



● absence management case study

**If you can't measure it,
you can't manage it!**



Measuring, Monitoring, and Minimising Absence



CASE STUDY - DISTRIBUTION

- **SITUATION**

- Sickness absence in excess of 7% (i.e. 16 days per employee per year)
- 28% of the staff had absence levels above company target 3.5% and 32% had more than 6 spells in 12 months.
- High incidences of muscular/skeletal related absence
- Increasing incidences of stress-related absences
- Heavy unionisation - 80% - demanding changes

- **CHALLENGES**

- Management poorly engaged in the absence topic
- Limited process in place for reviewing absence other than return to work interviews which were carried out mechanically with no impact
- Limited management of hotspots and little awareness of “what could be done”
- Vague policy which allowed for almost 100% line management discretion
- No history of using Occupational Health to support faster returns



CASE STUDY - DISTRIBUTION

- **SOLUTION**

- Consistent centralised data collection and daily reporting to HR and line management via absencecare
- Introduction of revised policy including triggers for action in short term & long term absences
 - Review meetings held with employees if a trigger was tripped and cautions given to employee with high absence levels
- Consistent application of policy limiting management discretion
- Introduction of the Bradford Factor as a trigger for reducing persistent short term
 - Client has access to calculations via absencecare's web based technology
- Case management services to assist managers in problem cases
- Day 1 referrals for all musculo-skeletal and stress-related absences
- Training of line managers in data usage and absence management skills



CASE STUDY - DISTRIBUTION

- **RESULTS**

- Overall absence levels reduced from 7% to 4%
- Clear reduction in long-term absence
 - No stress cases longer than 2 weeks since introduction of day 1 referral – prior to introduction average length of stress-related absence was 5 weeks
 - A 35% reduction in frequency of absences due to back and neck problems
 - A 48% reduction in average duration of long term absences
 - A 24% reduction in proportion of people still absent after three months
- More proactive and engaged management team using tools available including:
 - Web based data
 - Reports
 - Trigger alerts
 - Fast OH referrals



Thank you for your attention.

If you need any further information please contact us
020 3178 7231

www.absencecare.co.uk