



easy-to-use tools

best practice

innovative technology

line manager training

24/7 call centre reduced risks

streamlined processes

lowered cost of absence

access to support services motivation

improved profitability online resources

e-learning better performance

customer retention expert advice

healthy staff maximised productivity

proactive management accurate statistics

measurable ROI up-to-date absence data

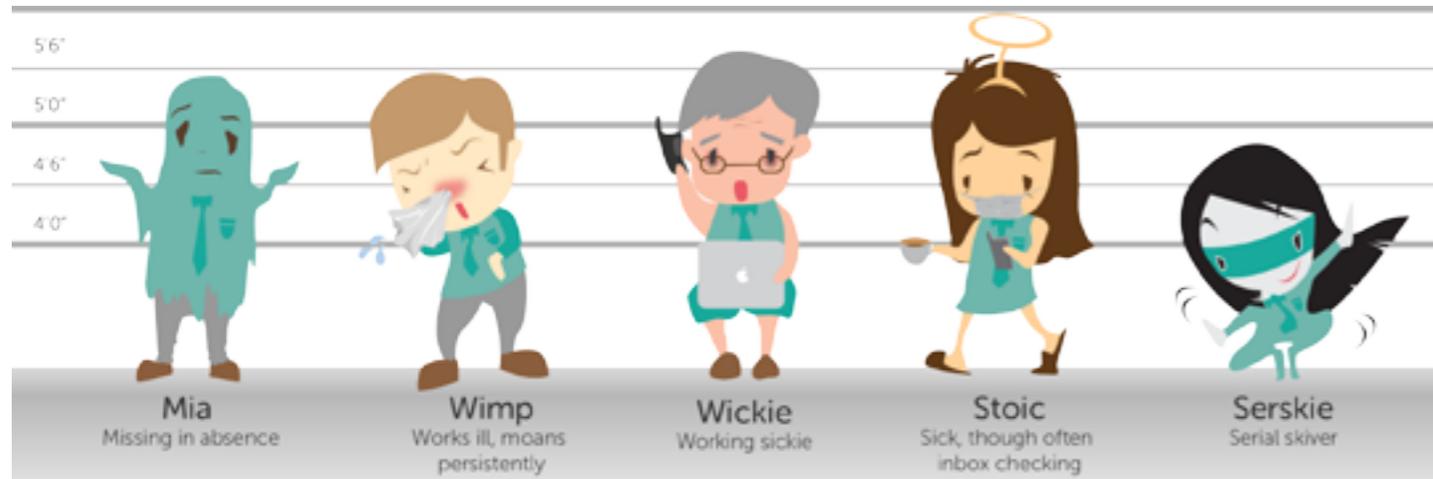
accurate statistics engaged employees

hotspots highlighted task reminders web portal

user-friendly software better attendance compliance

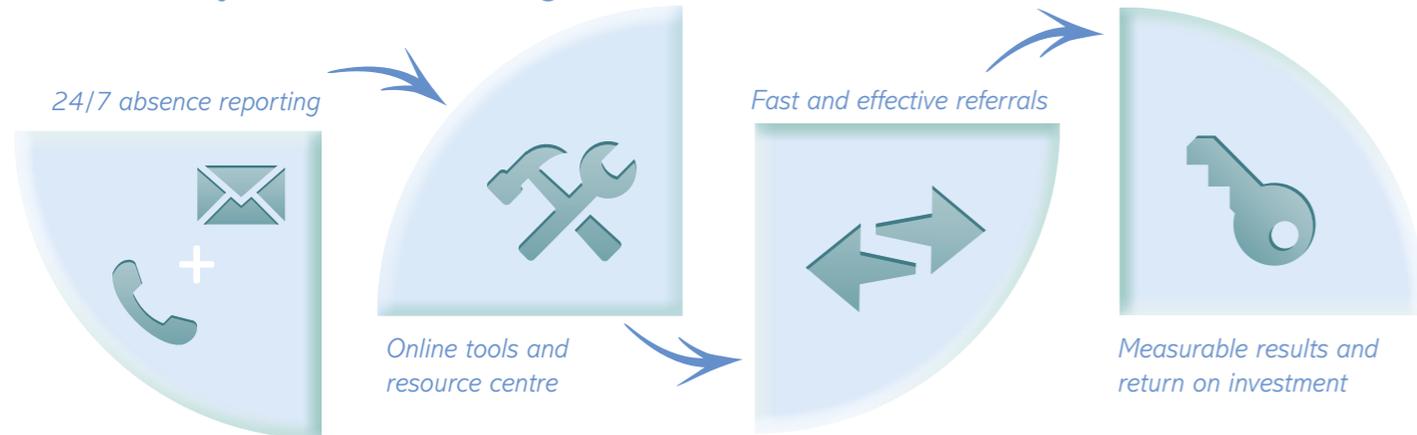
Day-1 Absence Management

Recognise these? Everyone's got them but how do you deal with them?



