

How does an organisation retain its most productive staff?

Efficiency and Procurement Conference

Master Class

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Or How to keep your *Headcount* when all around you are losing theirs?



“Times are tough enough for employees. Don’t make it worse by replacing the term ‘headcount’ with ‘body count’

Burn out



“Well, all the symptoms of just another typical case of burnout, I’m afraid”

Absenteeism and Presenteeism -The Facts

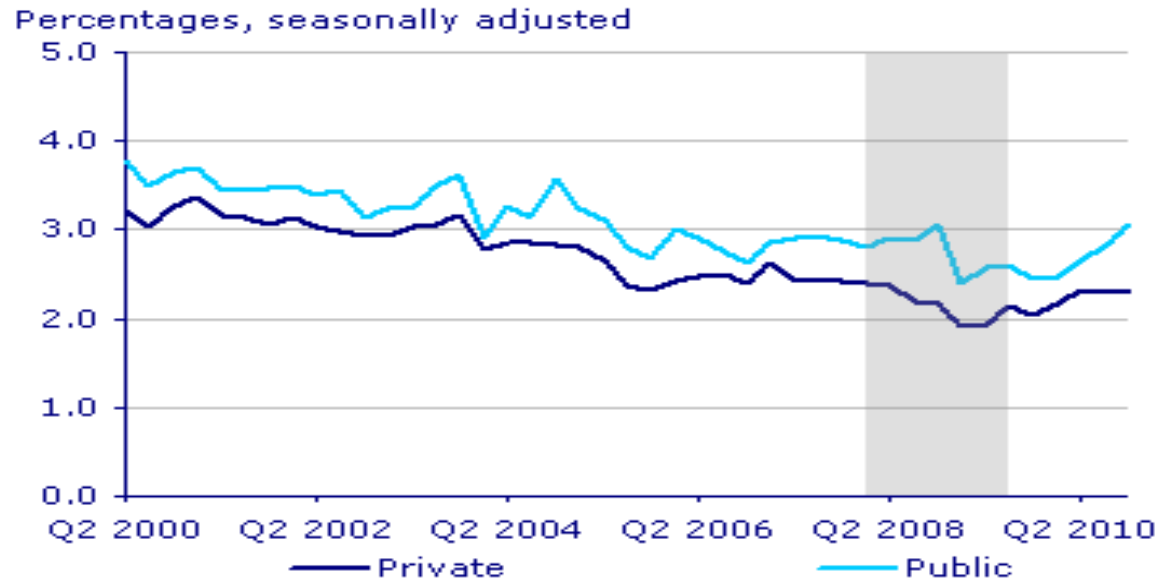
- Employee Absence cost the UK nearly £8.4 billion in 2009
- 70 million lost working days
- £15.1 billion in productivity losses or 'presentee-ism'
- The Average Direct cost of absence was £595 per employee in 2009

