



**St Helens and Knowsley
Teaching Hospitals**
NHS Trust

ELECTRONIC STAFF RECORD (ESR) Portal

SUPERVISOR-SELF SERVICE

USER GUIDE

Created by Steven Roberts

Date : November 2020

ESR Hub

1. On the ESR Hub Page click 'Login to ESR'



2. Enter the username and password you have been given, or click log in with smartcard

Log in with your credentials

Fields with an asterisk (*) are required fields

Username*

(Example: 999JSMITH01)

Password*

[Forgotten](#) | [Request Username/Password](#) | [Unlock Account](#)

[Log in via Username Password](#)

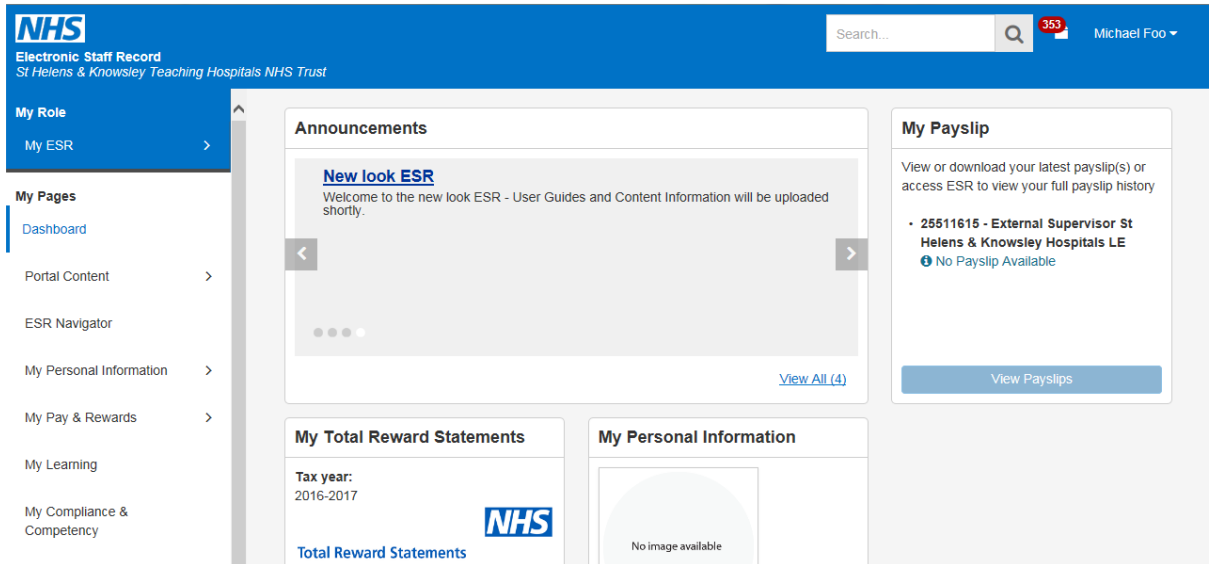
Log in with your Smartcard

Access ESR by inserting your Smartcard and entering your PIN, and then selecting the 'Log in via Smartcard' button

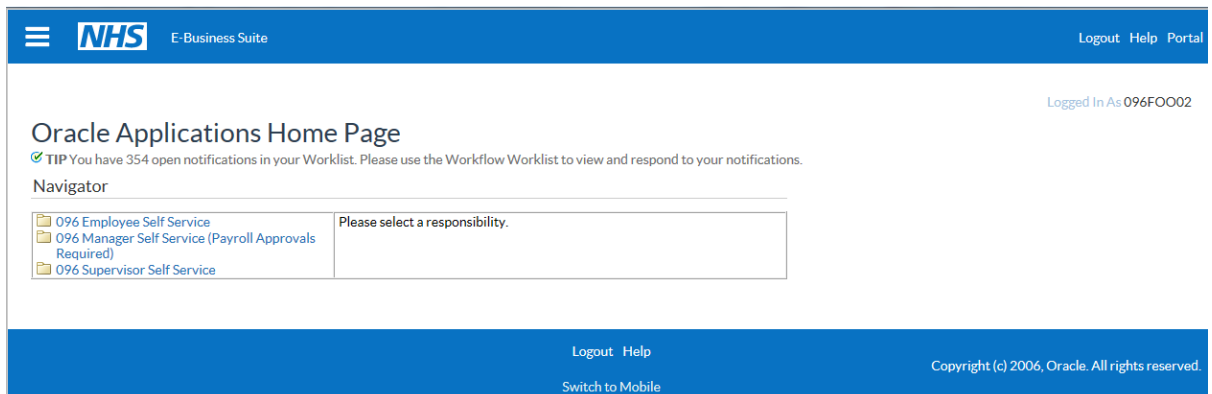
[Log in via Smartcard](#)

