

HR Direct is here to help and support you with your management of employee attendance cases.

What does HR Direct offer?

- Advice on the interpretation and application of the Attendance Policy
- Advice on the application of trigger points for formal monitoring of sickness absence in line with the Attendance Policy
- Advice on the application of management discretion in relation to episodes of absence
- How to make an Occupational Health referral
- Discussion with the manager on the interpretation of Occupational Health advice on the employee attendance case
- Exploration of options to encourage early return to work for the employee
- Registration of all long term sickness cases by 28 days on our case management record system
- Encouragement of early intervention in long term sickness and support to the employee
- Review with the manager of long term sickness cases by month 5 and consideration of next steps.
- Review with the manager of cases where they wish to proceed to a Stage 3 sickness absence panel
- Recording of case management actions
- Advice on production of case statements for formal hearings
- Assignment of the case to HR Consult at formal hearings

How to Access Attendance Case Management Support and register an employee case.

General queries:

If you have a general query about the application of the attendance policy contact HR Direct at ['Raise my HR Direct Query'](#) phone on (2) 7700

Registering a Long-term sickness case:

If you have a member of your team that has been absent for 28 OR have indicated that they will be absent for this period of time, please register the employee case with HR Direct. You can do this by registering your case via the Attendance section of People First.

Tell us:

- the employees name
- if you are in regular contact with the employee (frequency)
- reason for absence/condition
- likely return date (if known)
- if an Absence Support Meeting has taken place

Needing HR Advice? Contact [HR Direct](#)– at ['Raise my HR Direct Query'](#)

Don't forget to include details in the 'How we should contact you' box, so that an HR Advisor may contact you to discuss the case with you. Alternatively, you may register the case by phoning **(2) 7700**

Registering a Stage 3 sickness case:

If you have a member of your team who has triggered Stages 1 and 2 of that Attendance Policy and/or their episodes/pattern of sickness is unsustainable then you are requested to register your proposed Stage 3 sickness case with HR Direct prior to proceeding to a Stage 3 panel. You can do this by accessing the "register" button in the [Attendance](#) section of People First.

Tell us:

- The employee's name
- Date of Stage 1 meeting (if applicable)
- Date of Stage 2 meeting (if applicable)
- If the employee currently absent
- Likely return date (if known)

Our commitment (promise) to you

- Once you have registered the case over the phone or through the case registration form under the [Attendance](#) section on People First you will be allocated to an HR Advisor.
- All cases are logged and a unique number will be allocated to your employee's case.
- An HR Advisor will make contact with you within 2 days of you registering your case.
- HR Advisor's will be on hand throughout the duration of the case.
- An HR Advisor will conduct an initial triage of the case with you to ensure that all relevant information is captured on the case management system.
- Details of follow up contact and key actions will be recorded.
- Regular contact will be maintained throughout the progression of the case in order to keep case notes updated.
- You are requested to keep the HR Advisor supporting your case informed and updated on any developments with the employee's attendance case until case resolution.
- An HR Advisor will support you with advice on your preparation for formal meetings/case papers
- An HR Advisor will liaise with other workforce colleagues if the attendance case requires further expertise, for example, support from Health, Safety and Well-being, HR Consult or HR Business Partners.

Our Service Level Agreement

Attendance cases are subject to Key Performance Indicator monitoring at Executive Director Level. There is a joint commitment from the Workforce Directorate and Directorate managers to achieve the organisational performance indicators set as follows:

- **Case triage within 2 days** - An HR Advisor will be in contact with you within 2 days of your case being registered through raise a query on the attendance section of People First
- **Registration of long term sickness cases** - Absence of 28 days of absence or over should be registered by the manager with HR Direct
- **Long term sickness cases – 7 month SLA** - should be completed and closed within 7 months of the employee commencing continuous sickness
- **Stage 3 panel**– 1 month SLA – case should be written up, case convened and held within one month of registration of the Stage 3 case.