

Back to Basics: Annual Leave

1. Managing Annual Leave Requests



Introduction

This document is the first in a series of documents to inform on the basics of Annual Leave, and the best way to understand and manage it. Here we will specify the basics of request management, and will discuss how requests are made, how the requests can be approved or rejected, and the different ways you can view these requests. The aim is to facilitate a clear understanding of Annual Leave in Allocate Optima (or as it is formerly known, HealthRoster), the operational impact of the different options in the system, and assist with utilising Allocate Optima to its full capacity.

1. Making a Request

As an administrator or manager that manages Annual Leave, it is essential to understand the basics of how the requests are made by the staff members. This is done by the end users with EOL (Employee Online), Allocate ME or Loop. For the purposes of this guide, EOL Desktop will be used to demonstrate this.

- The employee first needs to log into EOL and navigate to the Leave section, you will need the feature access *Employee Online: Annual Leave*.
- The Annual Leave Calendar is a useful tool to check who else is on leave at that time. This may be especially useful if there are rules within the unit regarding the number of staff members that can be on leave at once. The staff member will need the feature access *Employee Online: Can View Annual Leave Calendar*.

Annual Leave Calendar

Oct - Nov - Dec 2022			
Oct 2022	Nov 2022	Dec 2022	
26 Sep - 02 Oct 2022	31 Oct - 06 Nov 2022	28 Nov - 04 Dec 2022	
03 - 09 Oct 2022	07 - 13 Nov 2022	05 - 11 Dec 2022	
10 - 16 Oct 2022	14 - 20 Nov 2022	12 - 18 Dec 2022	39%
17 - 23 Oct 2022	21 - 27 Nov 2022	19 - 25 Dec 2022	
24 - 30 Oct 2022			

Here you can view the percentages of staff of your **Grade Type** on leave, by week, and if you click on the percentage, it details the colleagues that are on leave.

The screenshot shows a web interface with a sidebar on the left containing 'Episodes (1)' and 'Annual Leave Calendar'. A modal window titled 'Annual Leave' is open, displaying a calendar for 'Nov 14 - 20 2022'. The calendar grid shows two leave periods: 'Scherbatsky, Robin 14 - 16 Nov 2022' and 'Jones, Ted' (with a green checkmark) on Nov 15. The background shows a larger calendar view for 'Dec 2022' with various date ranges.

Note
 When a user has multiple postings, only the posting ticked as primary will display on the Annual Leave Calendar. If no posting is ticked as primary, EOL/ME/Loop defaults to the first active posting created.

- Select the Entitlement you would like it to be taken from if there are multiple


The screenshot shows the 'MEDICONLINE' interface. The top navigation bar includes 'Rostering', 'My Profile', and 'Timesheets'. A sidebar on the left lists various functions like 'View Rosters', 'Record Availability', and 'Leave'. The main content area is titled 'Entitlement Periods' and shows a date range of '01 Apr 2022 - 31 Mar 2023'. Below this is a table with the following data:

Entitlement Type	Coverage	Period
Annual Leave	Hollie Test (Band 2 HCA)	1 Jun 2022 - 31 Mar 2023
Annual Leave	(Band 6 RN)	26 Sep 2022 - 31 Mar 2023
Other Annual Leave		1 Apr 2022 - 31 Mar 2023

- Fill out Request Leave Form at the bottom of the page with the dates and choose 'Set'

Request Leave Form

Full day(s) Partial day

From: 14 Dec 2022 

Number of days: 1 Set

End date: Wed, 14 Dec 2022

Reason: Annual Leave ▼

Posting: - Band 6 RN ▼

Submit Leave Request

- Click 'Submit Leave Request'
- In the Episodes drop down section you will see the new period of leave

▼ Episodes (2)

Status	Period	Posting	Duration	Times	Notes	Delete
✓ Annual Leave	14-16 Nov 2022	Hollie Test - Band 2 HCA	3 days	07:00 - 23:59		
🕒 Annual Leave	14 Dec 2022	Hollie Test - Band 2 HCA	1 day	07:00 - 23:59		

Note

If the user has *Employee Online: Can Cancel Approved Unavailabilities*, these periods of leave will display in Allocate Optima (HealthRoster) as cancelled. It may be worth carefully considering whether you want end users to be able to do this, as short notice cancellations can make it difficult to plan, and can throw off the considerations that you have been making. It can also make it unfair to users that were not able to book due to the amount of people already off.

