

## **One of my employees has asked me a question and I don't know the answer. What do I do?**

If you don't know the answer, please don't make it up. Follow these steps:

1. Check the information provided – the answer may well be in there
2. Ask your own line manager
3. Check the FAQs on the website (these will be updated periodically to reflect new questions raised)
4. Phone the helpline on 01629 535525 or email on [single.status@derbyshire.gov.uk](mailto:single.status@derbyshire.gov.uk)
5. Contact your departmental HR team

## **Some of my employees are refusing to work normally. Should I discipline them?**

It would not normally be appropriate to resort to the disciplinary procedure as part of your initial response. It's important that you adopt a measured and rational approach and talk to your employees as quickly as possible. Recognise why they are refusing, but encourage them to work normally. Stress why the Council has to go through this process and what support has been put in place, short term and longer term, to help them. If there is a trade union representative on site, ask for their support in doing this.

If employees do not return to normal working, contact your service manager/service head for support. If they are unable to resolve the situation they should contact their departmental HR Service Partner.

Adult Care	Melanie Teasdale	(32030)
Chief Executive's	Sharon Minshall/Julie Bacon	(36210/39129)
Children & Younger Adults	Paul McGann	(35741)
Cultural and Community Services	Karl Roper	(38509)
Corporate Resources	Sharon Minshall/Julie Bacon	(36210/39129)
Environmental Services	Karl Roper	(38509)

The same contacts should be used for any other urgent problems you experience.

## **Some of my employees have gone off sick. I think it's a protest against the proposals, so should I challenge them?**

During this period, sickness absence should be dealt with in the same way as normal and in accordance with our sickness absence procedures e.g. a doctor's certificate is needed after 7 days and the employee referred to the Occupational Health Service after prolonged absence. The most important thing is to maintain contact and dialogue with the employee to support them in returning to work. If you need further advice you should contact your departmental HR team.