

## **Annual Leave Policy & Procedure**

### **Statement & Purpose of Policy**

This Annual Leave policy sets out employees' entitlements to annual leave and the company rules on taking annual leave. Under the Working Time Regulations 1998, employees are entitled to minimum 5.6 weeks of paid annual leave in each leave year. Entitlement will be calculated pro rata for part time employees. Entitlement includes public holidays. Annual Leave for employees on zero-hour contracts will be calculated using Serenta Homecare's electronic planning system.

### **Annual Leave Year**

Serenta Homecare annual leave calendar begins on the 1<sup>st</sup> April and end 31<sup>st</sup> March each year.

### **Annual Leave Entitlement**

Contracts of employment details annual leave entitlement including any public/bank holidays, substitute days, which are part of that annual, annual leave entitlement. Employees will be notified of any changes to entitlement by letter or general notice.

### **During First Year of Service**

If an employee join's Serenta Homecare part way through an annual leave year, the employee will be entitled to the proportion of annual leave entitlement based on the period of employment during that annual leave year.

Entitlement during the first year of service is calculated as a proportion of the full year entitlement for each completed day of service.

### **Entitlements During Leave**

If an employee is absent on sick leave, they will continue to accrue full statutory annual leave entitlement (currently 5.6 working weeks). Entitlement will be calculated pro rata for part time Employees.

For the purpose of calculating the period of continuous absence, Serenta Homecare will disregard a return to work that is less than 2 working weeks. Serenta Homecare will complete a return-to-work form will all employees that are absent from work for one day or more.

Employees will accrue annual leave entitlement during ordinary and additional maternity/ adoption/ paternity and parental leave periods.

### Carrying Forward Annual Leave

All annual leave entitlement must be taken during the annual leave year in which it has been accrued, or it will be forfeited unless the employee receives authorisation from the Registered Manager.

### Payment in Lieu

Serenta Homecare do not make payments in lieu of untaken annual leave entitlement.

### Annual Leave Distribution

Annual Leave must be distributed evenly throughout the annual leave year. For example, the annual leave year commences 1<sup>st</sup> April, by 1<sup>st</sup> October 50% of annual leave must have been taken with 50% remaining and used by the following April. To ensure that annual leave is distributed as above the Registered Manager or nominated individual will manage this.

### Christmas & New Year Annual Leave

Due to the Christmas and New Year period being demanding to service delivery, Serenta Homecare will not grant leave from 20<sup>th</sup> December – 3<sup>rd</sup> January to any employee. Exceptional circumstances will however be considered this will be only authorised by the Registered Manager following the notification period terms stated and must be applied for in writing.

### Annual Leave Requests

Serenta Homecare will seek to be as flexible as possible when dealing with employee's requests for annual leave. However, in order that we can manage staffing levels Serenta Homecare require at least four weeks' notice prior notification of the time the employee wishes to take as annual leave unless agreed by the Registered Manager.

Requests will be processed by Serenta Homecare in the order in which they have been received. All annual leave requests must be made and submitted on an Annual Leave Request Form (Appendix 1) to the Registered Manager or nominated individual. The outcome of the request will be notified in writing. If annual leave is to be authorised in accordance with annual leave and staffing requirements, details of this must be inputted into People Planner and the Annual Leave Dairy to keep staffing levels safe in line with the benchmark annual leave staffing figures.

Annual leave may not be booked unless the employee has received authorisation from the Registered Manager or nominated individual. Should the employee book a holiday prior to receiving the necessary authorisation from Serenta Homecare, Serenta Homecare will not accept liability for any financial loss resulting from the subsequent cancelation of the

holiday. No more than two consecutive week's holiday will be allowed to be taken unless exceptional mitigating circumstances exist. Such requests are made at the absolute discretion of the business and must be applied for in writing to the Registered Manager.

Serenta Homecare may need to refuse an employee's request or vary the dates the employee has requested in accordance with Serenta Homecare staffing requirements. After the employee's annual leave dates have been confirmed the employee will not be entitled to change them without receiving the authorisation of the Registered Manager or nominated individual.

### Annual Leave and Staffing Requirements

Serenta Homecare require staffing levels to be managed to manage care delivery safely. This policy defines how many members of staff are to accepted Annual Leave to the ratio of care delivery hours. When Annual Leave is authorised, it is authorised to ensure care delivery is not affected. These figures are set on a benchmark due to the fluctuation of care delivery hours; the Registered Manager reserves the right to discretion in exceptional circumstances.

