SAM
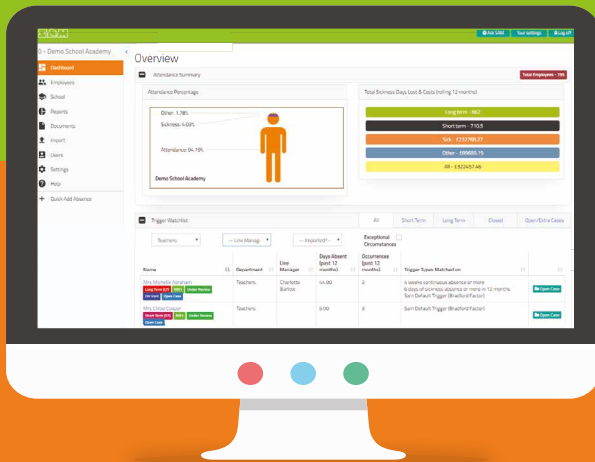## STAFF ABSENCE MANAGEMENT

An innovative staff absence software tool for schools

"As a HR practitioner, the SAM system provides me with all of the information I would want by way of an easy read dashboard. I don't have specialist skills to navigate the system which enables me to drill down, identify areas of need and support the schools in our Trust. The specialist knowledge of the team shines through which means they just 'get it'. An understanding of the sector is a huge advantage with this company and the software that they provide.

Joanne Harrison, Chief People Officer, The de Ferrers Trust

"Before SAM, we were having to count days manually and plot absences on a spreadsheet which was an administration nightmare. Now, SAM does it all for us, saving us much needed time. It identifies absence patterns when staff hit triggers and makes it easy to provide information to senior management who can then further support staff. We would highly recommend SAM to other schools."

Anne-Marie Dorsey, Business Manager, Baguley Hall Primary School

"Using the SAM system allows us to work proactively and means the school can tailor the system to meet our own bespoke requirements. The system gives us the ability to produce transparent and usable reports that are extremely clear and concise, which ultimately results in us being able to make fully informed decisions with all the information being available in one place. This is one piece of software that I would not like to be without!"

Julie Pratt, Business Manager, Sandal Magna Community Academy
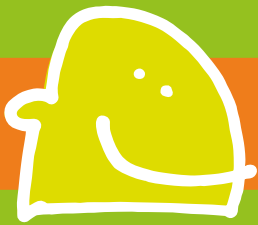
Welcome to SAM

Staff Absence Management, or SAM as it's better known, is online innovative staff absence management software developed specifically for schools and MATs. It was developed by an ex School Business Manager to tackle the challenges schools face.

SAM is now the leading education absence management tool, supporting hundreds of schools, over 7000 users and monitoring over 56,000 employees.

Our schools on average see a 40% reduction in absent days*. You could reduce your absence costs by thousands, enabling you to invest the money better in educational resources.

Tailored to your school, SAM monitors, reports and manages all aspects of staff absence including sickness, paid and unpaid leave.

SAM was built for the education sector, so it works on your term dates, allowing for Inset Days. It runs against your absence triggers and provides customisable document templates and best practice documents written by education HR specialists.

SAM tells you when staff hit triggers, when tasks are due, it centralises all documents and quickly provides reports for your Leadership Team, Governors and Trustees. If you are a MAT, you can also see an overview for the Trust and comparison by school with our MAT Dashboard and Report Wizard.
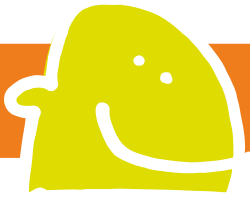
It allows you to keep track of TOIL and Term Time +, record Return to Work documents and submit them to the employee for approval, all via the secure online Employee Portal.

With SAM on the case, you can reduce costs, administration and improve continuity of teaching in the classroom. Take a look at how SAM could help you. Then, give us a call to arrange a demonstration.

How can SAM help schools and academies?

- Saves admin time
- Reduces costs by getting staff back to work quicker
- Provides information for decision-making at the click of a button
- Centralises documentation and actions for a fair absence process
- Improves standards by supporting your managers to follow a consistent management process with all staff
- Makes requesting and tracking leave of absence easy
- Integrates with existing school MIS systems
- Remote access and secure

Saves admin time

No more manual spreadsheets trying to spot absence trends and work out who has hit a trigger. SAM automatically highlights them and reminds you of key tasks so you can take action promptly.

