose it.

#### 11. Maximum leave levels

- 11.1 Annual leave levels will be defined by your local management team and/or as per **Section 9** (Automation of Annual Leave for EO/EOC employees).
- 11.2 In exceptional circumstances, as determined by the relevant senior manager / budget holder, levels of leave may be varied according to the need to provide operational service delivery, for example, for large public events. This will be reported to the Staff Partnership Forum.

#### 12. Reduced leave levels

#### 12.1 <u>Emergency Operations and EOC</u>

- To support the delivery of patient care over periods of highest demand, during the **Christmas / New Year period: 15**<sup>th</sup> **December to 4**<sup>th</sup> **January every year**, leave levels will be reduced to 50% of the defined maximum levels, either on specific days or by whole weeks.
- 12.2 Consideration may be given to setting annual leave limits at other periods of the year.
- 12.3 Emergency Operations Administrators / Non-operational / other staff groups (not included in 11.1)

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There are no policy reductions on leave over the Christmas and New Year period, however in order to manage workflows in non-operational / other staff groups, the maximum leave levels and/or approval procedure may be varied at the discretion of your manager but will remain within the spirit of this policy.

### 13. Christmas / New Year period leave requests

#### **Emergency Operations and EOC**

- During the Christmas and New Year **(C&NY)** period of 15<sup>th</sup> December to 4<sup>th</sup> January, we will not operate a 'first come first served' basis for approving annual leave and will instead use either a points-based system or a priority grouping system.
- 13.2 You should make any annual leave requests for the next C&NY period by submitting a GRS Web Request before midnight on 31<sup>st</sup> January.

#### 13.3 Points-based system

13.3.1 Your line manager will review all annual leave requests received, and points will be allocated to you based on the key dates you worked in the previous two years, as follows:

Key Day	Shift worked	Points
Christmas Eve	Starting between 0400-1559 hours	5
Christmas eve	Starting between 1600-0359 hours	10
Christmas Day	Starting between 0400-1559 hours	20
Christmas Day	Starting between 1600-0359 hours	20
Poving Day	Starting between 0400-1559 hours	10
Boxing Day	Starting between 1600-0359 hours	5
New Year's Eve	Starting between 0400-1559 hours	5
New Year's Eve	Starting between 1600-0359 hours	10
New Year's Day	Starting between 0400-1559 hours	10
New Teal S Day	Starting between 1600-0359 hours	5

Points will be allocated for each shift worked regardless of the contracted shift length.

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- 13.3.2 The calculation will be completed automatically according to the shift worked information available on GRS.
- 13.3.3 Points will **not** be allocated if:
  - you choose to work an overtime shift on a key day, i.e., it was not your rostered duty,
  - you were absent from your rostered shift on a key day.
- 13.3.4 Annual leave will be approved based on both:
  - the highest scoring points in each team, and
  - the maximum reduced leave levels (see **Sections 11 and 12**).
- 13.3.5 Shift swaps during this period will be approved via GRS Web or the GRS app and points allocated according to the key day actually worked.
- 13.3.6 If you and other employee(s) in your team are allocated the same number of points, and the annual leave limits do not afford both/all to be given annual leave, points will also be calculated for the preceding year, with annual leave awarded to those with the highest points.
- 13.3.7 You will be informed of the outcome of your request for annual leave over the C&NY period by the end of March each year.
- 13.3.8 If you submit a C&NY period leave request from midnight on 1<sup>st</sup> February onwards this will be considered as per **Section 10**, but only once all other C&NY period requests made before midnight on 1<sup>st</sup> February have been responded to.
- 13.4 Priority grouping system
- 13.4.1 In this method, managers will split their teams into six priority groups, as follows:
  - during the first year, employees in priority group one will request their C&NY annual leave first,
  - the following year, staff in priority group two will request their C&NY annual leave first,
  - this continues each year until all six groups have had the opportunity to request their C&NY annual leave first,
  - the process then starts again.

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13.4.2 Using this system, C&NY annual leave requests are approved at the end of each month. You will also be able to request a shift swap with other employees.

### 14. Religious holidays and festivals

14.1 If you have long-term religious commitments, please consider making an application under the Flexible Working Policy.

### 15. Time off in lieu (TOIL)

15.1 If you have chosen to claim TOIL as an alternative to overtime payments, these are added to GRS at plain time (for example, an hour added for each hour worked).

#### **TOIL** is recorded under the 'Overtime - Time Owing' section of GRS.

- 15.2 You should make requests to take TOIL in the same way as for annual leave, by changing the Leave Type on GRS Web to 'Accumulated leave'.
- 15.3 TOIL should be taken within three months of you accruing it unless you have requested an extension to this period, however the hours must be taken within 12 months of you accruing them.
  - If you have not taken your accrued TOIL within the above time limit, your line manager will arrange for them to be paid at the rate they would have been paid on the date you worked them, for example, overtime or additional hours.
- 15.4 This section also applies if you are in pay bands 8 and 9 and have had TOIL added to your GRS record.

