

Proactive sickness absence management

We supported a client in the utilities sector with proactively managing sickness absence and the results have been business changing.



**56%
REDUCTION**

Hours lost to sickness absence dropped to an average of 44,000, a reduction of 56%.



**78%
OF CASES**

proactively raised by our service. 22% of cases were raised voluntarily by the line manager.



**£725,000
ANNUALLY**

Would not have been saved were it not for our intervention.

The background

AdviserPlus has partnered with a client in the utilities sector with approximately 7,000 employees for nearly 10 years. The collaboration involves delivering HR advice and guidance through a dedicated advice line as well providing user-friendly technology, which results in access to insightful management information. The model puts the manager at the heart of HR.



The challenge

Having recognised through the data captured by AdviserPlus that the absence rate was higher than average, the organisation was looking for an intervention to bring down the absence rate and therefore save money.

It was identified that cases were not being opened consistently to manage short-term repeat absences when an absence trigger had been hit.

On average, in the 12 months prior to this intervention to manage the attendance process, over 100,000 hours a year were being lost.

The solution

AdviserPlus implemented a proactive sickness campaign, whereby the managers of employees hitting short-term sickness absence triggers were specifically supported by the service.

When an absence was logged on the system, a case was created automatically, and the HR adviser would proactively reach out to guide the manager through the next appropriate steps.

The benefits

Over a period of 5 years, where the intervention was staged by AdviserPlus, rather than the matter voluntarily tackled by the line manager, the consequence was on average a 14% reduction in sickness absence hours lost and a 9% reduction in instances of sickness absences for impacted employees.

The results

- + In the 12 months following a case being raised, the number of hours lost a year dropped to an average of 44,000, a reduction of **56%**.
- + Based on the client's average salary, this equated to an annualised saving of **£875,000**.
- + A point of interest was the ratio of cases raised voluntarily by the line manager vs. those proactively raised by our service. **22%** of cases were raised voluntarily by the line manager, **78%** driven by our service.
- + Of the annualised **£875,000** saving, **£150,000** was being driven through line managers' own initiatives. This equated to an uplift in savings of **£750,000** directly from intervention driven by our solution.

For more information,
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