Provides information for decision-making at the click of a button

Often staff absence in schools is difficult to track, and current reporting options provide limited information. SAM's reporting suite enables you to quickly identify the reasons behind sickness absences and leave of absence, helping to spot trends and absence patterns, by department, by line manager and by term. It provides information to tackle poor attendance and manage duty of care, helping you to make informed decisions.

## Helps to get staff back to work quicker reducing costs

By improved monitoring and management of the whole staff absence process, SAM will help you to facilitate quicker return to works therefore, helping to reduce supply costs and increased insurance premiums.

Centralises documentation and actions for a fair absence process

SAM keeps everything you need in one place, including notes, messages and letters. You can send emails and personalised letters from within SAM at the touch of a button. It ensures a fair process for everyone, which can be presented as a full case history when needed for meetings and used as evidence to help prevent claims of discrimination.

Improves standards by supporting your managers to follow a consistent management process with all staff

Using tiered access control, you can empower department managers to deal more effectively with attendance by having better visibility of absence within their team. SAM supplies them with best-practice template documents to use, maintaining consistency, saving time and creating an audit trail.
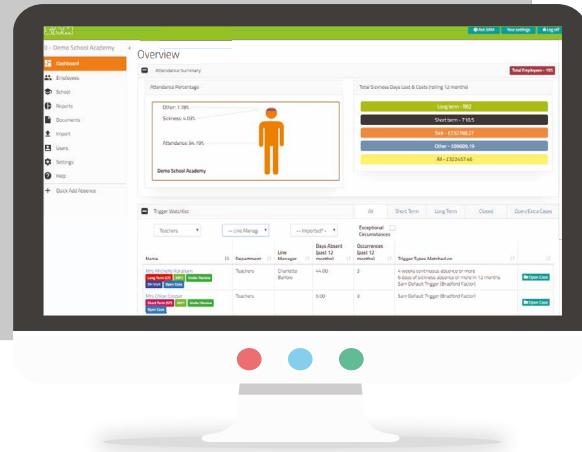
SAM works with school MIS systems

SAM can import information from school data systems including Bromcom and ScholarPack and is an accredited partner of SIMS. SAM has an automated link with these systems, so they import and export information automatically overnight, ensuring both systems are kept up-to-date. SAM will generate regular 'Import Tasks' highlighting any manual human errors recorded in your MIS system. You can then correct these errors, improving your data accuracy across both systems.

You can control user access and everything is secure

SAM is a secure online system, hosted in the UK, that allows you to set different levels of access so you can control the information people see, helping to meet GDPR requirements.

You always have someone there to help

SAM provides you with unlimited online and telephone technical support. Regular communications, video tutorials and helpsheets are all provided to help you along the way. We also hold webinars and user groups to gain feedback, adding new elements to SAM to help make your job easier.

How it adds up

Staff Costs

No of Employees	200
Average Annual Salary	£35,000
Total Salary Cost	£7,000,000

Absence Costs

Average Working Days per Year	195
Possible Working Days per Year	39,000
Average Days Absent	5.5
Equivalent Absence Rate	2
Total Cost of Absence	£307,436
Target Absence Reduction	40%
Potential Savings	£122,974

Cost of SAM

SAM annual licence example for 200 staff	£2400
SAM one-off setup	£750
TOTAL SAVINGS	£119,824

To calculate estimated savings for your school go to www.staffabsencemanagement.co.uk

Figures are based on the CIPD Health and Well-being At Work Report published March 2020 and do not take into account any possible additional costs. Average working days lost across all sectors is 5.5 according to this report. These are savings on direct costs only, indirect costs (for example replacement cover, reduced effectiveness of replacement on student progress, overheads, supervision of replacement, team morale, impact on standards) have not been calculated but are usually at least double the direct costs.