#### 16. Unauthorised absence

16.1 If you fail to attend work immediately prior to or after a period of annual leave, your absence may be considered as unauthorised and investigated in line with the Disciplinary Policy.

### 17. Annual leave and sickness absence

- 17.1 Statutory annual leave continues to accrue during periods of sickness absence, and you are encouraged to use your leave wherever possible.
- 17.2 If you are unwell during a period of annual leave, you and your line manager should refer to the Attendance and Sickness Absence Policy



and Procedure for how this affects your annual leave entitlement, and the procedure to follow.

### 18. Annual leave entitlement / family leave

- 18.1 You will continue to accrue your annual leave entitlement during any period of family leave (i.e., maternity, paternity (new parent support), adoption, shared parental leave, and child/baby bereavement leave).
- 18.2 Please refer to the relevant EEAST policy for full information on taking and/or carrying over your leave entitlements.

### 19. Carry-over / bringing forward leave

- 19.1 You are expected to take your full entitlement of annual leave within your personal leave year; however, we recognise that there may be occasions when you would like to request more leave in one year than another. In these circumstances, please let your line manager know if you would like to:
  - carry-over up to one week's leave (37.5 hours WTE) into your next personal leave year,
  - bring forward up to one week's leave (37.5 hours WTE) from your next personal leave year.
- 19.2 There is no statutory right to carry over annual leave under this section, or to elect to receive wages in lieu of these circumstances, and as such we reserve the right to remove the provisions of **Section 19.1** if you repeatedly fail to adhere to the principles of this policy.

### 20. Annual Leave 'Buy Back'

- 20.1 We understand that, in exceptional circumstances, increased operational requirements may result in it being difficult to take your full annual leave entitlement, for example, during a pandemic. In these circumstances, you have the option to make an application for annual leave 'buy back' to be paid at plain time (hour paid for hour worked) when:
  - your application is to support the delivery of services during periods of pressure,
  - you have taken or booked your statutory minimum annual leave allowance of 28 days (210 hours) including public holidays / 20 days

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(150 hours) where public holidays are not front-loaded on GRS (pro rata if you are a part-time employee),

- your application is for a maximum of up to 37.5 hours (pro-rata if you are a part time employee),
- your application is for hours in your current personal leave year entitlement and does not include annual leave that has been brought forward under **Section 19**,
- your application has been supported and authorised by your line manager, following a review of your health and wellbeing.
- 20.2 An **Annual Leave Buy-Back Application form (POL088-01)** is available on the intranet. This includes notes / actions for you and your manager.

The annual leave 'buy back' scheme is available for all employees (including if you are on a fixed term contract) and is for a maximum of 37.5 hours (pro rata if you are a part-time employee).

20.3 If you leave EEAST having taken and/or 'sold' more than your accrued leave entitlement your final salary will be amended as per **Section 22**.

### 21. Unpaid Leave

- 21.1 There may be circumstances when it is appropriate for your manager to consider a request from you to take unpaid leave, for example, so that you can take an extended period away from work. Your line manager will first discuss with you whether another EEAST policy may be more appropriate, for example, the Employment Break Policy.
- 21.2 If your request falls outside the remit of other EEAST policies, consideration will be given on an individual basis, and only where you have already taken all accrued annual leave pro-rated to the date you intend to start unpaid leave.

Please note that any requested and approved unpaid leave will not count towards your pension contributions.

21.3 Unpaid leave can only be authorised by a departmental budget holder who will arrange for you to sign an HR2a Form providing details of the start and end dates, so that payroll can make the deduction from your salary.

### 22. Leaving the Trust (including retirement)

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- 22.1 If you leave EEAST part way through your personal leave year, your entitlements will be calculated pro rata for your personal leave year up to and including the date you leave, i.e., if you were leaving 6 months into your personal leave year you will receive 50% of your leave entitlements, minus any leave already taken. This figure will be adjusted by any carried over / brought forward leave in line with **Section 19** or any 'sold' annual leave under **Section 20**, as appropriate.
- 22.2 You should aim to take all annual leave owed to you prior to your last day of employment, including during any notice period and where leave limits permit. If this is not possible, in line with the NHS Pension Scheme regulations, payment will be made as follows:
  - If you are leaving, for example, due to resignation, retirement, your annual leave should be treated as pensionable, and your leaving date will be extended by payroll to reflect the date that the annual leave is paid up to.
  - If you are receiving payment in lieu of notice, for example, through redundancy or dismissal your leaving date is not extended, and the payment will be treated as non-pensionable.
- 22.3 If you have taken too much annual leave (pro rata to your date of leaving) you will owe these hours, and they will be deducted from your final salary. We also reserve the right to recover accrued annual leave pay if you are dismissed for theft or fraud, or if you leave without giving due notice.
- 22.4 Your line manager will include any annual leave hours owed / overtaken or being paid in lieu on a Leaver's Form (HR3) for these to be paid in your final salary.
- 22.5 If you are entitled to the pre-1986 'frozen' annual leave agreement, please speak to your local HR representative for advice and guidance. Any owed hours will also be added to the above HR3 in line with the Leavers Policy.

