

Special Leave Policy and Guidance

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Key messages

The primary purpose of this policy is to demonstrate the Information Commissioner's Office's (ICO's) commitment to being a supportive and caring employer.

This policy seeks to do this by providing a mechanism by which employees may request time away from work to cope with periods of domestic crisis or emergency, and to engage in activities which are beneficial to the wider community.

The policy informs employees and people managers of the ICO's arrangements for special leave, including bereavement leave, compassionate leave, carer's leave, time off for public duties, and other forms of leave that are not covered by annual leave arrangements.

The policy is designed to ensure that the ICO is compliant with legislation in relation to time off for dependents and provide information about arrangements for time away from work for public duties or certain types of voluntary work.

The policy will help to ensure that special leave is granted in a fair and consistent manner, and that equality, diversity and inclusion matters are given consideration when dealing with special leave requests.

The policy incorporates the procedure to be followed when requesting special leave.

Does this policy relate to me?

The policy applies to all employees of the ICO.

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Introduction

- 1.1. 'Special leave' is a general term used to describe paid or unpaid time off work which is available in addition to annual leave

to help employees to manage their lives outside work in the circumstances outlined later in this document.

- 1.2. Special leave is not a contractual right. The granting of special leave requests is discretionary on the part of the ICO, unless otherwise required by law.
- 1.3. Special leave should be requested via Workday. Please see the People Services Help App knowledge article for guidance on booking, cancelling and amending leave.
- 1.4. It is vital that the provisions in this policy are applied fairly and consistently and take due regard of equality and diversity considerations.
- 1.5. There are several categories of special leave described in this policy. You should note that you might not be granted special leave if the total amount of special leave that you have requested or previously been granted is considered to be excessive (eg multiple domestic crisis special leave requests over a short period of time).

Therefore, you should not expect to be granted numerous occasions of special leave even if each request falls into separate categories.

- 1.6. You will be required to provide evidence of the reason for a request for special leave where possible. Such evidence might not always be available, and so you are expected to act honestly and in good faith when making a request. Requests for special leave which are false or misleading will be considered to be an example of gross misconduct and may lead to your dismissal from the ICO.
- 1.7. This policy describes the maximum number of days of special leave which may be granted in various situations. In truly extraordinary circumstances the maximums may be waived. This can only be done with the approval of the Head of Reward and Performance.

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2. Roles and responsibilities

2.1. As an employee you will:

- make a formal application via Workday, to request special leave;
- be reasonable and, wherever possible, timely with your request;
- give reasons for your request;
- if an emergency special leave request is made, contact your people manager as soon as possible stating the reason for the request;
- provide evidence if required; and
- keep your people manager informed of developments.

2.2. People managers will:

- be responsible for reviewing and approving all special leave requests;
- discuss your application with you if required;
- be reasonable and consistent when considering your request and obtaining advice from People Services when necessary;
- satisfy themselves as to whether the request is justified, requesting evidence if necessary; and
- complete the verification process for the special leave request via Workday.

If requests are declined, people managers will reject the request via Workday and provide you with the rationale for their decision.

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3. Procedure

3.1. The circumstances in which special leave might be requested are varied.

3.2. The following sections describe how you should apply for special leave.

3.3. **Applications made in advance of special leave**

- i) If you know in advance that you would like to request a period of special leave, you should submit a request through Workday.
- ii) Your people manager should discuss your application with you if further information is required or if they are unable to approve your request.
- iii) Special leave requests will be duly considered to ensure they are reasonable and consistent with this policy. It may be that you need to combine special leave with annual leave, flexi or unpaid leave to cover the time that you are away from work.
- iv) If special leave has been authorised, your Workday request will be accepted and your flexi record should be updated as appropriate.

3.4. **Applications for special leave made retrospectively**

It is often not possible to apply for special leave in advance, for example if you experience bereavement or an unexpected hospitalisation of a dependant. In this kind of situation, you should adhere to the following procedure:

- i) Contact your people manager on the first day that you will not be in work and explain the situation to them. It may be helpful if you can try to estimate how long you will be away from work, though it is recognised that this is not always possible.