Accessing the Supervisor Self-Service

1. On the portal homepage, click on “ESR Navigator”.

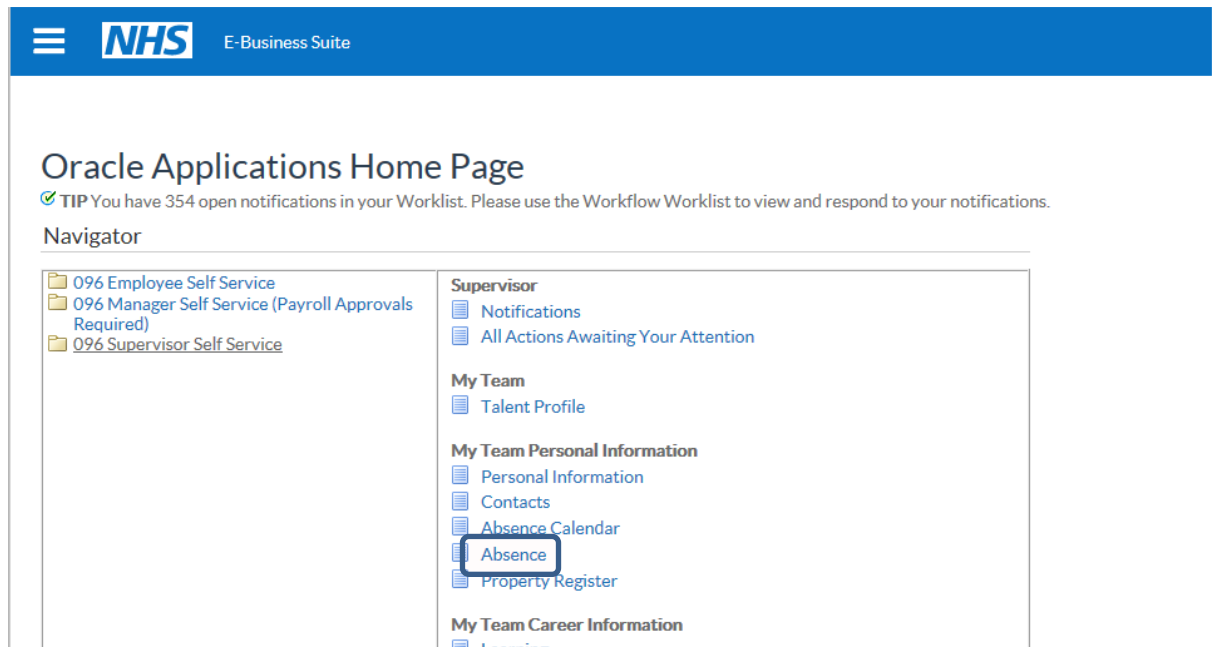


2. Next click on “488 Supervisor Self Service” tab which will open up further options for amending staff details.



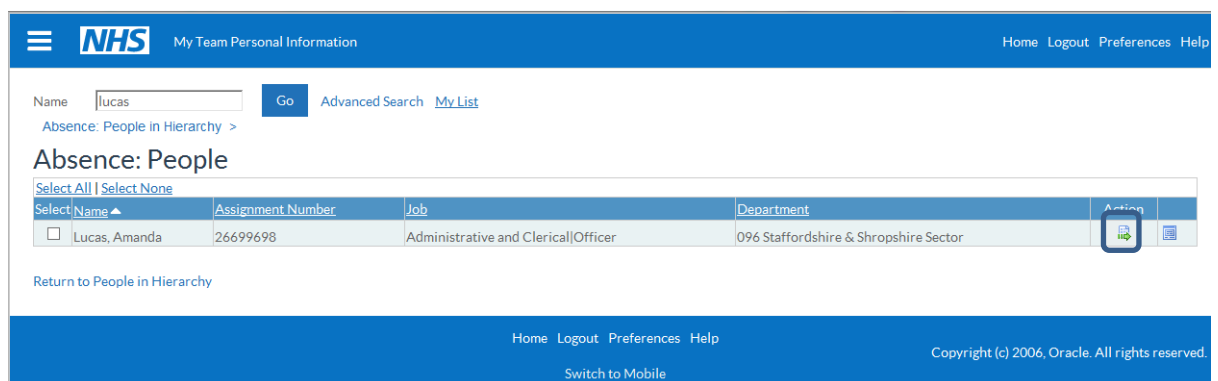
Absences

1. Click on the “Absence” tab within the “My Team Personal Information” menu.




2. Click on the action button next to the employee you wish to enter the leave against.

NB: If there is more than one person with access to the employees then you may need to expand the selection by using the “+” icon next to their name.



3. The next page will show you the absence summary for that employee; from here you can view the employee’s previous absences. To enter any kind of absences click on the “create absence” button.

 My Team Personal Information Home Logout Preferences Help

Absence: Summary

Employee Name **Lucas, Amanda**
 Employee Number **26699698**

Absence Summary Entitlement Balances

Search

Note that the search is case insensitive

Absence Type
 Approval Status

Start Date
(example: 18-Oct-2017)
 End Date


Start Date	End Date	Absence Type	Absence Category	Duration	Days	Hours	Approval Status	Details	Update	Delete
No results found.										

[Return to People in Hierarchy](#)

Home Logout Preferences Help Copyright (c) 2006, Oracle. All rights reserved.
[Switch to Mobile](#)

How to Record Annual Leave

1. To record annual leave:
 - Select the relevant accrual plan from the list of available Absence Types. For staff on agenda for change grades this is usually “Annual Leave Hours 1 NHS”. If there is no option to select the correct accrual plan, please contact the ESR Helpdesk. (see links at the end of the guide)
 - The Absence Reason will default as Annual leave.
 - Enter the start date of the annual leave.
 - Enter the end date of the annual leave.
 - Enter the number of hours’ leave booked. Use decimals to record anything less than a full hour (for example 7.5 hours).

 My Team Personal Information Home Logout Help Portal

Create Absence: Enter Absence Details