- If the notification is configured to, then sending this request will trigger a notification to whoever is set as the 'Recipient' in the Notification Template in Allocate Optima (HealthRoster) (Reference Data> Notifications> Notification & Templates). This notification is called UnavailabilityRequestSubmitted and this is gone into in more detail in document 4.

Notification Details

Name
UnavailabilityRequestSubmitted

Primary Entity
Unavailability

Fixed Address

CC

Enabled

Notification Template Details

Recipient
Team Manager

Employee

Fixed Address

Full Approver

Manager

Partial Approver

Team Manager

2. Viewing Requests

Allocate Optima (HealthRoster) allows users with the appropriate access to view these requests in a clear, report format in real time, and can save hours of admin time - amongst many other benefits - when used in place of paper requests. There are a few places to view these requests in Allocate Optima (HealthRoster), and it is generally best practice to focus on future or current requests, as retrospective ones should ideally already be approved; Rosters cannot be approved or finalised if there are outstanding requests. As such, the Leave Requests report, that can also be accessed from the Unit Summary report, may be the best place to consider these, as well as the View Rosters tab, as this area lets you see the impact of other duties and workers, when approving/rejecting the leave. You will require *Person Details: Unavailabilities* to access the request, plus the feature access for the tab in question.

- **Leave Requests**

This can be located in Rostering>Unavailability> Leave Requests and will require *Roster Tools: Leave Study Request*. This shows in a report format the periods of leave that are in a requested state. Please note this view only shows current or future requests, and not retrospective ones. This is linked with Unit Summary.

Rostering										
SafeCare										
Personnel										
Payroll										
Admin										
Gateway										
Reference Data										
<	View Rosters	Bank Requests	Daily Staffing	Unavailability	Assigned Hours	Roster Stats	Attendance Exceptions	Timesl		
Leave Requests										
Unit	Hollie Test Unit			Team	Any					
Requested Date ↑	Surname	Forenames	Grade Type	Group	Reason	Start	End	Duration	Unavailability Hours	
27/09/2022 09:01	Pomple	Tabatha	RN	Annual Leave	Annual Leave	15/12/2022	15/12/2022	1	07:30	
13/10/2022 17:26	Scherbatsky	Robin	HCA	Annual Leave	Annual Leave	14/12/2022	14/12/2022	1	07:30	

Unit Summary

This can be located in Rostering> View Rosters> Unit Summary and will require *Roster Tools: Unit Summary*. This shows, in the Awaiting Approval section, the current and future leave requests, and when you select the Leave Requests option, it takes you to the aforementioned Leave Requests tab.

The screenshot displays the 'Unit Summary' interface for 'Hollie Test Unit'. The top navigation bar includes 'Rostering', 'SafeCare', 'Personnel', 'Payroll', 'Admin', 'Gateway', and 'Reference Data'. Below this, there are sub-navigation options like 'View Rosters', 'Bank Requests', 'Daily Staffing', 'Unavailability', 'Assigned Hours', 'Roster Stats', 'Attendance Exceptions', 'Timesheet Exceptions', 'Swap Requests', and 'Reports'. The main content area is divided into several sections: 'Reminders' (Roster Approvals, Finalisations), 'Awaiting Approval' (Leave Requests, Bank Duties to Finalise, Pending Requests, Study Requests, Bank Approval Required, Pending Attendance Exceptions, Timesheet Exceptions), 'Roster Problems' (Next 7 Days), 'Expiring Items' (Next 28 Days), and 'Incoming Staff' (Next 12 Hours). The 'Leave Requests' section is highlighted with a purple box.

View Rosters

This can be located in Rostering>View Rosters> View Rosters. This will require *Roster Tools: View Roster*. This shows the requests in a calendar format, in the place of a shift. The yellow question mark indicates it is in a requested status, and a blue heart indicates it was requested in EOL.



This view is ideal to see the affected and surrounding duties, as well as other staff members on leave at that time. However, it requires you to know the date of the period of leave.

Unavailability Diary

This can be located in Rostering> Unavailability> Unavailability Diary. This will require *Roster Tools: Unavailability Diary*. This shows periods of leave in a calendar format based on view date.