T 01924 907319   **W** staffabsencemanagement.co.uk   **E** enquiries@staffabsencemanagement.co.uk
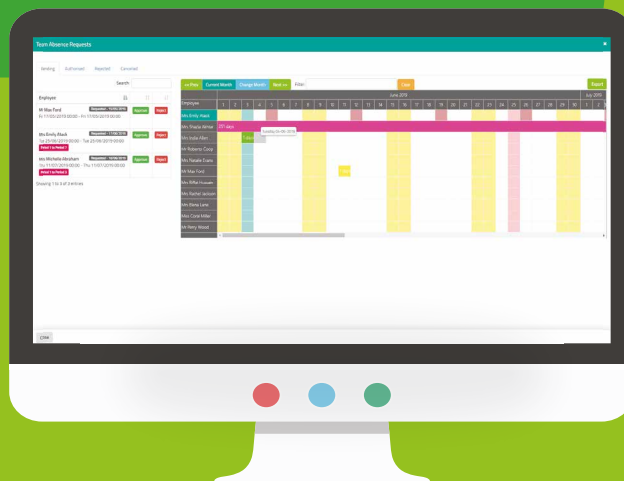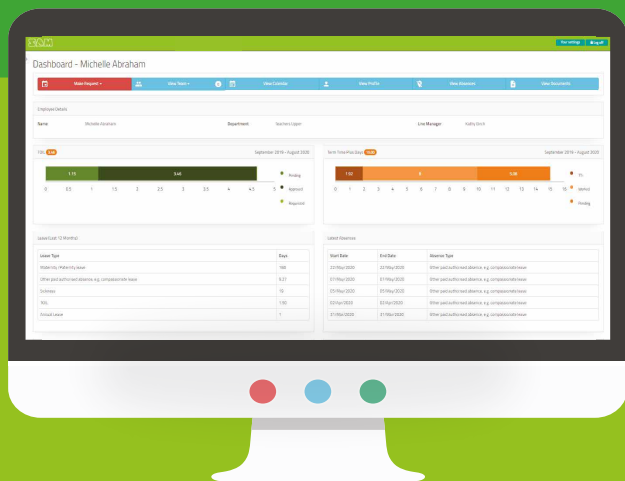
The Employee Portal

Within SAM there is an online portal for managing annual leave and leave of absence. This staff planner makes it easier for staff members to see their allocated leave and how much they have remaining. They can also see their sickness record, so they are fully engaged in the process.

They can login and request time off from their line manager, adding times and reasons for the absence and then send this request for approval. The manager can then reply with notes to approve or reject the request. To help managers decide and arrange cover, SAM has a team planner to show at-a-glance when team members are off. Also, anyone identified as a Cover Manager in the Portal has a view of the Whole School planner too.

Everything is stored and updated straight into the employee's profile in SAM. It couldn't be easier. It's secure, confidential and allows speed of response from anywhere.

Keeping track of TOIL and Term Time + is easy

Just as with absences, an employee can log TOIL within the Employee Portal. As a school or Trust, you can set the period that they are allowed to use TOIL within and then the request goes to their line manager for approval. It's all calculated on the portal dashboard so the employee can see the allocation they have left.

Monitoring Term Time + is always a headache for schools and trusts, but SAM makes it easy. Again, the employee can view their days required in the portal and log them. Managers can then easily see who still has outstanding days to work.
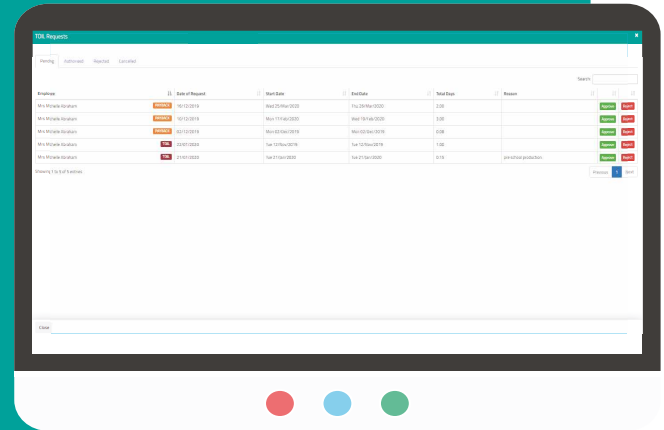
Online Return to Work Documents

Return to Work meetings are a proven way to reduce absence and SAM helps you to keep on top of them.

SAM notifies the line manager when an employee has returned to work. The line manager can then complete the Return to Work's due within the portal and send the form, via the portal, to the employee to approve.
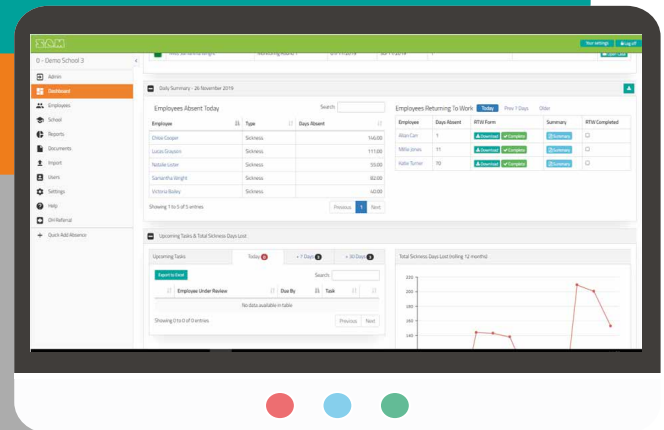
SAM's Reporting Suite

SAM's reporting suite offers a variety of reports that can be filtered down by School (if a MAT), Department, Line Manager and Employee. We have also launched a new reporting suite wizard. This will guide you through choosing the type of report you want to run and also further filtering your report on school type, absence and date range.

