



# **PAYROLL AND EMPLOYEE SERVICES**

## **Leave Management Module**

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## 1 – Introduction

The Recording of Absences via MyView should be undertaken in line with the Council's Attendance Management Policy & Procedure. Please refer to the policy and procedure for managing attendance.

### 1.1 – What is MyView Dashboard?

MyView Dashboard is a web based self-service system which supports the Council's objective of making processes more efficient and streamlined.

MyView dashboard is available 24/7 via the internet both internally and externally. MyView supports enhance navigation, usability and appearance that can be accessed using using all smart devices.

- The dashboard supports the self-service functionality of the below:
- Customisable widgets that provide quick access to information
- View and update personal details
- View, download and print payslips and P60 statements
- Update Vehicle details e.g. Insurance end dates
- Submit mileage and expenses claims (as well as uploading receipts)
- Record, authorise and reject expense and leave submissions (for managers)
- View / submit annual leave and flexi leave requests
- The ability to view authorisation progress across all MyView Dashboard forms
- Access to HR/Payroll data via Reporting Services widget (for managers)
- Submit HR Forms via MyForms e.g. Code of Conduct
- Submit contractual changes via My People Establishment Changes

Documentation to support the use of MyView Dashboard / Frequently Asked Questions are available via [www.durham.gov.uk/MyView](http://www.durham.gov.uk/MyView)

## 1.2 – What is the Leave Management Module?

The Leave Management Module provides a facility for managers to input their team's absence episodes directly into MyView Dashboard. In simple terms, the information recorded will include a Start Date, End Date, Return to Work date and a Reason for Absence.

In addition, Managers also can upload Attendance Management documentation against an employee record.

Entering absence into the system directly will ultimately improve the speed and accuracy of recording an absence event. This guidance document is intended to be used in conjunction with the Attendance Management Policy & Procedure.

Any queries in relation to the implementation of the Attendance Management Policy and Procedure should be directed to [hradviceandsupport@durham.gov.uk](mailto:hradviceandsupport@durham.gov.uk)

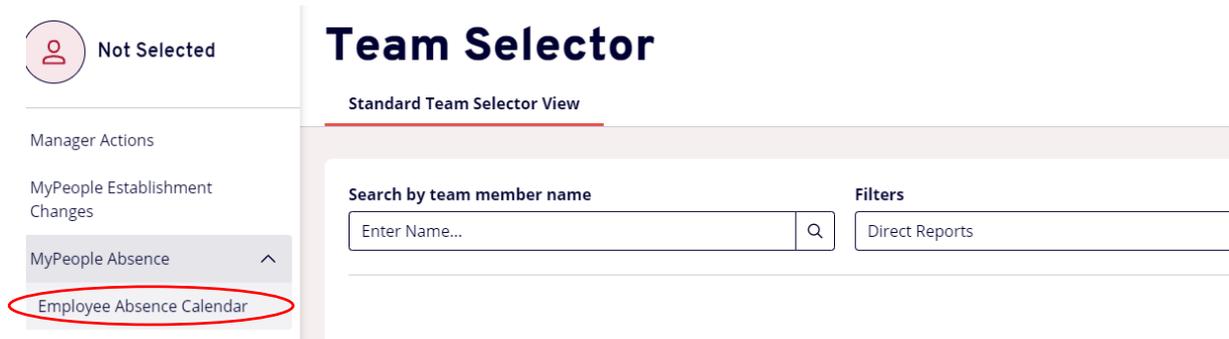
Any queries in relation to using MyView Dashboard should be directed to [MyView@durham.gov.uk](mailto:MyView@durham.gov.uk) or call 03000 269 919.