■ **Unavailability List**

This can be located in Rostering> Unavailability> Unavailability List and will require *Roster Tools: Unavailability List*. This displays all periods of leave in a report format, based on the parameters set when running the report. You can set this to pull all Annual Leave periods, and can view the periods of leave in a requested state by looking for the yellow question mark icon.

Surname	Department	Forenames	Name	State	Grade	Team	Assignment N	Fully Submitted	Submitted Upto Date	Unlocked	Grade Type
Pomple	Multiple	Tabatha	Tabatha Po	Requested	Band 5 RN	RN					RN
Pomple	Multiple	Tabatha	Tabatha Po	Approved	Band 5 RN	RN					RN
Erickson	Hospital 2	Marshal	Marshal Eri	Approved	Band 5 RN	RN					RN
Erickson	Hospital 2	Marshal	Marshal Eri	Approved	Band 5 RN	RN					RN
Erickson	Hospital 2	Marshal	Marshal Eri	Requested	Band 5 RN	RN					RN
Mosbey	Multiple	Ted	Ted Mosbe	Approved	Band 5 RN	RN					RN
Mosbey	Multiple	Ted	Ted Mosbe	Approved	Band 5 RN	RN					RN
Scherbatsky	Hospital 2	Robin	Robin Sche	Approved	Band 2 HCA	HCA	76543456				HCA
Scherbatsky	Hospital 2	Robin	Robin Sche	Approved	Band 2 HCA	HCA	76543456				HCA

■ **Person Record**

This can be located in Personnel> Person Search> Person Search and will require *Person Tools: Person Search, Person Details: Unavailabilities* and *Unavailability Actions: Edit*. In the Unavailabilities Tab you can see these periods in a list. This can be useful to see the other periods of leave this staff member has taken over the period.

Person

Robin Scherbatsky
Band 2 HCA

Bank No
Unit Hollie Test Unit
Staff No robin
From Manual

Edit Person
Change Contract
More

Summary >
Work Contracts >
Unavailabilities
Sickness >
Entitlements >
Documents >
Skills >
Specialties >
Salary Uplifts >
Attributes >
Contacts >

Unavailabilities 2 Records

From * 14/10/2021 To * 14/10/2023

Group	State	Episodes	Working Hours	Working Days
Annual Leave		2	30.00	4.00
Annual Le	Planned	14/11/2022 - 16/11/2022	22.50	3.00
Annual Le	Requested	14/12/2022 - 14/12/2022	7.50	1.00
Other Leave		-	-	-
Parenting		-	-	-

In the Person Record > Entitlements tab you can see the leave per entitlement. Select the entitlement you wish to view, then the Episodes tab. This is a useful place to view how the leave affects the staff member's entitlement pot. This will require *Person Details: Entitlements*.

Person

Robin Scherbatsky
Band 2 HCA

Entitlement

Annual Leave

Period 26/09/2022 - 31/03/2023
Entitlement 100.00 Hrs (13.33 Days)
Remaining 100.00 Hrs (13.33 Days)

Change Entitlement
Delete Entitlement

Details Episodes Notes Audit Trail

Annual Leave Periods

Reason	Period ↑	State	Duration	Entitlement Used
Annual Leave	14/11/2022 - 16/11/2022	Planned	3	0.00 Days (0.00 Hrs)
Annual Leave	14/12/2022 - 14/12/2022	Requested	1	0.00 Days (0.00 Hrs)

Summary >
Work Contracts >
Unavailabilities >
Sickness >
Entitlements
Documents >
Skills >
Specialties >
Salary Uplifts >

Create P
Coverage ↓
Maternity (Bar
Hollie Test Un

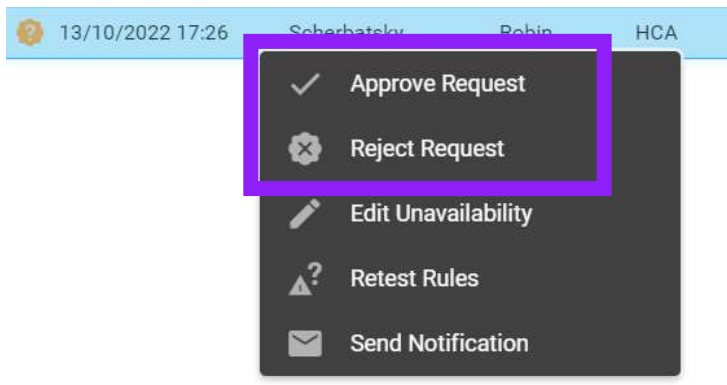
3. Approving and Rejecting Requests

It is important to consider the spread of leave when managing requests. If there is too much leave in a period, duties may need to be put out to bank which will increase spending. If there is not enough leave in the period, this may mean additional duties will need to be created if there are not enough shifts. It is worth considering the organisation's thresholds and KPIs with this to ensure you are in line with any policies.

