



# Workplace Absence Management Summit 2008

**Thursday 11th September 2008**

Danubius Hotel, Regents Park, London NW8

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#### Why attend this crucial summit?

- Workplace absence is currently quoted as costing employers nearly £700 per employee per year.
- Absence due to stress is estimated to be costing UK businesses £4.7 billion per year.
- What practical steps can employers take to effectively manage this ever increasing problem?
- Hear vital legislative updates to ensure you are not wide open to costly litigation. Learn about the latest legislation and case law in relation to sickness absence, disability, health and safety?
- How can you effectively manage sickness absence through clear and robust policies and procedures?
- Leading HR practitioners share their experiences of some practical ways in which they are tackling sickness absence more effectively and improving business productivity and performance.

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#### Which functions will benefit from attending?

- Directors • Line Management • HR
- Health & Safety • Employee Relations
- Legal • Operations • Policy • Personnel
- Resourcing • Clinical Services • Wellbeing
- Medical Adviser • Occupational Health
- Diversity • Planning

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#### Endorsed by



*"The standard of both content and speakers has been impressive. All presentations have been very informative."*

Lehman Brothers

## Dear Colleague

With the increasing financial cost of absenteeism, to both the individual employer and to the economy as a whole, it is no surprise that this issue is high on the agenda for the majority of UK businesses. So what practical steps can employers take to address this problem?

At this one day event you will have the opportunity to hear from a number of leading HR professionals about how they are tackling the issue of absence within their own organisations.

You will also hear from UK's leading HR professional body, the Chartered Institute for Personnel and Development, who will highlight the results from their latest absence survey.

As well as hearing from a top legal expert, who will give you the latest update on legislative changes, you will also have the opportunity to hear from the Stress Management

Society on how they are helping a number of organisations to tackle stress – one of major causes of workplace absence today.

Lunchtime and refreshment breaks will offer you the opportunity to network with other HR professionals to share and learn from each other's experiences.

We do hope that you will join us for what we believe will be an interesting and informative day.

Best regards



**Elizabeth Smith**  
Director of Research  
[elizabeth.smith@bfi.co.uk](mailto:elizabeth.smith@bfi.co.uk)

*"Well informed and relevant speakers."*

Royal Bank  
of Scotland

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### Organisations presenting are:

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Chartered Institute of Personnel and Development

Barlow Lyde & Gilbert

ACAS

Stress Management Society

Greymans Risk and Security Management

Bradford Metropolitan District Council Health and Wellbeing Unit

London Quadrant Housing

Metropolitan Police Service

### Endorsers

#### City HR Association

City HR Association was established in 1973 as the UK industry association promoting best HR practice within the financial services sector and has a diverse international membership drawn from organisations actively engaged in or offering support for financial services business.

City HR Association currently represents a wide range of businesses including banks, brokers, building societies, investment managers, clearing houses, insurance companies and exchanges as well as accountancy and consultancy firms, lawyers, system vendors, online publishers and other organisations providing services to the HR sector.

**For further information please contact: Lucinda Campbell-Gray on 0207 670 1931 or [lcg@cityhr.co.uk](mailto:lcg@cityhr.co.uk)**

#### CPD Certification Service

All BFI events are accredited by the CPD Certification Service.

The CPD Certification Service encourages the provision and assists in the dissemination of high quality, independently certified Continuing Personal/Professional Development (CPD) throughout a wide range of industry sectors. Visit [www.cpduk.co.uk](http://www.cpduk.co.uk) to find out more.

## Schedule

There will be refreshment breaks in the morning and afternoon.  
Lunch will be at approximately 12.45 for one hour depending on the schedule.

*"Some great speakers, on target and interesting."*

Credit Suisse

*"Well structured and managed – excellent facilities"*

Energy Networks Association

*"An excellent conference – thank you."*

Lloyds TSB

*"A very useful cross-section of presentations and speakers."*

Financial Services Authority

*"Good overview of subjects and excellent delivery"*

AEA Technology

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### 08.30 Registration and Coffee

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#### 09.00 Chairman's Opening Remarks

#### 09.15 An Overview of the Annual CIPD Management Survey Results

- How much is staff absence costing the UK economy?
- What are the underlying causes of absence?
- If sickness absence is having such a negative impact on organisational productivity and performance what measures are being taken?