- ii) If you are away from work for longer than you initially expected, you should contact your people manager to keep them up to date with the situation.
 - iii) Upon your return to work you should submit a special leave request via Workday, detailing why you wish to apply for special leave for the time that you were away from work, and confirm the dates on which you wish the special leave to be granted.
 - iv) Your people manager should discuss your application with you and can provide comment upon your application if they have further information about the background to the application. (For example, if your people manager knows that you have already taken a considerable amount of leave/flexi to provide emergency childcare and you have taken another day off to look after your child).
 - v) Following your request for special leave, your people manager will complete the verification process in Workday. It may be that you need to combine special leave with annual leave, flexi or unpaid leave to cover the time that you are away from work and this will be discussed with you.
- 3.5. If special leave has been authorised in Workday, your working hours will be treated accordingly. You do not need to manually add a flexi credit. If you take special leave for part of a working day, you may need to record a credit or debit in line with the Flexi Time Policy and Procedure to ensure your total hours align with your scheduled hours for that day.
- 3.6. There is no formal appeal process if you are not granted all of the special leave that you have requested. If you think that all of the circumstances of your case have not been taken into account, you may provide additional information to People Services. If you are still unhappy with the outcome of your request, you may wish to raise a grievance. Details of how to raise a grievance can be found in the Grievance Policy within the Policy Hub on Iris.

- 3.5. It is recognised that there may be circumstances in which you may feel that it is not appropriate to inform your people manager why you wish to apply for special leave.

It is anticipated that this will not be a common situation. If it does happen, you should contact People Services directly.

If special leave is approved in this way, People Services will inform your people manager that special leave has been granted so they can authorise the flexi time adjustment. The details of the reasons for special leave will not be disclosed to your people manager without informing you.

People Services may instruct you to follow the usual procedure for applying for special leave if it is felt that there is no reason to exclude your people manager from the process.

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4. Paid special leave: Bereavement

- 4.1. This section describes the maximum amount of special leave which may be granted in the event that you suffer bereavement. The maximum amount of special leave described under each section is pro-rated for part time staff.

If you feel unfit to return to work following the special leave which has been granted, you will need to take sick leave and either self-certify or obtain a doctor's note for your absence.

If you are fit to return to work, but would like some further time off work, you should speak with your people manager about the possibility of booking some annual leave or flexi leave.

- 4.2. The definitions in this section of guidance are as follows:

Child: this is your own child, or a child for whom you have parental responsibility.

Close relative: someone who is related by blood, for example, mother, father, brother, sister, grandparents etc. Or someone with whom you have a close emotional relationship, for example

partner's parents/in-laws, partner's siblings, stepchildren, adoptive parents etc.

Partner: someone with whom you have a close and stable relationship. This includes, married couples, civil partners, couples who are not cohabiting, individuals who are living together as a couple but not related by blood or marriage, including same sex couples.

Dependant: defined as a spouse or partner, child or parent, or someone who lives with you as part of your family. For example, this could include an elderly relative who lives in the household. A dependant could also be someone who doesn't live in the same household but reasonably relies upon you for assistance. You may be the primary carer or the only person available to help in the event of an emergency.

4.3. **Bereavement: child**

Amount of leave: up to two weeks, extendable to four in exceptional circumstances.

Under the provisions of the Parental Bereavement Leave Regulations 2020 parents, those who have parental responsibility of a child under the age of 18 are entitled to two weeks leave of absence with pay, following the death of a child. These provisions also apply where a child is stillborn after 24 weeks of pregnancy.

The ICO has extended this provision to apply in circumstances where the child of over 18 years of age has died.

Additional days may be granted in exceptional circumstances at the ICO's discretion, otherwise the provisions of section 4.9 will apply.

There are separate provisions within the Maternity Leave, Adoption Leave, Secondary Carer Leave, Shared Parental Leave and Neonatal Care Leave policies which apply if a baby is stillborn after 24 weeks of pregnancy, or if a child dies during a period of any of these types of leave. If the provisions within those policies are not applicable, then this policy will apply.

