

Electronic Staff Record Programme

Recording Absence for COVID-19

Recording absence correctly during the pandemic is very important both locally and nationally. It is also important that absence data is entered as quickly as possible and ideally each episode of absence should be entered on the day it starts into the system each organisation normally uses for recording absence, whether this is ESR or another solution which interfaces with ESR. Recording absence in real-time in this way means consistent data will be available more quickly for both local and national use.



Absence can be manually entered in to ESR by a Professional User or in Manager/Supervisor Self Service.

This document provides essential information and guidance on using ESR for COVID-19 related absence.

Absence Scenarios

There are a number of reasons to record an absence relating to COVID 19, these are:

Scenario	ESR Fields
Employee off-sick with COVID-19 or with symptoms of COVID-19	Absence Type : Sickness Sickness Reason : Select reason to match symptoms. Related Reason : Select 'Coronavirus (COVID-19)'
Employee self-isolating due to health conditions and is unable to work	Absence Type : Special Leave Absence Type : Special Increasing Balance (has no effect on pay) Absence Reason : Select 'Medical Suspension' or 'Infection Precaution' Related Reason : Select 'Coronavirus (COVID-19)'
Employee self-isolating due to a member of household having contracted COVID-19 and is unable to work	Absence Type : Special Leave Absence Type : Special Increasing Balance (has no effect on pay) Absence Reason : Select 'Medical Suspension' or 'Infection Precaution' Related Reason : Select 'Coronavirus (COVID-19)'

The information above can be entered by a Professional ESR User with the Absence Administration URP or through Manager, Supervisor or Administrator Self Service.



Absence with Rostering

Rostering solutions have the option to transfer absences in to ESR using the Generic Absence Inbound Interface. This interface can be run as frequently as every hour but it is an organisation and their roster solution suppliers decision as to the frequency they choose.

The most common process is to extract the data from the rostersing solution a few days before the payroll run, whether this be a weekly or monthly payroll.

To ensure that the data passed to ESR is as accurate as possible it is the responsibility of the managers to complete all absence updates ahead of the submission date.

Option 1 : Enter Absence via Absence Administration URP

The following steps explain how to enter absence using the Absence Administration User Responsibility Profile (URP). Please note links require HSCN/N3 access.



How to Enter Sickness Absence

- Absence Administration > Absence > Additional Absence Details.
- Select type of 'Sickness'
- Complete Absence Detail form as per [guidance](#).
- Select appropriate Sickness Reason (e.g. 'S15 Chest and respiratory problems')
- Click on the DFF and complete Additional Absence Details Form as per [guidance](#).
- Select Related Reason 'Coronavirus (COVID-19)'.

Absence Detail: (Smith01, Mr. Ben)

Type: Sickness Category: Sickness Occurrence:

Sickness Reason: S11 Back Problems|S11001 Bac

Date: 06-JUN-2011 Time: End: 30-JUN-2011 Time: Duration: Days: Hours:

Sickness Start: 06-JUN-2011 End: 30-JUN-2011 Pregnancy Related

PW Start: End: SSP1 Issued (I)

Notified: 21-JUN-2011 Reason: Accept (A)

Late Notification: Reason: Accept (A)

Balance Information

Associated Element: Absence NHS

Running Total: 0

In Current Year: 0 Hours (H) Days No Balance (N)

Accruals

Evidence Statutory Payments QSP AIC Others...

Additional Absence Details

AIC First Period Hours Override:

AIC Last Period Hours Override:

Work Related:

Third Party:

Disability Related:

Violence and Aggression Related:

Notifiable Disease:

Return to Work Discussion Date:

Occupational Health Referral Date:

HR Intervention:

HR Intervention Date:

HR Manager:

Final Interview Date:

Surgery Related:

Related Reason:

Assessment Date:

Related Reason Dialog:

Find %:

Related Reason: Coronavirus (COVID-19)

Menopause

Find OK Cancel

OK Cancel Clear Help

How to Enter Special Leave

- Absence Administration > Absence > Additional Absence Details.
- Complete Additional Absence Details form as per [guidance](#).
- Select Type of 'Special Increasing Bal'
- Select appropriate Reason (e.g. 'Medical Suspension' or 'Infection Precaution')
- Click on DFF and complete Additional Absence Details Form as per [guidance](#).
- Select Related Reason 'Coronavirus (COVID-19)'.

