Absence management is a big concern as organisations are realising that the cost of days lost due to illness can soon escalate.

Effective sickness absence management should be a priority to businesses as it holds the key to vast cost saving potential. The average cost of sickness per employee in the UK is £600 p.a. - a cost that organisations will be unable to sustain.

On top of this, approximately 15% of absences are not genuine, equating to 27 million days p.a. costing businesses £2.5bn each year.

Despite strong evidence to back up the business case for managing sickness absence, many organisations take an out-dated approach, with 60% of organisations not monitoring or recording sickness absence costs.

Increasingly occupational health budgets are spent on reactive remedies rather than looking at the bigger picture.

Organisations of all sizes can benefit from adopting a holistic approach to sickness absence management to make a significant difference to their bottom line.
Proven results

Managing sickness absence proactively will reduce sickness levels and provide a tangible cost saving to you.

Fusion has been using the Day 1 Absence Management Service since October 2011. Reported sickness days were reduced by 28% in the first 6 months of implementation and this step down has been maintained thereafter.

Our unique six stage approach

Fusion’s Day 1 Absence Management service is delivered through our unique six stage approach which will:
- Develop absence management policies
- Create the management process flows
- Configure and design the system
- Structure the call centre support
- Provide real time management information and trend analysis
- Support further strategic implementation focusing on future wellbeing and absence management strategies

The absence management system - how does it work?

**EMPLOYEE**
- Completes call
- Employee continues to call

**FUSION DAY ONE**
- Trained advisor triages call
  - Questions to confirm reason for and nature of absence
  - Assign reason to absence
  - Discuss and enter estimated Return to Work (RTW) date
  - Record shift pattern during absence
  - Records absence details
- A professional occupational health advisor is available if required. This support is designed to give one of four outcomes:
  - Self-care advice (over the counter medication etc)
  - Visit your GP
  - Go to A&E
  - Emergency – dial 999

**LINE MANAGER**
- Line manager notified
- Line manager updated throughout
Initial notification to line manager

When an employee is going to be absent from work they ring a one number sickness absence reporting line. The organisation will determine the rule set regarding notification (e.g. within 2 hours of start time). A trained adviser will take the call and confirm employee details and line manager – this enables the system to be updated in live time capturing line management changes.

Return to work form

The employee is asked to call the absence report line on the first day of their return to work. An email notification is sent to the line manager notifying return and prompting the return to work interview. The absence cannot be closed down in the system until the return to work interview has been completed. This ensures short and focused return to work interviews are conducted with all employees.

Reporting

Individual employee reports

- Each report is available in Excel and PDF.
- Each manager will have various levels of access to employee’s data based on their direct reports and the teams they look after.
- The reports can be exported for payroll purposes and tailor made csv files to suit various payroll systems.

Company Management Information

- Full suite of MI available.
- Identify sickness volumes by dept, progress against targets and absence percentages/Bradford Factor scores.
- Comprehensive compliance reports - who has completed Return To Work.
Benefits at every level

At an organisational level the service will provide:
- Reduced sickness absence levels and cost savings.
- Detailed understanding of sickness absence including overall volumes, drivers as well as benchmarking data from public/private sector.
- Knowledge of comparative departmental sickness rates as well as occupational specific data.
- Ability to target occupational health resource and wellbeing programmes more effectively.
- Improvement in line management capability to manage sickness absence.

At a line management level the service will provide managers with:
- Real time data regarding sickness absence and more effective control of resource through known return to work dates.
- Support from the organisation in managing sickness absence enabling them to manage more proactively.
- Access to a detailed sickness absence history for all team members which will highlight patterns of absence e.g. Friday and Monday syndromes.
- Reminders and prompts when action is required such as return to work interviews and other attendance improvement activities.

At an employee level the service will provide employees with:
- Access to professional occupational health support when required – the morning they are ill and can’t get to see a GP.
- Support from a professional occupational health adviser throughout the absence, giving advice, guidance and re-assurance.
- A fair and consistent approach for everyone regarding absence management.

Maximising the benefits the Service can offer

The Day 1 Absence Reporting Service will provide reductions in sickness absence which can be capitalised upon by lining up policy, internal communication and training activity. Fusion can provide consultancy support by conducting a Gap Analysis to identify how the benefits of the service can be maximised for you.