

Annual Leave FAQs

1. My Leave Balance widget has disappeared, what do I do?

If you accidentally close the widget on your MyView dashboard, select the 'spanner' tool next to 'Employee Actions' from the left-hand menu panel. Click '+' next to 'Leave Balance', and the Leave Balance widget will be added to your MyView dashboard.

2. Can I submit annual leave for the new leave year before April?

Yes, employees using the leave management module in MyView can make requests / book leave in the next financial year in advance of April, which is when the new leave year will commence.

The system will log these requests and on 1 April, once the new leave year commences it will deduct the approved requests from your new entitlement.

The leave balance widget on your MyView dashboard will only display the current leave year entitlement. Bookings in advance for the following year will not be deducted from your current year's entitlement but will be reflected on the leave balance widget after 1 April.

You can review your leave requests/bookings using the **Employee Leave – MyLeave Form History** menu options on the left-hand side of your MyView dashboard.

Please note that annual leave entitlement can be subject to change if your working arrangements alter at any point during the year, for example a change in hours.

3. Will the system reflect my purchase of additional annual leave?

Yes, the Leave Balance widget on your MyView Dashboard will accurately show your full annual leave entitlement – including any purchased additional annual leave. This information is being manually keyed into the system by the Payroll and Employee Services Team as requests are processed.

4. How do I request half a day annual leave?

Full-time employees who receive their entitlement in days will have an option to submit half day requests. Select either '1st Half' or '2nd Half' to reflect if you are requesting a.m. or p.m. half day leave. As you work standard hours, the system automatically deducts half a day.

For part-time employees, or those working compressed hours arrangements, you will be required to request the relevant number of hours for a half day in line with your working hours for that day. For example, if your working hours are 7 hours 30 minutes on the day you wish to take annual leave, then a half day request should be submitted for 3 hours 45 minutes. However, if your working hours are 9 hours on the day you wish to take annual

leave, then a half day request should be submitted for 4 hours 30 minutes. Please note that annual leave requests should always be recorded as hours and minutes.

5. Can I book flexi leave and annual leave for the same day?

Full time employees are able to combine flexi-leave and annual leave for the same day. In order to do this, please request '1st Half' of the day as annual leave, and then submit a flexi-leave request for '2nd Half'. It is important that the leave is submitted in this order to record correctly.

The system does not currently permit part-time employees to book flexi leave and annual leave on the same day. This is due to the entitlements being different unit types (annual leave is recorded in hours whereas flexi-leave is allocated in days). However, in order to use both leave types on the same day you are recommended to submit a half days annual leave via MyView and record your half-day flexi leave on your flexi-recording sheet.

6. What if I book annual leave and wish to change it to flexi-leave at a later date?

If your annual leave request has already been approved, but you need to make subsequent changes, you must first remove the initial approved annual leave request, and submit a new flexi leave request.

To do this, select 'Employee Leave' from the left-hand menu panel, then select 'My Leave Calendar'. Select your relevant leave history (either FLEXI History, or HOLS History) to locate the relevant leave period. Delete the absence that needs to be removed. Confirm the deletion by clicking submit.

A deletion request will then be sent to your manager for approval, once the deletion has been authorised by your manager, this will remove the annual leave period and re-instate the entitlement to your annual leave balance as shown on your widget. You can now create a new flexi leave request. It is important to wait until the withdrawn request has been approved by your manager prior to submitting a new leave request for the same date.

Video guidance is available at www.durham.gov.uk/MyView to support you with the cancelling and amending of annual leave requests.

7. I am part-time/work compressed hours, why do I need to book bank holidays as annual leave?

Bank Holiday allocation is proportioned for part-time/compressed hours employees. All part-time/ compressed hours workers are given a pro-rata entitlement according to the number of hours worked. Therefore, part-time employees and those working compressed hours are required to submit annual leave requests for Bank Holidays that fall on any of your normal working days.

