In absentia -

managing absence at work

An ICAS seminar in association with Health at Work

Friday 20 May 2005 9.00am to 1.30pm

Radisson Hotel, Glasgow

In association with

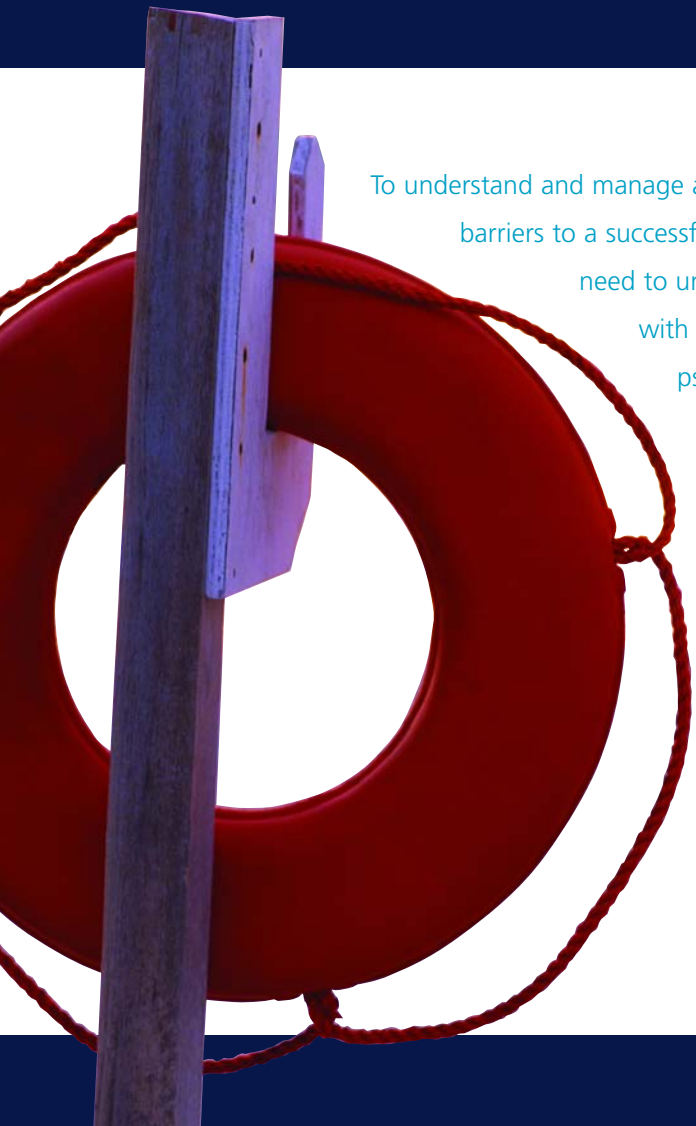
health at work

ICAS

Absence: the facts

- Sickness absence is estimated to cost the UK £11 billion a year*
- 13.4 million days a year are lost due to stress-related conditions*
- Average level of absence costs c.£600 per employee per year and rising*
- Most absence is for less than five days, but 20% is for four weeks or more*
- 22.7% of employees off sick in the UK suffer from long-term sickness*

*Source: CBI, CIPD, HSE, IES



To understand and manage absence and reduce the barriers to a successful return to work, employers need to understand that, along with physical causes, personal, psychological and work-related issues all play important roles.

This seminar will outline how employers can start to manage the problem and introduce successful attendance and return to work strategies, to reduce the cost associated with absence.

Programme

9.00am	Registration and refreshments
9.15am	Welcome *Laura Galbraith, Clinical Director, ICAS*
9.20am	Absence Management, the law and top tips for a policy *Morag Hutchison, Associate, MacRoberts Solicitors*
10.00am	Vocational Rehabilitation and how to get people back to work *Leonie Nowland, Manager, Case Management Services, ICAS*
10.45am	Refreshment break
11.00am	Scotland's Health at Work and the maintenance of health and wellbeing in the workplace *Leona Seaton, Health Promotion Officer, Health at Work*
11.30am	Sickness Absence Management Project - Helping Business Manage Absence *Dr Nundita Reetoo, University of Glasgow*
11.45am	RAC case study – promoting attendance through Scotland's Health at Work *Lisa Buck, Senior Health Promotion Officer, Health at Work*
12.00 noon	HBOS – the strategic management of absence behaviour *Dorothy Lowry, Head of Human Resources and Internal Communications, Bank of Scotland Corporate, HBOS plc*
12.30pm	Panel discussion followed by lunch

What you will take away from the seminar:

- An overview of the legal framework in relation to management absence
- How a wider wellbeing model can help prevent, reduce and manage absence
- An understanding of a new tool to help measure absence in SMEs
- How two organisations have worked innovatively to manage absence
- How a return to work can be cost effectively managed

