

# Glasgow Life

Manager guide to Maternity and  
Adoption

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## Introduction

As a manager, understanding and effectively managing maternity and adoption leave is important for supporting your employees during significant life events.

To do this, you should be aware of the processes you should follow, and the excellent range of benefits that Glasgow Life provides.

These benefits go well beyond the basic legal requirements (as set out in the Work and Families Act 2006), and include:

- The chance for the employee to take up to 52 weeks' leave;
- A generous pay entitlement whilst they're off;
- Regular contact to see how they are and share important business developments as well as promotional opportunities and vacancies;
- Continued accrual of annual leave and public holidays during paid and unpaid maternity leave; and
- Paid Keeping in Touch (KIT) days that can be used during their leave

You can find out more information about these benefits in the '[Employee guide to maternity and adoption](#)', which you should read first. You should also ensure a copy of the Employee guide is given to the employee.

You'll also find out about:

- The employees leave and pay benefits, and what they're entitled to;
- What should happen before they start their leave;
- What will happen whilst they're on leave; and
- What they can expect when they return back to work.

Once you've read that guide, you should then refer to this one, which gives you more information about your own responsibilities in the process, and what options you should consider and discuss with the employee.

We've also included a checklist to help you focus on the main things you'll have to do, and a separate section with access to additional information, forms and letters that you'll need or may find helpful.

For ease, we'll use these key terms and short forms in this guide:

- **Mother:** the person who gives birth to a child.
- **Adopter:** the person who is eligible for adoption leave and/or pay, regardless of gender.
- **Partner:** the child's biological parent or the partner of the person who is adopting or expecting the child. This can include a spouse, civil partner, or someone in a permanent relationship with the pregnant or adopting individual.
- **Expected Week of Childbirth (EWC):** this is the week in which the child is expected to be born.

- **Matching date:** the date the adopter is told that they have been match with a child for adoption
- **Placement date:** the date the child starts living with the adopter permanently.
- **SSPP:** statutory shared parental pay.
- **ESPP:** enhanced shared parental pay.
- **SMP:** statutory maternity pay.

If you have any questions, or need help during the process, you should contact the Employee Relations team via [ERGL@glasgowlife.org.uk](mailto:ERGL@glasgowlife.org.uk).

## Leave & Pay Entitlement

### Maternity Leave & Pay

Employees can take up to 52 weeks' leave with all employee benefits applying during this time (e.g. employees will continue to accrue annual leave and public holidays during this time).

The first 26 weeks is known as 'ordinary' leave, and the next 26 weeks as 'additional' leave. However, this distinction only applies in relation to pay. There is no distinction between 'ordinary' leave and 'additional' leave for other employee benefits. All terms and conditions of employment apply during this time.

Leave can start at any time up to:

- 11 weeks before the baby is due, or
- from the day the baby is born.

If an employee has a prolonged pregnancy-related illness, during the 4 weeks before their baby is due, they are required to start their leave from the start of their illness.

The leave can start on any day of the week.

By law, employees must take at least 2 weeks off after their baby is born.

The amount of pay the employees is entitled to will depend on their length of continuous service with Glasgow Life and whether they intend to return to work after having their baby. To qualify for Occupational Maternity Pay, the employee must return to work for a period of 3 months.

Length of service is calculated from the end of the 15th week before the expected birth. (Known as 'expected week of confinement' – or 'EWC'.)

If length of service is less than 26 weeks, the employee may be entitled to 39 weeks' 'Maternity Allowance' (MA). The government determines MA. This is a standard weekly rate, or 90% of average weekly earnings – whichever is smaller. The employee will have to contact Jobcentre Plus for further details on MA.

If length of service is more than 26 weeks, the employee will be entitled to:

- 6 weeks' 'Statutory Maternity Pay' (SMP) at 90% of their average pay; and
- Then 33 weeks' 'Occupational Maternity Pay' (OMP) at 50% of their average pay and SMP. But, if the OMP and SMP total more than the employee's current pay, Glasgow Life will deduct the difference.