8. What will my entitlement be if I work full-time but work a compressed working pattern within the week (for example if I work a mix of longer and shorter days but a total of 37 hours)?

If we have not been informed of pre-agreed compressed hours arrangements, your leave entitlement will display in days. However, we can change this to reflect the compressed hours working arrangement and the leave entitlement will transfer into hours.

When you book annual leave you will need to request the number of hours you would normally work on that particular day (for example if you work 8 hours then you need to request 8 hours from your leave).

Additionally, if you work a compressed working pattern as your leave is calculated in hours, your leave balance will include all of the bank holidays. Therefore, you must remember to submit annual leave requests for Bank Holidays that fall on any of your normal working days. To ensure a correct annual leave balance going forward you must ensure these are booked and authorised. The annual leave request (to cover the Bank Holiday) should reflect the number of hours and minutes you would ordinarily work on that day.

9. My Team Calendar does not show all of my team?

For data security purposes, the team calendar is configured to display employees with the same reporting line, therefore you will only have access to those employees who report to the same manager as you. As the leave management module in MyView is now integrated with Outlook Calendars, it is possible to view all approved leave for colleagues outside of your line to line reporting, via this route.

We also encourage employees to maintain current processes of discussing leave arrangements with wider employees who may be affected by your leave arrangements prior to booking.

10. As a manager, I can view my team calendar, but it only displays my peers. How do I view the people I manage daily?

Within the MyView system there are two team calendar options available to managers:

- Team Calendar – peer reporting line (Employee Leave → My Leave Calendar → Team Calendar). This ‘team calendar’ will display those employees who are on the same reporting line as you, i.e. everybody who reports to your line manager, as well as your line manager.
- Team Absence – Checking the employees you manage (‘MyPeople’ tab → My People Absence → Team Absence). This will display several filters that can be applied to your view, you can select ‘whole team’, ‘people individually’, and ‘direct reports’. You can also select the ‘+’ icon next to an employee to display their direct reportees and their team leave calendar. Select the employees whose leave you wish to review and click next. The selected employees leave calendar will then be displayed.

We also have several guidance documents and videos available at www.durham.gov.uk/MyView for further clarification.

11. Am I still permitted to carry forward unused annual leave into the next leave period?

In line with the [Annual Leave Policy](#), where it has been difficult or impractical for an employee to take all their annual leave by the end of March, for either work related or personal reasons, an employee may carry annual leave forward to the following year (with the agreement of their line manager). This is normally subject to a limit of 5 days (pro-rata), which must be taken by 30 April. The new leave management system will automatically carry forward a maximum of 5 days of annual leave (or the equivalent to if part-time), if unused at 31 March. The carried forward leave must be booked, authorised and taken by 30 April as your balance will automatically remove the carried forward leave at this stage.

12. Will my entitlement update if my temporary contract is extended, or if I change posts/hours?

The system has been configured to enable annual leave entitlements to be automatically calculated each year as well as taking into account contract extensions and changes of posts/hours mid-way through the year which affect entitlements.

As the system is date driven, subsequent changes to your contracted hours will affect your entitlement. For example, if you temporarily increase your working hours from 20 hours to 37 hours with an expected end date of 31 March, the system will allocate your entitlement based on working 37 hours until 31 March. However, if there is a contract change and you subsequently reduce your hours prior to 31 March, your annual leave entitlement will be automatically adjusted accordingly.

13. Does the annual leave system replace the current flexi-recording system?

No, the Leave Management module available on MyView enables employees to request and have annual/flexi leave authorised via MyView – effectively replacing the hard copy holiday cards. It does not replace the current flexi recording sheet. Therefore, there is an expectation that employees continue to maintain their flexi-sheet and record annual leave accordingly on the flexi-sheet (i.e. 'h' or 'H'). In line with the [Flexitime Policy](#), managers should continue to monitor flexi-sheets accordingly, including requests for leave.