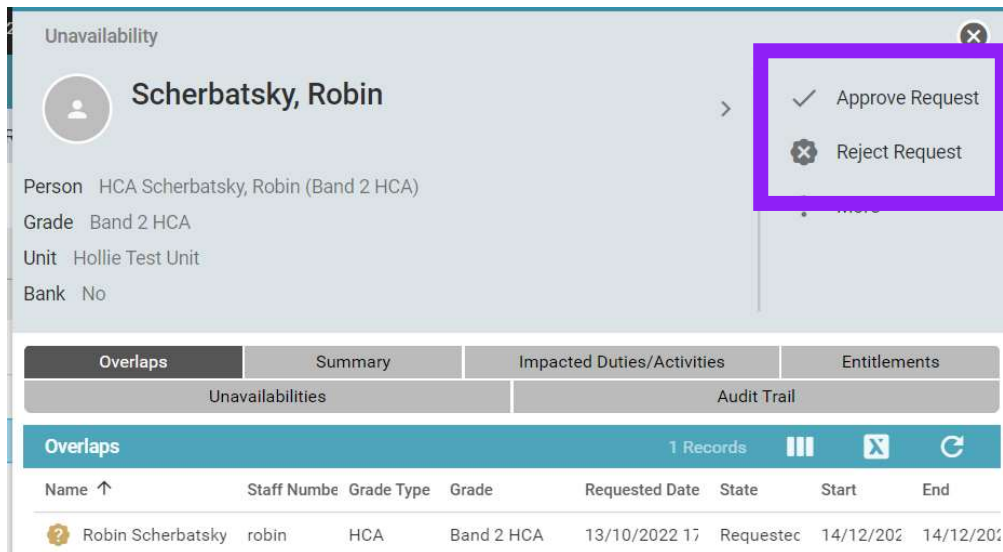
Users with the feature access *Unavailability Actions: Approve and Reject* will be able to approve periods of leave for members of staff in the units to which they have access. This is dictated in the visible units in the user account. This can be a good opportunity to review who has access to approve and how this fits with your internal processes.

To do this navigate to the leave request. You can either:

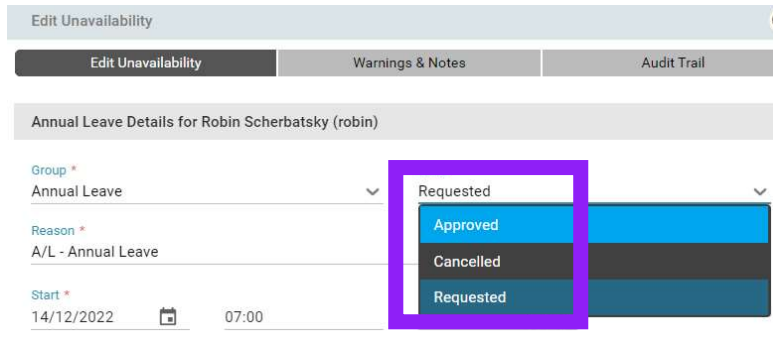
- Right click the unavailability, and choose Approve Request or Reject Request



- Open the unavailability and choose Approve Request or Reject Request



- Edit Unavailability (if you have *Unavailability Actions: Edit*) and manually change the state to Approved or Cancelled



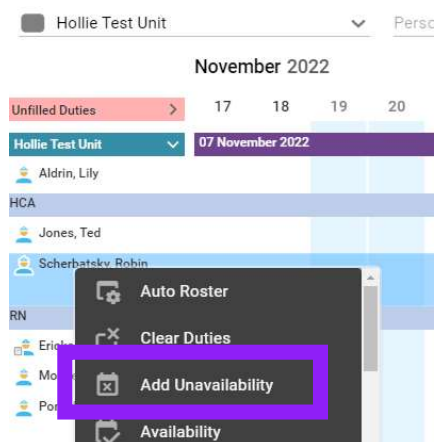
Note
If you have the authority to approve your own leave, you will need a separate feature access *Unavailability Actions: Can Approve Own Annual Leave*

Note
If a staff member has two substantive postings, the manager of either posting can approve their leave.

