



## HOW NUNEATON & BEDWORTH BOROUGH COUNCIL REDUCED OVERALL ABSENCE BY 36% AND THE AVERAGE LENGTH OF MENTAL HEALTH ABSENCE BY 64%

### KEY DETAILS:

Employees Covered: **612**

Overall Absence Reduction: **36%**

Service Type: **Essential Support**

Absence Reduction in Average Length of Mental Health: **64%**

"I would recommend FirstCare. They offer a fantastic management tool and provide live data which can be accessed whenever it's needed."

#### Mariam Khalifa

HR Support Officer, Nuneaton and Bedworth Borough Council

### The client

Nuneaton and Bedworth Borough Council provides residents and visitors with a wide range of council services.

It is a local government district in northern Warwickshire, England, consisting of the towns of Nuneaton and Bedworth, the village of Bulkington, and the green belt land in between.

To ensure it operates efficiently and effectively, the attendance of its 612 staff is essential.

### The requirement

Nuneaton and Bedworth Borough Council were experiencing high levels of frequent, short-term absence.

To combat this issue, it relied upon an absence management service provider that went bankrupt in 2014, so the council conducted a tendering process and became aware of FirstCare.

Mariam Khalifa, HR Support Officer at Nuneaton and Bedworth Borough Council, explains: "We found that there were not a lot of organisations out there that could offer what we wanted.

"FirstCare's absence management services appealed to us. We chose FirstCare, because they were the only attendance management services provider that tendered for our service and as far as we were aware were the only ones available in the market at the time."

“The alerts that FirstCare set-up enabled us to track and manage absences better. They’ve also helped us introduce reminders for welfare meetings and return to work interviews.”

### Mariam Khalifa

HR Support Officer, Nuneaton and Bedworth Borough Council

## The solution

With our reporting data, we were able to set-up alerts to enable line managers at the council to be informed when employees were off sick.

Mariam said: “We understood that short-term, frequent absence was an issue. The alerts that FirstCare set-up enabled us to track and manage absences better. They’ve also helped us introduce reminders for welfare meetings and return to work interviews.”

“Parul Hoque our account manager [at FirstCare] has been very helpful, as she tailored the alerts to our needs and made them dynamic, so they suit different line manager requirements.

“In addition, the reports give us access to staff absence history, and enable us to feed back to our director team with ease.”

## The results

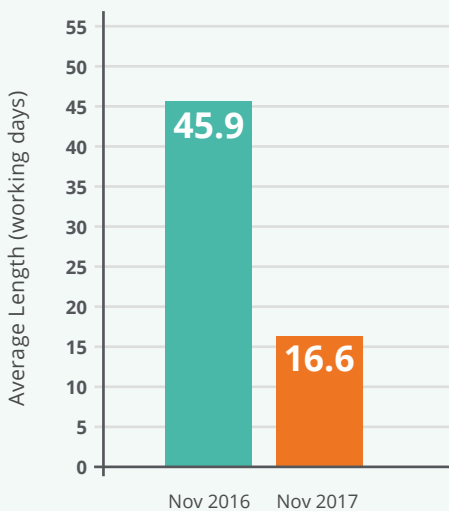
Our real-time data led to the council achieving a reduction in overall absence, and in particular, mental health absence.

Mariam said: “Overall we’ve seen a 36% reduction in our absence rates from 5.54%, to 3.55% in the rolling year of November 2017. This has resulted in 4.5 days saved per employee.

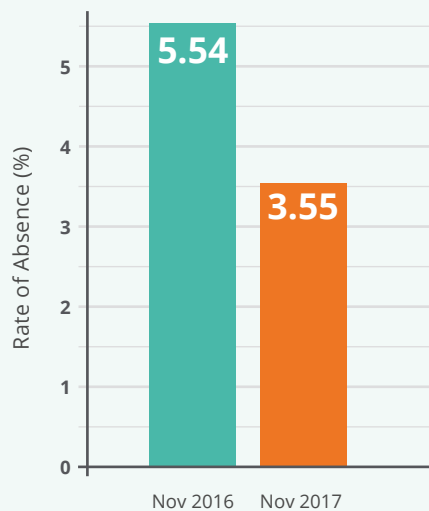
“By using FirstCare’s data we were able to spot trends in the number of employees suffering with mental health issues, which led to long term absence.

“This helped us respond proactively. We trained our staff to recognise

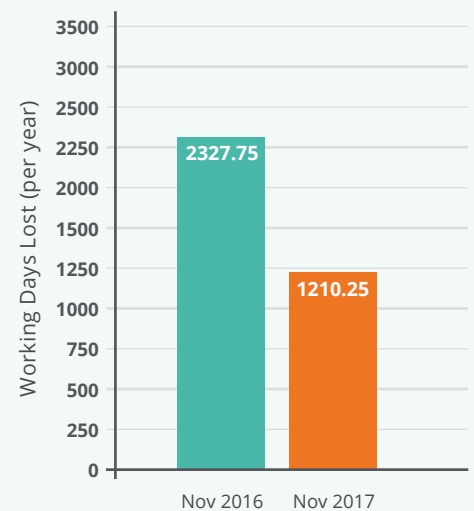
**Mental Health Average Length (Days)**



**Overall Absence Rate (%)**



**Overall Working Days Lost**



● Dec 2015 to Nov 2016   ● Dec 2016 to Nov 2017

### ABSENCE RATE (%)



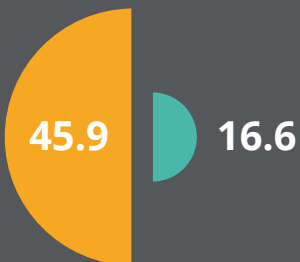
36% difference

### DLPE



35% difference

### MENTAL HEALTH (average length)



64% Difference

mental health symptoms, and introduced employee support officers and stress audits.

“This has resulted in a 48% reduction in our days lost to mental health absence, saving us 1118 days in the rolling year of November 2017.

“And, the average length of mental health related absence has reduced by 64% from 45.9 days in 2015/16, to 16.6 days in 2016/17 – representing a saving of 29.3 days.”

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# FirstCare

Absence Management Solutions

**To find out more about our absence management services, contact us today.**

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