Employee Name **Keshri, Dr Arjun**
 Employee Number **26072013**

Select an Absence Type, and enter any other information you want to record for your request. You can choose the Calculate Duration Button to see the number of days or hours you are requesting.

* Indicates required field

* Absence Type
 Absence Reason
 Duration

- * Start Date End Date
(example: 18-Oct-2017) (example: 18-Oct-2017)
- TIP Start Date and End Date are required.

Days

TIP Duration is calculated based on the number of full calendar days between the start and end date of your absence. **You may need to update this duration** to take account of your work pattern (e.g. to exclude weekends).

Hours Lost

October 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

- Click on the next button in the top right, if you have entered any duration different to that the system has calculated it will flag up as a warning. You can override this by clicking next again.

NHS My Team Personal Information Home Logout Help Portal

Create Absence: Enter Absence Details

Warning
The absence duration in days is different from the actual time absent. Continue?

[Cancel](#) [Next](#)

Employee Name **Keshri, Dr Arjun**
Employee Number **26072013**

Select an Absence Type, and enter any other information you want to record for your request. You can choose the Calculate Duration Button to see the number of days or hours you are requesting.
* Indicates required field

* Absence Type
Absence Reason
Duration * Start Date End Date
(example: 18-Oct-2017) (example: 18-Oct-2017)

TIP Start Date and End Date are required.

Days [Calculate Duration](#)

TIP Duration is calculated based on the number of full calendar days between the start and end date of your absence. **You may need to update this duration** to take account of your work pattern (e.g. to exclude weekends).

October 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

- The system will then show you a summary page on what you are about to enter onto the system. If everything looks correct click Submit. If anything looks wrong click the Back button and re-enter the details.