To calculate an employee's average pay:

- Count back 15 weeks from their EWC;
- Find their nearest pay day before, or on, this date (DATE A);
- Then count back a further 8 weeks (DATE B); and finally
- Work out the average amount they earned between DATE A and DATE B.

After the 39 paid weeks, the employee can take up to 13 additional weeks off, as unpaid leave.

If the employee doesn't know whether they'll be coming back to work, they can delay their 33 weeks at 50% of their average salary, until they return.

If the employee is not coming back to work after having their baby, they will receive SMP for 6 weeks at 90% of their average salary, then 33 weeks' SMP or MA at standard rates.

## Adoption Leave & Pay

The entitlements are the same for adoption, except that the leave starts any time from 14 days before the baby or child is due to be placed with the employee, or on the placement date itself (UK Adoptions). For overseas adoption, the employee can start their adoption leave when the child arrives in the UK or within 28 days of this date.

To qualify for adoption pay, the employee will need to have 26 weeks' continuous service prior to the week they were matched with a child in case of UK adoption or, for overseas adoption, prior to the week they receive official notification that they can adopt a child from overseas.

Instead of receiving OMP and SMP, they will receive OAP (Occupational Adoption Pay) and SAP (Statutory Adoption Pay).

To calculate their average pay:

- Find their nearest pay day before, or on, the date they were advised of the adoption
- agency's decision (DATE A);
- Count back a further 8 weeks (DATE B); and
- Work out the average amount they earned between DATE A and DATE B.

The table below provides a summary of the leave and pay options available to our employees.

## Recovery of pay

If the employee advised that they are returning to work and received OMP/OAP, but subsequently decide not to, or do not return for the 3 months, you should inform CBS who will process an adjustment to recover the cost of the OMP/OAP paid in the last 33 weeks of leave. An invoice will then be sent to the employee to recover the cost.

Type of Leave/Pay	Duration	Pay Entitlement	Conditions
Ordinary Leave	Up to 26 weeks	All employee benefits apply	Day 1 right
Additional Leave	Up to 26 weeks	All employee benefits apply	Day 1 right
Statutory Maternity Pay (SMP) / Statutory Adoption Pay (SAP)	6 weeks	90% of average pay	Length of service > 26 weeks
Occupational Maternity Pay (OMP)/ Occupational Adoption Pay (OAP)	33 weeks	50% of average pay + SMP	Length of service > 26 week  Must return to work for 3 months
Maternity Allowance (MA)	39 weeks	Standard weekly rate or 90% of average weekly earnings (whichever is smaller)	Length of service < 26 weeks, determined by government
Unpaid Leave	Up to 13 weeks	No pay	After 39 paid weeks

## Before starting the leave

### Letting you know

#### Maternity

The employee should let you know that they're pregnant at least 15 weeks before their baby is due. To do this, they have to complete a MATAD2 form. They should also attach their MATB1 to the form. They'll be given this by their midwife or doctor, around the 21<sup>st</sup> week of their pregnancy, and it confirms when their baby is due.

#### Adoption

The employee should let you know that they're adopting 28 days before they want their adoption leave to start. To do this, they have to complete and submit a MATAD2 form. They should also attach their Matching Certificate (They'll be given this by the Adoption Agency) to the form, or for overseas adoptions, provide the official notification that they are allowed to adopt from overseas and evidence of their child's entry into the UK. This can for example be a plane ticket or an entry clearance document.

Whether pregnant, or adopting, the employee can change the start date of their leave by giving you 28 days' notice in writing. If this changes, you should inform CBS by sending notification to CBS Service HR to ensure any leave and pay entitlements are adjusted.

## Your responsibilities

When the employee advises you, that they are pregnant or adopting you should:

- Share the Employee Guide to Maternity & Adoption
- Ensure that they know what forms they should complete and by when this should be submitted
- Explain Glasgow Life's approach to antenatal care; and
- Organise a risk assessment (if they're pregnant).

The 'Risk Assessment' section on in this guide provides more information on this.

When you have received the completed MATAD2 form and a MATB1 Certificate (or Matching Certificate/Official Notification in the case of adoption), you should:

Scan both documents;

- E-mail the scanned copies to CBS Service HR, confirming in your e-mail that you have seen the originals.