4.4. Bereavement: close relative, partner, or dependant

Amount of leave: up to five days

The amount of leave to be granted should take into account your relationship with the deceased (to be described when making your request), your involvement in making funeral arrangements and any other extenuating circumstances etc.

Additional days may be granted in exceptional circumstances at the ICO's discretion, otherwise the provisions of section 4.9 will apply.

4.5. Bereavement: other relatives (aunts; uncles; cousins etc)

Amount of leave: up to one day

One day of special leave may be granted to attend the funeral of the person who has died.

4.6. Bereavement: close friends

Amount of leave: up to one day

One day of special leave may be granted to attend the funeral of a close friend who has died.

4.7. Additional days, up to a maximum of five days, may be granted in exceptional circumstances in the event of the death of an 'other relative' or 'close friend'. For example, if you were raised by your aunt or if your close friend has passed away in particularly distressing circumstances.

You will need to explain the circumstances of your situation if you wish to request more than the standard number of days special leave for your situation.

4.8. Other factors to be taken into consideration include travelling to and from a funeral, especially where the journey involved is long or difficult; and whether the employee is required to attend other formal cultural or religious ceremonies in connection with the bereavement.

- 4.9. If you feel unfit to return to work following the special leave which has been granted, you will need to take sick leave and either self-certify or obtain a doctor's note for your absence.

If you are fit to return to work, but would like some further time off work, you should speak with your people manager about the possibility of booking some annual leave or flexi leave.

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5. Domestic and family circumstances

- 5.1. This section describes the maximum amount of special leave which may be granted in certain domestic and family circumstances. The maximum amount of special leave described under each section is pro-rated for part time employees.

5.2. **Breakdown of care arrangements**

Amount: up to five days in any twelve-month period (but see also section 5.4)

Leave may be granted if normal arrangements for the care of a child, elderly relative, or dependant, unexpectedly breakdown. The leave is permitted to allow you to make alternative care arrangements, for example, if the person normally responsible for providing the care falls ill or fails to turn up.

This form of special leave is not intended to allow you to provide longer term care. You may be required to combine this leave with annual leave, flexi leave or TOIL.

5.3. **Care of children, elderly relatives or dependants**

Amount: up to five days in any twelve-month period (but see also section 5.4)

This leave may be granted to allow you to care for a sick child, elderly relative or dependant provided that no other alternative arrangements can be made and they are unable to care for themselves. The maximum allowance of five days in a year is per employee, not per dependant.

The amount of paid leave allowed will not normally exceed five days in any one year, however additional leave (both paid and unpaid) may be allowed in exceptional circumstances (see Frequently Asked Questions).

You may be required to take annual leave, flexi leave, TOIL or unpaid leave to contribute to an extended period of care.

- 5.4. The maximum amount of special leave in any twelve-month period to cover the breakdown of care arrangements **or** care of children, elderly relatives or dependants is five days in total (pro-rated for part time staff).

You will not be able to request five days special leave because of breakdowns of care plus another five days for caring for sick dependants.

Though these limits should generally be regarded as maxima, the Head of Reward and Performance may authorise additional leave in exceptional circumstances.

5.5. **Accompanying a child or dependent to medical appointments**

If you need to attend a medical appointment with a child or dependant, you will be required to use annual leave, flexi leave, TOIL or may apply for unpaid leave. Alternatively, you may attend the appointment by making use of the flexi time system.

Employees who hold caring responsibilities for those with a long-term care need may be entitled to paid time off to accompany dependents to medical appointments. Please see section 6 for further information.

5.6. **Domestic crisis**

Amount: up to three days

This form of special leave is to provide support in situations of domestic crisis or hardship, where time off is needed to help resolve an unforeseen situation that requires immediate resolution. Examples of this might include a fire, flood, or a

burglary. When requesting special leave, you will need to explain the nature of the hardship that would arise if special leave were not provided.

