

Appendix 1: ABMU Attendance Management Action Plan  
2019

**APPENDIX 1: ABMU Attendance Management Action Plan 2019**

Strategic Theme	Action	Intended Outcomes	Lead	Action to be achieved date
Long Term Absence	Reduce Long Term Absence by working closely with DU's on stress related absence conditions - identifying patterns or trends in absences and providing workshops for employees with Health & Wellbeing team to support.	Providing support to employees suffering from mental health related conditions. Creating an earlier RTW date.	Senior HR Manger	April 2019
	Introduce a Health & Wellbeing letter	Communicate at early stages of absence supportive options provided under the Health & Wellbeing suite of services.		February 2019
	Tailored / Adjusted RTW plans – Review progress of new MAAW policy application.	System that allows us to measure use of new policy, benchmarking higher uptake areas to absence levels.		March 2019
	Create new Cultural Audit Tool based on cultural findings from kings Fund that creates tangible outputs for wards/departments based on face-to-face interviews.	Deeper understanding of cultures via audit – driving root cause solutions.		April 2019
	Confirm & Challenge sessions to understand in detail Long Term absence trends, best practice and agree actions to be delivered.	Increased awareness of Long-term absence cases and increased focus on proactive work to aid RTW, reviewing our support levels for employees that have prolonged absence.		March 2019
Short Term Absence	Pilot Focusing on early communication and support to aid early RTW for Short Term Absences.	Earlier RTW dates resulting in a reduction in short-term absence.		

	<p>Facilitate sharing internal best practices in managing attendance (POW Case Study) with all DU's.</p> <p>Create new Attendance Audit for ABMU in line with New MAAW Policy.</p>	<p>Channels of accountability are addresses and the right stakeholders held account for absence performance – Driving the appropriate behaviour change.</p> <p>Departments have visibility of outputs / KPI's via audit – driving root cause solutions. Escalation processes to be explored further.</p>	Senior HR Manager	April 2019
Test Absence Data	Test Absence Data - Develop more comprehensive absence data	Identify potential inaccuracies in data entry, resulting in better data sets to drive absence improvement.	Senior HR Manager	February 2019 - April 2019
Targeting High Absence areas	<p>Facilities – pilot focusing on absence management processes.</p> <ul style="list-style-type: none"> <li>Utilizing ESR Self Service to its full potential in Singleton DU.</li> <li>Resources applied to improve planning and tracking of absence management.</li> <li>Ensuring control measures are in place to apply processes consistently by way of coaching line managers.</li> </ul>	<p>ESR data entry becomes 0-1days of entry releasing real time data. Allowing stronger actions to be taken in a timelier manner.</p> <p>Process tightened and streamlined for accountable managers.</p> <p>Fair and consistent approach to managing attendance management processes.</p>	Senior HR Manager	March 2019
Partnership working	Workforce / Trade Union Focus groups working in partnership with All Wales MAAW policy to achieve improved attendance at work. Building a collaborative action plan to deliver the necessary increase in attendance.	<p>Partnership approach to MAAW policy training.</p> <p>Collective approach to sustainable plans to increase attendance at work.</p>	Senior HR Manager/TU's	March 2019
MAAW Training Plan	<p>Launch &amp; Implementation of Managing Attendance at Work Policy (MAAW).</p> <ul style="list-style-type: none"> <li>Implementation of MAAW Policy.</li> </ul>	MAAW Policy launched 1 <sup>st</sup> Dec 2018	Senior HR Manager / Associate Head of HR	Dec 2018 – Dec 2020

	<ul style="list-style-type: none"> <li>• Commence training for managers regarding MAAW policy.</li> <li>• Options paper to be submitted for 2-year plan of training role out.</li> </ul>	Resource required for training to be completed for approx. 3,000 within 2 years.		
Occupational Health	<p>Occupational Health improvement plan complete and being implemented</p> <ul style="list-style-type: none"> <li>• Increasing capacity for management referrals in occupational health using AHP workforce and scanning of 35 000 staff records</li> </ul>	Enabling efficiency savings related to e-records and E-Systems.	Professional Head of Staff Health & Wellbeing	February 2019
Pro-active Attendance Management initiatives	<p>Continue Flu vaccination programme which to date has seen almost 50% of staff vaccinated as 25/11/18.</p> <p>Continue delivery of Mental Health awareness sessions to managers.</p> <p>Continue further delivery of Work related stress risk assessment training for managers.</p> <p>MH&amp;LD trialling Flexible working pattern in Caswell Clinic to improve attendance rates.</p>	<p>Reducing levels of Flu absence cases.</p> <p>To date 16 sessions have been delivered to 132 managers.</p> <p>To date 24 sessions have been delivered to 210 managers in total</p> <p>Review success of trial and assess its impact on absence rates.</p>		<p>February 2019</p> <p>February 2019- August 2019</p>