## 1.3 – What types of absence can be recorded via MyView Dashboard?

<b>Absences Types Recorded via MyView</b>	<b>Absence Types NOT recorded via MyView</b>
All Sickness	Maternity Leave
Other Leave (Paid and Unpaid) (Including)	Paternity Leave
Hospital Appointment	Parental Leave
Bereavement Leave	Phased Returns to Work
Compassionate Leave	
Extraneous Leave	
Governor Duties	
Jury Service	
Moderator/Examiner Leave	
TA Duties	
Training Course	
TU Duties	
Annual Leave	
Flexi Leave	

## 2 – Entering Absences

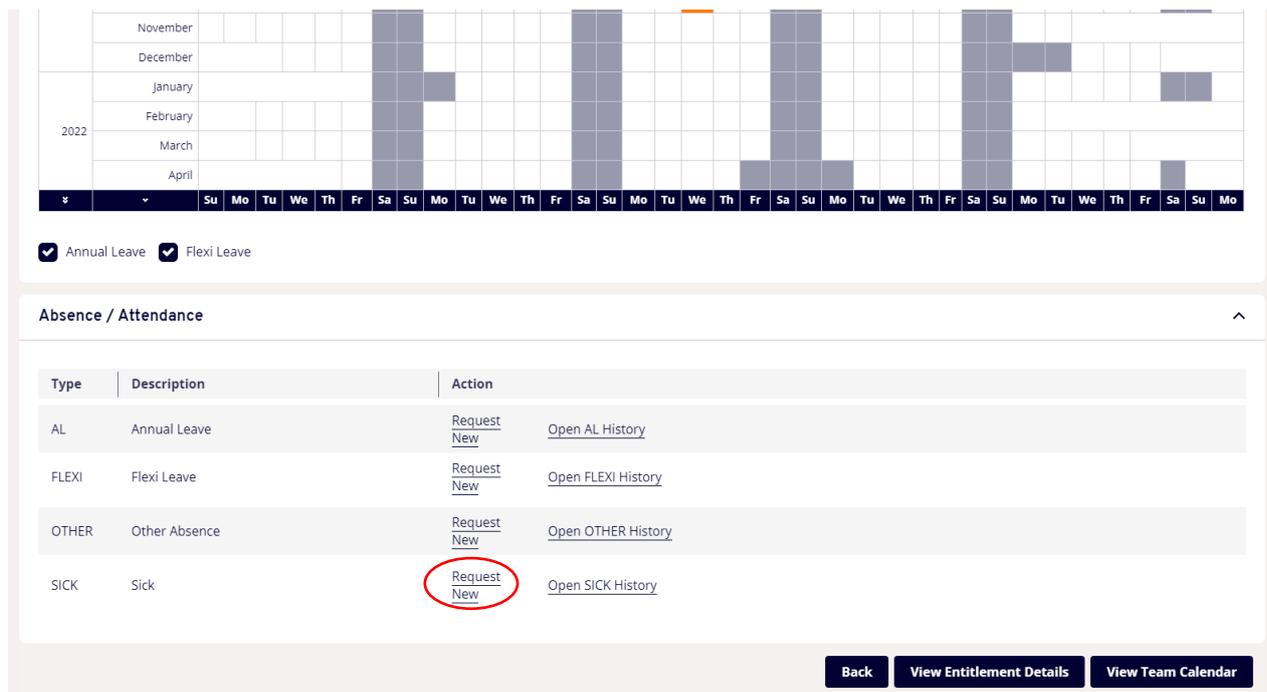
Select the **My People** tab in MyView Dashboard. Select the **MyPeople Absence** tab in MyView Dashboard, and then click the **Employee Absence Calendar** menu option:



Select the Employee you want to record the absence against. Click **Next**.

**Note:** If an employee has more than one post within your team then all of their posts will be listed. You will need to select the post you want to record the absence against. If the employee was absent in more than one of their posts then the absence entry will need to be added against each post.

Scroll down past the leave calendar and select **Request New**.



You should then record:

- From Date
- To Date
- Reason (must be the reason specified by the employee or doctor)
- Reason Type
- Cert Type
- Certificate Expiry Date (If applicable)
- Health and Safety
- RTW Interview Date (to be completed within 3 days of the employees return to work)

## Create Sickness

[Attendance Management Policy](#) | [Guidance and Support Videos](#) | [Annual Leave Guidance](#) | [Flexitime Policy](#)

Please Add Absences using this form. Please note that anything marked with an \* is a mandatory field and you will not be able to submit the form without these fields being completed.

Type Sick

Comments

Dates **Full Day** 1st Half 2nd Half Open Ended

From \*

To \*

Days

Total Time

Reason \*

Reason Type \*

Cert Type \*

**Note:** Any field marked with an \* is mandatory and you will not be able to submit the record without these fields being populated. Once completed click Submit. You will then be able to view the submitted absence against the employee.

