

Partial attendance policy

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Owner: **Assistant Director, People Services**
Responsible work team: **Policy, Pay and Reward**

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1 Introduction

- 1.1 This policy sets out the arrangements for managing partial attendance and applies to all employees.
- 1.2 Partial attendance needs to be managed effectively. The Brigade accepts that partial absences are on occasions, unavoidable, but it aims to keep such absences to a minimum as they impact on the Brigade's ability to deliver a service. For operational staff, partial absences reduce operational emergency cover, and can lead to a delay in assigning standbys and releasing strategic resources.
- 1.3 Where a partial absence is scheduled part way through an employee's working day/shift. The employee will be expected to attend for work before and after the partial absence. Upon completion of the period of partial absence all staff will return to normal operational duties.
- 1.4 This policy should be applied in line with the Brigade's [values](#):
 - Service – We put the public first.
 - Courage – We step up to the challenge.
 - Learning – We listen so that we can improve.
 - Teamwork – We work together and include everyone.
 - Equity – We treat everyone fairly according to their needs.
 - Integrity – We act with honesty.

2 Partial attendances

- 2.1 Partial attendances relate to circumstances where you report for duty, either at a fire station or office, but is not available for the entire shift or day's work for a variety of reasons. These reasons for partial attendance, as currently listed on StARS, are as follows:
 - (Brigade) Medical Appointment (MA);
 - Routine Periodic Medical (RPM);
 - 'Gone to Visit' i.e. personal medical appointments (GTV);
 - Incomplete attendance (sickness) (I);
 - Lateness (L);
 - Leave In Lieu of Overtime (LILO);
 - Training (part shift) (TRP);
 - Sponsored training (part shift) (PSP);
 - Detached duties (part shift) (DDP);

(The letters in brackets indicate the StARS absence codes).
- 2.2 The duration, reason and a description of the partial absence, together with any supporting evidence must be recorded in StARS.

3 (Brigade) Medical Appointment (MA)

- 3.1 These relate to your appointments whether you are either on full or light duties, which take place with the Brigade's Occupational Health Service (OHS). Appointments may relate from a referral to the OHS or a recall following a previous referral whilst off sick, an RPM recall, or a course of physiotherapy, for example. The appointment time details of the Medical Appointment are to be recorded on your Personal Attendance Record Card (PARC), including the travel time (according to TFL's journey planner).

(a) If you are unfit for full duties

If you are on light/restricted duties and attending the OHS for an appointment or for treatment, e.g. physiotherapy, are required to attend the appointment as directed by the Wellbeing team. This will be on a duty day, and will be recorded as 'MA'. If you are on sick leave then you will also be required to attend your OHS appointments as directed by the Wellbeing team, however they will continue to be recorded as on sickness absence on days when you attend.

(b) If you are fit for full duties

If you are Watch-based (all occupational groups) and flexi-duty staff and fit for full duties then you may be required to attend a Brigade Medical Appointment on a rota/off duty day. This will occur where the appointment has not been requested by the Brigade, and where the OHS medical adviser advises that the appointment/treatment is not essential for you to maintain your long-term full fitness, e.g. physiotherapy appointments which have been initiated by the employee. The Wellbeing team will, where possible, arrange such appointments either directly before or after a shift/duty to minimise inconvenience to you.

Where the appointment has been requested by the Brigade and/or the medical adviser has advised that the appointment/treatment is essential for you to maintain your long-term fitness, the Brigade Medical Appointment will be arranged for a duty day.

If you are FRS, Control or operational on a 9-day fortnight staff and you are fit for full duties, and you work part-time, then you may similarly be required to attend a Brigade Medical Appointment on an off-duty day.

If you are watch-based and fit for full duty having Brigade Medical Appointment on a duty day, every effort will be made by the Wellbeing team, in conjunction with the OHS, to book appointments at either the beginning or the end of your shift to reduce the impact on Brigade business.

Brigade medical appointments which take place on an off-duty day are not recorded on StARS, and will not incur subsistence, travelling, or leave in lieu. Brigade medical appointments which take place on a duty day will be recorded as 'MA' on StARS.

4 Routine periodic medicals (RPM)

- 4.1 RPMs will be booked by the Wellbeing team according to the agreed programme. These are to be entered on StARS by managers, including the travel time (according to TFL's journey planner), following notification by the Wellbeing team. Your RPM will take place during your 'on duty' periods.

5 'Gone to Visit', i.e. personal medical appointments (GTV)

- 5.1 If you are fit for duty, and able to, you should arrange any medical appointments to visit your GP, treating consultant, dentist etc. on an off-duty, or rota day. This applies in particular to watch-based staff (all occupational groups), flexi-duty staff, and FRS/Control/9 day-fortnight staff who work part-time.
- 5.2 It is accepted that from time to time that you may be unable to avoid a personal medical appointment on a duty day, e.g. consultant appointments which cannot be re-arranged within a short period; GP appointments required to be arranged at very short notice. In these cases, you should provide a document confirming the appointment. In addition managerial discretion may be exercised where you have to attend a personal medical appointments in relation to a disability.

- 5.3 In all cases you must seek prior managerial authorisation to attend a personal medical appointment on a duty day. Managers will be sympathetic and reasonable, however the manager is entitled to advise you that the appointment should be rearranged for an off-duty day, e.g. a GP/dental appointment for a watch-based employee.
- 5.4 Personal medical appointments which take place on an off-duty day are not recorded on StARS.
- 5.5 If you attend a personal medical appointment on a duty day, and do not attend for work for the whole of that day/shift, then you will be recorded as on sickness absence for that day/shift.
- 5.6 Otherwise, 'GTV' will be recorded on StARS (PARC) for the entire period that you was not at work because of the personal medical appointment.

