

Tackling High Absence Rates Through Smart Data and Support

How The Beckmead Trust partnered with Honeydew to replace an unfit system with a proactive, transparent, and people-focused solution.

The Beckmead Trust was established in 2019 to deliver exceptional education and support for children and young people with Special Educational Needs. The Trust has continued its strategic growth and now offers education and care to over 800 disadvantaged children and young people.

The Trust works in partnership with schools and academies to deliver a comprehensive and balanced curriculum that is tailored to the needs of each pupil.

"Before Honeydew, our absence levels were very high and our employees felt bombarded and pressured to return to work, they will be called 6 or 7 times regardless of the situation"

Before: Very high absence levels

Before joining Honeydew's service, absence levels were very high, and the previous system did not provide useful or practical information for the HR team and Head Teachers to effectively manage and reduce staff absence.

The challenges before:

- System not fit for purpose
- Staff overwhelmed
- Absence data not accurate
- Lack of reports and analysis
- Head Teachers did not have the right tools
- Inconsistency in management actions

"Honeydew it is! It was our first choice, Honeydew understood our needs and requirements from the start and the implementation was a smooth process, Honeydew supported us all the way through from the beginning, the process, the onboarding, everything, it was really smooth"

The best option for Beckmead Trust

In 2022, The Beckmead Trust implemented Honeydew's Day-1 Absence Reporting. The leadership team found the implementation rollout to be a straightforward transition fully supported by Honeydew.

The solution was tailored to meet The Beckmead Trust's requirements and challenges with the use of:

- 24/7 Absence Reporting line
- Calls answered by trained call handlers
- Absence ownership back to the employee
- SMS option to close absence records
- Accurate reporting of absence data
- Support and training for managers
- One approach to manage absence

"With the accessibility of absence data the HR team can now monitor staff absence ... this has helped the HR department immensely"

Proactive management actions

The Day-1 Absence reporting service has helped the HR department support managers and employees. Access to real-time absence data enables HR to handle on staff absence proactively. HR have instant visibility of cases that require Occupation Health (OH) referrals, Review Meetings, and can take action and record relevant information in the centralised database, Engage.

"We are impressed with the quality of service. The Honeydew Team was able to support us when needed, meeting with the school's Head Teachers and going through training, making sure they were fully aware of how the system works. The service is like a one-stop shop"

The situation now:

- Better monitoring of absence levels
- Improved absence policy compliance
- Consistency in absence reporting
- Effective prompts for OH referrals
- Visibility of trends to support decision making
- Improved case management
- Accurate data on cost of absence