NHS My Team Personal Information Home Logout Help Portal

Create Absence: Review

[Cancel](#) [Printable Page](#) [Back](#) [Submit](#)

Employee Name **Keshri, Dr Arjun**
Employee Number **26072013**

Absence Details

Absence Status	Proposed
Absence Status	Confirmed
Absence Type	Annual Leave Accrual 1
Absence Category	Annual Leave
Absence Reason	Annual Leave
Start Date	18-Oct-2017
End Date	18-Oct-2017
Days	0.5

View Entitlement Balances
[View Entitlement Balance](#)

[Cancel](#) [Printable Page](#) [Back](#) [Submit](#)

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Switch to Mobile

How to Record Special Leave

1. To record Special Leave (non-Covid related):

- From the Absence Type list choose Special Increasing Bal.
- Choose the relevant Absence Reason, for example Carer's Leave, Emergency Time Off, Bereavement, Compassionate Leave etc.
- Enter the start date of the special leave.
- Enter the end date of the special leave.
- Enter the number of days' special leave required. Use decimals to record anything less than a full day (for example 0.5 days for a half day).
- Special Leave is usually only taken 1 day at a time at the Manager's discretion. Only record special leave if this has been approved and the employee has not already exceeded their entitlement. Refer to the special leave policy if you are unsure.
- If everything looks correct click Submit.

Create Absence: Enter Absence Details

Employee Name Jimenes29, Monica
Employee Number 20015435

Select an Absence Type, and enter any other information you want to record for your request. You can choose the Calculate Duration Button to see the number of days or hours you are requesting.
* Indicates required field

* Absence Type Special Increasing Bal
Absence Reason Carer's Leave

Duration * Start Date 05-Nov-2020 End Date 05-Nov-2020
TIP Start Date is required.

Days
Total 1

Duration is calculated based on the number of full calendar days between the start and end date of your absence. You may need to update this duration to take account of your work pattern (e.g. to exclude weekends).

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

2. To record Special Leave for Covid Isolation:

- From the Absence Type list choose Special Increasing Bal.
- Choose Infection Precaution as the Absence Reason.
- Enter the start date of the Isolation period.
- Enter the end date of the Isolation period.
- Enter the number of days' special leave required.
- Scroll down to "Related Reason" and click on the torch next to the empty field.

Surgery Related

Related Reason

- A new pop up menu will appear.

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By Related Reason Go

- Click on the Go button without entering any text in the Reason field.
- The Results will populate with all valid related reasons. Use the Quick Select button for the relevant reason.

Search By Related Reason Go

Results

	Quick Select	Related Reason
<input type="radio"/>		Coronavirus (COVID-19)
<input type="radio"/>		Coronavirus (COVID-19) - Household Member Symptoms
<input type="radio"/>		Coronavirus (COVID-19) - Post Travel Quarantine
<input type="radio"/>		Coronavirus (COVID-19) - Test and Trace Contact
<input type="radio"/>		Menopause

- After selecting the relevant related reason, click submit.

How to Record Study Leave

- To record study leave:
 - Select Study Increasing Bal as the Absence Type.
 - The Absence Reason will default as Study leave.
 - Enter the start date of the study leave.
 - Enter the end date of the study leave.
 - Enter the number of days' leave booked. Use decimals to record anything less than a full day (for example 0.5 days).

* Absence Type Study Increasing Bal

Absence Reason Study Leave

Duration * Start Date 05-Nov-2020 End Date 05-Nov-2020

TIP Start Date is required.

Days

Total

Calculate Duration

TIP Duration is calculated based on the number of full calendar days between the start and end date of your absence. **You may need to update this duration** to take account of your work pattern (e.g. to exclude weekends).

How to Record Sickness

1. To record non-Covid related sickness:

- Select Sickness as the Absence Type.
- Click on the Torch next to the Level 1 Reason field. Do not type anything in the text box.
- A new pop up box will appear. Again do not type anything in the text box. Click the “Go” button.
- Select the relevant sickness reason from the list of codes. Use the quick select button to choose the relevant reason.
- *Optional* – You can also select a valid level 2 Reason using the same process used to select the level 1 Reason. This is not a mandatory field but is helpful for reporting if you can choose one. There is usually a level 2 reason for “Other” or “Not Specified” if there is no exact match.
- Enter the date on which the sickness started.
- ***Important! Only enter an end date for the sickness if the employee has already returned and is back in work. It is important that you do not enter a future end date. Leave the sickness as open ended until the employee has returned.***
- If the sickness is now closed, enter the end date and click the calculate duration button. All calendar days need to be included in the calculation including weekends and bank holidays. For part time staff the number of days will be the same as for full time staff.