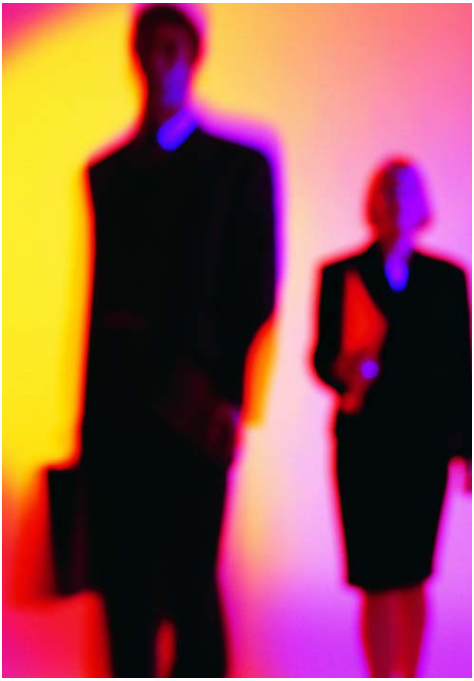
About ICAS

ICAS, established in 1987, is one of the world's leading providers of employee support and behavioural risk management services.

With expertise in all aspects of behavioural risk, ICAS provides companies and organisations with assistance and support on a broad range of issues that affect an employee's ability to perform at work.

World-class account management allows ICAS to provide specific data for companies to benchmark employee performance across multiple sites and counties, and to direct strategic interventions where necessary.

With operations in 17 countries spanning six continents, ICAS supports more than one million employees in over 500 companies worldwide, 24 hours a day 365 days a year.



Health at Work

Health at Work is part of Greater Glasgow NHS Board. They promote employee health by working in partnership with organisations to: develop health policies, raise awareness of health issues, plan health promotion programmes and undertake staff health needs assessments.

Scotland's Health at Work (SHAW) is a flexible award programme tailored to meet the different health needs of organisations whatever their size, sector or location. SHAW is free to join, with over 60 staff based in the 15 NHS Boards across Scotland. They help participating companies in their areas develop health promotion programmes for the workforce.

Booking form

How to reserve your place

Please complete the booking form below and return it by fax on 0141 353 0645 or detach and post (no stamp required). Alternatively, email ekerr@icasgroup.com with your requirements.

Fee per delegate (to cover costs) including lunch, refreshments and delegate pack:
£64.62 (£55 + £9.62 VAT)

Delegate name: . . . . . Job title: . . . . . .
Organisation. . . . . .
Address: . . . . . .
. . . . . .
. . . . . Postcode:. . . . . .
Tel: . . . . . Fax: . . . . . .
Email: . . . . . .

Additional delegates

Name: . . . . . Job title: . . . . . .
Name: . . . . . Job title: . . . . . .
Name: . . . . . Job title: . . . . . .
Please indicate any dietary or other special needs: . . . . . .
. . . . . .

Method of payment *(full payment is due a minimum of two weeks prior to the event)*

Please invoice my company at the following address:
. . . . . .
VAT Number:. . . . . Purchase Order No: . . . . . .

The small print

If you are unable to attend you may send a substitute. However a refund cannot be made for cancellations received less than 14 days before the seminar is scheduled to take place. There is a fee to cover venue and administration expenses for cancellations received more than 14 days before the course start date.

Speakers and venue may be subject to change, and where the circumstances are beyond our control, no refund can be provided.

Data Protection Act

The personal information you provide will be held on our database and used by ICAS to inform you of any services we believe might be of benefit to you. Please tick the box if you do not wish to have your details used for this purpose ☐. I am happy to receive information by email on other ICAS services and offers ☐.

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Speakers

Laura Galbraith, M.A. M.Sc. C.Psychol, Clinical Director, ICAS

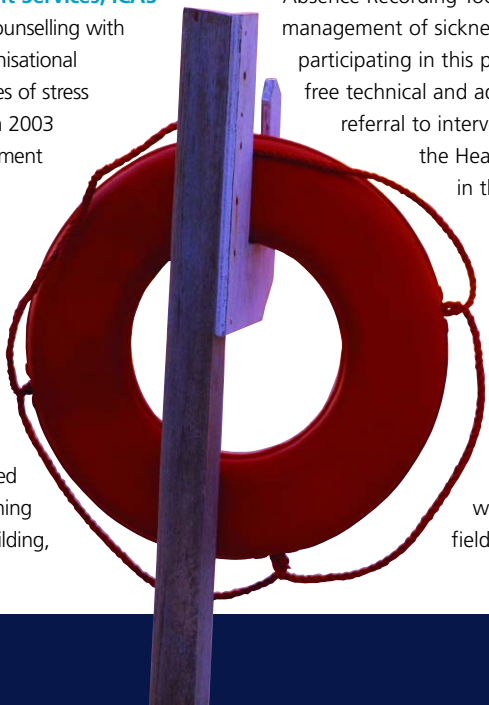
Laura became UK Operations & Clinical Director for ICAS in May 2003. She was previously the Deputy Clinical Director for the UK and reviewed and established procedures for the EAP Services provided by our Counsellors and Psychologists.