*Absence and workplace health survey 2010
The CBI/Pfizer report*



Public vs. Private

Average rates of absence per employee by sector



National office of statistics

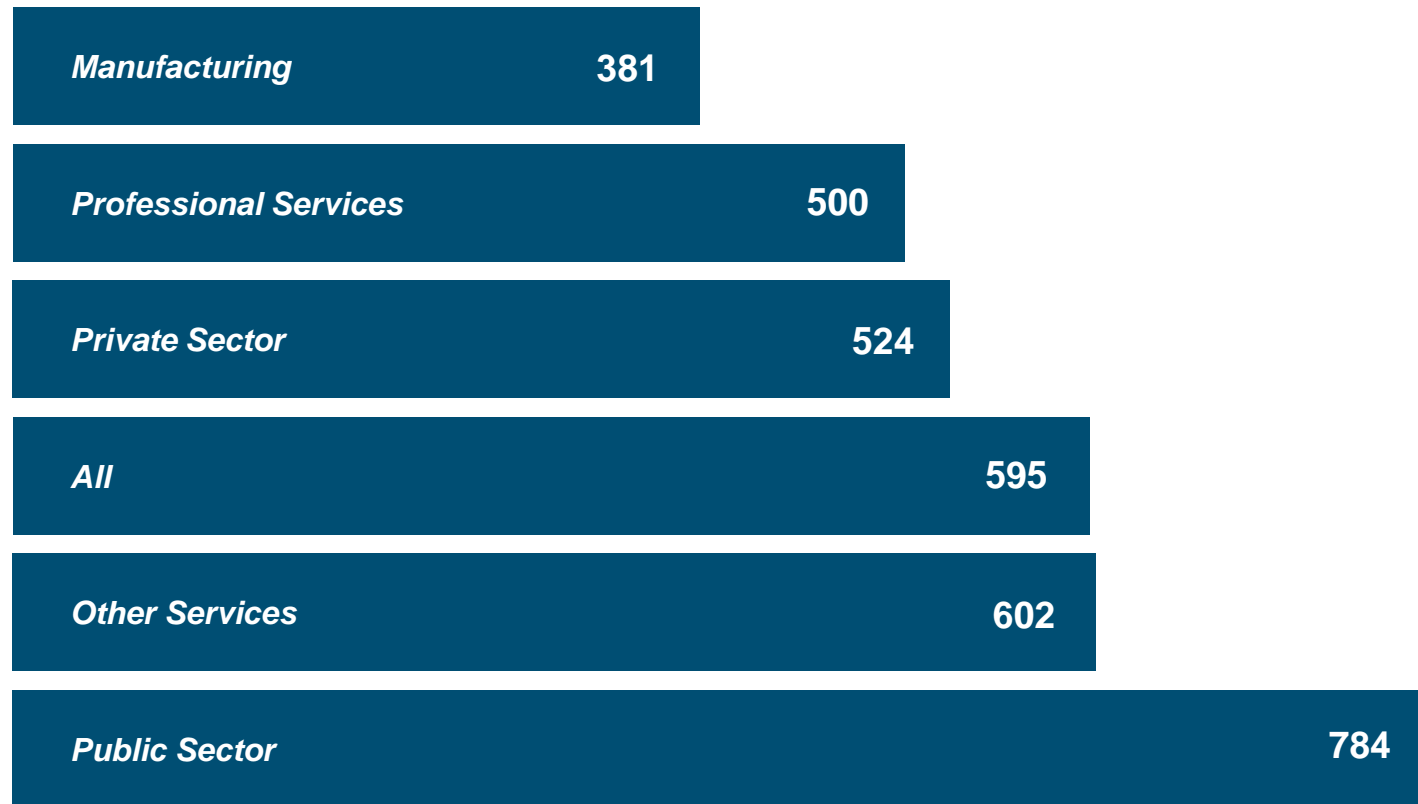
Public vs. Private

Employee	Average days lost per employee	% of working time lost	Private sector (average days lost)	Public sector (average days lost)
Manual worker	7.2	4.3	6.4	11.8
Non-manual worker	5.3	3.4	4.9	7.8
All	6.4	3.9	5.8	8.3

*Absence and workplace health survey 2010
The CBI/Pfizer report*

Absence costs vary by sector

Average direct cost of absence by sector (£)