Employee Name **Admin28, Anthony**

Employee Number **20015074**

ing information for this absence request. You can choose the Calculate Duration Button to see the number of days or hours you are requesting.

Absence Type **Sickness**

Level 1 Reason **S11 Back Problems** 🔍

Level 2 Reason **S11004 Sciatica** 🔍

Duration * Start Date **05-Nov-2020** 📅 End Date **(21-Oct-2020)** 📅

🔍 TIP Start Date is required.

Days

Total

Calculate Duration

🔍 TIP Duration is calculated based on the number of full calendar days between the start and end date of your absence. **You may need to update this duration** to take account of your work pattern (e.g. to exclude weekends).

2. To record Covid related sickness:

- Select Sickness as the Absence Type.
- Click on the Torch next to the Level 1 Reason field. Do not type anything in the text box.
- A new pop up box will appear. Again do not type anything in the text box. Click the “Go” button.
- Choose “S15 Chest & Respiratory Problems” as the reason.
- There is no need to enter a Level 2 Reason.
- Scroll down to “Related Reason” and click on the torch next to the empty field.

Surgery Related

Related Reason

- A new pop up menu will appear.

Search and Select: Related Reason

Cancel

Select

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the “Go” button.

Search By

- Click on the Go button without entering any text in the Reason field.
- The Results will populate with all valid related reasons. Use the Quick Select button for the relevant reason.

Search By

Results

	Quick Select	Related Reason
<input type="radio"/>		Coronavirus (COVID-19)
<input type="radio"/>		Coronavirus (COVID-19) - Household Member Symptoms
<input type="radio"/>		Coronavirus (COVID-19) - Post Travel Quarantine
<input type="radio"/>		Coronavirus (COVID-19) - Test and Trace Contact
<input type="radio"/>		Menopause

- After selecting the relevant related reason, click submit.

3. To Update an Open Sickness Episode to add an end date, return to work discussion date and Occupational Health referral date.

- From the “My Team Personal Information” menu, click on the “Absence” page as in the steps above. Click on the “Details” icon for the employee who has open sickness. This opens the Absence Summary page for that employee.
- There will be a yellow pencil “Update” icon on the row which is open ended. Click on this icon.

Absence: Summary

Employee Name **Sandwell29, Paula**
Employee Number **20016035**

Absence Management

Absence Summary [Entitlement Balances](#)

Search

Note that the search is case insensitive

Absence Type Start Date

Approval Status End Date

|

Start Date	End Date	Absence Type	Absence Category	Duration		Approval Status	Details	Update	Delete
				Days	Hours				
08-Nov-2020		Sickness	Sickness			Approved			

- Enter the absence end date and click the Calculate Duration button.

Absence Type **Sickness**

Level 1 Reason

Level 2 Reason

Duration Start Date End Date


TIP Start Date is required.


Days

Total


TIP Duration is calculated based on the number of full calendar days between the start and end date of your absence. **You may need to update this duration** to take account of your work pattern (e.g. to exclude weekends).

- Enter the date which the Return to Work Discussion took place / is scheduled to take place.

Return to Work Discussion Date 

Occupational Health Referral Date 

- If the employee has been referred to Occupational Health then this date can be entered also. This is the date that the referral was made, not the date of the appointment.
- The row on the Absence Summary page should now show as a complete row with both a start date and end date.

 Confirmation
Your changes have been applied.

Absence: Summary


Employee Name **Sandwell29, Paula**
Employee Number **20016035**


Absence Management


Absence Summary
Entitlement Balances


Search

Note that the search is case insensitive

Absence Type 




Approval Status 

Start Date 

End Date 

Go
Clear

Create Absence
Export Absences
Individual Calendar
Hierarchy Calendar

Start Date ▼	End Date ▲	Absence Type ▲	Absence Category ▲	Duration		Approval Status ▲	Details	Update	Delete
				Days	Hours				
08-Nov-2020	21-Nov-2020	Sickness	Sickness	14		Approved			

4. Using the Absence Calendar to Manage Absences.

- From the My Team Personal Information menu, this time instead of clicking on the Absence link as before, click on “Absence Calendar”.

My Team Personal Information

 Personal Information

 Contacts

 Absence Calendar

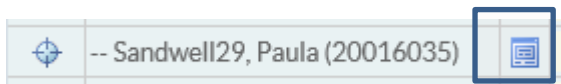
 Absence

 Property Register

 Conflict of Interest Declarations

- This view shows you (for one month at a time) the current position for absences within your team. From this page you can do several actions.