### Risk assessment

A risk assessment of the employee's area and job should be organised. This will ensure that both expecting parent and unborn baby are safe whilst at work. The risk assessment can be found on the Intranet's Health & Safety page. If you need support with this process, speak to the Health & Safety team.

### Antenatal care

Glasgow Life encourages pregnant employees to take reasonable time off (without losing pay) to attend antenatal care activities. Wherever possible, they should attend these outside of working hours.

Antenatal care activities can include:

- Medical or dental appointments;
- Relaxation classes; and
- Parenting classes.

You should explain Glasgow Life's approach to antenatal care activities, and accommodate any requests from the employee to attend them. To allow you time to plan for this, you should encourage the employee to give you as much notice as possible.

If the employee is the father, or partner of the mother, they can also take reasonable paid time off work to attend up to two antenatal appointments. They should confirm their relationship with the mother when they make this request.

If the person who is pregnant is in a surrogacy arrangement, the other intended parent (if they qualify for a Parental Order for the child) is entitled to attend up to two antenatal appointments with the pregnant individual.



## Adoption Appointments

The main adopter can take time off (without losing pay) to attend 5 adoption appointments at up to 6.5 hours each.

Adoption appointment can include:

- Visits with the child
- Any other activity connected with the adoption

If the employee is the second adopter or the partner of the main adopter, they can take reasonable paid time off work to attend up to two adoption appointments.

## Pre-maternity/adoption leave meeting

You should arrange a meeting with the employee before they start their leave.

If the employee is pregnant, the meeting should take place around one month before their expected due date.

If they're adopting, you should meet with the employee at least 7 days before the start of their leave.

### Preparing for the meeting

Check that they have received a letter from CBS confirming receipt of their leave application and advising them of their entitlement.

Ask them to bring a copy of their letter to the meeting so that you can go over the contents and clarify the details.

### At the meeting

At the meeting, you should discuss:

- Arrangements in relation to their leave and pay
- How they want to be contacted during their leave
- The option of 'KIT' days
- The procedure to follow if things change

You should also make them aware of the benefits available to them when they return to work. Information in relation to these topics can be found both in this guide and in the Maternity, Adoption, Shared Parental, Maternity & Paternity Support leave conditions of service.

If the employee is looking to share their leave with their partner, please see the Shared Parental Leave guide for more information and guidance.

You can contact CBS Service HR for advice and guidance about pay information and leave dates.

## Making contact

The Work and Families Act 2006 allows employers to make 'reasonable' contact with an employee whilst they're on maternity or adoption leave.

### What's 'reasonable' contact?

The definition of 'reasonable' contact may vary between individuals – some will be happy to have regular contact, others would prefer to keep it to a minimum. That's why it's important to talk about it openly at the pre-leave meeting, and agree how, and when, you (or your nominated representative) will contact the employee, and what information you'll send them.

## **What information should they get?**

You should agree with the employee what information they would like to receive from you during their maternity leave.

The information provided will depend on:

- The employee's role and position within the Service;
- The importance of workplace developments, and whether either of you feel that it's important to discuss any changes;
- The needs and expectations of the employee; and
- What you agree at the pre-leave meeting.

Based on this, you might want to send the following communications to the employee on a regular basis:

- Any relevant Service newsletters;
- Details of any vacancies
- Notes from team meetings;
- Service briefings;
- Work plans;
- Budget and Service plans; or
- Any other communications as deemed appropriate.
- Any other communications as requested by the staff member

## **How should you give them the information?**

At the meeting, you should ask the employee how they'd like to receive the information. This could be by e-mail, phone call, letter, workplace visits and so on.

If any information is sensitive or needs to be explained in more detail – particularly with any changes affecting the individual's role or work area – you should contact them personally. Ideally, you should call them and agree with the best way to talk through the information and answer any questions they might have.

## **Contact details**

Finally, check with the employee that the home contact details you have for them are correct, and make a note of their home e-mail address, if they'd like you to contact them in that way.