This form of leave will not be granted for situations where you are waiting for a tradesperson to visit your home to undertake work (e.g. waiting for a locksmith because you need to replace your locks having lost your keys, waiting for a mechanic to help start your car or waiting in for a heating engineer to call to your home).

Neither will this form of leave be granted for seeking a replacement domestic appliance (e.g. if your boiler has unexpectedly stopped working) or a replacement car if yours has been damaged or stolen. You will need to take annual leave, flexi leave, TOIL or unpaid leave in these situations.

5.7. Family crisis

Amount: up to five days

This form of special leave is to provide support in the event of an unforeseen family emergency to help you respond to and deal with the issue or put in place longer term arrangements.

Circumstances will differ from person to person, but examples may include:

- a dependant or family member is involved in an accident or is assaulted;
- a child is involved in an incident at school or on a school trip;
- the imminent death of a child, partner, close relative or dependant;
- the miscarriage of a wife's or partner's child. (Please also refer to the ICO maternity policy for further guidance); or
- unforeseen arrangements that need to be made as a result of a personal crisis.

This form of leave is different to carer's leave, and is available to help you deal with the immediate aftermath of the crisis.

5.8. Getting Married or entering into a civil partnership

Amount: up to five days

This form of leave may only be granted once while you are employed by the ICO, and you must have at least 12 months service with the ICO at the date of your marriage/civil partnership for it to apply.

You will need to book the time off in advance, though upon your return to work you will be required to supply a copy of your marriage/civil partnership certificate in support of your request for this form of special leave.

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6. Carer's leave

Amount: up to five days in any 12-month period (pro-rated for part-time employees)

Employees are entitled to paid carers leave to provide or arrange care for a dependent with a long-term care need, which is defined as where the dependent:

- has an illness or injury (physical or mental) that requires, or is likely to require, care for more than three months;
- has a disability for the purposes of the Equality Act 2010;
or
- requires care for reasons connected to their old age.

Examples of use include (but are not limited to):

- taking a disabled child to a hospital appointment;
- moving a parent who has dementia into a care home;
- accompanying a housebound dependant on a day trip;

- providing meals and company for an elderly neighbour while their main carer is away.

Carer's leave can be taken as a minimum of a half working day and need not be taken on consecutive days.

The entitlement is the maximum period irrespective of how many qualifying dependants an employee has.

We will always agree to carer's leave requests, but if your absence would cause serious disruption, we may ask you to take it at a different time. If this happens, we'll work with you to agree a new date within one month of your original request. We'll confirm the reason for the delay and the new date in writing within seven days of your request and before your planned leave was due to start.

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7. Disability leave

- 7.1. This section describes the maximum amount of special leave which may be granted when an employee is taking planned leave from work for a disability-related reason, even if that is with little or no notice. The maximum amount of special leave available is five days paid leave and this is pro-rated for part time staff.
- 7.2. If you feel unfit to return to work following the special leave, you may need to take sick leave and either self-certify or obtain a doctor's note for your absence. Adjustments to the ICO Managing Sickness Absence Policy will be made for sickness absence related to a health condition which causes a person to be disabled. Further details can be found in the Managing Sickness Absence Policy.
- 7.3. If you regard yourself to be disabled as defined by the Equality Act 2010, you may be able to access Disability Leave. Disability leave is a form of 'reasonable adjustment' which can help to support staff who are disabled. (Please refer to the ICO Reasonable Adjustments Policy for further guidance on reasonable adjustments).

7.4. Disability leave is distinct from sick leave. A period of prolonged unplanned leave due to illness or injury for a disability related reason will be recorded as sickness absence, however adjustments will be made to the sickness absence triggers as described in the ICO Managing Sickness Absence Policy. Disability leave should not be used as a replacement for sick leave.

