

# Attendance Management Solution Business Case

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# What is Firstcare?

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- Firstcare is an OH nurse led sickness service and absence management system.
- They provide a dedicated 24/7 phone line for employees to report sickness absence and provide immediate support via medical professionals.
- The absence system would provide real time management information/reports.
- Every time an absence is closed on the system the manager is notified via e-mail and the manager receives details of the employee's absences over a 12 month rolling period.



# Why Firstcare?

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- Firstcare was founded in 2004 and is one of the leading absence management organisations.
- They work with the DWP, HSE and 22 LA's and 14 NHS Trusts across the UK.
- Case studies are compelling.
- ESCC achieved a 15% reduction in sickness absence over the first 12 months in 2010. They have remained with Firstcare since that time.
- Surrey County Council have a framework agreement for Firstcare until 2020.



# Background Information

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- At BHCC despite continued efforts to reduce sickness absence our sickness level remains at 10.95 days per employee, per annum (OPD – Q3, 16/17). This is considerably higher than the public sector average of 8.5 days (Source: CIPD 2016) and absence levels in neighbouring authorities.
- BHCC need to find a way to reduce sickness absence levels and maintain a lower rate.



# Objectives

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- To reduce BHCC sickness absence level by 15% in year 1 to **9.74 days** per employee, per annum. Which would mean that our current sickness target (i.e. 9.7 days) is achieved.
- To roll out the Firstcare approach to attendance management to all staff in BHCC.

# Savings/Costs – for BHCC

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- Productivity (non-cashable) savings of approximately £829K(gross) (e.g. 7,358 sick days saved through less sickness) and **cashable savings of approximately £225K (gross)** through less being spent on agency/replacement costs.
- **Annual costs - £88K** (for first year only) to be met by Directorates through reduction in agency/replacement costs. Plus £19,000 towards management of the contract. **Total costs are £107K**
- **Net cashable savings - £118K approximately**



# Outcome from CDMB

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- Prepare report for PR&G on Firstcare and other wellbeing initiatives (scheduled for 4<sup>th</sup> May 2017)
- Funding for Firstcare – paid by Directorates from cashable savings, where possible.
- The expected outcomes will be monitored over the next 12 months and updates will be brought back to CDMB after 6 and 9 months.

