

## **Holiday booking procedure/Lieu Hours (Bright HR)**

You should always complete a holiday request via BrightHR. Await confirmation from the Main Office before making any firm holiday arrangements.

Holiday requests will only be considered and allocated on a "first come - first served" basis to ensure that operational efficiency and minimum staffing levels are maintained throughout the year.

All holidays must be pre-approved by your house manager/supervisor.

You should give at least six weeks' notice of your intention to take holidays and two weeks' notice is required for odd single days.

You may not normally take more than two working weeks consecutively, Monday to Sunday.

Please be aware that only 8 MOS are allowed holiday in any one given week. This includes single days and weekends. Only 1 member of staff (including deputies and house managers) can be off per home and 2 at homes with 3 staff per shift pattern, this includes single days. Within each home, only one MOS per shift pattern can be off at a time.

If you require a holiday and are unable to book due to another member of staff being off within your home, please drop an email to [hr@peartreeprojects.co.uk](mailto:hr@peartreeprojects.co.uk) and if there is availability when the rota is produced then your request will be authorised. As always, special occasions and appeals will be considered.

We encourage staff to take whole weeks off rather than odd days and weekends. This is to help stabilise shift patterns. Each member of staff can only book two weekends in any one holiday period, special requests may be considered.

Your holiday pay will be at your normal basic pay.

If you require a day off for a specific reason, please ensure that a holiday request is submitted for it. Please do not follow your shift pattern in order to work out if you would automatically have the day/s off anyway as your shift pattern can change at any time which could lead to you not being able to have the time off.

Please can all staff ensure that when booking holidays that you request the required time off. If you cannot do the sleepover prior to your holiday, this must be requested when booking your time off by selecting your holiday to start from 11pm the day before your holidays starts.

House Managers & Deputy Managers

Please note: House Managers & their Deputy must not be on holiday at the same time. Any requests for these will be automatically declined with no exceptions.

## **Lieu Time**

We have introduced a quarterly statement of lieu hours for each home which will be circulated to managers. This statement will highlight whether staff owe hours or if we owe them hours. We encourage staff to maintain their lieu hours at an acceptable level, with a maximum limit of forty hours (plus or minus, pro rata). All lieu hours are tracked on Bright HR, including time for leaving at 23:00, attending staff meetings, Christmas and New Year hours, undirected hours, etc. The minimum claim for lieu time is two hours; anything below this threshold will be managed on a “give and take” basis between the staff member and the house manager.

Managers must discuss with their staff the available options for repaying any time owed to Pear Tree. During supervisions is the best time to do this then it can be documented on Connect.

The below is for guidance and not designed to be an exhaustive list.

### **What to claim for:**

- Staying back for staff meetings.
- Completing face-to-face training on rest days, e.g., first aid, Team Teach, Pear Tree training modules.
- Actively dealing with an incident that occurs or extends past 23:00 and takes longer than two hours to resolve (\*Head Office approval required).
- Staying behind after a shift to complete paperwork following an incident.
- Staying behind after a shift to facilitate appointments, family contact, etc.

### **What not to claim for:**

- Completing online training on rest days.
- Waking up earlier than 07:00 due to a child getting up early.
- Staying up past 23:00 to complete paperwork, care plans, risk assessments, or PHCAs.
- Staying up past 23:00 to set up/organise birthday parties, decorations, wrapping, etc.
- Staying up past 23:00 due to travel back from Pear Tree functions, parties, celebrations etc.
- Time taken for travelling back to your personal home from either of the Pear Tree holiday homes.
- Having to set off from home earlier than usual to begin your shift at either of the Pear Tree holiday homes.
- Any claim for less than two hours.

### **Ways to pay back a negative TOIL balance:**

- Start work at 7am. For example, if a staff member doesn't complete a sleepover, they should start work at 7am for the next shift or start at 3pm instead of 5pm on Fridays.
- Attend staff meetings.

- Attend face-to-face training sessions, such as those mentioned above. Online training is designed to be accessible from anywhere and is a good option to complete during the workday or while on education. Requests for hours worked from home for online training will not be accepted unless authorised by senior management in advance.
- Work an extra day or half-day.
- Volunteer for overtime.

Those staff with no remaining holiday and below the thresholds mentioned previously will be required to work five shifts over the festive period.

Please contact the office if you require any further assistance.