

Guidance Document

G1366

Managing Train Operators' Annual Leave

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1 Purpose

- 1.1 The purpose of this Guidance is to assist Trains management teams in maximising depot reliability and ultimately reduce Lost Customer Hours (LCH) caused by Operators Not Available (ONAs). It seeks to confirm and share existing good practice already being used by management and administration teams across the network.

2 Scope

- 2.1 The scope of this Guidance is processes involved in the management and monitoring of annual leave within the train crew depot environment. The Guidance applies to Trains management and administrative teams, i.e. Train Operations Managers (TOMs), Train Operations Standards Managers (TOSMs), Duty Train Service Managers (DTSMs) and administrative staff working in train crew depots.

3 Guidance

All concerned (admin and management team)	3.1 General
	3.1.1 In order to maximise train service reliability, Train Operator availability needs to be as high as possible throughout the year. Managing annual leave effectively is key to this objective.
	3.1.2 In order to minimise any negative impacts on coverage, you must make sure: • Annual leave is evenly distributed throughout the year. • Staff use all of their annual leave within the leave year wherever possible. • You have an accurate picture of annual leave and its impact on coverage, both at year start and throughout the year.
	3.1.3 Every effort must be made for leave to be used within the year. When this is not possible, alternative arrangements must be made with the line manager. Note the following: • In line with LU Company Council guidance issued in February 2014, Train Operators can request to carry over up to five days leave which should be taken within three months of the following year. Given that the rotational leave year ends in the latter part of March (the specific date varies every year), the cut-off date for taking leave carried over is 30th June. Any request to carry over leave must be made in writing and agreed with line management before the end of the leave year. • In circumstances, such as maternity leave, special arrangements need to be made. Further guidance can be found in the documents Family and Domestic Leave Scheme and the Professional Train Operators Agreement (PTOA), both accessed via this link: http://intranet.tfl/working-at-tfl/people-performance-rewards/time-off/special-leave.aspx
	3.1.4 It is detrimental to the objective of increasing Train Operator availability if leave is carried forward year-on-year, either as a result of deferment or a failure to allocate in the first place. From a service reliability perspective, these actions might help solve a short-term ONA problem; however, there may never be a more convenient time coverage-wise for the leave to be taken.