## **Keeping in touch (KIT) days**

The employee have the option of working up to 10 'KIT' days (pro-rata for part-time hours), whilst they're on leave.

## **What are 'KIT' days?**

Glasgow Life offers 'KIT' days to help ease an employee's return to work, during maternity or adoption

leave, and to bring them up-to-date with what's been happening in their team and Service. They can also help managers to plan out work activities and any training and development needs for the employee. That's why, before your pre-maternity/adoption meeting, you should consider if you have a requirement for 'KIT' days. Then discuss this, and explain the purpose of the 'KIT' days with your employee.

If they decide not to work the days, it's their choice, and they can't be penalised.

## How can 'KIT' days be used?

Any activity the employee carries out on a 'KIT' day should be beneficial to Glasgow Life, and in-line with the type of work they'd normally do in their role and contract.

Examples include:

- Finding out about changes to systems, policies and work practices;
- Being trained on new technology or equipment;
- Taking part in team meetings;
- Attending presentations, major announcements, or special functions;
- Being involved in key decisions which will affect them when they return to work;
- Helping to recruit new employee (if they're a manager); and
- Attending a work handover meeting with a colleague.

As part of your preparation, think about any events or activities that may be happening whilst the employee is on leave and, if appropriate, suggest these as possible 'KIT' days.

## When can they be taken?

As far as is practical, the employee has to work at least half of their 'KIT' days whilst they're receiving some form of maternity/adoption pay. You should explain this at the pre-leave meeting. Likewise, if the employee is pregnant, let them know that they can't work any 'KIT' days during the first 2 weeks after their baby is born.

The agreed days should be suitable for both you and the employee. They can't be used to extend the leave period, or for a phased return to work.

'KIT' days can be agreed in advance if you both agree but can also be arranged while the employee is on maternity/adoption leave.

## Can the 'KIT' day change?

If you'd like the employee to work a specific 'KIT' day, which you didn't originally agree, you should contact them at least 2–3 weeks beforehand. You should explain:

- What will be happening on the day, and the options for time off in lieu; and
- That attendance is optional, so they won't be penalised if they choose not to come in.

Bear in mind that the employee will have to make childcare arrangements, so they may not be in a position to confirm whether or not they will be able to attend straight away. If this is the case, ask them to let you know within 7 days.

If they are breastfeeding, they may require support arrangements to be put in place to allow them to attend work on that day.

If the employee wants to cancel an agreed 'KIT' day, or arrange an alternative one, they should contact you at least 1–2 weeks before the date.

If it's a request for an alternative day, you should let them know if it's ok within 7 days of their request, and agree what work or activity they'll be doing.

For any changes, always remember to update your own records, and to notify CBS Service HR via e-mail. This will ensure that records are updated accordingly and that the employee receives the correct

leave and pay entitlement.

### **Payment during 'KIT' days**

The employee will be paid their normal rate during the 'KIT' day.

You should keep an accurate record of dates worked to ensure that the appropriate payments are made. You need to notify payroll via email to CBS Service HR to let them know when the employee takes a 'KIT' day, to ensure they get paid.

### **Benefits**

Before your meeting, check Glasgow Life's colleague information pages HR A-Z for details of the excellent benefits we offer to new parents, and encourage the employee to find out more about them. These include flexible working and parental leave.

You should also be aware of the Employee Assistance Programme – Pam Assist – which offers confidential 24-hour help and support to employees, their partners and their families.

## **Whilst on leave**

### **Keeping in contact**

Your main responsibility, whilst the employee is on leave, is to follow through on the things you agreed in your pre-leave meeting.

If you're not always going to be contacting the employee directly, you should put resources in place to make sure that the things you agreed are carried out – particularly if this includes sending out team, Service or Glasgow Life-wide information.

### **Changes**

The employee circumstances, or feelings, may change before, or during, their leave. If this is the case, you should advise them what effect the change will have, being mindful of any sensitivities.

### **Premature birth**

If the employee gives birth before the date they were due to start maternity leave, they should arrange for someone to advise you of this as soon as possible. They should then write to you within 28 days of the birth to confirm revised leave date.