Absence and workplace health survey 2010 , The CBI/Pfizer report

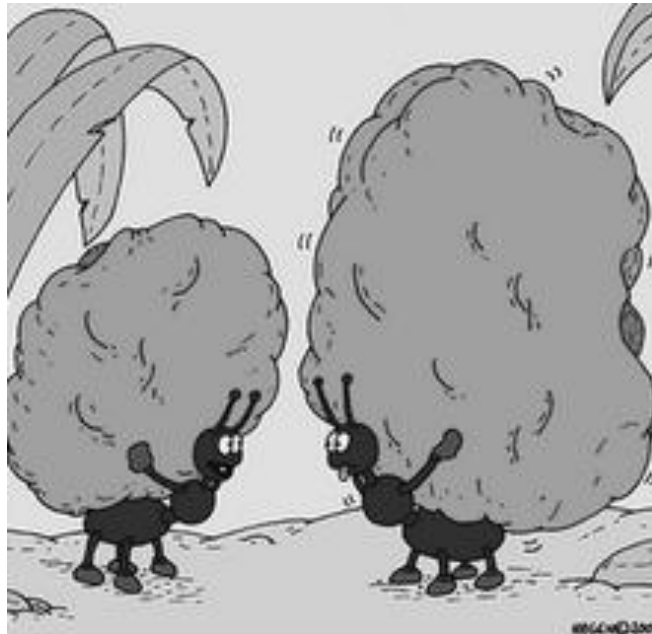
The Main Impacts of Absence

<input type="checkbox"/> Loss of Productivity	85%
<input type="checkbox"/> Sick Leave Costs	79%
<input type="checkbox"/> Other	45%
<input type="checkbox"/> Cost of Overtime to replace absent staff	40%
<input type="checkbox"/> Cost of Hiring temporary replacements	39%
<input type="checkbox"/> Loss of staff caring for sick family members	6%
<input type="checkbox"/> Insurance Costs	4%
<input type="checkbox"/> Cost of recruiting new staff	4%
<input type="checkbox"/> Loss of staff (through early retirement)	0%

Absence and workplace health survey 2010 (CBI/Pfizer)

Drivers of absence

Musculoskeletal



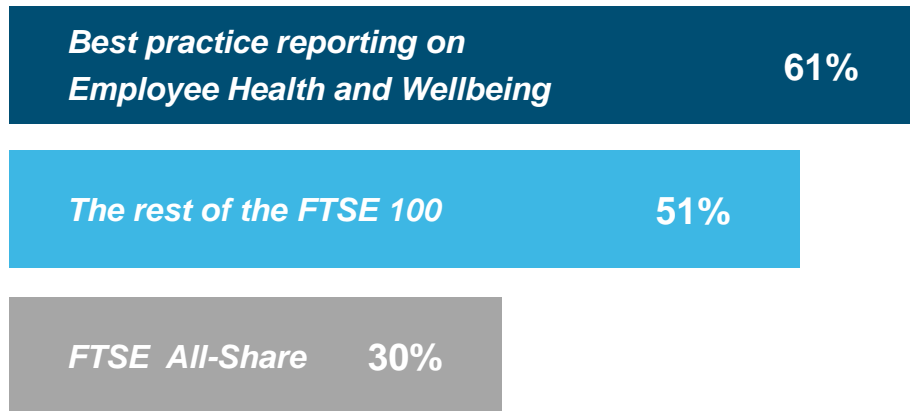
I hurt my back last week, so I have been put on “Light Duty” for a couple of weeks...