Absence Detail: 07-MAR-2011(Lawrence01, Mrs. Mary)

Type: Special Decreasing Bal Category: Special Leave Occurrence:

Reason: Career Break

Further Information:

Date: 07-MAR-2011 Time: End: 14-MAR-2011 Time: Calculate Duration

Projected Start: 08-MAR-2011 End: 14-MAR-2011 Duration: 5 Days: Hours:

Actual Start: 08-MAR-2011 End: 14-MAR-2011

Authorized by: Number:

Replaced by: Number:

Balance Information

Associated Element: Absence NHS

Running Total: 115

In Current Year: 115 Hours Days No Balance

Accruals Confirm Projected Dates

Evidence Statutory Payments QSP Others...

Additional Absence Details

AIC First Period Hours Override:

AIC Last Period Hours Override:

Work Related:

Third Party:

Disability Related:

Violence and Aggression Related:

Notifiable Disease:

Return to Work Discussion Date:

Occupational Health Referral Date:

HR Intervention:

HR Intervention Date:

HR Manager:

Final Interview Date:

Surgery Related:

Related Reason:

Assessment Date:

Related Reason Dialog:

Find %:

Related Reason: Coronavirus (COVID-19)

Menopause

Find OK Cancel

OK Cancel Clear Help



Click [here](#) to access all the absence guidance located in the ESR User Manual. Please note the detailed processes in the ESR User Manual requires the user to be logged into a HSCN/N3 network in order for the processes outlined to be undertaken.

Option 2 : Enter Absence using Manager / Supervisor Self Service

The following steps explain how to enter absence using the Manager / Supervisor Self Service.



How to Enter Sickness Absence

- ESR Portal > Manager Dashboard > Team Absence Portlet > Manage Absence
- Click the Action icon next to employees name
- Select Absence Type of 'Sickness'
- Select appropriate Absence Reason (e.g. 'S15 Chest and respiratory problems')
- Select Start Date
- Select Related Reason 'Coronavirus (COVID-19)'
- Full details on completing the Absence form can be found in the [guidance](#)

How to Enter Special Leave

- ESR Portal > Manager Dashboard > Team Absence Portlet > Manage Absence
- Click the Action icon next to employees name
- Select Start Date
- Select Absence Type of 'Special Increasing Bal'
- Select Absence Reason (e.g. 'Medical Suspension' or 'Infection Precaution')
- Select Related Reason 'Coronavirus (COVID-19)'
- Complete the remainder of the absence form as required.



Where can I obtain further support and guidance?



Contact your regional [NHS ESR Functional Account Manager](#)



Managing Sick Pay

There are various scenarios where organisations may want to adjust the pay for their employees during the COVID-19 pandemic. The information below outlines different ways in which pay could be manually adjusted.

We recognise adjustment to pay requires manual intervention which can be challenging in the current situation. The ESR Team is currently working with NHS Employers exploring options that could ease this burden. Should there be any change to the guidance already provided this will be communicated via a User Notice.

Paying hours worked or average pay

Where employees would receive enhancements etc. if they had been at work, it will be up to the organisation to determine whether a locally agreed average reference period or payment of actual allowances is to be made. Local elements should be used where an average payment is required. Staff who fall under AFC T&Cs and earn below the £18,160 threshold will continue to be entitled to payment via the AFC Average Pay element. Please refer to [UN2888](#) for further details.

As per [UN2892](#) we are planning on making a change to the AFC Average Pay NHS element that will remove the restriction to calculate average pay during sickness for anyone earning above the £18,160 threshold. This will apply to sickness that has the COVID-19 reason recorded in the Related Reason field only. This change is subject to successful development and testing and we aim to complete this so that the change can be applied to ESR in Release 45.2 over the weekend commencing 1st May 2020, so that no additional downtime is required.

Amending sick pay to not adversely affect sickness absence balance

Where an employee is in a position that their sickness pay may be reduced due to their entitlement, organisations can override this by using the OSP button on the main Absence screen and amend the Full Pay Entitlement. Please refer to [UN2888](#) for further details.

How to prevent pay being reduced to length of service or previous sickness absence

The COVID-19 sickness should be recorded as per the advice in [UN2864](#), and the full pay entitlement should be amended in the OSP screen. Any payments for enhancements etc., will either need to be paid as if the person had actually worked them or a locally calculated average payment should be applied

Pay for Self Isolation (non sickness)

For non sickness absence, we have confirmed with NHS Employers that self Isolation should not be recorded as sickness for NHS employees as per the guidance provided in [UN2864](#) and consistent with the NHS Employers site. Any payments for enhancements etc., will either need to be paid as actual hours due or from a locally calculated average payment.

