

GUIDANCE ON APPLICATION OF AN ADDITIONAL DAYS ANNUAL LEAVE

CUSTOMER SERVICE EXCELLENCE - 2026

In recognition of the achieving the Customer Service Excellence (CSE) standard, which has now been held for 27 consecutive years, the council has agreed an additional day of leave for all employees.

The following guidance aims to provide clarification on eligibility and related management issues.

Please contact Human Resources if you need any further assistance.

Eligibility

- All employees, regardless of status, will be eligible and this should be managed as an additional one-off working day's leave for individual employees rather than a service 'shutdown'.
- For term time school based staff, an Inservice date will be identified to provide the additional day's leave for staff. This date will be confirmed in due course.
- Only employees in the council's employment on 27 March 2026 (the date the assessment outcome was confirmed) qualify.

Taking the leave

- The principle is that all eligible employees have the benefit of an additional working day's leave (non – recurring) - no equivalent financial compensation will be paid if the day is not taken.
- The day's leave must be used during the 2026 calendar year and employees are encouraged to use the leave before other types of leave.
- For employees using MyHR to book annual leave – the day's leave should be booked under Other Paid Leave using the code: Paid – Customer Service Excellence 2026.

Managing the leave

Services are asked to manage the additional day's leave using the same principles as with all leave (i.e. annual, sickness and family care/special leave) when considering cover and practical arrangements.

Employees should use existing notice period arrangements for annual leave when requesting their day's leave.

FAQS

Question

Are part-time employees eligible for the additional day's leave?

Answer

Yes, the principle is for all employees who qualify under the above criteria to have one additional working day's leave. The specific day to be taken should be agreed between the employee and their manager. This should be recorded separately as the additional CSE day and the employee will receive their normal pay for that day.

Question

I have someone who is leaving employment with the council and have not utilised their CSE day, do we pay them for this?

Answer

No, the principle is for a day off to be enjoyed; therefore a person leaving the council should be advised to use the day or lose it.

Question

If someone is on long term sick leave, do they lose their right to the day off?

Answer

No, they should be advised of the extra day's entitlement on their return to work.

Human Resources
April 2026