The Annual Comparison Report compares absences over a set number of academic years which is useful for spotting trends and monitoring improvement.

The Absence Type Report shows you the types of absences further broken down by illness categories, so you can see specific trends, bespoke to your school.

The Sickness Percentage Report shows you a comparison by year and month of the absence due to sickness as a percentage of the potential working days in that month. This can be useful for showing reduction comparisons across academic years or for assessing peaks by month.

The Case Summary Report enables you to download a summary list of all open cases so you can quickly see progress and schedule actions. The list shows any open monitoring rounds and any tags assigned to the case.
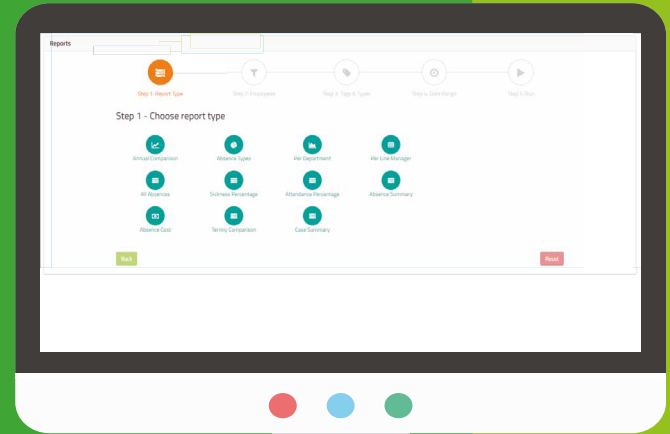
You can also run a report by Department such as Teachers/Support/ Leadership etc and by Line Manager helping your leaders to effectively manage their staff

The All Absences Report is used mainly to extract absences for payroll purposes over a specified period. It can also help with Census submissions by providing absence information and NI numbers.

The Cost of Absence Report uses your staff salary and absence data to work out how much absence is costing you by individual absence, by employee summary, by absence type summary and by department summary. This is very useful for Senior Leadership Teams and Governing Bodies.

The Attendance Percentage Report shows a breakdown of absence types by percentage including those that have got 100% attendance.

And finally, the Absence Summary Report shows your key metrics over the last 12 months in just one click, absence days, sickness days, absence by type and across departments. It also provides you with a benchmark against the national CIPD average for absence, very useful for getting a quick overview of absence across your School or Trust.
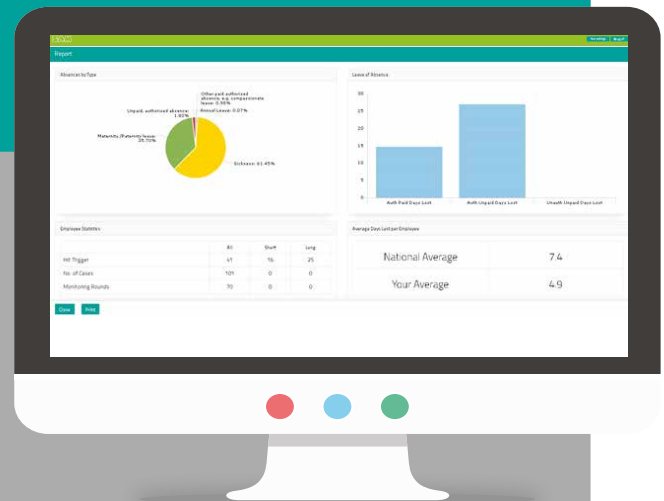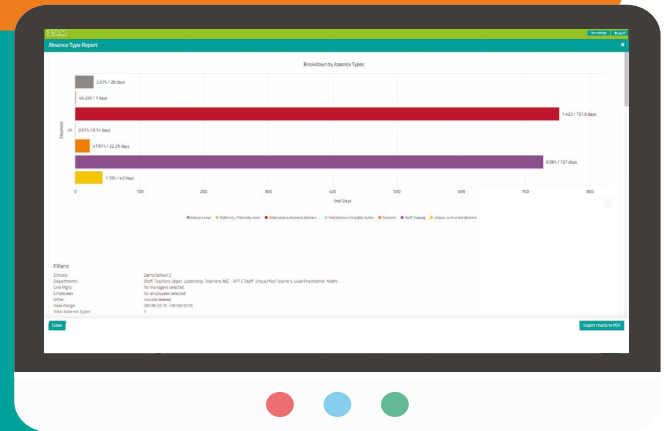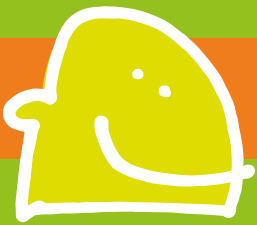
How can SAM help primary schools?