7.5. Examples of disability leave for reasons which are directly related to a disability or impairment include (but are not limited to);

- Hospital appointments, hospital treatment as an outpatient or specialist check-ups including monitoring of related equipment or treatment.
- Attendance at specialist centers which support treatment, rehabilitation training and recovery.
- Assessment for conditions such as dyspraxia.
- Training for example with guide or hearing dog or in the use of specialist equipment.
- Counselling/therapeutic treatment.
- Recovery time after treatment related to a disability or impairment such as blood transfusion, dialysis, chemotherapy or radiotherapy.
- Physiotherapy.
- To allow time for adjustments or adaptations to be made.

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8. Non-domestic reasons and public duties

8.1. This section describes the maximum amount of special leave which may be granted for public duties and other non-domestic circumstances. The maximum special leave allowed is pro-rated for part time employees.

- 8.2. **Civil defence courses:** up to 15 days with pay for employees who undertake voluntary civil defence training.
- 8.3. **Magisterial duties:** up to 20 days with pay will be permitted to carry out magisterial duties. Any additional time must be taken as annual leave, flexi-leave, TOIL or unpaid leave.
- 8.4. **Elected members of local authorities/Mayoral duties:** up to 18 days with pay, per year may be granted to undertake the duties of local councillor. This may be extended to 24 days if the duties equate to that of Mayor.
- 8.5. **Membership of the governing body of an educational establishment:** up to five days with pay, per year will be permitted for carrying out the duties of a school or college governor.
- 8.6. **Youth movements:** up to five days leave with pay, per year may be granted for employees who are part time youth leaders. Leave can be used as either a complete week or as separate days to attend training courses in youth leadership. You should speak with People Services to determine if leave will be granted for involvement with your particular organisation.
- 8.7. **Reserve forces and Army Reserve training:** special leave with pay will be granted for half of the training requirement up to a maximum of eight days with pay in a training year (April – March), eg. a training course of ten working days will mean you are entitled to five working days of special leave with pay.
- Days not covered by special leave may be taken as annual leave, flexi, TOIL or unpaid leave.
- 8.8. **Cadet forces training:** you may be granted up to five days special leave with pay in any leave year if you are a member, instructor, or officer in the Cadet Forces (e.g. Air Training Corps, Sea Cadet Corps), to attend camps or special instructional courses, provided they are held under naval, military or air force auspices.

- 8.9. **Membership of other bodies:** up to three days per year may be granted if you are involved in the management of one of the public bodies described in Appendix 1.

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9. Other leave with pay

- 9.1. **Appearing in court as a witness:** If you are required to appear as a witness in a private capacity in a criminal or coroner's court you may be granted special leave with pay.

If you are to appear as a witness in a private capacity in civil proceedings you may be granted special leave without pay or the time can be taken as annual leave.

If you are called to give evidence in criminal or civil proceedings, in a coroner's court or any other outside body as a witness in your official capacity should be regarded as being on official duty.

- 9.2. **Jury service:** If you are required for jury service you will be allowed special leave with pay for the entire period you attend court. If you are released early from jury service you must inform your people manager immediately, or report to your normal place of work at the earliest opportunity. Failure to do so may lead to the recovery of money paid to you.

You must not claim for loss of earnings while on special leave with pay for jury service, as the ICO will still pay you. You can, however, claim other financial loss from the courts which is incurred as a direct result of jury service (such as additional childcare costs) up to a daily maximum, and for travel and subsistence.

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10. Unpaid leave

- 10.1. This section provides details of leave that may be granted on an unpaid basis. You may also wish to speak with People Services about the possibility of taking an unpaid career break if the period of leave to be requested is for more than one month.

- 10.2. **Mobilisation of reserve forces:** If you are called for active service, or expect to be mobilised, you must inform your people manager as soon as possible. People managers should also be informed of any changes in arrangements as soon as possible.

You will be granted unpaid special leave for the duration of your active service, including any accrued active service leave. During the period of active service, the MOD will pay you a military salary, the Reservist Standard Award. If there are differences between ICO pay and the military pay you should make a claim to the MOD to recover the difference. Your call up letter will detail how to do this.

People managers need to be sensitive to requests for reasonable time off before and after the expected tour of duty, for example one week of annual leave prior to the tour of duty, special leave for the duration of the tour, and one week of annual leave immediately after the tour of duty.

