**RETURN FROM FURLOUGH**

Many salons are currently in the process of sorting our rotas and shifts for the proposed returned to work on 4th July.

For social distancing and to meet the initial high demand from clients it is likely that you will be asking your staff to work different schedules and times on their return. The future is still unknown and you may even have to return staff to furlough part time or full time.

It is best practice to start the process with consultation with your staff assuming that all will want to return to work and are willing to be flexible with their working hours.

However, some may have good reason to remain on Furlough:

* They are a vulnerable adult themselves
* They live with a vulnerable adult
* They can not source suitable childcare issues

These are the only reasons that the government will continue to pay benefit, ie furlough payments. It is expected that the government will audit employers and will require evidence as to why someone remains on furlough when work is available for them to return to.

It is proposed to undertake a two stage process. The Ist a letter or email to all members of staff asking them to complete and return. The 2nd stage is signed confirmation of the agreed new hours.

Should any member of staff respond stating hours where they can not work and have not given a sufficient reason as to why then follow up with a Zoom call, or at the very least a telephone conversation, and check for the reasons why.

It is not sufficient for an individual to say that they don’t want to work Sundays because it is family time. A suggested response could be along the lines of *‘I have worked hard to ensure that everyone shares Sunday working. I am not asking you to do anymore than anyone else. It is not necessarily my permission you need ask for but the permission of your colleagues. Do you think they would consider it fair that you do not work Sunday like they are doing? We are a team together.’*

The letter below is a **suggested draft.** It is important that you rewrite in your own tone of voice and with details relevant to your salon. It is there as a prompt and guide for you to write your own letter.

**Ist stage: Letter 1**

Dear

As you know I have been working very hard planning and getting things ready for us to reopen on the 4th July (yet to be confirmed but hopefully it will be the 4th July).

What I have had to consider in planning for our return has been:

* Our safety
* The safety of our clients
* Government guidelines and advice (currently unclear)
* Industry guidelines and advice (again currently unclear)
* The immediate demand from our clients, many wishing to be seen very quickly on reopening
* The possibility of limited traffic through the salon due to maintain social distancing
* Producing a rota to accommodate all the above
* *Additional considerations pertinent to your particular salon*

Although we anticipate a high initial demand for treatments when we re-open we have no way of predicting what the level of bookings will be as the coronavirus continues to impact people’s lives. Some regular clients may choose to remain in lockdown, and we shall not see them again for months, some may be delighted we are back and spend money saved during lockdown. Things are likely to remain uncertain for some time and we therefore have to be ready to adapt and change to meet the demands and needs of our clients and business.

At this point I need some initial information from you to help initiate the process. We may have to change our working hours and there is a likelihood that we will have to split into separate working teams within the initial first few weeks to minimise the impact of being notified by Track and Trace that an infected person has visited the salon.

I would anticipate an initial 8-week disruption to our normal working rota, but this will be reviewed regularly and in accordance with government guidelines and business needs.

The implications of this could be a temporary increase of opening to 7 days [and any other possible changes pertinent for your particular salon, ie a longer working day, etc] and a temporary stop on any holiday entitlement unless pre-booked before lockdown was imposed. Remember that any pre-authorised holiday booked abroad will, under current guidelines, require you to enter in isolation for 14 days on your return, an absence that I may not be able to authorise and, if you do not have holiday allowance to cover the period, would be unpaid.

Could you please complete the following sections as the initial start to this process and return by **[date]** so that I can notify you of the new working rotas.

We have been made aware from HMRC that we have to have clear and justifiable reasons should someone not return to work on our given opening date.

|  |
| --- |
| Please list any reasons you may have that would prevent you from returning to your full duties, when and with clear reasons why: |
| Please list any other day and times you would not be able to work a new, temporary rota in order to meet our clients’ needs with clear reasons why: |
| Please indicate if you would be available to work additional paid hours, if required by the business, during this initial transition phase to accommodate clients’ needs. If yes, how many hours per week and when? |
| If necessary, would you be willing to reduce your normal working hours and return to P/T furlough payments during this initial transition phase? If yes, by how many hours per week? |

Signed

Print Name

Date

**Guidelines Prior to Letter 2**

Depending upon the answers to the form above you may need to make a Zoom or telephone conversation with staff if they have not completed it correctly.

This is when you request evidence if they state that they need to remain on Furlough.

Under the government scheme they are only able to remain on Furlough if:

* They are a vulnerable adult and can provide evidence of this
* They live with a vulnerable adult and can provide evidence of this
* They cannot find suitable childcare provision and have made every effort to source provision

Remember you may be audited at some point into the future as to why some of your staff are furloughed when work is available for them to return to. Furlough is a government benefit and they will be wanting to check for possible fraud. Gain the evidence now.

**2nd Stage - formal letter to confirm and gain signature**

Dear

Thank you for your replies to my earlier email. Taking all of points and requests into consideration I have decided that:

* *At this point set out what you have decided and why for example:*
* *That we are split into two different work teams. This means that if, through track and trace, a particular team needs to self-isolate for 7-14 days the second team will be able to continue to offer clients’ treatments.*
* *The salon will initially be open 7 days per week. To ensure fairness across the team I have allocated ensure that each staff member spend 1 Sunday working out of 3 (or whatever figure is applicable to your salon).*

So the new, temporary opening hours of the salon will be:

And each person will work:

This schedule has been devised to meet the immediate demand of our clients and I anticipate will run for an initial 8 weeks. However, it will be under constant review and may be adjusted and amended at any time as a result of future client demand, and this includes the possibility of returning some staff to furlough either full-time or part-time in the future.

To confirm, when the salon reopens your working hours will be:

*Specify dates and times*

Please tick this box to confirm you can work these hours

Signed

Printed

Dated