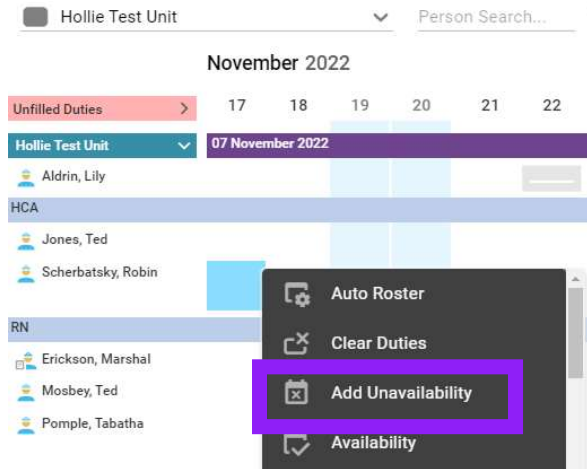
4. Adding Leave in Allocate Optima (HealthRoster)

It is possible that you may need to add in the periods of leave manually in Allocate Optima (HealthRoster), for example if you have a new starter that has pre-existing annual leave, or if a staff member requires emergency annual leave. This requires the Feature Access *Unavailability Actions: Add Unavailability*.

- The best place to add periods of leave into Allocate Optima (HealthRoster) is in the **View Rosters** tab. This displays in a calendar view what other duties will be impacted and what other periods there are for that roster period. You can do this by right clicking on the user and selecting Add Unavailability:



It can also be added in by right clicking on the date block and selecting Add Unavailability, or simply double clicking the date block.



- It will take you to the Add Unavailability window.
- You can choose the Group: **Annual Leave** and the State: **Approved, Requested** or **Cancelled**. Enter the dates and ensure the hours are correct, then choose OK

Add Unavailability
✕

New Unavailability Details for Robin Scherbatsky (robin)

Group * Annual Leave State * Approved

Reason * A/L - Annual Leave

Start * 17/11/2022 07:00 Duration * 1

End * 17/11/2022 23:59

Work Time
Refresh

Week Start 14/11/2022 Reset to default values

Posting ↑	14/11 Mo	15/11 Tu	16/11 We	17/11 Th	18/11 Fr	19/11 Sa	20/11
Hollie Test Unit (Banc)				07:30			
Maternity (Band 6 RN)				00:00			

- The amount of hours can be manually changed by clicking onto the figures and changing them. You can also change the posting from which it is deducted

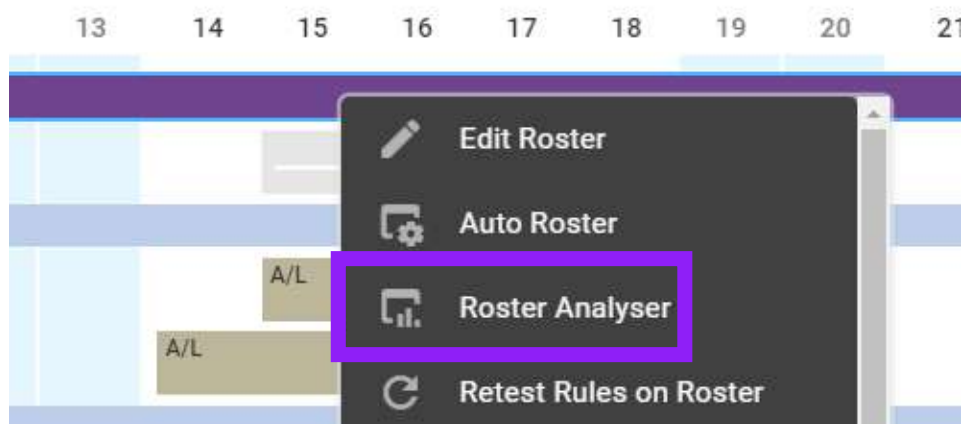
Posting ↑	14/11 Mo	15/11 Tu	16/11 We	17/11 Th	18/11 Fr
Hollie Test Unit (Banc				07:30	
Maternity (Band 6 RN				00:00	