You can click on any one employee’s individual calendar.



You can “focus” on a particular Team by clicking on the Team Leader focus icon.



You can also change the month using the option at the top of the page.

Absence Calendar - Hierarchy View

Month: Hierarchy Levels:

- After clicking on an individual's calendar, this opens a calendar with a rolling 12 month history and the next 12 months going forward all visible on the same page.

Month/Year	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T							
Nov 2019					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30			
Dec 2019							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Jan 2020		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31					
Feb 2020					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29				
Mar 2020					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
Apr 2020			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30					
May 2020					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
Jun 2020	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30							
Jul 2020			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
Aug 2020					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
Sep 2020	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30							
Oct 2020				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
Nov 2020					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30			
Dec 2020	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31						
Jan 2021				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
Feb 2021	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28									
Mar 2021	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31						
Apr 2021			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30					
May 2021					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
Jun 2021	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30							
Jul 2021			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
Aug 2021					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
Sep 2021			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
Oct 2021				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
Nov 2021	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30							

- You can change the view to a single month if preferred.

Effective Date

Annual Leave Hours 1 NHS (20016035)

Entitlement **247.5**

Carry Over **0**

Include Bank Holidays **No**

Taken **0**

Remaining **247.5**

Booked **0**

< **November 2020** >

Mo	Tu	We	Th	Fr	Sa	Su
						1
2	3	4	5	6	7	8 <i>Sickness</i>
9 <i>Sickness</i>	10 <i>Sickness</i>	11 <i>Sickness</i>	12 <i>Sickness</i>	13 <i>Sickness</i>	14 <i>Sickness</i>	15 <i>Sickness</i>
16 <i>Sickness</i>	17 <i>Sickness</i>	18 <i>Sickness</i>	19 <i>Sickness</i>	20 <i>Sickness</i>	21 <i>Sickness</i>	22
23	24	25	26	27	28	29
30						

- From the calendar view you can either click on the link for Absence Summary to take you to the employee's record, or click on a particular date on the calendar to take you direct to the create absence form, pre-populated with an absence start date.

Create Absence: Enter Absence Details

Employee Name **Sandwell29, Paula**
Employee Number **20016035**

Select an Absence Type, and enter any other information you want to record for your request. You can choose the Calculate Duration Button to see the number of days.
* Indicates required field

* Absence Type
Absence Reason

Duration * Start Date End Date
Start Time End Time
HH:MM (00:00-23:59) HH:MM (00:00-23:59)

TIP Start Date is required.

	Days	Hours
Total	<input type="text"/>	<input type="text"/>

Calculate Duration
Duration is calculated based on the number of full calendar days between the start and end date of your absence. **You may need to update this duration** to take account of your work pattern (e.g. to exclude weekends).

TIP need to update this duration to take account of your work pattern (e.g. to exclude weekends).

- The form now works identical to in the steps above. It is user preference which method they choose to adopt.

5. Viewing Annual Leave Remaining Balances / Entitlements.

- This is done from the absence summary page or by using the "month" view on an individual calendar.

Absence Calendar: Summary

Employee Name **Sandwell29, Paula**
Employee Number **20016035**

Absence Management

[Absence Summary](#)

[Entitlement Balances](#)

[Show Accrual Balances](#)

Annual Leave Hours 1 NHS (20016035)

Gross Accrual	247.5
Net Accrual	247.5
Include Bank Holidays	No

To get to the individual calendar form the summary page, use the link as shown below.

Absence Calendar: Summary

Employee Name **Sandwell29, Paula**
Employee Number **20016035**

Absence Management

Absence Summary **Entitlement Balances**

Search

Note that the search is case insensitive

Absence Type
Approval Status

Start Date
End Date

|

Start Date ▼	End Date ▲	Absence Type ▲	Absence Category ▲	Duration		Approval Status ▲	Details	Update	Delete
				Days	Hours				
08-Nov-2020	21-Nov-2020	Sickness	Sickness	14		Approved	<input type="button" value="calendar"/>	<input type="button" value="edit"/>	<input type="button" value="delete"/>

Change the view to Month and the information is displayed in the top-right corner.