## 3– Editing Absences

On occasion an Employee's absence record may need to be changed after it has been submitted, for example, an incorrect date has been recorded, an employee has returned to work after a prolonged period of absence, or a sick reason needs to be changed. **Please note:** you cannot amend the start date of an absence.

Select the **My People** tab in MyView Dashboard. Select the **MyPeople Absence** tab in MyView Dashboard, and then click the **Employee Absence Calendar** menu option.

Select the relevant Employee and click **Next**:

Scroll down past the leave calendar and select **Open Sick History**.

Absence / Attendance		Action	
Type	Description	Request New	
AL	Annual Leave	<a href="#">Request New</a>	<a href="#">Open AL History</a>
FLEXI	Flexi Leave	<a href="#">Request New</a>	<a href="#">Open FLEXI History</a>
OTHER	Other Absence	<a href="#">Request New</a>	<a href="#">Open OTHER History</a>
SICK	Sick	<a href="#">Request New</a>	<a href="#">Close SICK History</a>

SICK						
Created Date	Employee	Type	Description	From	To	Action
01/09/2021		SCK	Sick	10/05/2021		<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>

On opening the sick history all previous submissions will be listed. To edit an absence select **Edit**. Once you have edited the record, click **Submit**.

### 3.1- Editing an Open – Ended Absence

To close an open- ended absence once an employee has returned, select the **My People** tab in MyView Dashboard. Select the **MyPeople Absence** tab in MyView Dashboard, and then click the **Employee Absence Calendar** menu option.

Select the relevant Employee and click **Next**. Scroll down past the leave calendar and select **Open Sick History**.

Select the relevant historic submission you now wish to close by selecting **Edit**:

Absence / Attendance

Type	Description	Action
AL	Annual Leave	<a href="#">Request New</a> <a href="#">Open AL History</a>
FLEXI	Flexi Leave	<a href="#">Request New</a> <a href="#">Open FLEXI History</a>
OTHER	Other Absence	<a href="#">Request New</a> <a href="#">Open OTHER History</a>
SICK	Sick	<a href="#">Request New</a> <a href="#">Close SICK History</a>

SICK

Created Date	Employee	Type	Description	From	To	Action
01/09/2021		SCK	Sick	10/05/2021		<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>

Comments

Dates  Full Day  1st Half  2nd Half  Open Ended

From \*

To \*

Days

Total Time

Reason \*

Reason Type \*

Cert Type \*

Certificate Expiry Date

Health and Safety \*  Is the period of Absence work related? (e.g. Accident, Ill Health, Near Miss)

Return To Work Interview Date

Click the **Full Day** radio button and add the **To Date**, once done, click **Submit**. Once an end date has been inputted, you will no longer be able to edit the absence.

### 4- Entering 'Other' Absences

Select the **My People** tab in MyView Dashboard. Select the **MyPeople Absence** tab in MyView Dashboard, and then click the **Employee Absence Calendar** menu option.

Select the relevant Employee and click **Next**.

**Note:** If an employee has more than one post within your team then all of their posts will be listed. You will need to select the post you want to record the absence against. If the employee was absent in more than one of their posts then the absence entry will need to be added against each post.

Scroll down past the calendar and select **Request New** next to **“Other Absence”**.

Annual Leave  Flexi Leave

**Absence / Attendance** ^

Type	Description	Action
AL	Annual Leave	<a href="#">Request New</a> <a href="#">Open AL History</a>
FLEXI	Flexi Leave	<a href="#">Request New</a> <a href="#">Open FLEXI History</a>
OTHER	Other Absence	<a href="#">Request New</a> <a href="#">Open OTHER History</a>
SICK	Sick	<a href="#">Request New</a> <a href="#">Open SICK History</a>

[Back](#) [View Entitlement Details](#) [View Team Calendar](#)

## 4.1– Removing Annual Leave / Flexi Leave

As a manager, you can remove Annual Leave/Flexi Leave on behalf of your employees.

Select the **My People** tab in MyView Dashboard. Select the **MyPeople Absence** tab in MyView Dashboard, and then click the **Employee Absence Calendar** menu option.

Select the relevant Employee and click **Next**.

