



Customer and Corporate Services  
Directorate

Human Resources  
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Dear Colleague,

### **Changes to the way you report unplanned absence from work**

To further enhance our support and commitment to improving employee health and wellbeing and the reduction and length of sickness absence, from **Monday 30 September 2019** we are changing the way unplanned absence is reported.

We have commissioned Medigold, a Day One Absence provider to support the organisation with:

- A 24/7 local rate phone number to call to report absence
- A standardised process for the reporting of absence
- Professional advice to help manage your illness/condition
- Signposting and early access to health and wellbeing information from a health professional

From **Monday 30 September 2019**, you must now report all unplanned absence by telephoning the City of York Council's Absence Line on **01904 809584**. Unplanned absences includes sickness, compassionate leave and dependant care leave.

- You will receive early advice and support on how to best manage your illness/condition
- You can report sick at the earliest possible opportunity before you are due to start work as the line is open 24/7 including weekends and bank holidays

During the call you will need to provide your name and employee number (to identify you), the reason for your absence, when you are due to start work and your expected return to work date.

Whilst off sick, you will update Medigold on your absence and also call the Absence Line number to report that you are fit to return to work, ensuring your absence is recorded accurately. Your manager will also keep in contact with you when you are absent from work.

Your manager will provide you with an information leaflet and card to keep handy, containing details for the Absence Line.

## **Data Protection & Privacy**

The Council already collects and processes your personal and special categories of personal data, for the purposes of operating and keeping a record of absence and absence management procedures, to allow effective workforce management and ensure that employees are receiving the pay or other benefits to which they are entitled. This is set in the employee privacy notice which can be found on the intranet within the HR section, on the 'Welcome to Human Resources' page.

The employee privacy notice also sets out the lawful reasons we rely on from data protection legislation eg General Data Protection Regulation and /or Data Protection Act 2018 for the processing of your information. These are the same for Medigold Health doing this on behalf of the Council.

We have taken the necessary organisational and technical measures and steps to ensure that this processing by Medigold complies with the council's policies and procedures and with data protection and privacy legislation.

Please do speak to your manager if you have any queries or concerns about the new Day One absence reporting.

You can also contact one of the HR team by emailing [HRdayoneabsence@york.gov.uk](mailto:HRdayoneabsence@york.gov.uk).

Yours sincerely



**Trudy Forster**  
**Head of Human Resources**