SAM reduces administration at every step. To start, it automatically imports and analyses data, then it reminds you of tasks at every stage allowing meetings to be scheduled quicker.

At set-up, SAM can mail-merge name and address fields for all your school's standard absence letters /forms. You simply select a form/letter and it will pre-populate with the employee's personal details so you can edit and send them all from within SAM. This can be used for:

- return to work form
- self-certification form
- invite to meeting letter(s) - outcome of meeting letter(s)

Documents and relevant paperwork can be scanned and uploaded into SAM, such as Fit Notes, Occupational Referral Forms and Meeting Notes for ease of reference. These can then be printed as part of the case. Return to Work forms can be completed through the Employee Portal, saving on administration.

Providing informative reports for leadership and governors is also an easy job. Everything is produced and printable at the touch of a button – all saving you time.

Even for just 30 members of staff SAM can make a difference, take a look at our example:

30 staff (including 15 teachers)	30
Average Salary Costs	£630,000
Absent Days Lost using CIPD average of 5.5 days	165
Salary Cost of Absent Employees	£17,769
Average Cost of Supply Cover for 15 Teachers	£16,500
Typical Cost of Absence	£34,269
Potential cost saving using SAM effectively	£13,708

(40% average reduction - see reverse for source information)

"We recently purchased SAM as a tool to help us manage our school absences more effectively. The software appealed to us due to its ability to provide an easy to understand overview of absences both at a whole school and employee level. The reports available within the system have made reporting to our Governors and HR Support easier and more relevant whilst reducing admin time."

Anita Bowker, School Business Manager,
Mellor Primary School

How can SAM help secondary schools?

With a growing number of staff, keeping track of administration, employee leave and triggers is a difficult but important task. As pupils approach exams it's essential to maintain the teaching presence. SAM automatically highlights staff that have triggered and reminds you of tasks, so you can take action quicker, supporting staff to return to work. Comparisons can be made across departments showing trends that can be addressed.

Active absence management can contribute towards Ofsted achievement and reduce Insurance Premiums, but the biggest savings come on the reduction of supply cover. For a large secondary school, the figures soon mount up, take a look at our example.

Typical example of how SAM can make a difference:

200 staff (including 100 teachers)	200
Average Salary Costs	£7,000,000
Absent Days Lost using CIPD average of 5.5 days	1100
Salary Cost of Absent Employees	£197,436
Average Cost of Supply Cover for 100 Teachers	£110,000
Typical Cost of Absence	£307,436
Potential cost saving using SAM effectively	£122,974

(40% average reduction - see reverse for source information)

"We recently purchased SAM as a tool to help us maintain an overview of and manage our school absences. We were attracted to the software both by its ability to provide an overview of absences both at a whole school and individual level. The reports available within the system have made reporting to SLT and Governors a lot easier, more relevant and reduced the preparation time."

Kirsten Middleton, Business Manager, Bury CE High School

How can SAM help Multi-Academy Trusts?

MATs can have a Super User licence, so they can see all the schools within the MAT, providing them with essential information that they can then act on.

## Essential reporting for the Head Office and Governing Board

SAM provides a comparitive MAT dashboard for Trusts showing the total sickness days lost across the Trust and for each school. It also shows when each school last logged in, when they last imported and the last time a case was opened.

It allows the Trust to compare attendance percentage by school and view total costs across the Trust as well as for each school, which is pulled from each school's Cost of Absence report.

The Trust can quickly see a list of employees absent on that day across all schools and assess the total number of days lost to absence by each individual school.

On the dashboard you can also download the trigger watchlist showing all employees who have triggered an absence target across the Trust. It can be filtered and sorted by School, by Department and by Line Manager.

