

GOOD PRACTICE SCOTLAND Supporting Attendance at Work

Contact person (NCO)

Name and organisation

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General information about the MOGP

Name of organisation and short description

Argyll Community Housing Association

Provision of affordable social housing across Argyll & Bute. Landlord of approximately 5,000 properties with an annual turnover of £1.5 m. Operates across all areas of Argyll & Bute with offices in Helensburgh, Dunoon, Rothesay, Oban, Lochgilphead, Campbeltown and Bowmore.

Contact person

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Website

www.acha.co.uk



Information on the good practice 'Supporting Attendance at Work'

Aims

- To manage attendance in a way that reflects genuine concern for staff and to develop a positive attitude towards attendance.
- To set clear expectations for standards of attendance required by Argyll Community Housing Association.
- To separate two processes: attendance and absence management and provide guidelines for staff and managers.
- To seek to identify the causes of absence and, wherever possible, develop a programme of preventative measures.
- To ensure training and support is available to those involved in the process.

Target group

All employees (207)

Description

- Establish early contact with employee to ascertain the issues and offer support or assistance through assigned case manager.
- Conduct absence review meetings at least once per month.
- Seek medical report from GP to help understand health issues.
- Refer to specialist, i.e. Employee Counselling Service.
- Refer to Occupational Health Service to obtain advice and assistance in dealing with employee.
- Identify disabilities and reasonable adjustments.
- Consider and implement phased returns to work / flexible working arrangements.
- Cash Health Plan to assist employees.
- Employees with disabilities have the opportunity to request reasonable adjustments at any time or to discuss particular issues relating to their disability with the HR Team. The organisation proactively encourages staff to raise issues and identify barriers so that these can be eliminated or reduced.

Why is it a good practice?

Approach is based on Chartered Institute of Personnel & Development best practice guidance. We treat each employee as an individual, supporting them in a way that allows them to maintain as normal a life as is possible through interventions that are appropriate to their needs. As an employer we also get the advice and guidance we need to help employees remain at work through making adjustments to meet these needs. Assigning the employee a specific case manager allows a build up of trust between employee and employer which helps facilitate discussion and openness.



Results

Evaluation

Monitor statistical information on an organisation wide base every month to obtain information regarding absence trends. In addition, we seek feedback from employees who have been affected by illness, which allows us to continually review our case management approach on an individual basis.

Incentives for success

Not specified.

Barriers for success

- Biggest issue we face is the challenges of the geography across Argyll & Bute. Where we may have to consider re-deployment for employees, it is not always possible to accommodate this because of the inability of people to move across the area, either for practical reasons (distance and time to travel to different locations) or for personal reasons (family, education, other commitments).
- Economic crisis.