### **Neonatal Leave & Pay**

If the employee child is born prematurely (born before 37 weeks of pregnancy) or born at full term but need care from a neonatal unit, they may be entitled to Neonatal Leave and in some cases Neonatal Leave Pay. This applies in cases where they are in receipt of neonatal care within the first 28 days of their birth and for a continuous period of at least 7 days.

Neonatal Care Leave is provided in addition to Glasgow Life's Maternity or Adoption Leave provisions to enable affected employees to take additional time off so they can spend more time with their babies. Neonatal Care *Leave* is a day one right, which means any employee can be entitled to this regardless of their length of service.

To be eligible for Neonatal Care *Pay*, employees need at least 26 weeks of continuous service. Neonatal Care Pay is paid at the usual pay rate and the leave will usually be taken in a single block of one or more week (up to a period of 16 weeks), depending on your employees need.

For employees with premature babies, this leave may comprise of the time the baby remains in neonatal care and include the period following the baby's discharge from neonatal care up to the baby's actual due date as detailed on the MATB1 Form.

Example: If baby was born at 36 weeks of pregnancy and is discharged from neonatal care two weeks after at 38 weeks (two weeks before their official due date at 40 weeks) then the employee will be entitled to four weeks of Neonatal Care Leave - consisting of the two weeks their baby was in neonatal care and the two weeks from the baby's discharge until their official due date.

This approach aligns with the best practice standards of the 'Employer with Heart' Charter by 'The Smallest Things' premature baby charity, taking into account the additional developmental needs of premature babies who are discharged from hospital before their due date.

Leave is divided into Tier 1 (while the child is in receipt of neonatal care and 1 week following discharge) and Tier 2 (remaining time up to 16 weeks) which can be taken either in blocks of 1 week (Tier 1) or in a single continuous block (Tier 2) and can be taken in addition to other statutory family leave, to be added to the end of an employee's Maternity, Adoption, or Maternity/Adoption Support Leave period after the Maternity, Adoption or Maternity/Adoption Support Leave has been exhausted.

The employee should let you know if they plan to take Tier 1 neonatal leave as soon as it's practicable possible. For Tier 1 neonatal care pay and Tier 1 neonatal care leave and pay they should submit the Neonatal Care Leave and Pay Notification Form in accordance with timeline provided on the form.

This will be a difficult time for the employee and you should ensure that you are supportive. Remind the employee of the free confidential support available from PAM Assist, our Employee Assistance Provider.

It's also possible that the employee needs to attend medical appointments with their child after their Return to work which we should support using informal or formal flexible working arrangements where needed.

More information on Neonatal Care can be found in Maternity, Adoption, Shared Parental, Maternity & Paternity Support Leave Conditions of Service on the colleague information pages.

## Bereavement

Glasgow Life understand that the loss of a child is an incredibly difficult and emotional time. We are committed to supporting our employees through their grief by providing parental bereavement leave.

This will be an extremely sensitive and difficult time for the employee and it's important to acknowledge their loss and express condolences while also respecting their privacy, allowing them to share as much or as little as they feel comfortable with.

We encourage managers to offer support to bereaved employees, such as:

- PAM Assist, who offers confidential 24-hour help and support to employees, their partners and their families.
- Regular check-ins to ensure the employee feels supported.
- Flexible working arrangements where appropriate.

## **Miscarriage**

If the employee sadly experiences a miscarriage, the loss of a baby before 24 weeks of pregnancy, they are entitled to take up to 2 week paid leave. This also applies in cases where the employee experience an ectopic or molar pregnancy.

## **Stillborn child**

If the employee sadly has a stillborn child, they'll still be entitled to maternity leave provisions if the birth was after 24 weeks of pregnancy.

If the employee had chosen not to return to work, and their baby is stillborn or doesn't live, they will be entitled to return to work if they want to. However, they may not necessarily return in the same role or at the same job level. In these circumstances, always refer to your service area HR Business Partner for advice.

More information about parental bereavement can be found in the Conditions of Service – Leave of the colleague information pages.