Depression/ stress



Return on investment

Average Total Shareholder return (TSR) for 2009



Ipsos/ MORI poll 2009

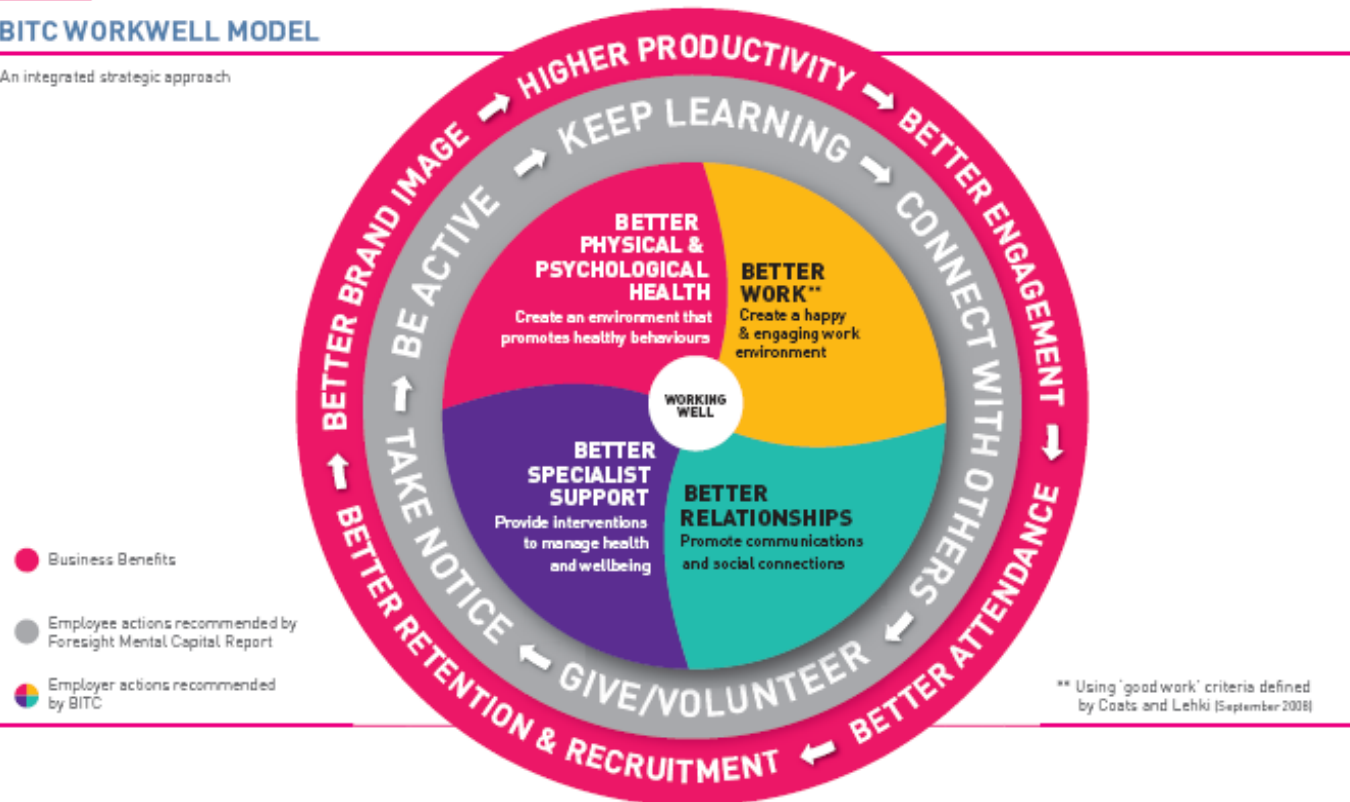
'Wellwork' Model – roadmap?

Business &

Community

BITC WORKWELL MODEL

An integrated strategic approach



mobilising business for good

Business in the Community, 2010

Better work

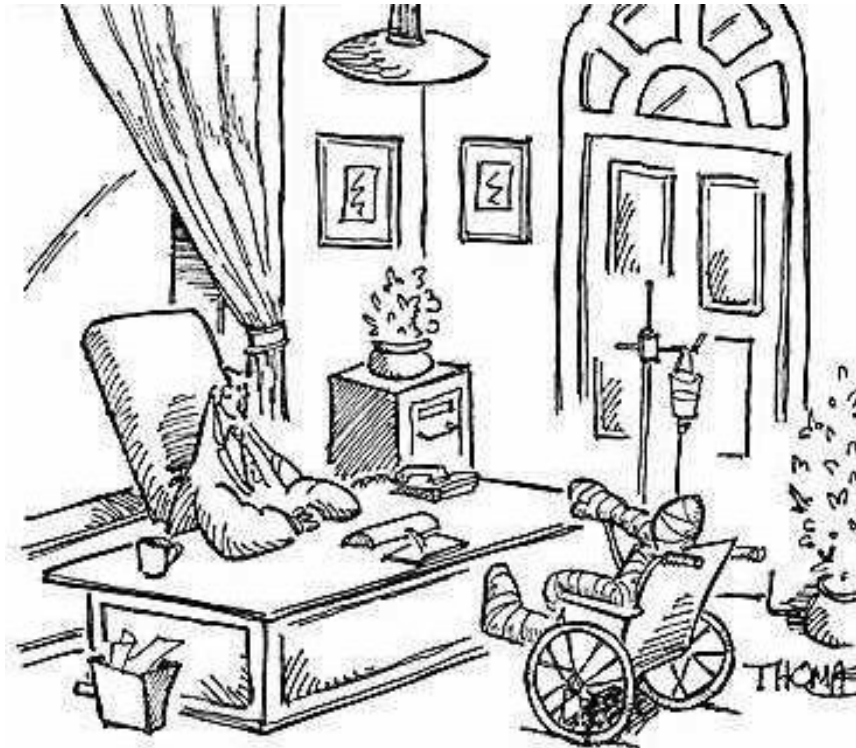


“Hey, this is brilliant! Where do you get my ideas?”