Both the Trust and the individual schools can access comparison reports between sickness absence types, departments and line managers for easy identification of trends.
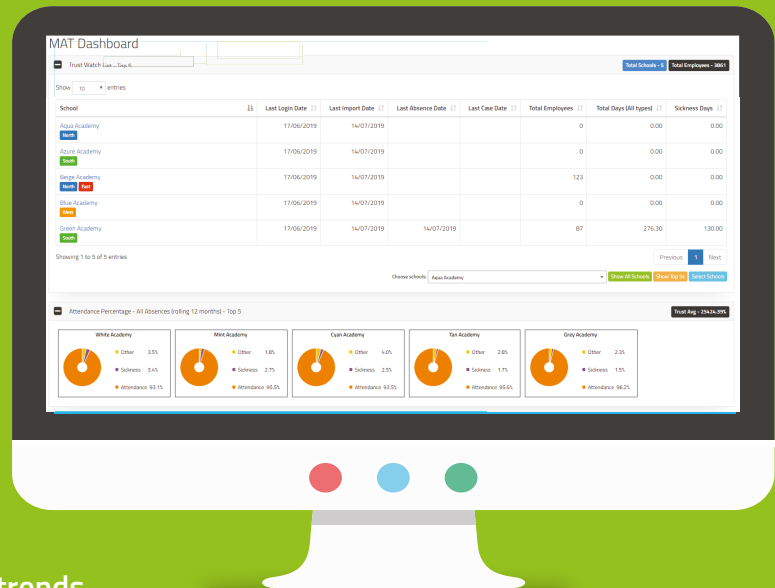
Control over user access

Different levels of user access allow the Trust to control who sees what information, helping to ensure that the process being followed is secure and GDPR compliant.

Helping Executive Headteachers and Business Managers access information remotely

The SAM online portal is remotely accessible – access any of your schools, anytime, from any location.

SAM provides full case management and print case functionality, as well as document storage per case and per person, for uploading personalised letters, fit notes and messages. You can even add any guidance documents or policies and Trust-specific standard letter templates for your schools to use. So everything is in one place, at your fingertips when you need it, no matter where you are accessing it from.

Ability to control triggers across the Trust or set bespoke triggers for individual schools

Having one consistent system across the Trust provides the ability to oversee the actions being taken in relation to staff absence. The Trust can set defined triggers for all schools, or individual triggers can be applied.
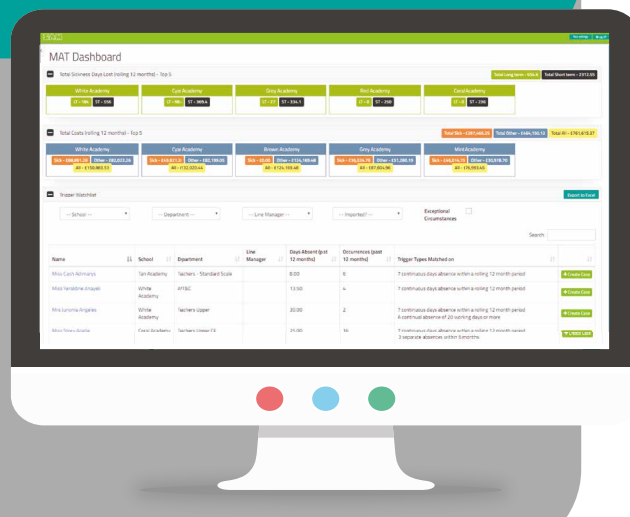
Reducing absence, reducing supply!

Savings across the Trust could be extensive as schools save on supply and associated absence costs. This budget could be better spent on teaching resources and facilities.

Improving teaching continuity and standards

By reducing the time staff are absent from the classroom or school, SAM helps to maintain a consistent approach and consistent teaching standards therefore, improving the overall performance of the Trust and having a positive impact on pupil progress.

We are already working with a number of Trusts who are seeing reduced absence rates and improved standards as a result.