### 23. Policy review

23.1 This policy will be reviewed on a two-yearly basis or amended in the light of new employment legislation and/or relevant case law.



## Appendix A

Table 2 – Pre-AFC (Trust) Annual Leave Entitlements for Cambridgeshire, Norfolk, and Suffolk (40-hour contract / pro rata if you are a part-time employee).

Table 2 (excluding public holidays)			
Length of service	Days	Hours (a)	
On appointment	22	176.00	
After five years' service	25	200.00	
After 10 years' service	27	216.00	

Table 3 – Pre-AFC (Trust) Annual Leave Entitlements for Essex (40-hour contract / pro rata if you are a part-time employee).

Table 3 (excluding public holidays)				
Length of service	Days	Hours (a)		
On appointment	22	176.00		
After five years' service	26	208.00		
After 10 years' service	28	224.00		

Table 4 - Pre AFC (Trust) Annual Leave Entitlements for Bedfordshire and Hertfordshire (41-hour contract / pro rata if you are a part-time employee).

Table 4 (excluding public holidays)			
Length of service	Days	Hours (a)	
On appointment	22	180.40	
After five years' service	25	205.00	
After 10 years' service	27	221.40	

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# Appendix B

# **Equality Impact Assessment**

EIA Cover Sheet					
Name of process/policy	Annual Leave Policy				
Is the process new or existing? If existing, state policy reference number	Existing (POL088)				
Person responsible for process/policy	HR				
Directorate and department/section	People Services				
Name of assessment lead or EIA assessment team members	HR Policy Subgroup				
Has consultation taken place? Was consultation internal or external? (please state below):	Internal consultation through HR Police Subgroup members	су			
	Guidelines				
	Written policy involving staff and patients	Х			
	Strategy				
The assessment is being made on:	Changes in practice				
	Department changes				
	Project plan	Х			
	Action plan				
	Other (please state)				

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#### **Equality Analysis**

What is the aim of the policy/procedure/practice/event?

This policy is to provide a consistent and equal approach to calculating and taking annual leave, whilst ensuring that the quality of patient care remains high.

The policy aims to ensure that employees are given the opportunity to take their annual leave and public holiday entitlement within their current personal leave year.

Who does the policy/procedure/practice/event impact on?

Race	$\boxtimes$	Religion/belief	$\boxtimes$	Marriage/Civil	$\boxtimes$
				Partnership	
Gender	$\boxtimes$	Disability	$\boxtimes$	Sexual orientation	$\boxtimes$
Age	$\boxtimes$	Gender re-assignment	$\boxtimes$	Pregnancy/maternity	$\boxtimes$

Who is responsible for monitoring the policy/procedure/practice/event? **HR** 

What information is currently available on the impact of this policy/procedure/practice/event?

All annual leave is requested and recorded using GRS, which can report on all leave requests, outstanding annual leave, refused annual leave, etc.

Do you need more guidance before you can make an assessment about this policy/procedure/ practice/event? **No** 

Do you have any examples that show that this policy/procedure/practice/event is having a positive impact on any of the following protected characteristics? Yes/No, if yes please provide evidence/examples:

Race	$\boxtimes$	Religion/belief	$\boxtimes$	Marriage/Civil	$\boxtimes$
				Partnership	
Gender	$\boxtimes$	Disability	$\boxtimes$	Sexual orientation	$\boxtimes$
Age	$\boxtimes$	Gender re-assignment	$\boxtimes$	Pregnancy/maternity	$\boxtimes$

Please provide evidence:

This policy is designed to be inclusive of all employees.



negative im	pact or	• • • •		e/practice/event could have a ristics? Yes/No, if so, please	а
Race		Religion/belief		Marriage/Civil	
Gender		Disability		Partnership Sexual orientation	
Age		Gender re-assignment		Pregnancy/maternity	
_	ewed a negati	and updated the policy are impact was raised, an		mpleted a full consultation the evidence available the	re
Action Plan					
<b>S</b> pecific					
<b>M</b> easurable	<b>!</b>				
<b>A</b> chievable					
<b>R</b> elevant					
<b>T</b> ime Limite	d				
Evaluation	Monito	oring Plan/how will this b	e mo	onitored?	
Who – see I	Monito	oring Table			
How					
Ву					
Reported to	)				

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# **Appendix C - Monitoring Table**

What	Who	How	Frequency	Evidence	Reporting arrange-ments	Acting on recommendations	Change in practice and lessons to be shared
Audit of annual leave levels and that leave is being used and/or allocated consistently, fairly, and accurately.	Resource Planning / locality budget holders / Head of HR People Partnering.	Monitor GRS and ER Tracker data.	On an ongoing basis.	GRS reports	Reported to and discussed at People Committee where required.	Head of HR People Partnering / Resource Planning / locality budget holders will address any actions or changes required.	Any change in practice will be identified and:  • process updated  • HRBP / line manager training implemented  • policy updated where required.