'The usual suspects' based on absentee profiling by Prof Cary Cooper and Ellipse

How our Day-1 Absence Management works:



24/7 absence reporting

If an employee goes absent, they call the Engage absence registration service or log in with their personal credentials to report the absence online. Absence data is captured and immediate notifications are sent to relevant stakeholders by email or text message.

Online tools and resource centre

Our software delivers tailored reports showing up-to-the-minute absence levels and trends whilst highlighting hotspots and non-compliance. The resource centre has task and case manager tools, online e-learning materials and interactive reference guides to inform and support line managers.

Fast and effective referrals

Workforce Wellness case management service together with Engage trigger functions can help you stage early and effective interventions where necessary. In our experience around 80% of referrals result in an immediate return to work, highlighting the importance of early intervention.

Measurable results and return on investment

Engage tools identify key areas for action and offer customised solutions for your business. Our analysis of the collected absence data will empower your managers to maximise attendance. Using our full toolset helps your company achieve a measurable ROI resulting in an improved bottom line.



Engage attendance management solution

Engage is a web-based toolkit for measuring and managing absence. Employees report their absence via Engage and the complete and up-to-date employee absence records are stored in a centralised database. The full data is accessible by authorised users online at any time and by signing up to the service you'll get access to all the following features:

Engage online toolkit

Dashboard – high-level instant snapshot on current absentees, outstanding tasks, task performance, absence levels, and the top causes of absence.

Task manager – the line manager's key tool for keeping up with tasks such as return to work interviews, OH referrals and absence review meetings. Regular task reminders will ensure compliance with company policy.

Absence records – complete absence histories with full details from registration to return to work, including notes on any management actions and summary reports available to support in meetings.

Resource centre – Engage offers a state-of-the-art, online e-learning area with video tutorials, FAQs and guides to using the system and to help achieve best practice attendance management.



Instant alerts and task reminders via email and SMS

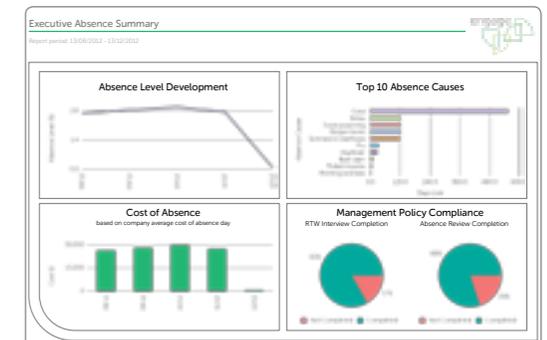
Absence notifications - Engage offers relevant information to all levels of management at all stages of the process. Instant information is sent across to line managers and site coordinators to ensure that disruption due to absence is minimised. Daily digests to line managers summarise any outstanding tasks and any new absences that require management action according to the policy.

Policy triggers - To help line managers follow company policy, Engage triggers are customised to pick up levels of absenteeism that require further action. The automated flagging system can also be configured to recognise high-risk indicators where case management should be started to minimise the likelihood of long term absence or claims.



Comprehensive report suite with up-to-the-minute statistics

Reports - The accumulated absence data can be reviewed using the comprehensive Engage report suite. Our reports have been built to analyse absence statistics either on an individual basis or by organisation units and the data can be sliced and diced according to business interests, be it cost of absence, key trends and drivers or compliance with company policy. We've also designed different report packages with specific stakeholders in mind so each line manager, MD or HR Business Partner has the right level information available at the press of a button.



Benefits of 'Engage' attendance management

To the company

- Up to 50% absence reduction in 3 months
- Improved operational performance and reduced risk of liability
- Proactive support for staff, ensuring early intervention and quicker returns to work
- Visibility of problem areas by employee, absence cause, site, line manager
- Access to real time absence data and reduced administration

To line managers

- Immediate email notifications, automated absence triggers and task reminders
- Easily accessible complete records and full visibility of employee absence
- Online tools and task manager to ensure compliance with company policy
- Reduced administrative workload
- Easy access to resource centre and e-learning material

To employees

- 24/7 absence registration over the phone or online
- Consistent treatment of all absentees
- Quicker and more effective referrals to support recovery

To HR

- Improved compliance with policies and procedures
- Highlights where to target training
- Comprehensive and complete employee absence records
- Access to a wide range of support services such as Occupational Health and EAP

How much could poor absence management cost you?

Scenario: Employee was struck on leg by the "forks" of a forklift truck at work resulting in a broken bone. The employee was absent from work with the broken leg and the employer did not contact the employee for over six weeks. Minor complication with the injury, together with the onset of psychological factors, extended absence to over 6 months with little positive communication from their employer. The company faced a liability claim and the employee never returned to work.

Cost of Absence: £78,000



Want to find out more? [Get in touch!](#)

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