- 10.3. **Elective surgery:** This is defined as a non-essential surgical procedure that you have chosen to undertake for personal reasons such as optional cosmetic surgery and laser eye treatment.

It does not include non-essential surgery which has been medically advised or prescribed by your doctor or consultant. An example of this would be reconstructive surgery following a mastectomy (recovery from which would be treated as sick leave).

People managers may allow unpaid time off for elective surgery, though you may be required to cover some or all of the absence with annual leave/Flexi/TOIL. This will depend on how much time you will need to be away from work.

If you are unfit to return to work at the end of the agreed period of unpaid special leave, for example due to unforeseen complications, you should contact your people manager as soon as possible. The usual reporting procedures, related to sickness absence should be followed. If you need to take further time off work, then this additional absence will be recorded as sick

absence and, where appropriate, must be covered by a medical certificate.

- 10.4. **Gender reassignment surgery:** If you are to undergo gender reassignment surgery, you will be allowed a combination of paid and unpaid special leave, dependent on your individual needs. For further confidential advice or to discuss your own personal circumstances, please contact People Services.
- 10.5. **Unpaid leave for other reasons:** Unpaid leave may be granted to supplement time off work when paid special leave has been granted.

You should refer to the 'Parental Leave' policy if you wish to take unpaid leave for the care of a child over a period of one to four weeks.

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11. Frequently asked questions

- 11.1. **What type of condition is regarded as being a 'serious long-term illness' for which special leave may be allowed to attend medical appointments with a dependent?**

It is not possible to provide a comprehensive list of the various types of condition this could refer to, but the type of situation envisaged is one where the dependant's condition has a severe and continual impact on their daily health.

An example would be receiving special leave to accompany a partner to a hospital appointment related to the diagnosis or treatment of cancer, or taking a child to appointments to treat severe renal problems.

This form of special leave is not intended to cover attending appointments with a dependant who has a condition that is long term but is under control. You would need to take annual leave, flexi leave or TOIL in these circumstances.

- 11.2. **Will I be granted time off to take my child to the orthodontist?**

No. Accompanying your child to dental appointments should be done using annual leave, flexi or TOIL.

11.3. My uncle, who raised me with my aunt from childhood, has died. Will I only be able to have special leave for the funeral?

No. If you have a close bond, such as you describe, you will be entitled to request up to five days special leave. You will need to describe your circumstances in your application for special leave.

11.4. My child is due to have injections at the health centre and the appointment is during my working hours. Obviously, she can't take herself, so will I be given special leave or a flexi credit for the time off?

No. You will need to take annual leave, flexi or TOIL to attend the appointment. The policy is intended to provide support in times of domestic emergency or crises and does not provide for time to be granted to take dependants to non-emergency appointments.

11.5. Can I have special leave (or a flexi credit) for a meeting with my child's teacher or head teacher?

No. Meetings with a teacher or head teacher do not attract special leave or a flexi credit. A credit may be given if you are called to school in an emergency to take your child home due to injury or illness.

11.6. My mother died, and I have already had five days of special leave, but don't feel like I can return to work. What happens now?

If you are not well enough to return to work after your special leave, you should speak to your people manager to inform them of this. The time that you are off work will be sick leave and you will either need to complete a self-certification upon your return to work or obtain a note from your doctor to cover the time off. Any time longer than seven calendar days will require the submission of a note from your doctor.

This provision applies even if the funeral has not been held by the time you have used up the special leave granted to you.

If you are well enough to return to work, but feel that you would like some more time off before returning then you may speak with your people manager about booking some annual leave or flexi leave.

11.7. My father has been diagnosed with terminal cancer and has an appointment for radiotherapy and needs to be accompanied. Will I be able to request special leave for this?

Yes, you will be able to get special leave for the time required to accompany him to the appointment and ensuring that he is settled safely back at home. It is likely that this will be an on-going course of therapy, and so you may need to use annual leave, flexi or TOIL for some future appointments. Unpaid leave may also be available.