## **Return to work**

### **Confirmation**

The employee should return to work on the date that they originally suggested. If they want to return earlier, they should give you 28 days' notice, in writing, to confirm the new date.

You should then write back to them, acknowledging receipt of their letter. It may also be appropriate for you to refer to the options they have for repaying pension contributions, information about this can be found on the colleague information pages under '[pension and retirement](#)'.

The employee should use the Maternity/Adoption Return to work form which you should send to CBS Service HR when the employee is returning. This will ensure that their pay is adjusted accordingly.

### **Breastfeeding**

In support of the UNICEF Baby Friendly initiative, Glasgow Life recognises the health benefits to both parent and child which breastfeeding provides. Employees are required to let you know in writing at least 28 days' in advance of their expected return to work date of their intention to continue breastfeeding, in order you can assess their needs.

Once an employee has indicated they'd like to continue to breastfeed/chestfeed, you should arrange to carry out a risk assessment to ensure suitable facilities are made available. You should adopt a supportive approach to the needs of the employee and make arrangements to put in place, all appropriate support for their return to work.

Consideration should be given to providing appropriate facilities for employees who are breastfeeding to express and store milk. For example, if stored in the venue communal fridge, you may want to designate a specific shelf for this or ensure that the employee is using a suitable container to ensure good hygiene. You should ensure that you discuss and agree preferred options with the employee.

Further advice can be obtained from the Health and Safety team on the risk assessment process and facilities available.

## Benefits

### **Flexible working**

The employee has the right to apply for flexible working when they return from maternity or adoption leave. If this is the case, they should put their request in writing, as set out in the Flexible working policy. You should make them aware that their request will be considered in line with the policy.

## Welcome back

Make sure that you, and your team, are fully prepared for the employees return. They may feel nervous or wary, after being away from work for so long, so welcome them back and give them as much support as they need, to help them settle back in again.

# Checklist

If the employee lets you know that they're pregnant, or will be adopting a child, the following checklist sets out what you should do next:

- ✓ Ask them to read the 'Employee guide to Maternity and adoption', and make sure that you read it yourself.
- ✓ Give them a MATAD2 form to complete and return to you with their MATB1 form (if pregnant), or Matching Certificate (if adopting).
- ✓ If the employee is pregnant you should carry out a risk assessment. This will ensure that both mother and unborn baby are safe whilst at work.
- ✓ Be aware and advise them of the arrangements for antenatal care/adoption appointments.
- ✓ Arrange a pre-maternity/adoption leave meeting with your employee.
- ✓ Complete and sign notes from your meeting, and ask the employee to sign it too, to confirm what was agreed in the meeting.
- ✓ Keep in contact with the employee whilst they're on leave, making sure you follow through on any agreements, and discuss any changes to contact arrangements or 'KIT' days. In particular, let them know of any major workplace changes that may affect them.
- ✓ Send relevant information to the employee during their leave
- ✓ Make arrangements for the employee to come back into work for any agreed 'KIT' days.
- ✓ Before the end of their leave, contact the employee to discuss their return to work date, and whether they plan to apply to change their hours in-line with the Flexible working policy.

Make sure that you notify CBS Service HR team if any dates or arrangements change that could affect their pay entitlement.



## Useful Information

You may find it helpful to have a look at the following information, which is available on the Glasgow Life colleague information pages: <https://www.glasgowlife.org.uk/about-us/colleague-information>.

### **Maternity and Adoption Policy**

This can be found on our Colleague information pages HR A-Z > [Maternity, Paternity & Shared Parental Leave](#)

### **MATAD2 Form**

This can be found on our Colleague information pages HR A-Z > [Maternity, Paternity & Shared Parental Leave](#)

### **Shared Parental Leave Guide**

This can be found on our Colleague information pages HR A-Z > [Maternity, Paternity & Shared Parental Leave](#)

### **Conditions of Service – Leave**

This can be found on our Colleague information pages HR A-Z > [Leave](#)

### **Flexible Working**

This can be found on our Colleague information pages HR A-Z > [Flexible Working](#)

### **Employee assistance**

This can be found on our Colleague information pages HR A-Z > [Employee Assistance Programme](#)