- 1000 and under Care Delivery Hours- 2 Care Workers
- 1000-1500 Care Delivery Hours- 3 Care Workers
- 1500-2000 Care Delivery Hours- 4 Care Workers
- 2500-3000 Care Delivery Hours- 5 Care Workers

### Management & Office Members Annual Leave

As the Serenta Homecare office is divided into sections the following will apply:

- Care Coordinators and CSO's- No more than one of each care coordinator and CSO group to be on annual leave at the same time.
- Management – No more than one to be on annual leave at the same time

Note - Emergency annual leave, paid or unpaid additional to the benchmark figures may be permitted dependent on the circumstances. This will only be authorised by the Registered Manager.

### Sickness During Annual Leave

If the employee fall's sick or are injured while on annual leave, Serenta Homecare will allow the employee to transfer to sick leave and take replacement annual leave later. This entitlement is subject to the following strict conditions:

- The total period of incapacity must be fully certified by a qualified medical practitioner (where it exceeds seven days)

- The employee must contact Serenta Homecare by telephone as soon as you know that there will be a period of incapacity during Annual Leave
- The employee must submit a written request no later than 5 days after returning to work setting out how much of the Annual Leave period was affected by sickness and the amount of leave that the employee wishes to take at another time.

If an employee is ill or injured before the start of a period of planned annual leave, Serenta Homecare may consent to the employee postponing the annual leave dates to another mutually agreed time. Any period of sickness absence will then be treated in accordance our rules on sickness absence. The employee must submit a written request to postpone the planned annual leave, and this must be accompanied by a letter from the doctor confirming that you are unfit, or is still likely to be unfit, to take the annual leave.

An employee request to take any replacement annual leave must be in accordance with Serenta Homecare rules on annual leave requests above. Serenta Homecare may require you to take all or part of your replacement annual leave on particular days. Serenta Homecare are not required to provide the employee with any minimum period of notice to do this although Serenta Homecare will endeavour to provide reasonable notice.

#### New Starters and Pre-booked Annual Leave

During the recruitment process, prospective employees may be asked whether they have any holidays booked that would take place after commencement of employment. If the individual is recruited, Serenta Homecare will normally allow such leave to be taken.

The rules on accrual of annual leave may mean that the employee has not, at the time that leave is to be taken, accrued such length of leave to cover their holiday. In this case, the employee and the Registered Manager will agree how any time off in excess of accrued leave will be covered.

#### Termination of Employment

When employment terminates part way through the year, an employee's annual leave entitlement will be recalculated on a pro-rata basis. This will determine the amount of leave the employee would be entitled to, for the period of service during the leave year.

Any outstanding leave accrued but untaken will be paid to the employee in their final pay. This is subject to the right of Serenta Homecare for the employee to take their outstanding annual leave during their notice period. Otherwise, the amount due for outstanding annual leave will be added to the employee's final pay.

If the employee has exceeded their pro-rata entitlement to annual leave at the time they leave their employment, this will be classed as an overpayment and an amount to cover this will be deducted from their final pay, subject to the maximum that their final pay permits.

## Annual Leave Pay

The normal basis of the calculation of holiday pay is detailed in an employee's contract of employment.

## Salaried Employees and Accrue ment of Annual Leave

Salaried Employees will accrue annual leave on hours worked outside their contracted hours. This accrued annual leave must be taken before the end of Serenta Homecare's annual leave calendar 31<sup>st</sup> March, following the notification period terms stated. Any accrued annual leave not taken before 31<sup>st</sup> March will be lost.

Salaried staff annual leave will be monitored using annual leave cards based in the office, this is to ensure all accrued leave is added to leave balances.

## Document Control

Date Approved: June 2026

Target Audience: All Serenta  
Homecare Staff

Review Date: June 2028

Author: F Beardsmore

## Appendix 1

### Annual Leave Request Form

To be completed a minimum of 4 week prior for annual leave. Do not assume this will be granted without written notice of approval.

Surname:

.....

Forenames:

.....

Position:

.....

How many workdays requested? .....

Dates inclusive

From : ..... / ..... / ..... To: ..... / ..... / .....

Date returning to work: ..... / ..... / .....

**Please Tick which days required as leave:**

**Week 1:**

|     |      |     |       |     |     |     |
|-----|------|-----|-------|-----|-----|-----|
| Mon | Tues | Wed | Thurs | Fri | Sat | Sun |
|-----|------|-----|-------|-----|-----|-----|

**Week 2:**

|     |      |     |       |     |     |     |
|-----|------|-----|-------|-----|-----|-----|
| Mon | Tues | Wed | Thurs | Fri | Sat | Sun |
|-----|------|-----|-------|-----|-----|-----|

Signed: .....

Dated: ..... / ..... / .....

**For office use only:**

Agreed/Refused.....

.....

Conformation given to employee via.....copy attached  
for record.

Signed:

.....

..

Dated: ..... / ..... / .....