11.8. I feel that my manager's comments regarding my special leave request do not reflect my circumstances and as a result have not approved my special leave. What should I do?

You should speak with your manager about the reason for their comments. It may be that they do not fully understand the circumstances.

If you think your request has been unfairly turned down, you may provide further details direct to People Services for consideration.

If your request for special leave is still turned down you may wish to submit a grievance to take the matter further. Further details on submitting a grievance can be found in the Grievance Policy.

11.9. What records of special leave requests will be held?

Details relating to special leave requests will be held within absence records on Workday.

11.10. What kind of exceptional circumstances might allow me to request more than five days special leave in a year to care for a sick child or dependent?

It is anticipated that such requests will be rare. An example of a situation which may merit additional special leave could be having dependants undergoing multiple serious operations within the course of the year. The ICO may not be able to provide special leave for the entire time that you are away from work even in these circumstances, so you may need to take annual leave, flexi, TOIL or unpaid leave.

11.11. Can I request special leave to take my child to a speech therapy appointment?

No. You will need to take annual leave, flexi or TOIL for this or you may request unpaid leave.

11.12. I was due to have the day off on annual leave, but my child was ill and could not go into school, so I had to look after him. Can I take special leave and claim back my day of annual leave?

The purpose of special leave is to help an employee cope with an unexpected situation by allowing them time off to care for a dependant when they were otherwise expected to be at work. As you were on leave that day and did not expect to be at work this would not apply.

11.13. What might be considered to be 'truly extraordinary' circumstances in which the maximum special leave entitlement might be waived?

It is difficult, and perhaps undesirable, to be too prescriptive about this. The purpose of this clause in the policy is to enable the ICO to provide a supportive and caring response in the event of circumstances that are highly unusual.

As difficult and stressful as any bereavement or instance of family illness undoubtedly is, the maximum special leave allowance will be applied in the vast majority of cases.

11.14. I left work early to care for my sick son a few days ago and have been granted special leave for the part of the day I missed. What should I credit on my flexi time tracker in Workday?

Workday will apply a half day credit when your people manager adds the half day special leave to your absence record. You should record your actual leaving time in Workday. You will then need to add an approved credit to make your hours up to your total scheduled hours for the day, if your worked time was less than half a day. Or, if your worked time was more than half a day you will need to add an approved debit to reduce your hours to your total scheduled hours for the day. You cannot gain positive flexi accrual on days where you were absent for part of the day due to special leave.

11.15. What happens if my people manager is off for a couple of weeks after I wish to request special leave? Can I refer my request to someone else?

If your people manager is going to be absent for some time, you may escalate your request to your people manager's manager.

11.16. As a people manager, what should I do if a member of my team gets a phone call from the hospital to say that it seems his mother is about to pass away?

Let your team member go to the hospital as soon as possible. The arrangements about the nature of the leave and submitting the request can be resolved another time. You should, however, ask the person to keep you informed of developments if possible so you know if they are likely to remain off work.

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Feedback on this document

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Version history

Version	Changes Made	Date	Made by
1.0	Approved and published	August 2010	Human Resources
2.0	Approved and published	March 2019	Human Resources
3.0	Approved and published	August 2021	SLT, TUs, EDI Networks
3.1	Updated the procedure for requesting special leave in section 5 to reflect the changes made in MINFO	February 2022	People Services
3.2	Updated to reflect new Workday system and to clarify how to record partial days in Workday	October 2023	People Services
4	<p>Policy transferred to new template.</p> <p>New section 'Carers Leave' added in line with provisions of the Carer's Leave Act 2023. This encompasses the section previously titled 'Carer's leave to attend appointments' which</p>	August 2025	Policy Manager, People Services

	<p>allowed 3.0 days leave. Further detail added and leave entitlement updated to 5.0 days in accordance with the new legislation.</p> <p>General updates made to outdated terminology (HR, Minfo etc).</p> <p>Minor wording changes for clarity and readability.</p>		
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