14. Do I use the leave management system to record TOIL?

No, the Leave Management module available via MyView enables employees to request and have annual/flexi leave authorised via MyView – replacing the hard copy holiday cards. Any informal TOIL arrangements should continue to be managed directly with your line manager.

15. Should I be booking my leave via MyView?

A careful review was undertaken by service leads and managers to determine which posts/employees should be using the leave module via MyView.

If you have not been using the leave module but are now required to (after discussions with your manager) then please e-mail MyView@durham.gov.uk with a copy of your annual leave card for further advice.

16. Am I able to request annual leave retrospectively?

All leave requests should be submitted and subsequently checked/approved by a manager in a timely manner to ensure sufficient service provision can be maintained. However, the system does permit the submission of retrospective leave. The usual process will apply regarding the requesting and approval of any such leave requests.

17. What happens to my leave balance during, and upon return from maternity leave?

In line with the current Maternity Policy, an employee's normal annual leave entitlement and bank holiday entitlement continues to accrue during maternity/adoption leave and Shared Parental Leave.

An employee should discuss their annual leave arrangements with their manager before their maternity/adoption leave commences. If any adjustments are required upon your return to work, please contact MyView@durham.gov.uk

18. My team member is off sick and has a future period of Annual Leave booked, what do I do?

When you initially record the period of sickness, you will be presented with a warning to inform you that there is concurrent leave in the system, i.e. there is future annual leave recorded against this employee.

Sickness Absence can be recorded concurrent with Annual Leave, so this warning message will not prevent you from submitting the period of sickness absence.

However, if it has been agreed with the employee that that annual leave is no longer required and should be cancelled – you as a manager are able to cancel the Annual Leave request on behalf of the employee. Please refer to the Annual Leave Guidance Documentation for further instruction in removing annual leave requests. Alternatively, the period of sickness can be recorded, and the employee can withdraw/cancel their Annual Leave request upon their return to work.

19. I cannot record open ended absence for an employee due to a future dated FLEXI day.

Currently the Leave Management system does not permit the recording of Open-Ended Absence concurrently with FLEXI Leave, as FLEXI cannot be used to offset a Sickness period. Should an employee have a future period of FLEXI leave recorded when you are inputting sickness absence, the future FLEXI period will need to be cancelled (by either the employee or the manager). If the employee subsequently returns to work prior to the FLEXI date, they will be required to re-submit the FLEXI Leave request using MyView.

If you require any additional support with the cancelling of FLEXI leave in an employee's absence, please do not hesitate to contact the MyView team on 03000 269919, or via e-mail on MyView@durham.gov.uk

20. I cannot record open ended absence for an employee as there is a part-day Annual Leave recorded in the system.

Currently the Leave Management system does not permit the recording of Open-Ended Absence if an employee has a part-day Annual Leave event booked in the current pay period. In this instance, the part-day Annual Leave period will need to be cancelled (by either the employee or the manager). If the employee subsequently returns to work prior to the period of leave, they will be required to re-submit the part-day Annual Leave Leave request using MyView.

If you require any additional support with the cancelling of FLEXI leave in an employee's absence, please do not hesitate to contact the MyView team on 03000 269919, or via e-mail on MyView@durham.gov.uk

21. I am a new manager and I am unable to see the Form history for my team.

As a manager, you will only be able to view the Form History (previous rejected/authorised leave requests) of your current team members from the date you commenced post/management responsibility. Therefore, you will be unable to view form history for your team which pre-dates your post holding start date.

22. I am a new manager; how do I see leave history for the employees I manage?

As a manager, you can view leave entitlement, leave taken and remaining leave balance for your direct employees in MyPeople Absence > Employee Absence Calendar.

23. I am leaving the council – what happens with my leave entitlement?

Once your leave date has been recorded in the HR/Payroll system, your leave entitlement will be automatically re-calculated.

If you have overtaken your leave entitlement, this will be recovered from your final salary.

If you have undertaken your leave entitlement, you are encouraged to use all remaining leave prior to your leave date.