When saved, the new hours will display in bold text:

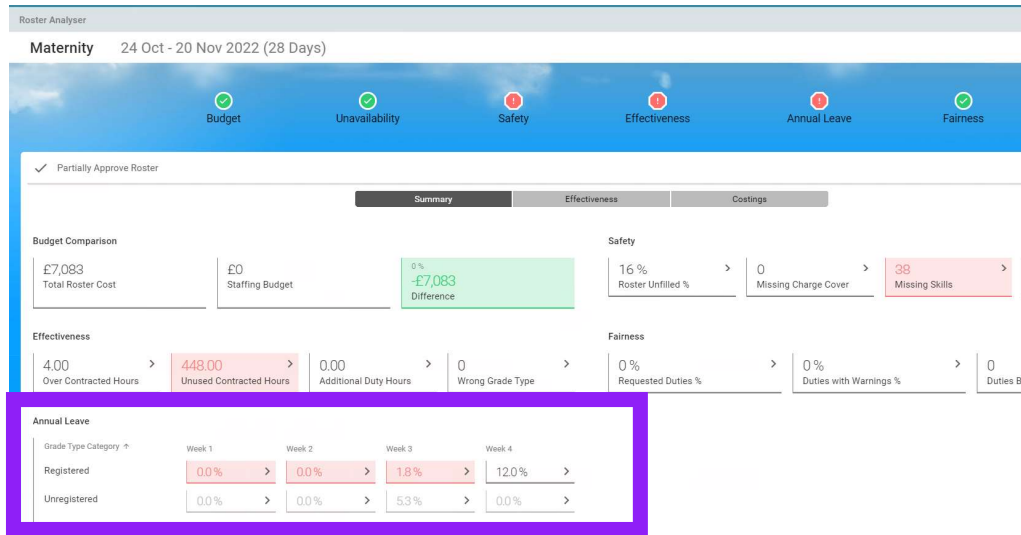
Posting ↑	14/11 Mo	15/11 Tu	16/11 We	17/11 Th	18/11 Fr
Hollie Test Uni				05:00	
Maternity (Ban				00:00	

5. Roster Analyser

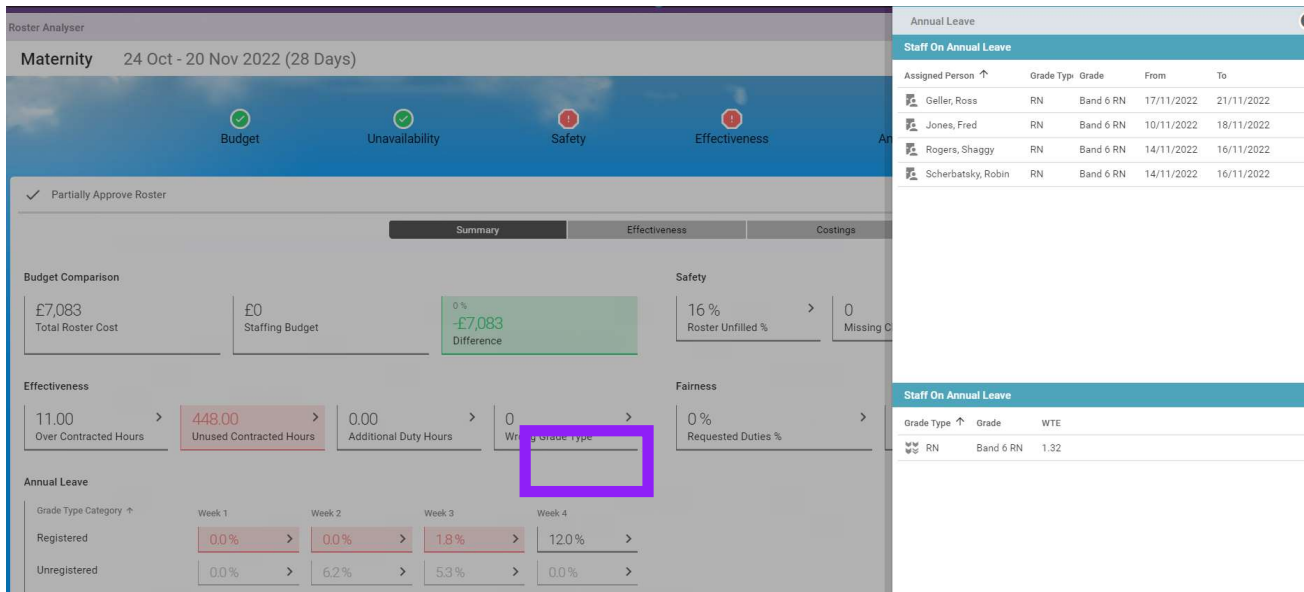
A useful tool for reviewing annual leave breakdown is the Roster Analyser. This can be accessed by right clicking the roster bar, and choosing Roster Analyser. You will need the feature access *Roster Actions: Roster Analyser*



