

ABSENCE MANAGEMENT SERVICES FRAMEWORK



Key Facts Summary:

Service: Absence Management
OJEU Contract Notice: 2015/S 067 – 119701
Start Date: 23/07/2015
Expiry Date: 22/07/2019
Coverage: UK Nationally
Run by: Watford Borough Council



Framework Scope: SERVICES

This framework provides access to a 24/7 absence management service, designed to help organisations to manage and reduce sickness absence and its associated costs. The service comprises a number of service elements, including, but not limited to:

- 24/7 absence recording
- 24/7 medical advice and support for all employees
- 24/7 distribution of absence notifications
- Absence policy alerts
- Absence monitoring recording
- Occupational Health and wellbeing service referrals
- Return to work interview monitoring
- Line manager action and compliance reporting
- 24/7 Online Management Information Portal access
- Email Push Reports to designated recipients
- Assigned Account Management Team

Framework Scope: ELIGIBLE BODIES

This framework is available for use nationally by any public sector body in the UK, plus additional bodies, as listed below:

- **UK Local Authorities:** www.direct.gov.uk/en/DI1/Directories/Localcouncils/AToZOfLocalCouncils/DG_AZ_LG
- **Schools in England:** www.gov.uk/find-school-in-england
- **Scottish Schools:** www.educationscotland.gov.uk/scottishschoolsonline
- **Schools in Wales:** hwb.wales.gov.uk
- **Schools Database Northern Ireland:** apps.deni.gov.uk/appinstitutes/instmain.aspx
- **Academies:** www.gov.uk/government/publications/open-academies-and-academy-projects-in-development
- **Universities and Colleges:** unistats.direct.gov.uk/institutions

Framework Scope: ELIGIBLE BODIES cont'd

• Police, Fire & Rescue and Maritime & Coastguard Agency Emergency Services:

- www.police.uk/forces
- www.psni.police.uk/index
- www.scottish.police.uk
- www.fire.org.uk/fire-brigades
- www.nifrs.org/areas-districts
- www.mcga.gov.uk/c4mca/mcga07-home
- www.firescotland.gov.uk/your-area.aspx

• NHS Bodies, the HSC (Northern Ireland) and Ambulance Services:

- www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx
- www.hscni.net/index.php?link=trusts
- www.show.scot.nhs.uk/organisations/index.aspx
- www.scottishambulance.com/AboutUs/HowWeOrganised.aspx
- www.wales.nhs.uk/nhswalesaboutus/structure

• Hospices in UK including Scotland, Wales and Northern Ireland:

- www.hauraki.co.uk/hospice_uk

• Registered Social Landlords:

Government-funded, not-for-profit organisations that provide affordable housing. They include housing associations, trusts and cooperatives.

- www.communities.gov.uk/newsroom/factsandfigures/housingplanning1/facts/socialhousing/?id=1822644

• Registered Charities:

- apps.charitycommission.gov.uk/Showcharity/RegisterOfCharities/registerhomepage.aspx
- www.oscr.org.uk



Benefits of this Framework

- This framework has been established by a local authority familiar with the needs, challenges and objectives of public sector organisations.
- The service specification has been compiled based upon a sampling of more than 40 Public Sector organisations, including NHS Trusts, Local Authorities and Housing Associations, to ensure that it provides all of the key deliverables needed to help manage and reduce absence.
- The framework is compliant with UK/EU procurement legislation and so there is no need for interested users to run their own, costly procurement processes.
- Pre-agreed terms and conditions underpin all orders so there is no need to allocate time and resource to create new contracts and arrangements.
- A single provider with a direct call procedure, enabling a quick, compliant and simple procurement route.
- The ability for one organisation to access the service on behalf of another, or a group, of eligible bodies



FirstCare

Absence Management Solutions

Key Facts Summary:

Founded: 2004

Registration No: 05297929

Public Sector Employees Covered: 80,000+

Average Absence Reduction: 21.2%

Location: London, UK

Coverage: UK Nationally

Supplier Details

This is a single provider framework and, following a competitive tender in Spring 2015, the successful Supplier is FirstCare Ltd. FirstCare has 10 years of experience providing absence management services to the public sector. Across numerous NHS Trusts and Councils, FirstCare covers more than 80,000 public sector employees and has helped to reduce absence by up to 58%, delivering a high return on investment through helping to reduce absence and its associated costs, such as agency spend, cover staff, overtime payments and lost productivity.

Case Studies and Evidence of Success:

FirstCare's customers include Oxford University Hospital, where absence has been reduced by 26%; Somerset County Council, which has seen a £700,000 return on investment and Walsall Housing Group, which has seen absence fall by 33% while working in collaboration with FirstCare.

Testimonial:

"In challenging financial times, maximising staff attendance and performance is a priority in ensuring high quality services to patients and for carers. We have been using the FirstCare service since 2007 and the responsive service and real-time data flow from FirstCare enables us to continually review our health and wellbeing strategies, review our sickness statistics in a more efficient way and ultimately continue to reduce overall sickness absence levels within the Trust."

Karen Herriman

Deputy Director of Workforce & Organisational Development
Derbyshire Healthcare NHS Foundation Trust





FirstCare

Absence Management Solutions

Please ensure that the
reference number:

067 – 119701

is quoted on all paperwork.



How to use this framework:

There are just 3 steps to using this framework:

Step 1

Complete the document **FORM A: Request Form** and send it to **absenceframework@firstcare.eu**. By response you will receive a full overview of the FirstCare service and the specification covered by this agreement. In addition you will be assigned a named consultant to whom you can direct any further enquiries.

Step 2

Review this documentation and, if you determine that the service specification will fulfil your requirements contact your named consultant, who will issue you with the document **FORM B: Order Form**.

Step 3

Simply complete the document **Form B: Order Form** and send this back to FirstCare. Once the document is counter-signed, both sides will have entered into a call-off contract whereby you (*The Contracting Body*) will be able to make use of FirstCare absence management service from an agreed **Service Commencement Date**.

Further Help or Questions?