Absence Calendar

Employee Name **Sandwell29, Paula**
Employee Number **20016035**

Effective Date

Annual Leave Hours 1 NHS (20016035)	
Entitlement	247.5
Carry Over	0
Include Bank Holidays	No
Taken	0
Remaining	247.5
Booked	0

Both of these methods will give you the information needed.

Annual leave FAQs

Q. How much Annual leave entitlement do I have?

A. The Leave year runs from 1st April -31st March, all employees should take their annual leave within the leave year.

On appointment 27 days

After 5 Years 29 days

After 10 years 33 days

All annual leave entitlements are calculated in hours for all part-time and full-time employees, rounded up to the nearest full hour, including bank/public holidays.

Also see NHS employers <https://www.nhsemployers.org/> if more information is required.

Q. Do I get Bank Holidays?

A. All employees will be entitled to all paid Public holidays in a leave year. See the section below on recording Bank Holidays on ESR.

Q. What if I change my hours?

A, Entitlement changing hours: Where staff change their contracted hours, their annual leave entitlement on ESR will update automatically when their hours get updated on ESR. This is also the case when staff reach the milestones of 5 years' service and 10 years' aggregate service within the NHS.

Q. What if I am sick when on leave?

A. If any employee falls ill during a period of annual leave and wishes their annual leave to be recorded as sickness, they must comply with the trust sickness absence policy. The Attendance Management policy states: If an employee falls sick during a period of annual leave either in this country or overseas, and the period of incapacity seriously interrupts the period of leave, then they may count the absence as sick leave provided they; a) Notify their line manager either in writing or by telephone at the earliest opportunity, in line with the absence policy and no later than the fourth continuous day of illness; and b) Provide a statement by a qualified medical practitioner; the statement should cover the period of the illness and the nature of the illness and be written in English. A serious interruption of annual leave would be deemed as four or more days of continuous illness. If an employee is absent due to sickness and has pre-booked annual leave they must notify their manager as soon as possible that they are sick or it will be assumed that the annual leave is being taken.

If the employee intends to spend more than one night away from their normal place of residency whether it be overseas or in the UK as part of their recovery, they must provide a written statement from a medical practitioner advising that the holiday would be beneficial to their condition or recovery, and in no way would aggravate or cause detriment to the illness / injury. In addition, the Trust may also choose to obtain a medical opinion from Occupational Health. If the leave is supported by a medical practitioner the employee will have the option to continue with sick leave and have the annual leave credited back or take the time as annual leave, in which case sick pay, occupational and/or statutory as appropriate, will cease for the period of annual leave. If an employee is physically unable to return to work after a holiday they must submit a medical certificate which covers them from the day on which they were expected to return to work. Should the employee take the leave as sickness, then entitlements to sick pay both occupational and statutory will be in line with the normal eligibility rules. Where the request to continue with a pre-booked holiday is not

supported by a medical practitioner, annual leave should be taken. Employees will not be entitled to an additional day off if they are sick on a statutory or public holiday.

Q. Maternity, Paternity and Adoption Leave / accrual of annual Leave.

A. Staff will continue to accrue annual leave during Maternity, Paternity and Adoption leave including Bank Holidays

Q. What if I am Suspended?

A. Employees who have pre booked annual leave are required to take this during any period of suspension. During a period of suspension, a member of staff must remain available for fact finding interviews or any subsequent hearing. Annual leave may be taken during the suspension period with prior authorisation from their line manager and the Investigating Officer. If they advise in the suspension meeting that they have already booked annual leave then confirm the dates. Advise them that you will inform the Investigating Officer of the annual leave they have already booked. Any leave taken will be deducted from the individual's leave entitlement.

Q. What happens if I leave?

A. As per our Annual Leave Policy - for the purposes of new starters, leavers and any changes in employment, all annual leave will be calculated in accordance with completed months of service. New starters and employee changes will be calculated with effect from the first of the following month. When we complete the Termination Form there is a section to state any leave not taken or overtaken and payroll process this accordingly.

FAQs Adding leave on your MyESR account Staff

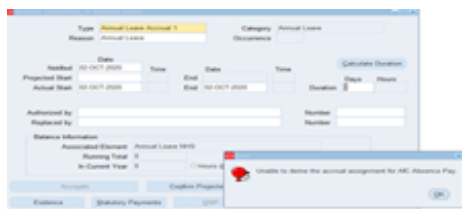
Q. My entitlement is wrong on ESR. On the portal page on ESR you can see your own annual leave entitlement, any leave booked and remaining balance.