Better relationships

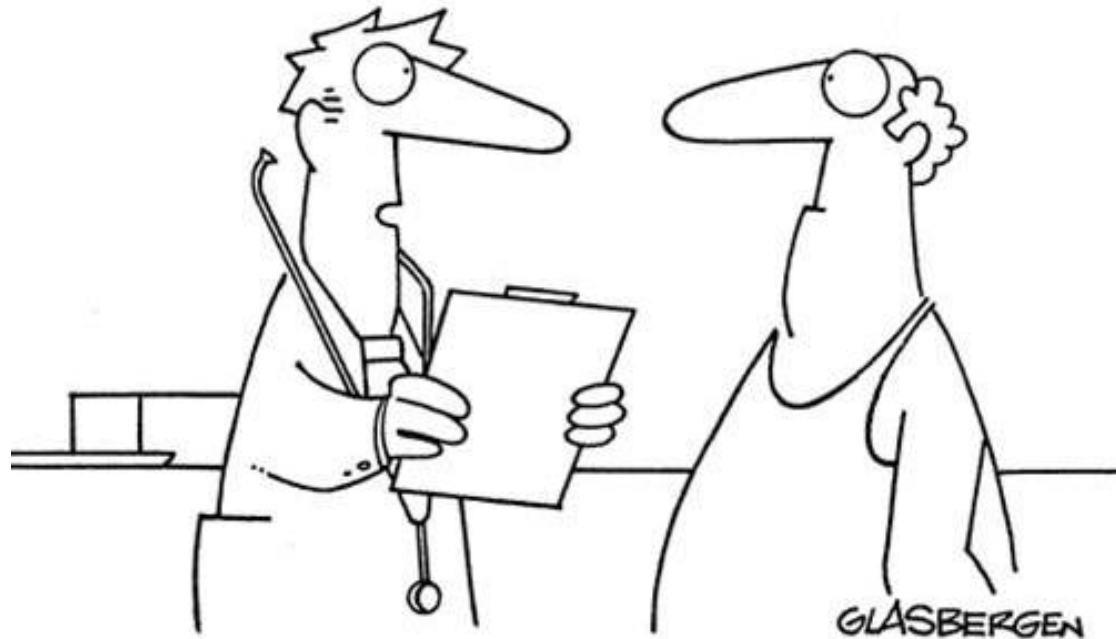


Better specialist support



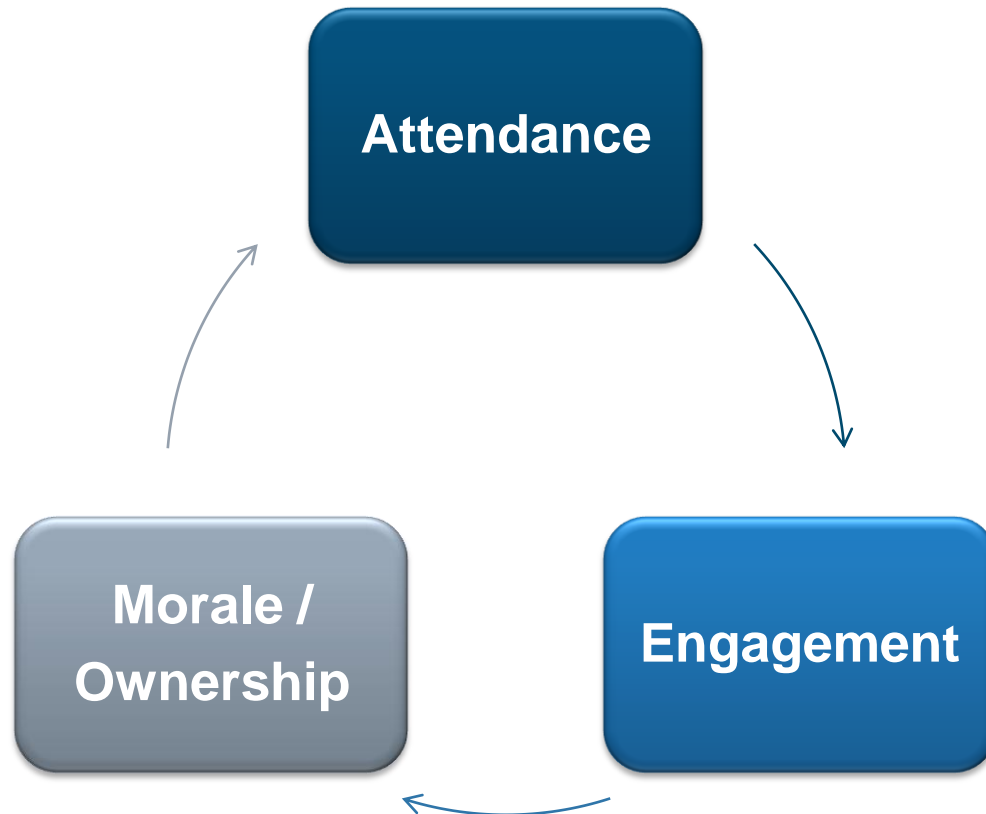
“Go ahead and take the rest of the afternoon off”

Better physical and psychological health



“The handle on your recliner does not qualify as an exercise machine!”

