

Attendance Management Forum 2011

Managing sickness absence, improving employee engagement and increasing productivity

7th
ANNUAL

Tuesday 25th January 2011, Central London

Programme Highlights:

- Improve job quality, engagement and communications to reduce absence
- Develop an organisational culture where absence is managed
- Develop a robust monitoring system for accurate reporting
- Uncover the underlying causes of absence
- Understand new definitions of disability and the impact of the Equality Act on attendance management
- Empower line managers to manage people and take charge of absence
- Work hand in glove with HR, occupational health and health and Safety
- Link attendance management and employee wellbeing strategies

Keynote Address by:

- **Diana Kloss MBE, Barrister & Part Time Employment Judge**



- **KPMG - Fiona Humm, Wellbeing Manager**
- **Royal Mail - Dr Martyn Davidson, Head of Health Operations**
- **United Biscuits - Lorraine Bailey, Group Occupational Health Manager UK**
- **Strategic Thought Group plc - Adrian Farley, HR Director**
- **KPMG - Janet Schofield, HR Business Manager**

Keynote Address by:

- **Caron Jones, Talent and Resourcing Director EMEA, Intercontinental Hotels**



- **Department for Work and Pensions - Dr Nerys Williams, Health, Work and Wellbeing**
- **BG Group plc - Claire Barbary, Global Wellbeing Advisor**
- **Crawley Borough Council - Sarah Barnes, Human Resources Manager**
- **DVLA - Judith Whitaker, Acting Chief Operating Officer**

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Managing sickness absence, improving employee engagement and increasing productivity

Aimed at HR and Occupational Health professionals, this event offers you practical solutions to reduce absence rates. Through a series of best practice case studies you will hear how organisations are developing an organisational culture where absence is managed, responding to data and uncovering underlying causes of absence and how to get employees back to work faster. Also featuring an employment law update from Diana Kloss MBE and a review of the impact of the fit note.

Background

According to the CBI, sickness absence cost the UK economy nearly £17bn in 2009 which is an average of £596 per employee. The most significant cost to organisations is a loss of productivity followed by the cost of sick pay. Experts are predicting that as the UK economy recovers from the recession and the job market becomes more stable sickness absence levels could raise again.

To tackle these costs it is important the employers take a proactive approach and uncover the causes behind absenteeism. Employers must create an organisational culture that manages attendance and engages employees. Line managers need to be confident and competent to effectively handle return-to-work interviews and attendance data needs to be monitored for the best impact.

Whether you have a comprehensive sickness absence policy you would like to benchmark against other leading organisations, an attendance policy in need of some rejuvenation or you are looking to introduce a policy within your organisation this conference will provide constructive ideas on how to improve your attendance management practice.

Benefits of Attending

- Understand which is more **costly presenteeism or absence**
- Plan and implement **'return to work'** and **rehabilitation** programmes
- Recognise **absence patterns** through effective **measuring and monitoring**
- Build partnerships between **HR, occupational health and health and safety**
- Improve job quality, **employee engagement** and communications to reduce absence
- Tackle the **underlying causes of absence** such as stress and MSD's
- Link attendance management and employee wellbeing
- **Empower line managers** to manage people and to take charge of absence

Who Should Attend?

- Directors, Heads and Managers of HR
- Employee Relations Managers
- Heads and Managers of Occupational Health
- Medical Officers
- Absence Managers
- HR Policy & Strategy Managers
- HR Business Partners
- Reward & Benefits Professionals
- Line Managers
- Trade Unions
- Employment Lawyers

Who will be speaking?



Diana Kloss MBE is a barrister and Hon Senior Lecturer in the University of Manchester. She is the author of Occupational Health Law (5th edition 2010) and an Hon Fellow of the Faculty of Occupational Medicine of the Royal College of Physicians. In 2009 she was appointed MBE for services to occupational health. She is the Chair of the Council for Work and Health created as a result of the Dame Carol Black Review of the health of the working population to represent all the professions engaged in the provision of occupational health services.



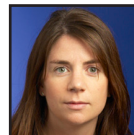
Dr Martyn Davidson has more than 25 years of experience in occupational medicine with a variety of industry sectors including construction, petrochem, pharma, retail and energy. Currently working in **Royal Mail** with a workforce of 170,000 throughout the UK as the **Head of Health Operations**.



Lorraine Bailey has worked with **United Biscuits** for the past 8 years, and as **Head of the OH function** for the past three years. Greatest achievements in her role so far are the restructure of the function into a regionally organised team and the launch and implementation of the wellbeing strategy.



Sarah Barnes is the **HR Services Manager at Crawley Borough Council**. Having joined in 2002 from the private sector her work now involves leading the Operational HR service to support the needs of the workforce including managing their occupational health and well being service. The role has taken a lead on improving the performance culture at the council and tackling sickness absence.