A. Make sure that your NHS start date is correct - if not contact ESR Help desk with proof of NHS service. We can add aggregate service to ESR to fix the entitlements.

Q. I have added annual leave and it's been approved but I did not take.

A. Ask your manager to contact the ESR helpdesk to remove from your ESR Record.

Q. I have tried to enter Annual leave but I get the accruals Error message as shown here.



A. Contact ESR help desk who will get this sorted for you.

Q. I have entered a wrong date for leave and I cannot delete it.

A. Contact ESR Helpdesk and we will delete centrally.

Q. I have added annual leave to my ESR but it has not been approved.

A. You will receive a notification on your ESR account showing that you have Annual Leave awaiting approval. Speak to your supervisor and make them aware that you have requested leave on ESR and that it is awaiting approval.

Managers/Supervisors

Q. I cannot see a member of staff under my supervision on ESR.

A. Contact ESR Helpdesk providing staff full name and department and we will update ESR.

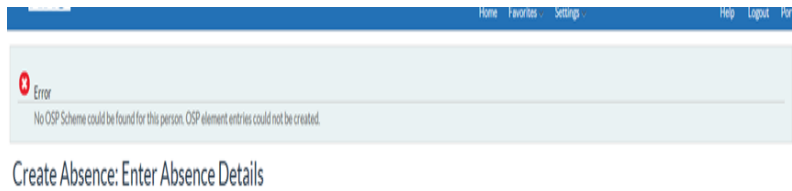
Q. How do I get access to the ESR Portal?

A. Contact ESR Helpdesk and they will send relevant forms out via email to be completed.

Q. I want another member of staff to supervise employees that are under my supervision but I still need to see them.

A. Yes this is possible. Contact the ESR Helpdesk with details of the second supervisor.

Q. I have tried to enter sickness but I get the OSP Error Message as shown here



A. Send details over to ESR Helpdesk who will pass the query to the relevant department to add the missing field to ESR.

Q. When recording Sickness the reason I am typing does not appear.

A. Instead of typing in the reason in the text field, select the magnifying glass and a pop up box will appear with sickness reasons. Select from the list and repeat for secondary reasons.

Q. I am trying to enter sick leave but I get date overlapping error message.

A. Check recorded leave that there are no open ended dates. If there are close any previous leave from the date that the employee returned to work. There could also be annual leave entered for the same day as sickness (which if not a Bank Holiday would need to be taken out of ESR).

Q. I have entered sickness but the staff member actually took as Annual leave or Special Leave.

A. If agreed by the Line Manager that this needs amending; provide dates to the ESR Helpdesk who will amend centrally.

Q. Can I input all sickness weekly?

A. Absence data is updated each day in ESR, so where possible sickness needs to be entered on the day that the employee is first absent. The same applies to closing open ended sickness episodes, which need to be closed within 7 days of the return to work date. Managers get a notification in ESR if an episode is still open after 7 days.

Q. I need to add a sickness into a record but the staff member is no longer under my supervision as they have gone to another department or Location.

A. Send the details over to the ESR Helpdesk who will record centrally. Once a member of the team no longer works there, the previous Manager/Supervisor loses access to their record on ESR. New absences can be added by the taking on Manager but not retrospective dates prior to them joining the new team.

Q. How do I record Special leave (such as Carer's Leave)?

A. Use the Absence Type "Special increasing bal" with reason 1 as Carer's Leave and a relevant reason 2 if applicable.

Q. How do I add bereavement leave to ESR?

A. Use the Absence Type "Special increasing bal" with reason 1 as Bereavement (or Compassionate Leave) and a relevant reason 2 if applicable.

Q. Do I need to enter study leave on ESR?

A. Yes please, use an absence type of "Study Increasing bal".

Q. How do I record a half day on ESR?

A. Enter details the same as full day but change the duration to a reduced amount. For leave types entered in days (such as Carer's Leave) this would be recorded as 0.5 days. For leave types entered in hours (such as Annual Leave) enter the reduced amount, for example 3.75 hours for a half day leave for a full time employee.

Contact Details and Useful Links

Esr.helpdesk@sthk.nhs.uk

0151 676 5323