6 Incomplete attendance (sickness) (I)

- 6.1 The StARS Code 'I' is only to be used on account of incomplete attendance due to sickness. Any other reason for incomplete attendance must be recorded using another appropriate code, e.g. special leave (partial).
- 6.2 If you are unavailable for work on account of sickness within one hour of commencing your shift/duty, this will be recorded as sickness absence for that day/shift, and not 'incomplete'.
- 6.3 In all cases of incomplete attendance, the PARC must be annotated to record the time you worked prior to leaving duty, the time you left duty, and the reasons/circumstances (taking into account confidentiality).
- 6.4 It is a line management responsibility to ensure a return to work interview is undertaken following an Incomplete Attendance. A note should then be recorded on the PARC card: 'Informal discussion has taken place following incomplete attendance'.

7 Lateness (L)

- 7.1 All lateness must be recorded on StARS, and the PARC annotated with the reasons/circumstances (taking into account confidentiality).
- 7.2 Lateness is a breach of conduct and is dealt with under [Policy number 392 - Discipline conduct procedure](#). Please refer to the [Lateness guidance](#), which applies to operational staff up to station officer.

8 Leave In Lieu of Overtime (LILO)

- 8.1 Leave In Lieu of Overtime is managed in accordance with [Policy number 430](#) – Casual overtime duty, leave and allowance and public holiday rates – operational staff.

9 Training (part shift) (TRP) and sponsored training (part shift) (PSP)

- 9.1 Training/sponsored training (part shift) may be entered either by the course registration team (training) for Brigade events, or by local management for locally-organised training.
- 9.2 It is both you and your line managers responsibility to ensure your PARC is up-to-date.

10 Detached duties (part shift) (DDP)

- 10.1 'Detached duties' record periods where you are undertaking Brigade business, but not available for normal duties at your normal place of work. 'Detached duties' is different to a 'detachment' which is an authorised transfer from one work location to another.
- 10.2 If you are operational then detached duties, whether whole shift or part shift, will continue to be managed and recorded by watch/station/borough management, RMC and the Establishment and Performance team as appropriate.
- 10.3 All release of staff is subject to the exigencies of the service and compliance with the planned release of operational staff policy.

11 Records

- 11.1 Please send records by email to RecordsServices@london-fire.gov.uk. Records and supporting evidence will be kept on your electronic personal record file (e-prf) and retained in accordance with [Policy number 788](#) - Electronic personal record file (ePRF) policy. Personal data shall be processed in accordance with [Policy number 351](#) – Data protection and privacy policy.

12 Help and support

- 12.1 Please contact the HR Help Desk on extension 89100 and via email to IT.HR@london-fire.gov.uk, or the Officer of the Day at RMC on extension 88111. Please contact a Professional Standards Adviser in the Professional Standards Unit (PSU) on extension 31880 and by email to PSU@london-fire.gov.uk regarding any alleged breaches of conduct.
- 12.2 This policy may also be available on request in other alternative accessible formats as set out in [Policy number 290](#) – Guidance note on translation and interpretation. Please contact Communications on extension 30753 and by email to communications.team@london-fire.gov.uk to discuss your needs and options.
- 12.3 The Brigade invites your engagement so that it can learn so if you have a suggestion that can improve this policy then please submit your idea via the [Staff Suggestion Scheme on Hotwire](#) as set out in [Policy number 887](#) – Staff suggestion scheme. Any changes do need to go through the agreed engagement, consultation, negotiation or governance requirements.

Document history

Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

EIA	08/05/24	SDIA	L - 08/06/23	HSWIA	08/06/23	RA	
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Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
Throughout	This is a new policy but the content is an extract of the old attendance management policy (PN712) which has now been deleted.	07/04/2016
Throughout	Additional paragraphs 1.4, 2.2, change EDL to LILO, travel time included 3.1 & 4.1.	01/12/2017
Appendix 1	Appendix 1 added, with reference at paragraph 7.2, following discussion in Joint Committee for Firefighters.	12/06/2018
Page 7	'Letter 1' replaced with confirmation of discussion of letter.	16/09/2019
Throughout	Role to rank changes made to content.	15/10/2019
Appendix 1	Appendix 1 – Guidance on lateness removed as it has transferred to PN0481 - Disciplinary rules.	17/07/2023
Throughout Sections 12 - 13	Minor updates made throughout. Records and Help and support added.	20/11/2023
Throughout	Reference to new Discipline conduct procedure PN392 and Professional Standards Unit added.	12/02/2024
Page 2, para 1.4	Values included.	02/04/2024
Page 5, para 12.1 Page 5, para 13.2 and 13.3	Records Services and data protection details added. Access to alternative policy format and Staff Suggestion scheme details added.	23/05/2024
Page 2, para 2,1 and Page 5, para 11	Trade union partial time off details removed and are in PN1008 Trade union time off and facilities policy. Policy reviewed as current.	25/02/2025
Page 4, para 8	Leave in lieu of overtime (LILO) removed and detailed in Policy number 430 – Casual overtime duty, leave and allowance and public holiday rates – operational staff.	16/06/2025

Subject list

You can find this policy under the following subjects:

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Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	FOIA exemption	Security marking classification