In the summary section you will see the Annual Leave figures split by Grade Type Category.



You can expand this further by clicking on the percentage to see the details of who is on leave



This is really useful for judging whether there are too many or too few staff on leave. If too many are on leave at once, you will find your temporary staffing spend could be higher, if too few staff are on Annual Leave you will not have enough shifts to give out and will need to add additional duties. This is a good opportunity to review your headroom percentage too, and to ensure you are hitting your optimal annual leave percentage per grade type category per week.

There are a multitude of settings in Reference Data > Organisation > Settings that can be used to tailor the Roster Analyser.

For example, you can change the thresholds of the colour triggers with rules such as the Roster Analyser AL Lower Limit Percentage Red setting:

Name	Category	Value
Analysers	Roster Analyster Available Hours Percentage Yellow	5.00
Analysers	Roster Analyster AL Lower Limit Percentage Red	5.00
Analysers	Roster Analyster Shifts Without Charge Cover Red	5
Rosters And Templates	Roster Analyster Offset Weeks	5
Analysers	Roster Analyster Requests Limit Percentage Red	30.00
Analysers	Roster Analyster Warnings Limit Percentage Red	30.00

You can also determine the minimum number of people required against a Grade Type Category in order for it them to be included in the A/L calculation with the Roster Analyster AL Activation Level setting. This is useful for small amounts of workers in a grade type category that you do not wish to be included in the calculation.

Name	Category	Value
Analysers	Roster Analyster AL Lower Limit Percentage Yellow	8.00
Analysers	Roster Analyster AL Activation Level	6
Analysers	Roster Analyster Budget Comparison Percentage Yellow	5.00

Alternatively, you can hide Grade Type Categories completely from the calculation in Reference Data> Organisation> Grade Type Categories and tick 'Hide in Roster Analysis'.

Name	Valid From	Valid To
Unregistered Ther	-	-
Unregistered	-	-
Theatre Practitioners	-	-
Support	-	-
Students	-	-
SpR	-	-
sktt gtc	-	-
SK Registered	-	-
SHO	-	-
RN Maternity	-	-
Registered	-	-
NHS Reservat	-	-
NA	-	-
Middle Grade	-	-
Medics	-	-
Junior Grade	-	-
Group 10	-	-

Note

Figures that show in grey are for a group of staff too small to provide meaningful thresholds.



Chicago
RLDatix Head Office

311 South Wacker Drive,
Suite 4900
Chicago, Illinois United States
60606
Tel. +1 312 505-9301

Toronto

1 Yonge Street
Suite 2300
Toronto, Ontario, Canada
M5E 1E5
Tel. +1 416 410-8456

Melbourne

Suite 4, Level 4
441 St Kilda Road
Melbourne VIC 3004
Tel. +61 (0)3 9534 4477

Richmond
European Head office

1 Church Road
Richmond, Greater London
TW9 2QE
UK
Tel. +44 (0)20 7355 5555

Stockholm

Box 30077
104 25 Stockholm
Visiting address:
Sankt Eriksgatan 46
112 34 Stockholm
Tel. +46 (0)8 50551800

Frankfurt

Taunusanlage 8
60329 Frankfurt Am Main
Germany
Tel. +49 (0)69 247411440

Riyhad

7487 Khalid Ibn Al Walid
Qurtubah, Riyadh
Riyadh 13245 2218
Kingdom of Saudi Arabia.

For full list of regional offices [visit our website](#)