Select Open **AL History** or Open **Flexi History**

Annual Leave  Flexi Leave

**Absence / Attendance**

Type	Description	Action
AL	Annual Leave	<a href="#">Request New</a> <a href="#">Open AL History</a>
FLEXI	Flexi Leave	<a href="#">Request New</a> <a href="#">Open FLEXI History</a>
OTHER	Other Absence	<a href="#">Request New</a> <a href="#">Open OTHER History</a>
SICK	Sick	<a href="#">Request New</a> <a href="#">Open SICK History</a>

[Back](#) [View Entitlement Details](#) [View Team Calendar](#)

**Absence / Attendance**

Type	Description	Action
AL	Annual Leave	<a href="#">Request New</a> <a href="#">Close AL History</a>
FLEXI	Flexi Leave	<a href="#">Request New</a> <a href="#">Open FLEXI History</a>
OTHER	Other Absence	<a href="#">Request New</a> <a href="#">Open OTHER History</a>
SICK	Sick	<a href="#">Request New</a> <a href="#">Open SICK History</a>

**AL**

Created Date	Employee	Type	Description	From	To	Action
16/04/2021		AL	Annual Leave	17/08/2021	27/08/2021	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
12/08/2021		AL	Annual Leave	12/08/2021	12/08/2021	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>

Select **Delete** to remove the relevant absence.

## 5– Attendance Management Documentation

Managers can securely store an electronic copy of Attendance Management documentation for their team via MyView Dashboard. All completed Attendance Management documentation should be stored electronically against the relevant category.

### Return to Work Form

Completed for all employees after a period of sickness absence

### Attendance Management Interview Forms

These forms are usually completed where it has been identified that an employee's level of absence has hit a trigger point and an attendance management interview (AMI) has been undertaken as a result. Another example of when an AMI can take place is where the pattern or nature of absence is giving rise for concern.

### **Fit Notes**

A copy of a Fit Note provided by a GP (General Practitioner)

### **Phased Return to Work Form**

Form detailing the arrangements of the phased return to work for an employee.

### **Absence Supporting Documentation**

This can include letters requesting the attendance at a management interview or management referrals to Occupational Health.

In accordance with the Councils Attendance Management Policy and Procedure documents should be signed by both the Manager and Employee before it is scanned and uploaded onto MyView Dashboard. Once document is uploaded, both employee and manager will be able to view the documentation.

## 5.1 - File Name

Managers are advised to ensure that scanned documents are given an appropriate name before they are uploaded to MyView Dashboard. This will ensure that individual documents can be easily identified by managers, employees and Payroll and Employee Services.

The preferred naming convention is:

### **Employee Number, Attendance Management Type, Date of Completion**

*For example: 123456-RTW-011014*

## 5.2 - Uploading Attendance Management Documentation

Once you have logged into MyView Dashboard please select the **My People** option and select the employee you want to upload documentation against.

Select the **Employee Electronic Documents** Action and **Attendance Management**.

Select the **'Upload a new document'** then **'Choose file'** option to locate the scanned sickness document and choose the appropriate Attendance Management Category. Click **Submit**.

Once **Submitted**, you can see the document that has been stored against the employee.

## 6 – MyView Dashboard Alerts

The system will generate the following 'MyView Alerts', you may be required to take action upon receipt. Please take the time to read these alerts as they are designed to aid you in Managing Attendance in line with the requirements of the Attendance Management Policy and Procedure.

- Employee hits 10 Days of Absence in 12 Month Period
- Employee hits 2 Periods of Absence in 3 Month Period
- Monthly Summary: Open Ended Absence regarding direct reports
- Employee's Return to Work Interview Date Not Completed
- Employee Absence: 7 days+ Fit Note Required
- Employee Absence: Fit Note has expired

**Note:** Employees and Managers will receive confirmation notifications when Attendance Management documentation is uploaded via MyView.

## 7– Frequently Asked Questions

### **Q What do I need to do if I want to record Maternity, Adoption Leave and Paternity Leave?**

**A** At present requests for and the administration of these types of Leave are not automated via Leave Management. Please refer to the following policies for further guidance

[Maternity, Paternity and Adoption Policy](#)

### **Q The Sickness Reason has changed over the course of the same Sickness period. What do I do?**

**A** Sometimes, especially in the case of Long Term Sickness, an employees reason for being off sick may change over the duration of the absence, for example, the sickness period may start off as Anxiety but then following receipt of a FIT note it may become Stress. In cases where this occurs, you should end the current absence and add a new entry with the new reason. Please ensure that the start date of the new entry is the day after the previous absence is ended. This will allow the system to treat the period of absence as continuous even though the reason for absence has changed over time.