Fiona Humm is a **Wellbeing Manager at KPMG** which is one of the 'Big 4' professional services firms providing Audit, Tax and Advisory services. Wellbeing at KPMG forms part of the Reward team and as such is seen as a key part of the approach on total reward. During 2010 Fiona's role has focused on leading the firm's review on absence management. Prior to her current role, Fiona worked on the compensation side of reward having previously spent over 8 years as an HR generalist. Fiona has been with KPMG for over 5 years



Dr Nerys Williams qualified in Medicine from Manchester University before undertaking a number of hospital jobs and GP training. She now works in the **Health, Work and Well-being Directorate of the Department for Work and Pensions** in a strategy and health policy role and also supports HR colleagues in advising DWP on its own occupational health and attendance management.



Claire Barbary is the **Global health and wellbeing Adviser for BG Group**, an integrated gas major. Claire is responsible for developing health and wellbeing programmes through BG assets ensuring a cross cultural empirical approach.



Judith Whitaker is the **Acting Chief Operating Officer at the DVLA**. In this role she is responsible for all aspects of Human Resources management for 6500 staff at DVLA based in Swansea and over 40 locations across the UK. Judith has recently instigated a Health and Well Being Strategy which delivered a reduction in average days lost from 14 to 7.8 over 2 years.

Conference Programme

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09:00 – 09:30	Coffee and Registration	12:30 – 12:55	The Fit Note – Background and Progress So Far
09:30 – 09:40	Introduction and Opening Address by Conference Chair		<ul style="list-style-type: none"> Principles Feedback DWPs own experience
09:40 – 10:05	Creating the Right Organisational Culture <ul style="list-style-type: none"> Developing a culture where absence is managed Minimising the risk of malingers Improving job quality, engagement and communications to reduce absence Creating a work life balance that works for the organisation and employees 	12:55 – 13:05	Questions and Discussion with Speakers
	Caron Jones, Talent and Resourcing Director EMEA, Intercontinental Hotels	13:05 – 14:00	Lunch and Networking
10:05 – 10:30	Empowering Line Managers to Manage People and to Take Charge of Absence <ul style="list-style-type: none"> Offering practical advice for line managers Training managers to spot potential issues early Using back to work interviews as an opportunity for managers and employees to have 'real' conversations 	14:00 – 14:30	Knowledge Share Networking Session
	Dr Martyn Davidson, Head of Health Operations, Royal Mail	14:30 – 14:55	Linking Attendance Management and Employee Wellbeing
10:30 – 11:10	Absence Management: Employment Law Update <ul style="list-style-type: none"> Understanding new definitions of disability and the impact of the Equality Act on attendance management Dealing with problematic employees Sickness and Holidays Absence and reward 	14:55 – 15:20	<ul style="list-style-type: none"> Improving health and wellbeing = better employee engagement, productivity and reduced absence Developing a culture that encourages healthy lifestyles and diet Cost effective wellbeing strategies
	Diana Kloss MBE, Barrister & Part Time Employment Judge		Claire Barbary, Global Wellbeing Advisor, BG Group plc
11:10 – 11:20	Questions and Discussion with Speakers		Moving from a Reactive to a Proactive Approach to Managing Attendance
11:20 – 11:40	Coffee and Networking		<ul style="list-style-type: none"> Reviewing policies and processes Monitoring attendance and uncovering the causes of absence Our journey to date Future developments, aims and strategies
11:40 – 12:05	Recording and Reporting Sickness Absence <ul style="list-style-type: none"> Understanding where absence is costing you Improving recording of sickness absence and the benefits this brings Developing reporting to support the policy administration 	15:20 – 15:30	Sarah Barnes, Human Resources Manager, Crawley Borough Council
	Fiona Humm, Wellbeing Manager, KPMG and Janet Schofield, HR Business Manager, KPMG	15:30 – 15:45	Questions and Discussion with Speakers
12:05 – 12:30	Working in Hand in Glove with HR, Occupational Health and Health and Safety <ul style="list-style-type: none"> Understanding each departments boundaries and integrating your approach and supporting each team Developing a management referral system to pick people up faster Setting in place triggers 	15:45 – 16:10	Coffee and Networking
	Lorraine Bailey, Group Occupational Health Manager UK, United Biscuits	16:10 – 16:35	Absence in a Risk Management Context
		16:35 – 16:45	<ul style="list-style-type: none"> Understanding, quantifying and managing the costs of absence and presenteeism
		16:45	Adrian Farley, HR Director, Strategic Thought Group plc
			Improving Attendance at the DVLA
			<ul style="list-style-type: none"> Encouraging healthy lifestyles for the long term Offering occupational therapy services Meeting corporate objectives The importance of keeping in touch interviews
			Judith Whitaker, Acting Chief Operating Officer, DVLA
			Questions and Discussion with Speakers
			Close of Conference

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