Laura obtained her first degree at Edinburgh University and then moved to Plymouth and Bristol to obtain her M.Sc. in Clinical Psychology. She is a Chartered member of the British Psychological Society and The Division of Clinical Psychology.

Laura is a skilled trainer and has worked extensively for the media where her opinion is sought in particular on the stresses involved in family life. In addition she has published on weight management, sleep and assertiveness.

Leonie Nowland, BA, BSW, Grad Dip Systemic Practice, Case Management Services, ICAS

Leonie has qualifications in counselling with individuals, families and organisational teams, especially around issues of stress and strain. She joined ICAS in 2003 as Manager of Case Management Services. Leonie has extensive experience managing EAP providers in Australia, and has specialised in working with the public sector on issues pertaining to organisational culture and occupational stress from a risk management perspective. She is also a skilled trainer, and has provided training for line managers in team building, managing change and managing occupational stress issues. Leonie worked for three years as an academic in New Zealand, and her research interests are in occupational stress and resilience.



Dr. Nundita Reetoo, University of Glasgow

Dr. Nundita Reetoo is a Post Doctorate Researcher at the Healthy Working Lives Research Group, University of Glasgow. She has been involved in qualitative and quantitative research in the Occupational Health field for the past five years. She has recently completed a project funded by the Health and Safety Executive looking at the customer's perspective of the competencies required of occupational physicians, which involved working closely with a wide range of businesses. Currently Nundita is managing the SAM project which aims to evaluate the current methods of sickness absence management in small and medium sized enterprises (SMEs) in Scotland, and the effect of introducing a new free Sickness Absence Recording Tool (SART) in the management of sickness absence. Businesses participating in this project will have access to free technical and advisory services including referral to interventions occurring under the Healthy Working Lives agenda in their areas.

Lisa Buck, Senior Health Promotion Officer, NHS Greater Glasgow

A graduate of the University of Strathclyde, Lisa began her career in Health Promotion in 1993. Since then she has worked extensively in this field currently splitting her time

between two NHS Greater Glasgow posts – in tobacco control and in workplace health promotion. As Senior Health Promotion Officer at Health at Work, Lisa leads on Scotland's Health at Work – a national programme for workplace health promotion. She also advises companies on health policy development, and offers information, resources and support on a wide range of health topics.

Leona Seaton, Health Promotion Officer, NHS Greater Glasgow

A graduate of Glasgow University Leona has worked in the health and social care field for a number of years. Leona has held a variety of posts looking at the relationship between social inclusion and health. After working in a number of different community settings Leona moved to her post within Health at Work over two years ago. She is responsible for developing work around mental health and well-being in relation to employment within Greater Glasgow. Leona works at both local and national levels to meet the Scottish Executive's targets for mental health and well-being. As well as this Leona manages a portfolio of organisations within Glasgow to assist them in introducing health improvement strategies to the workplace.

Morag Hutchison, Associate, MacRoberts Solicitors

Morag Hutchison is an Associate and has specialised in employment law since 1999. Morag deals with both contentious and non- contentious employment issues and has experience in advising on restructuring and reorganisations, the handling of dismissals - including the negotiation of exit packages - and the drafting of employment contracts and policies. Morag also has considerable experience in dealing with the employment aspects of corporate transactions, including advising on the implications of TUPE, as well as providing advice on day to day employment issues such as the handling of disciplinary issues and problems involving sex, race and disability discrimination.

Dorothy Lowry MA MCIPD, Head of Human Resources and Internal Communications, Bank of Scotland Corporate, HBOS plc

Dorothy is Head of Human Resources and Internal Communications for the Corporate Division of the HBOS group. HBOS was formed with the merger of the Halifax and Bank of Scotland in September 2001.

An HR professional, Dorothy worked in retailing, financial services and a leading law firm before joining the Bank in 1998. She leads a team responsible for the recruitment, development and retention of the Division's staff, circa 8,000, throughout the UK, Europe and North America.

5/6 Park Terrace
Glasgow G3 6BY
Tel: +44 (0) 141 353 0555
Fax: +44 (0) 141 353 0645

info@icasworld.com
www.icasworld.com

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