Any FIT notes that have been submitted which correlate with the dates of the absence should be uploaded via MyView.

### **Q What happens if the recording manager is absent from work and is unable to enter a sickness record for the absent employee.**

**A** If the line manager is absent on a short term basis (3 days or less) then it is reasonable to wait until the line manager is back in order to record the absence episode. If the absence is greater than 3 days then it is managers manager who should record the absence via MyView. If this is not possible notification of the absence should be sent to the appropriate service email address.

**Regeneration, Economy and Growth** [PESREG@durham.gov.uk](mailto:PESREG@durham.gov.uk)  
**Children and Young Peoples Services** [PESCYPS@durham.gov.uk](mailto:PESCYPS@durham.gov.uk)  
**Resources** [PESRESOURCES@durham.gov.uk](mailto:PESRESOURCES@durham.gov.uk)  
**Adults and Health Services** [PESAHS@durham.gov.uk](mailto:PESAHS@durham.gov.uk)  
**Neighborhoods and Climate Change** [PESNCC@durham.gov.uk](mailto:PESNCC@durham.gov.uk)

**Q I have uploaded Attendance Management Documentation against the employee, what should I do with the paper documentation?**

**A** Once the documentation has been uploaded against the employee record, you should give the paper forms (including FIT notes) back to the employee

**Q It is not possible for me to upload Attendance Management Documentation against the employee record as I did not conduct the Attendance Management Interview.**

**A** This should only take place in exceptional circumstances given the sensitive nature of sickness information, “The Manager” is in most cases the first line manager supervising the employee. However, this may vary with local structures or practice. It may also be appropriate for this role to be taken on by another officer in particular circumstances. Please refer to the [Attendance Management Policy and Procedure](#) for further guidance in this area.

In the case where it is not possible for the line manager to upload Attendance Management Documentation then the documentation should be scanned and emailed to the following email addresses. Please note hard copy forms should not be submitted to Payroll and Employee Services.

**Regeneration, Economy and Growth** [PESREG@durham.gov.uk](mailto:PESREG@durham.gov.uk)  
**Children and Young Peoples Services** [PESCYPS@durham.gov.uk](mailto:PESCYPS@durham.gov.uk)  
**Resources** [PESRESOURCES@durham.gov.uk](mailto:PESRESOURCES@durham.gov.uk)  
**Adults and Health Services** [PESAHS@durham.gov.uk](mailto:PESAHS@durham.gov.uk)  
**Neighborhoods and Climate Change** [PESNCC@durham.gov.uk](mailto:PESNCC@durham.gov.uk)

**I need to record a ‘Phased Return to Work’, how do I do this?**

The sickness period should be ended via MyView, however, managers should then ensure that they notify their respective services via the following email addresses detailing the phased return to work plan. The Payroll and Employee Services team will then make the necessary adjustments to pay if appropriate. Managers are required to enter phased return to work document documentation on the appropriate category.

**Regeneration, Economy and Growth** [PESREG@durham.gov.uk](mailto:PESREG@durham.gov.uk)  
**Children and Young Peoples Services** [PESCYPS@durham.gov.uk](mailto:PESCYPS@durham.gov.uk)  
**Resources** [PESRESOURCES@durham.gov.uk](mailto:PESRESOURCES@durham.gov.uk)  
**Adults and Health Services** [PESAHS@durham.gov.uk](mailto:PESAHS@durham.gov.uk)  
**Neighborhoods and Climate Change** [PESNCC@durham.gov.uk](mailto:PESNCC@durham.gov.uk)

**I am getting a message which says ‘Current Pay Period not open’ when trying to add or amend a period of absence**

At the beginning of each month there is a small window in which absence cannot be added or amended, this is due to supplementary pay periods that are undertaken monthly by Payroll. This period lasts for a few days and the Leave Management Module is usually back up and running by the 7<sup>th</sup> of each month at the very latest.

