Attendance and Punctuality Policy

# Policy Statement

Care Stream training focuses on developing and supporting individuals and believes that excellent attendance is vital to Care Stream staff success. We are committed to providing learning suitable to meet the needs of all Care Stream staff enabling them to provide support to all individuals in line with Care Stream policies and procedures

For Care Stream staff to be able to engage successfully in their learning and achieve positive outcomes for people we provide support to, it is important that they attend regularly and start at their scheduled time of work and stay to the end of shifts. Care Stream is committed to effective management of attendance in order to enhance both retention and achievement.

Attendance refers to the scheduled time stipulated on the rota and the expectation that staff will follow the rota that has been discussed and provided.

All Care Stream staff are expected to attend all of their scheduled shifts, unless prior agreement has been made and agreed with their line manager or an appointed member of staff. Care Stream recognises that allowance should be made for particular personal circumstances, including ill health or required attendance at religious events or festivals, and personal circumstances that will affect their ability to attend scheduled shifts. We recognise that each case of absenteeism is different and will work with Care Stream staff on an individual basis to best address their individual needs.

# Responsibilities

## Care Stream Staff

* Care Stream staff are expected to be punctual and attend all scheduled shifts in order to maximise good outcomes from their colleagues as well as providing consistent support to individuals in our care and to avoid disruption to the running of the service as well as inconvenience to themselves and other Care Stream staff.
* Care Stream staff are expected to inform their manager and/or Care Stream senior staff in advance of any known future absence or expected late attendance and the reasons for it.
* Where absence has not been previously informed, Care Stream staff are expected to report their absence as early as possible on their first day of absence by calling the manager directly or contacting a member of staff if using the on-call system. Text messages may be suitable, but this will have to be agreed with the manager in the first instance.
* Care Stream staff will be automatically withdrawn from a shift and or future shifts in the event that no notification or acceptable reason for absence is given on two or more occasions, or it is evident that their poor attendance means they will be unable to achieve their suitability as a member of staff
* Care Stream staff will be allowed an opportunity to transfer to another service in the event that this would be considered more suitable. A confirmation would be in place after discussions between service managers and agreed by the office manager who would look to reissue a new contract for their new place of work. This opportunity will be withdrawn if the Care Stream staff has unauthorised absence on two or more occasions.
* As an alternative, a service manager will discuss the option with the member of staff taking on a bank contract if this is felt to meet the needs of the service and provide a flexible way of working for the member of staff. The office manager would need to be contacted to offer a new contract to the member of staff.

## Managers

All managers are expected to monitor attendance in their services and record attendance and absence on the weekly report completed and sent to the quality assurance manager. Managers will also inform all Care Stream staff of their obligation to attend shifts as per their rota or contract as part of Care Stream staff induction and throughout their time with the organisation and that unauthorised absence will be reported to the area manager and or director of operations to look into possibly ending the contract and employment with Care Stream. Additionally, managers should take the following actions in connection with any Care Stream staff who is absent from any of the shifts including scheduled training and off site visits:

* Use all available means to contact Care Stream Management immediately upon notification or following a no-show to ascertain the reason for absence and encourage their return
* Report unauthorised absence or no-shows using the weekly reports but every effort to be made to contact the member of staff in the event that they have not contacted the service regarding absences).
* Offer and provide support to the Care Stream staff from one or more of the following options:
  + Schedule One-to-one individual support and/or catch-up session(s) (Supervisions)
  + Offer opportunity to review another service in the event that the issue may be related to geographical reasons
  + Offer options to contact the Employees Assistance Program EAP for external support
  + Referral for possible change of employment contract if this is deemed to be more suited to their needs
  + Provide Information, advice, and guidance, including possible transfer to an alternative service.
* Record all actions taken to support Care Stream staff who are absent or have a poor attendance record in the relevant Care Stream staff file and ensure this is reported on the weekly updates
* Inform Care Stream senior team and escalate immediately any safeguarding or risk concerns related to Care Stream staff absence, if this is having a direct and negative impact on the running of the service

# Evaluating Attendance and Punctuality

Attendance monitoring and punctuality will be monitored through our standard Care Stream Staff Progress Monitoring (Deputy). Care Stream staff attendance and retention is reported through Care Stream quality and performance systems. In all cases, underperformance is supported through action planning and further progress review carried out via regular supervisions.

The Director of Operations will actively monitor attendance using monitoring and discussions with line manager. The director and manager will also take on spot checks as a way of ensuring that the service is running smoothly. Care Stream places maximum effort on staff attendance and retention and with support from the service manager/s, is seen as essential in providing consistent support for individuals.

# Review and monitoring

Overall responsibility for the operation of this policy lies with the Director of Operations and this policy will be monitored on an annual basis.

Date of Policy: