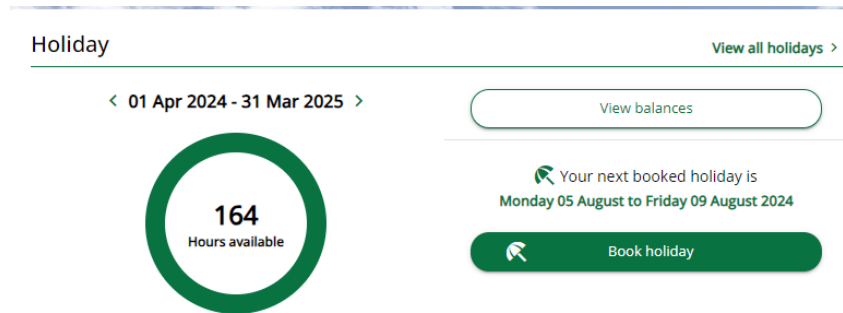# Annual Leave – FAQ's for Employees

1. **Where can I find my leave entitlement?**

   Log into your iTrent ESS account. From the home page click on 'My Time':

   📅 My time

   and then either 'View Balances' or select the figure within the circle.

   The figure shown in the balance screen will include any adjustments or carry over.

Scheme name	Holiday period
Personal Holiday (Office - hours)	01 Apr 2024 - 31 Mar 2025
Entitlement	Taken
296 hours	50 hours
Scheduled	Balance
82 hours	164 hours

2. **What is my leave entitlement?**

   A full-time employee is entitled to the following:

SCP	Basic Entitlement	Including B/H*	After 5 Years	Including B/H*
2 - 22	170.2 hours *(23 days)*	229.4 hours	199.8 hours *(27 days)*	259 hours
23 - 34	192.4 hours *(26 days)*	251.6 hours	207.2 hours *(28 days)*	266.4 hours
35 - 43	214.6 hours *(29 days)*	273.8 hours	229.4 hours *(31 days)*	288.6 hours
44 +	229.4 hours *(31 days)*	288.6 hours	244.2 hours *(33 days)*	303.4 hours

   *This is based on a standard 8 bank holidays; this amount could differ depending on the number within the year.

Part time employees will receive pro-rata entitlements dependent upon their contracted hours in the leave year.

3. **I don't understand my leave entitlement, how is this calculated?**

Your leave entitlement is calculated in hours and is based on the full-time amount for your SCP and length of service. The entitlement amount will be affected by some factors if applicable, e.g. your contractual hours in that annual leave year, fixed term contract end date, start or leaving dates etc.

Calculation as follows:-

Leave Entitlement + 8 Bank Holidays / 5 (days in working week) x Contracted Hours

Example 1: 23 days + 8 days = 31 days / 5 = 6.2 (*weeks*) x 37 = 229.4 hours
Example 2: 23 days + 8 days = 31 days / 5 = 6.2 (*weeks*) x 20 = 124 hours
Example 3: 31 days + 8 days = 39 days / 5 = 7.8 (*weeks*) x 15 = 117 hours

All employees should check that the work pattern held on the Employment section of ESS (*click on current position*) correctly reflects their days and hours worked each week. Any discrepancies should be reported to your Line Manager.

4. **Why is my holiday entitlement different every year?**

The amount seen in ESS is the entitlement figure plus any adjustments and carry overs etc. Also, differences can occur due to a variation in the number of bank holidays in a particular annual leave year.

5. **I work part-time, Monday to Thursday: what happens when a bank holiday falls on a working day?**

Bank Holidays are pre-loaded into ESS. When a bank holiday falls on a day you normally work, ESS will deduct your working hours for that day as per your working pattern. If a bank holiday falls on a day you are not contracted to work then no deduction is made.

6. **My job means that I sometimes work on bank holidays, how can I reclaim the leave that is automatically deducted.**

The HR team have the facility to mark bank holidays as "not taken" and any leave debited for this day will be recredited to you. Please remind your manager to contact HR if this is the case.

7. **My annual leave in the past was in days, why have we switched to hours?**

It is commonplace in organisations to calculate in hours rather than days to ensure consistency across all employees, especially as many staff opt to work different days and different hours to suit their work / life balance. Calculating in hours means that if an employee only works 3 hours on a Friday and they take that day as annual leave, then they only have 3 hours deducted – likewise if the same employee works 7 hours on a Tuesday for example then the system will deduct 7 hours.

Working in hours also gives the added flexibility of booking part days off, as per point 6 above.

8. **What does the decimal figure equate to?**

   .1 is the equivalent of 6 minutes. Therefore, for example, if your leave states 22.2 hours, this would mean you have 22 hours and 12 minutes. This is due to the conversion from days to hours.

   Please see a link to an online hours to decimal calculator: Minute to Decimal to Hours Calculator +Conversion Chart | OnTheClock.

9. **Why do my remaining hours, once I've booked most of my leave, not equate to a full day?**

   This is due to the system now booking out the correct amount of hours and the bank holiday entitlement being included. Also, this could be due to the flexibility of now being able to book part days.

10. **I haven't booked any leave yet but in ESS Holiday balances it states that I have "scheduled" leave booked, what is this?**

   As per point 2, your leave includes both leave entitlement and bank holidays. A day that is "Scheduled" is a day in the future that has been requested (*either authorised or awaiting authorisation*) or is a pre-set bank holiday that has been added centrally. If no leave has yet been booked for that annual leave year, then any scheduled amount will be bank holidays that have been added centrally which fall on your working days (*as per your iTrent working pattern*).

11. **ITrent is showing deductions for more leave than I've booked?**

   As above, this will be due to deductions for bank holidays as well as annual leave. Therefore, you should expect to see more deductions than just your booked annual leave.

12. **How do I book my annual leave?**

   Click on the Book Holiday button within the 'My Time' in ESS. This will present you with the booking screen. Select 'full day' for a singular specific day:

   *Absence type (required)

Personal holiday	× ▾

   *Holiday period (required)

Full day	× ▾

   * Start date (dd/mm/yyyy) (required)

02/05/2024	📅

Select 'more than one day' to select multiple day period *(start day is the first day of holiday absence, end date is last day of holiday absence)*:

* Absence type (required)

Personal holiday   × ⌄

* Holiday period (required)

More than one day   × ⌄

* Start date (dd/mm/yyyy) (required)

02/05/2024   📅

* Full or part day (required)

Full day   × ⌄

* End date (dd/mm/yyyy) (required)

03/05/2024   📅

* Full or part day (required)

Full day   × ⌄

or select 'part day' if you would like to take half day or a specific amount of time off in a day (*Note – when booking 'Morning' or 'afternoon' the system will do exactly half of whatever your scheduled hours are for that day based on your work pattern*). If you are selecting 'specify time' then please ensure you state the time in the relevant box in format hh:mm.

* Absence type (required)

Personal holiday   × ⌄

* Holiday period (required)

Part day   × ⌄

* Start date (dd/mm/yyyy) (required)

02/05/2024   📅

* Morning or Afternoon (required)

Please choose   ⌃

Morning

Afternoon

Specify time

13. I work mornings only; how do I book one morning as annual leave?

When you request a "full day" of leave, ESS automatically takes account of the number of hours you work on that day and makes the required deduction. So, if your work pattern shows 3.30 hours for a Monday (*because you work 9.00 am to 12.30 pm*) then when you request a "full day" of leave on a Monday, ESS will deduct 3.5 hours from your holiday balance.

14. I am transferring to another position, what happens to my leave?

If you are transferring to a position on the same terms and conditions then nothing needs to happen, your leave will simply transfer with you.

If you are changing hours or work pattern, your leave entitlements will be recalculated / adjusted accordingly. Entitlements may go up or down depending upon the change e.g. if you move from full time to part time your leave entitlement will reduce.

15. Can my leave request be declined?

Yes, if your leave request would negatively impact on service delivery then your leave request can be refused. The status of any request can be seen in the holiday details section of ESS. The system is also set up to send an email confirming if the request has been authorised / not authorised by the manager.

16. Can I book more leave than I have accrued?

The system will not allow your manager to authorise leave that would lead to a negative balance.

If a negative balance does occur, Managers can ask you to amend your booking.

17. I had to work on a day on which I'd originally booked leave, how can I claim this back?

Your manager can cancel / delete the leave record via their People Manager access – this will recredit your leave entitlement back to you.

18. I've changed my work pattern; how will I know this has been entered into Itrent?

You can view your work pattern on the Employment details page of ESS (*found via the 'View Profile'*).

19. **I've changed my work pattern; how will I know my leave entitlement has been adjusted?**

If the change to your work pattern means that there has been an increase or decrease in your working hours, then your leave entitlement will adjust up or down.

If the change to your work pattern means that there has been an adjustment to the hours you work on each day OR if your hours have not changed but you have changed your days of work then the system will recalculate future absences – which may affect your overall balance (*particularly if your change includes days in which bank holidays may occur*).

20. **How do I cancel a future leave request?**

Let your manager know that you wish to cancel a leave request and then access ESS, click on 'View all holidays' and then navigate to the leave details you wish to cancel, click on the details, and then scroll to the bottom of the page and press the delete button.

Cancelling leave will automatically recredit the leave to your available balance.

If the leave dates have already passed, your Manager can cancel this for you via People Manager.

21. **What happens to my leave if I don't use it all up in the leave year?**

ESS will automatically carry forward a maximum of 22.2 hours (*equivalent of 3 days*); pro rata for part time staff, into the next leave period. The system will add this carry over figure to the entitlement figure on the 1st April.

22. **When I navigate to the holiday balance screen in ESS, I still have hours sitting on my leave record for the previous year, did this not transfer?**

The transfer did occur, this is an automatic process, however the transfer of leave will not reduce your leave balance from the previous year – this is for auditing purposes. On the 1st April the carry over figure (*where applicable*) is added to the entitlement figure.

Please ensure you refer to the Council's Leave Policy for further information.
If you have any further queries, please contact humanresources@tendringdc.gov.uk.