



Capsticks HR Advisory Service

Helping Trusts to reduce sickness absence

Who are we?

We are a firm that works across all sectors both public and private and understand the challenges you face. Capsticks' HR Advisory Service (HRA) was initially developed as an outsourced employee relations service but has since been developed in line with the needs of our clients to encompass other broader HR offerings. We have established ourselves as market leaders in the healthcare market for delivering joined-up strategic HR support and outsourced ER services to a range of healthcare clients. Uniquely, because our service is embedded in a law firm, we provide joined-up solutions that incorporate human resources best practice and employment law compliance.

What do we offer and how do we work?

Our HRA team deals with the time-consuming day to day employee relations issues, leaving your team to manage and develop your staff and concentrate on business objectives. We advise and support your line managers to ensure these issues have effective and reliable outcomes. Our advisors will provide all the support they need, via phone, via email and on site. We use a sophisticated call and response system and a fast and effective case management process.

Proactive sickness absence management service

We can tailor the package to meet your organisation's needs and the service can work as a one-off project or an insourced service. An overview of the service is provided below.

The Capsticks Absence Management (CAM) Team is responsible for supporting managers to increase attendance across the Trust. The CAM Team work proactively in contacting managers when employees have triggered the absence policy, using data from ESR and directly from managers. The Team work alongside the internal HR team.

The Capsticks Case Management Database is used to log and monitor absence cases, producing relevant reports and identifying key hot spot areas that require additional intervention.

The team work with the Trust's key stakeholders to ensure a holistic approach to increasing attendance in the organisation is taken, including advice on relevant policies and the delivery of bespoke training.

The scope of the service includes:

- Identifying all staff members who have met the triggers in the Absence Policy and proactively contacting the relevant line manager;
- Providing ongoing advice on how to manage the absence, monitor progress and support the manager to ensure a resolution is reached effectively;

- Recording all formal absence cases and producing reports on absence rates/hot spot areas on a weekly basis;
- Telephone and email support;
- Attendance at health review meetings with managers who require more support/ complex case;
- Providing necessary template letters;
- Review and support in the preparation of letters/management reports;
- Advice on occupational health referrals and support available;
- Case management conferences with Occupational Health;
- Monthly reports demonstrating progress against cases and actions to be completed;
- Monthly meetings with managers to provide coaching/ advice;
- Escalate non-compliance/non-response from managers to ensure they fulfil their responsibility to support an employee who is absent due to ill health;
- Training sessions for managers;
- A review of absence policy, practices and processes, including identification of barriers to the effective management and reduction of absence and recommendations in this respect.

How do we know it makes a difference?

There are a number of benefits to using our service, these include:

- Dedicated resource to proactively manage sickness absence, working to clear KPIs to deliver an effective service, concluding cases in reduced timeframes with a decrease in the average period of absence per employee.
- Working closely with line managers to develop their management capability.
- Legal advice via the HR Adviser from one of the firm's 30 employment lawyers at no extra cost, leaving your organisation less exposed to risk.
- Review of absence policy and procedural framework with recommendations to improve the management of absence.
- The in-house HR team are freed up to concentrate on the delivery of strategic objectives and meeting service requirements.
- Sharing best practice gained from our expertise with a range of healthcare, public and not for profit bodies.
- Longer term reduction in sickness absence rates and associated efficiency savings, and the contribution to the broader health and wellbeing agenda.

For more information please contact:



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