




When and How to complete the Return to Work Interview (RTWI) Form

A return to work interview must be conducted by the Line Manager when a member of staff returns from a period of absence. **This is irrespective of the length of absence.**

Period and Reasons for Absence

- Absence Start Date  This is the first day your team member is unfit for work – select from calendar
- Absence End Date  This is the last day your team member is unfit for work – select from calendar
- Reason/s for Absence  Provide details of why your team member is unable to attend work by giving the cause of his/her absence



Managing Stress

If appropriate, depending on the nature of the absence, e.g. where the team member is presenting with anxiety or stress related absence (work or non-work related) please ask the team member to complete a Stress Risk Assessment:

[Individual Stress Questionnaire](#)

Need information on how to manage stress?

- Guidance and support is available: [Stress and Mental Health](#)
- HR and the Health and Wellbeing Service can also offer advice and support

Important Points

- If the reason for sickness absence is noted as 'stress' on the employees 'fit note' it will be necessary to contact HR/Health and Wellbeing Service for advice and guidance
- You need to arrange a meeting to discuss the completed Stress Risk Assessment



Employee Support Meeting

Does this employee need an Employee Support Meeting?  Tick the applicable box – No or Yes




You need to establish if your team member has hit the trigger point (criteria noted on the RTWI form) for an Employee Support Meeting, under the Sickness Absence Policy.

You can do this by:

- Checking the trigger report sent to you to establish if they meet the criteria
- Look at the individuals record on 'Resourcelink/My View': [My View Dashboard](#)



Formal Attendance Management Meeting

Does this absence trigger a Formal Attendance Management Meeting?  Tick the applicable box – No or Yes



You need to establish if your team member has hit a trigger point (criteria on the RTWI form) for a Formal Attendance Management Meeting, under the Sickness Absence Policy.

You can do this by:


- Checking the trigger report sent to you to establish if they meet the criteria
- Look at the individuals record on 'Resourcelink/My View': [My View Dashboard](#)

A guide to assist you with the formal absence triggers and process to follow is available:

- [Sickness Absence Trigger Points and Review Procedures](#)



The Occupational Health and Wellbeing Service

Do you need to refer your team member to the Occupational Health and/or the Wellbeing Service? 

Tick the applicable box – No or Yes

IF YES



If you feel your team member would benefit from an appointment with the Wellbeing Service and/or a referral is required to the Occupational Health Service then you will need to complete an E-referral form:

E-referral form for internal departments (excluding schools):

[E-referral for internal departments](#)

E-referral form for external departments and schools is to be accessed via Citrix

Important Points

- You must discuss the content and reason for the referral fully with your team member before submitting the referral request
- The referral will form part of the medical record and can be viewed by your team member under Data Protection Legislation



Work Related Issues

If your team member is absent due to an accident/injury or you have identified any underlying work related issue then please provide the relevant details and evidence in this section.



Advice is available from your HR Advisor and H&S Advisor

The process to follow for an Industrial Injury – where an employee is absent from work as a result of an accident, injury or disease as a consequence of performing their job, is available:

[Industrial Injury Guidance](#)

[Accident Form](#)

Equalities/Disability

Does this absence relate to a disability as defined by the Equalities Act 2010?



Tick the applicable box – No or Yes

Is there any action that you need to take to support your employee?



Tick the applicable box – No or Yes

The disability definition is noted on the Return to Work Interview form.

A [Disability and Reasonable Adjustments Toolkit](#) is available – this guidance has been devised to support us in our commitment to promoting diversity in the workplace.

Advice on specific cases can be sought from HR and the Occupational Health Centre




Brief Note of Discussions/Actions Agreed


Please document a brief note (bullet points) of your discussion and agreed actions in the box provided.



Certificates

All absence must be covered by certification.

Has a self-certification form been received (up to 7 days absence)?  Tick the applicable box – No or Yes

Has a medical certificate/Fit Note been received (obtained and submitted by the employee on day eight of the sickness absence)?  Tick the applicable box – No or Yes



Notify the Sickness Absence

You **MUST** update the team member's absence record on Resourcelink/My View in a timely manner in order to ensure correct sickness payments are made.

For a team member who is absent long term, you **DO NOT** wait for them to return to work before you notify the absence - you must notify the sickness as per medical certificate/Fit Note received and submit.

Cleaning & Catering Services only

Complete and submit a Sickness Absence Return form to the Absence Team

HRAbsenceTeam@carmarthenshire.gov.uk

All Departments/Schools

Notify and submit the sickness absence on Resourcelink/My View:

[Guide - How to enter Sickness Absence](#)



Record the Return to Work Interview Date

It is your responsibility as the Line Manager to record the RTWI date as follows:

Cleaning and Catering Services:

- Populate the Sickness Absence Return with the Return to Work Interview date and submit to the Absence Team:
HRAbsenceTeam@carmarthenshire.gov.uk
- If the Return to Work Interview is conducted following submission of the Sickness Absence Return form please contact the Absence Team via email - provide the date of the Return to Work Interview and request the updating of the employee record.

All Departments/Schools:

For Managers who input sickness via 'Resourcelink/My View':

- The Return to Work Interview date can be input on the relevant sickness screen provided that the sickness entry for that period has not been submitted
- If the sickness has already been processed you will need to contact the Absence Team via email, please provide the date of the Return to Work Interview and request the updating of the employee record.

NEED HELP?

The guide below will inform of the process to follow to input the RTWI date.

[Guide - How to enter Sickness Absence](#)