Benefit of employee engagement



Traditional OH model

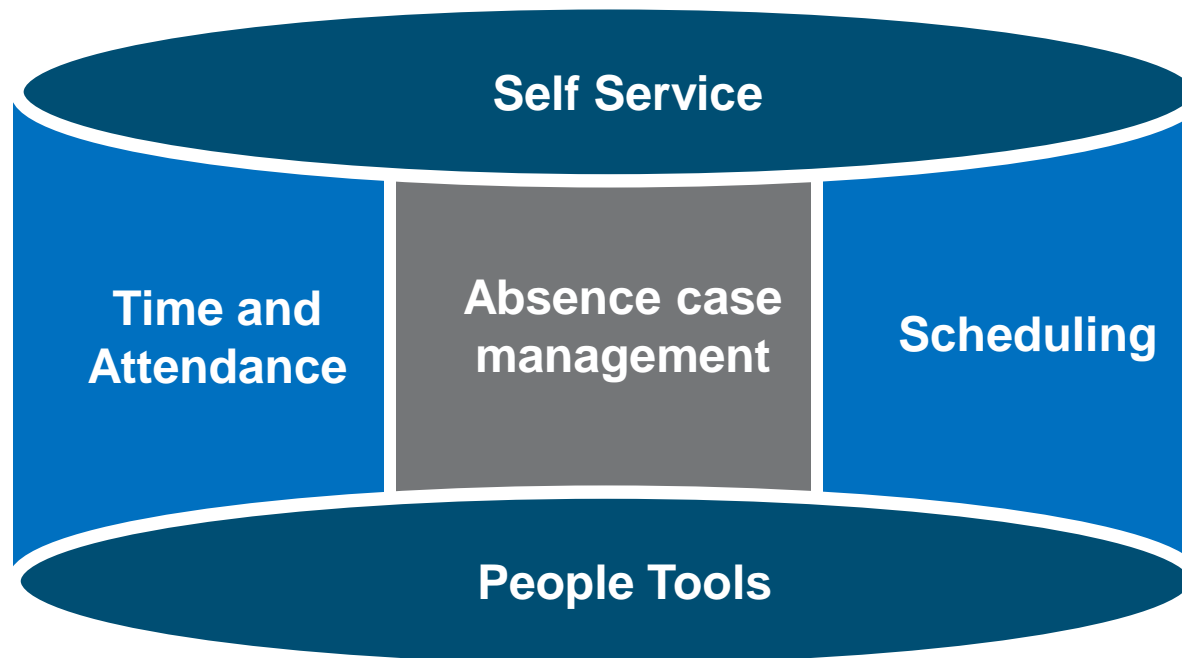


Integrated OH model

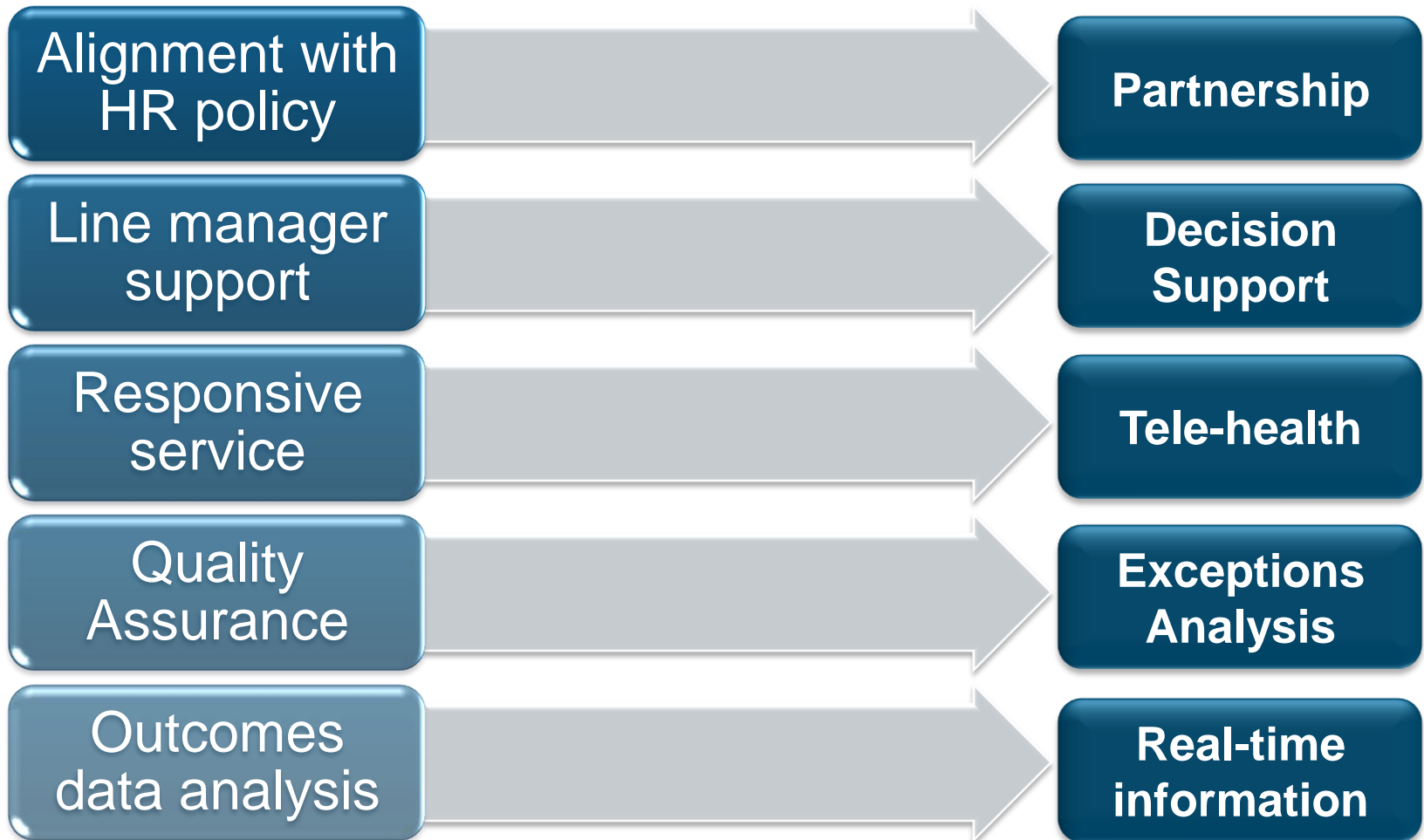


PWC

Absence management policies that work



What should an integrated OH service be measured on?



Thank you

www.capita.co.uk/wellbeingandhealth