

SICKNESS REVIEW MEETING GUIDELINES

Prepare

- Gather all the facts before the meeting to monitor/review their return to work (RTW) forms, sickness events and any sick notes or relevant correspondence.
- Check if the agreed actions/targets/reasonable adjustments (if any), have been achieved/implemented. If not why?
- Check if a previous warning has been given
- Identify any specific issues of continuing concern to be explored
- Choose a private location and provide adequate time to discuss/explore the issues.
- Notify employee of the meeting (consider any requests to be accompanied).
- Briefly identify what you wish to discuss at the meeting.

Meet

- Hold a Sickness Review Meeting, emphasising that this is aimed at supporting the individual in reaching and maintaining sufficient attendance levels and where relevant addressing any other related concerns. There is a form on Mobizio for this meeting in the staff member's Health & Wellbeing folder

Explain and Explore Issues

- When discussing issues relating to ill health and sickness absence with a staff member, advise that the conversation will remain confidential, but that it may be necessary to disclose certain details to relevant parties to ensure all relevant support is considered, and JRH Support's duty of care is met.
- Discuss how they feel the RTW is going, and how any support that may have been implemented is working. Review the impact of any reasonable adjustment i.e. adjusting the way things are done, adjusting physical features of the workplace, providing additional equipment.
- If relevant constructively explain any on-going concerns, provide examples and keep your comments objective. Outline the impact these concerns are having on the department/area of work/colleagues.
- Ensure that some positive feedback is provided, where possible.
- Acknowledge any factors beyond the employee's control.
- Reaffirm any required standards or expectations which are not being met.
- Explore together any possible reasons/specific problems/underlying issues preventing them from attaining sufficient attendance levels/improvement (e.g. any work related/personal issues).
- Explore how issues can be addressed. Consider any suggestions the employee may offer to address the concerns.
- Seek advice from Peninsula (if necessary).
- Clearly explain expectations and the need for sustained improvement.

Agree Outcome

There are a range of possible outcomes of a Sickness Review Meeting including:

1. Support and signposting
2. Target setting
3. Issuing a warning

- Together discuss and agree any follow up action/targets/SMART objectives and responsibilities for attaining a sustained improvement.
- Identify whether there is anything else you can reasonably do to help the employee to attain acceptable attendance levels.
- Consider need for external support such as Peninsula Employee Assistance Programme
- Advise that the key points of discussion will be recorded.
- Advise of next monitoring/review meeting date/time if relevant.
- Where relevant, explain that there has been sufficient sustained improvement in attendance, and that as such, no further action/review meeting will be necessary. However, should these improved levels of attendance deteriorate it may be necessary for further action to be taken.
- Where relevant, explain that insufficient sustained improvement may lead to more formal action.
- **NOTE:** At the review meeting if sufficient sustained improvement has not been attained the employee should be advised that the manager will have to consider the situation and determine next steps, which could include formal action, in line with the Disciplinary Procedures, and that they will be advised in writing as to the outcome of these considerations (In some cases, further exploration of the facts may be required, possibly via a case management meeting, seek guidance as appropriate from Peninsula HR).
- Outline what such formal action could involve i.e. disciplinary processes
- Check if the individual wishes to add anything or has any questions to ask.

Record

- Record summary of the discussions and share with employee, (including any agreed actions and timescales for improvement etc).
- Ensure that the records are factual and constructive.
- Write to employee summarising the outcome of discussions and any next steps.

Review

- Regularly monitor and provide feedback on an ongoing basis
- Address any new concerns as they arise
- If process is failing to improve attendance consult with Peninsula HR to consider the case