Exceed Academies Trust

"As a growing MAT, SAM has been rolled out at each of our schools and the set-up of SAM in each of our schools has been an easy process and the support team are always on hand to help. Trust-wide, the recording and tracking of sickness absences is now much more straightforward and provides the schools with a really useful platform to see all sickness information in one place, which subsequently allows them to take a more pro-active approach in supporting employees and challenging any attendance management concerns as soon as they arise. During the second quarter of 2019, our Trust-wide sickness absence rate has reduced and we hope this continues."
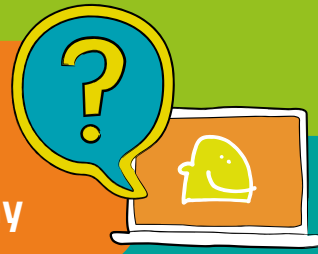
Laura Armitage, HR Officer
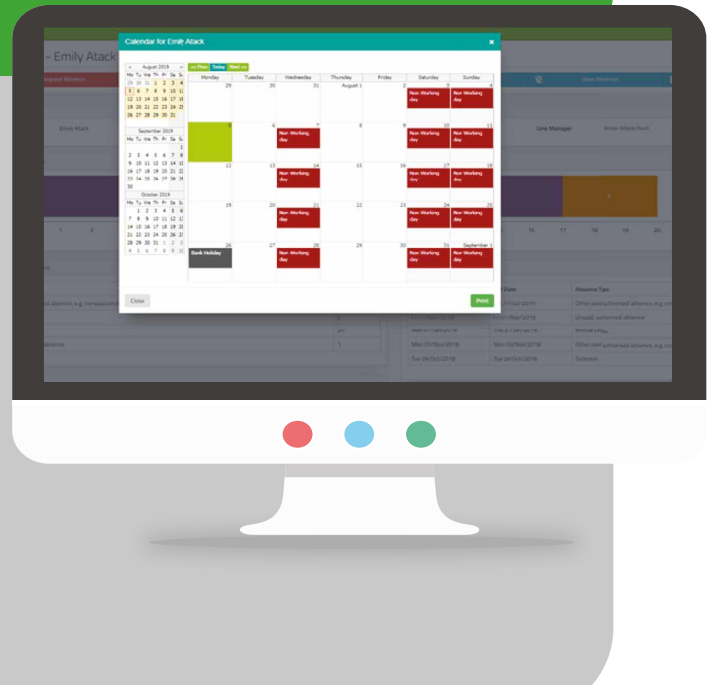
Case Study
Bradford school saves £47,546 using SAM
St John's Church of England Primary Academy

"We've been using SAM now for a year and a half and in that time we have been impressed with how easy it is to use, how supportive the SAM team are and how much easier it has made managing our absence process. We've been really happy with the system and the service we receive and have contributed to user groups to help develop the software further."

How has SAM helped your school?

"People now know that we are addressing staff absence and that has encouraged them to talk to us and work with us. Staff absence here was not an issue prior to SAM, as we supported staff well, but the absence process itself was a laborious unnecessary paper system that took up a lot of administration time."

"There was no structure to it and we were logging information in multiple places. There was so much paperwork. Now I put information into SIMS and upload it straight to SAM. I can see straight away what I need to do and the only paperwork we have now is the initial absence form, everything else is saved on SAM. If you import weekly, SAM does the rest for you and provides accurate data that you can act on."

What effect has SAM had on administration time for tracking absence?

"SAM tells us what to do. It reminds us about monitoring rounds and meetings, so we are reacting much quicker to triggers. SAM guides us through the process and it is now only an hour's job once a week. It is so easy to deal with as it does everything for you."

What improvements have you seen since using SAM?

"The main benefit from SAM is that it is more personal, so people are responding better, no-one is getting their hands slapped, it's all about working together and so when people are absent we are getting people back to work much quicker. In fact, in the time we have been using SAM we have seen a reduction of 59% in the number of days absent. Currently out of 70 staff, we only have 3 on a monitoring round at the moment and that is a fantastic result. We have saved 146 days in a year and a half from using SAM, and when you put this into financial terms, the savings are frightening. Our supply costs for the academic year 2015/16 were £22,609, this academic year so far, they are just £2,800. That is a saving of £19,809 from our budget and that is just supply costs. If you take into account the salaries of the staff absent (£47,266 1st year/£19,529 2nd year so a saving of £27,737), the savings for our school of 70 staff are estimated to be £47,546, making SAM worth every penny."

Would you recommend SAM to other schools and Trusts?

"I have been championing SAM to other schools because I think it is so valuable and I would highly recommend it."

**Victoria Roome, HR Administrator,
St John's Church of England Primary Academy**

How has SAM helped your school?

"As an Executive Business Manager, working across a number of schools I can access information at any time that I wouldn't have access to if it was paper-based. I can log on at any point and see a snapshot of each school's progress and each absence, as well as the ongoing costs, and so can the Headteacher. It gives you an overall picture."

What effect has SAM had on administration time for tracking absence?