##### **Ben Willmott**

Advisor

Chartered Institute of Personnel and Development

#### 09.45 Working within the Law

- Latest legislation and case law in relation to sickness absence, disability, health and safety.
- Satisfying the statutory conditions for processing sensitive data
- Considerations for the employer when absence leads to the need for disciplinary action. Adopting fair procedures before dismissal
- Responsibilities under the health and safety act with regards to protecting the employee after their return to work

##### **Nicholas Dent**

Partner

Employment Group Barlow Lyde & Gilbert

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### 10.45 Coffee and Networking

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#### 11.15 Tackling Absence – a Practical view

- How can employers manage sickness absence more effectively in order to improve business productivity and performance?
- Effectively managing sickness absence through clear and robust policies and procedures
- A look at a number of real examples of difficulties that organisations currently face

##### **David Cook**

Senior Advisor and Conciliator

ACAS

#### 11.45 Stress the biggest cause of Sickness Absence

- What is the link between stress and absenteeism?
- How does the employer recognise stress in its various forms?
- Stress is estimated to be costing UK businesses £4.7 billion per year. What practical steps can employers take to effectively manage this ever increasing problem?

##### **Neil Shah**

Director

Stress Management Society

#### 12.15 Overcoming & minimising the impact of stress in the workplace

- Assessing the safety hazard of an employee under duress
- Reducing the effect of underperformance due to stress
- Identifying and dealing with presenteeism

##### **Liz Cook**

HR Director

SEGA Europe

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### 12.45 Lunch and Networking

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#### 14.00 Surveillance – What can you expect?

- When absence leads to serious measures – hear some case studies on some do's and don'ts.
- When should you use covert surveillance? – Proportionality
- What results can you expect? Is once enough?
- Quality of evidence

##### **Mike O'Neill**

Managing Director

Greymans Risk & Security Management

#### 14.30 Case Study – Reducing Sickness Absence through Collaboration with GPs

- Reviewing of effectiveness of the OH department as part of a drive to reduce sickness absence
- Implementing an action plan to improve effectiveness of OH team in relation to the referral process
- Developing collaborative working between individual, the manager, the HR adviser, OH and external professional support
- Tracking the effectiveness of early referrals and the positive impact in reducing the length of employee absence
- Encouraging managers to take a proactive approach by examining the business case when considering funding treatment leading to early return to work

##### **Susan Gee, OH Manager**

Bradford metropolitan District Council Health and Wellbeing Unit

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### 15.10 Afternoon Break and Networking

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#### 15.30 Case Study – London Quadrant Housing

- Tackling casual sickness and rewarding 100% attendance
- Effectively separating casual sickness and supporting the genuine case
- Creating a strong absence policy
- Working with line managers to create a positive working culture

##### **Tom Nicholls**

Group Director Human Resources

London Quadrant Housing

#### 16.15 Prevention of Sickness Absence Due To Stress Related Illness – A Proactive Approach

- How can employers prevent sickness absence due to stress-related illness? The Metropolitan Police Service experience – a two-pronged approach
- Stress awareness training for managers – an interactive toolkit approach with impressive results
- Tips, techniques and practical tools for combating stress in every day life and work situations

##### **Dr Eileen Cahill-Canning**

Chief Medical Officer

Metropolitan Police Service

#### 17.00 Chairman's Closing Remarks

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### 17.15 Close of Conference

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#### Forthcoming BFI Events

19 August 2008  
**Non UK Nationals Employee Vetting & Screening Workshop** – London

27 August 2008  
**Pandemic Flu Policy for Business & Public Sector Training Course** – London

25 September 2008  
**HR in a Downturn Economy Summit** – London

30 September 2008  
**12th Annual UK 7 Non UK Employee Vetting Summit** – London

8 October 2008  
**Pandemic Flu Summit for Business & Public Sector** – London

23 October 2008  
**Identity Fraud & Data Breach Summit** – London

