



HOW WE HELPED HEATHROW EXPRESS STREAMLINE PROCESS, REDUCE ABSENCE AND IMPROVE REPORTING

KEY DETAILS:

Employees Covered: **460**

Service Type: **Complete Support**

Absence Reduction: **14%**

“Absences might be phoned in to line managers or to the control room.”

Geitee Janjua

HR Business Partner at
Heathrow Express

Heathrow Express provides a high-speed rail link between London's Paddington Station and Heathrow Airport. It opened in 1998, and runs four trains in both directions every hour between central London and Paddington. Heathrow Express currently employs 460 individuals across eight sites.

Inconsistent reporting combined with high absence levels led to the decision to outsource

Geitee Janjua, HR Business Partner at Heathrow Express, explains that there was no consistent absence reporting policy, making the entire system ineffective:

“Absences might be phoned in to line managers or to the control room. Employees who were off work sometimes reported their absence to friends, which often meant that an adequate level of information didn't filter through.”

Ultimately, this hit-and-miss style meant that some absences went altogether unreported, while an extensive manipulation of data was required to obtain even basic reports.

Heathrow Express saw results fast, thanks to our holistic, tailored approach

One of Heathrow Express' senior management team recommended FirstCare and – after consultations with HR, unions and senior managers – Heathrow Express decided to use our services to help manage and reduce absence. Following sign-off, a swift implementation was completed, with the service launching on May 5th 2012.

In addition, the streamlined notification process means that all relevant stakeholders are now automatically notified of absence.



“The absence monitoring tools provided by FirstCare make it easy to track and review absence levels.”

Geitee Janjua

HR Business Partner at
Heathrow Express

The first 18 months saw a steady decrease in staff absence, from a 12 month rolling absence rate of 3.39% in May 2012 to 2.93% by December 2013, with absence rates remaining low ever since. Geitee attributes this to our nurse-led provision, which gives employees instant access to medical advice: “If you’re having a duvet day, but are asked to explain your symptoms to a qualified nurse, you think twice about doing it again.”

In addition, the streamlined notification process means that all relevant stakeholders are now automatically notified of absence.

Geitee emphasises that this is crucial for a multi-site and multi-roster business like Heathrow Express: “Due to the nature of our work, line managers and the control room need to know about an absence. FirstCare’s instant notification service means that any absences are now dealt with by the appropriate individuals immediately.”

We’ve helped improve Heathrow Express’ Return-to-Work (RTW) process and given them real-time access to accurate reporting data

Gone are the days of possible unreported absence and extensive, arduous data manipulation. Heathrow Express employees are now supported during the RTW process, while managers have the information they need to track and monitor absence.

Prior to outsourcing, the referral process for occupational health was tedious and time consuming. However, with the help of the FirstCare portal, Heathrow Express are now able to provide an instant referral service, with tailored alerts and early intervention.

“The absence monitoring tools provided by FirstCare make it easy to track and review absence levels,” explains Geitee, who adds that managers have “relevant data at their fingertips at the click of a button.”

“FirstCare’s instant notification service means that any absences are now dealt with by the appropriate individuals immediately.”

Geitee Janjua

HR Business Partner at
Heathrow Express

We’ll continue to work with Heathrow Express to reduce absence and streamline process

Geitee is enthusiastic about continuing to work with us in the future. She concludes: “We would recommend FirstCare to other organisations who want to streamline processes and reduce absence.”

“FirstCare provides us with fantastic, responsive support at all times. Their focus groups helped us overcome internal union challenges, and they’ve worked with us to tweak, tailor and customise their systems to suit our needs.”



FirstCare

Absence Management Solutions

Want to know more about effectively managing sickness absence? Or how we can help you reduce absence rates, increase productivity and reduce costs?

Call us on 03454 565 730 or email info@firstcare.eu