"It has simplified the process. Everything is all in one place, online and easy to access so you can just log in and see Occupational Health referrals, Fit Notes, Letters. SAM also pre-populates letters saving time and providing a consistent approach. Due to decreasing budgets, the administration team within some of the schools has reduced, so the inclusion of SAM has enabled the staff absence process to still be effective. SAM has in effect become 'another member of the team.'"
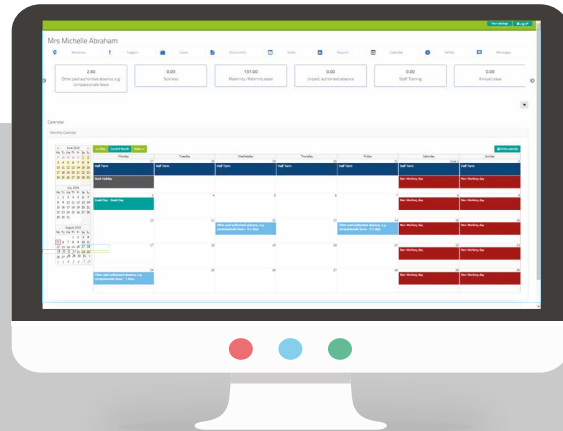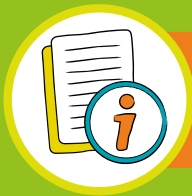
How has SAM provided better information for managers and the Trustees?

"SAM's reporting suite makes it easier to report to School Governors and to the Trust Board. Easily accessible detailed reports are available at the touch of a button. There's no extensive administration. Reports highlight areas that may need further investigation as well as costs and trends that can then be acted on quickly."

During the time you have been using SAM have you seen an improvement in teaching standards as a result of teaching consistency?

"Yes we have just received a 'Good' in Ofsted and our staff absence management has contributed towards this."

What improvements have you seen in terms of staff morale that absence is being tracked and wellbeing supported?

"It has enabled the school to keep on track with return-to-work meetings, helping us to pick up on welfare issues, make occupational referrals quicker and allow staff to access the wellbeing package the Trust offers. This has improved morale and staff feel empowered as they understand the process. They appreciate the more formal approach and they feel supported. We feel that SAM is more of a supportive measure for the school rather than a managerial measure and helps to support staff in their working life."

"We are proud to have been one of the pilot schools that used SAM right from when it was first launched and would highly recommended it. As an Executive Business Manager, I have implemented SAM in other schools and I can now see the benefits of the software throughout the Trust. It has improved the absence process overall, providing reports and statistics at school and Trust level. It has helped to improve staff wellbeing and, due to teaching consistency, has helped to improve our pupils' learning experience too."

Matthew Hill, St Oswald's Church of England Primary Academy,
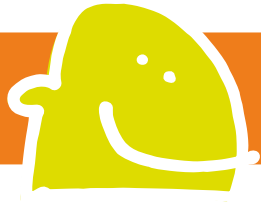The Academy at St James, Bradford Diocesan Academies Trust
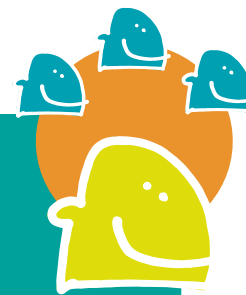
SAMpeople - a complete HR system

Continuing on the success of SAM, we have used our Education HR knowledge to go one step further and develop SAMpeople. SAMpeople is a holistic HR system built for education. Along with our sister company FusionHR, we work with over 800 schools and trusts and we have used our knowledge and client feedback to add extensive value to SAMpeople that other systems just simply don't have.

With expert HR templates and resources for schools and academies to monitor and manage HR casework, appraisal, performance management and staff development, SAMpeople will give you everything your school or trust needs to be more effective and efficient. It will store historical contract information, multi-week timetables and provide a library of useful documents, guides and templates. We have included compliance monitoring, recruitment and training. SAMpeople also incorporates the SAM software for staff absence management, so that your data is all kept in one place.

✓ Customisable HR and payroll reporting

✓ Store and create contracts

✓ Manage and track HR cases

✓ Build performance management events

✓ Link with school data systems

✓ Distribute & sign contracts and policies

✓ Manage recruitment and onboarding

✓ Includes SAM for staff absence

Go to www.sampeople.co.uk for more information

Get in touch

Check out your absence costs

Try out our calculator to work out how much absence is currently costing your school and how much you could potentially save. www.staffabsencemanagement.co.uk

Arrange a visit for a cluster group or trust

If you are part of a cluster group or Trust, we can arrange a group presentation of the system. If you purchase as a group or trust you get 10% discount on all licences.

Book a remote demo

You can see how SAM can help you from the comfort of your own office. Just book a free remote demo and our friendly team will show you around SAM and what it can do for you.

Attend one of our roadshows

SAM is always on the road, providing free staff attendance management training. To find out when there is an event near you follow us on twitter @staffabsencemgt, facebook @staffabsencemgt or go to www.staffabsencemanagement.co.uk

Speak to our friendly team

If you have a question, just give one of our team a call on 01924 907319, they will be happy to help.