Bank Staff

Guidance on how Bank Staff should be treated for absence can be found in the COVID-19 FAQ section on NHS Employers website located [here](#). Where Bank Staff need to be paid SSP from the first day of sickness instead of the fourth, guidance on how to override the waiting days can be found in [UN2870](#). Payment for enhancements due etc. is covered in the above sections.





Carry Forward Employees Annual Leave

To help the NHS to continue to provide quality care with safe staffing levels, some NHS employees are currently unable to take annual leave.

This section provides you with an overview of the latest guidance issued by NHS Employers and the options on how you can manage the carrying forward of annual leave within ESR.

NHS Employers have provided the following guidance to NHS organisations...

Where employees cannot use their full entitlement of annual leave because of the pandemic, employers should consider revising their local policies to exercise maximum flexibilities in relation to carrying forward leave to the next leave year.

New temporary statutory rules introduced by the government to deal with COVID-19 pressures mean that employees who are unable to take their annual leave entitlement due to COVID-19, can carry up to 20 days (pro-rated for part-time staff) of annual leave forward, across a two year period. However:

- If employees cannot take bank holidays off due to COVID-19, they should use the annual leave at a later date in their leave year.
- If this is not possible, bank holidays can be included in the 20 days' annual leave that can be carried over. This holiday can be taken at any time over a two year period.

Click [here](#) for full details.

How to carry forward an employee's annual leave in ESR

There are 3 options available to carry forward an individual's annual leave:

Individual	Assign the Annual Leave Carried Over element to an individual employee
Group	Assign the Annual Leave Carried Over element to a group of employees using the Web ADI functionality
Accrual Plan	Use the PTO Carry Over Process to carry over leave for all individuals assigned to an Accrual Plan



Click [here](#) for step-by-step guidance in the ESR User Manual on how to undertake these options.

Transferring annual leave into ESR via third party e-Rostering system

Annual leave absences, like all other absences (except maternity leave), can be transferred into ESR from an external third party e-Rostering system. Where both the inbound and outbound interfaces are in place, ensure that employees are advised which system they should use for entering their annual leave as they must not input into both solutions. Doing so will create errors. When transferring annual leave from a third party e-Rostering system into ESR, please ensure the following:

- Appropriate accrual plans are set up and assigned to employees in ESR to calculate the leave entitlement.
- The entitlement in the third party e-Rostering system matches the entitlement balance in ESR, including any carry forward balances. Note: entitlements in e-Rostering may need to be created manually as part of the set up. Users should liaise with their rostering system providers for guidance.
- Any carry forward elements as per the User Manual guidance [here](#) must also be assigned to relevant employees in ESR to allow carried forward leave to transfer inbound from the e-Rostering system.

Local and National Sickness Reporting

We recognise the importance of reporting on absence for local and national purposes at this time. ESR provides two ways to report on data either through the Business Intelligence (BI) tool or via Submit Request (6i) reports, please find below a list of recommended reports and how to access them.



Business Intelligence (BI)

Outlined below are the BI Absence Reports that support the reporting of COVID-19 related absence. Please be aware the data for these reports is extracted overnight each day for reporting in BI the following day. Click [here](#) for a guide to BI.

NHS Absence Dashboard Details Tab

This lists all absences and can be restricted to those related to COVID-19 only if required.

NHS Absence Dashboard Individual Absence Record Tab

This lists absence details about current staff.

NHS Absence Dashboard Staff List Tab

This lists all current staff and whether they are absent or not using the details of the most recent absence if they have multiple.

FTE Days Lost	Absence Occurrences
Absence Long Term / Short Term	Absence Occurrences by Length
Absence Timeline	Absence Estimated Cost

Submit Request Reports (6i)

The real-time 'NHS Open Absence Report' ([UN2881](#)) is available in HR and Absence URPs as well as others, it is located under the menu item of 'Submit Request'.

The report is designed to return all open absence only as at the Effective Date (default: Current Date) entered into the parameters. Users should make use of the additional parameters as required specifically when reporting on Coronavirus (COVID 19) absences. Click [here](#) for guidance.

Request

- Submit Request
- View Request
- Workflow Notifications

Submit a New Request

What type of request do you want to run?

Single Request
This allows you to submit an individual request.

Request Set
This allows you to submit a pre-defined set of requests.

OK Cancel

Submit Request

Run this Request

Name: NHS Open Absence Report

Operating Unit

Parameters

Language

Language Settings Debug Options

At these Times

Run the Job: As Soon as Possible

Schedule

Upon Completion

Save all Output Files Burst Output

Layout

Notify

Print to

Options

Help (C) Submit Cancel