

STREAM – online stress risk assessment

**National Employment and Health
Innovations Network
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Group Health Adviser**



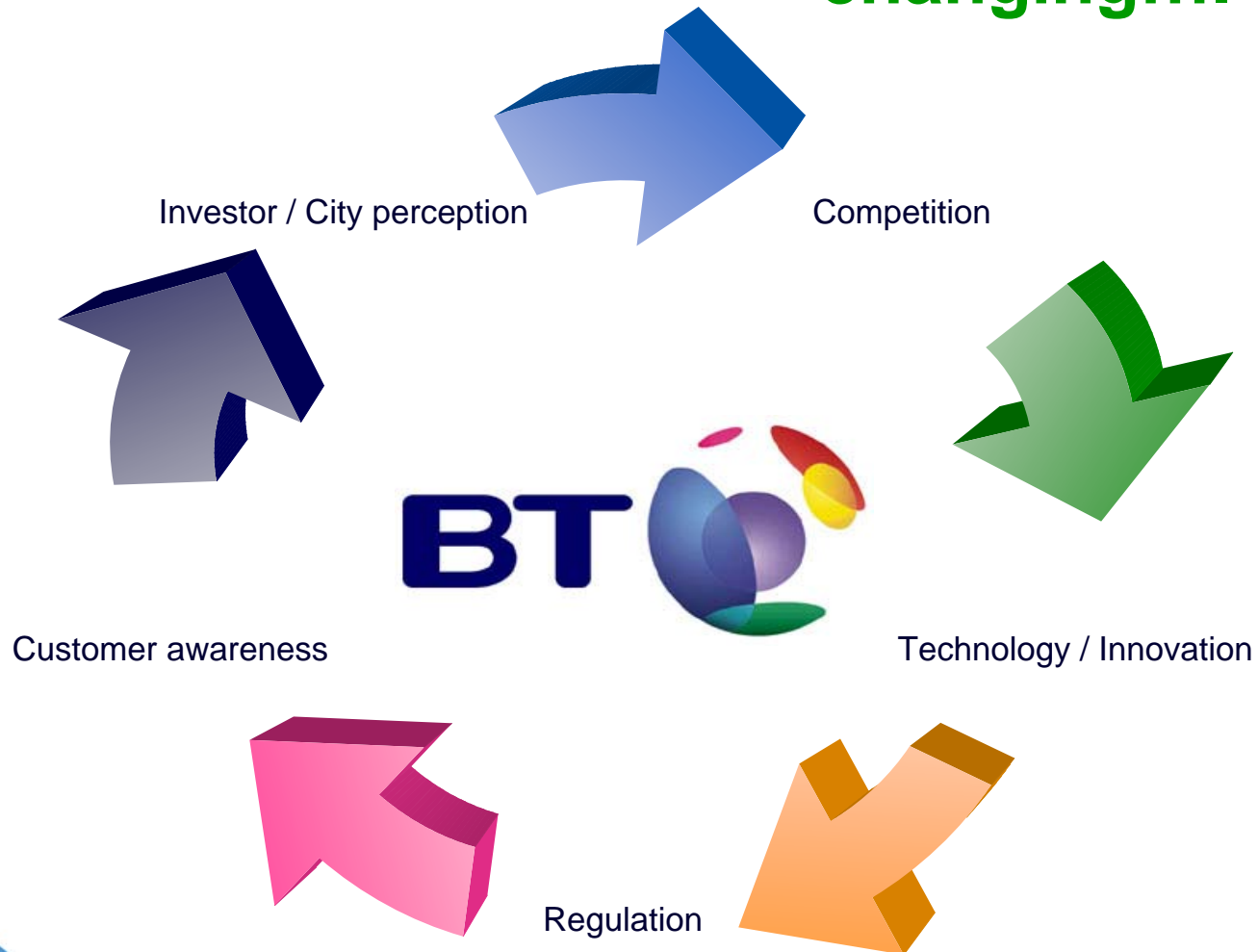
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Overview

- Context
 - Business
 - Mental Health
- Prevalence and impact
- BT Mental Health framework
- STREAM
 - Development
 - Process
 - Demo
 - Data usage
- Summary

Everything is changing....



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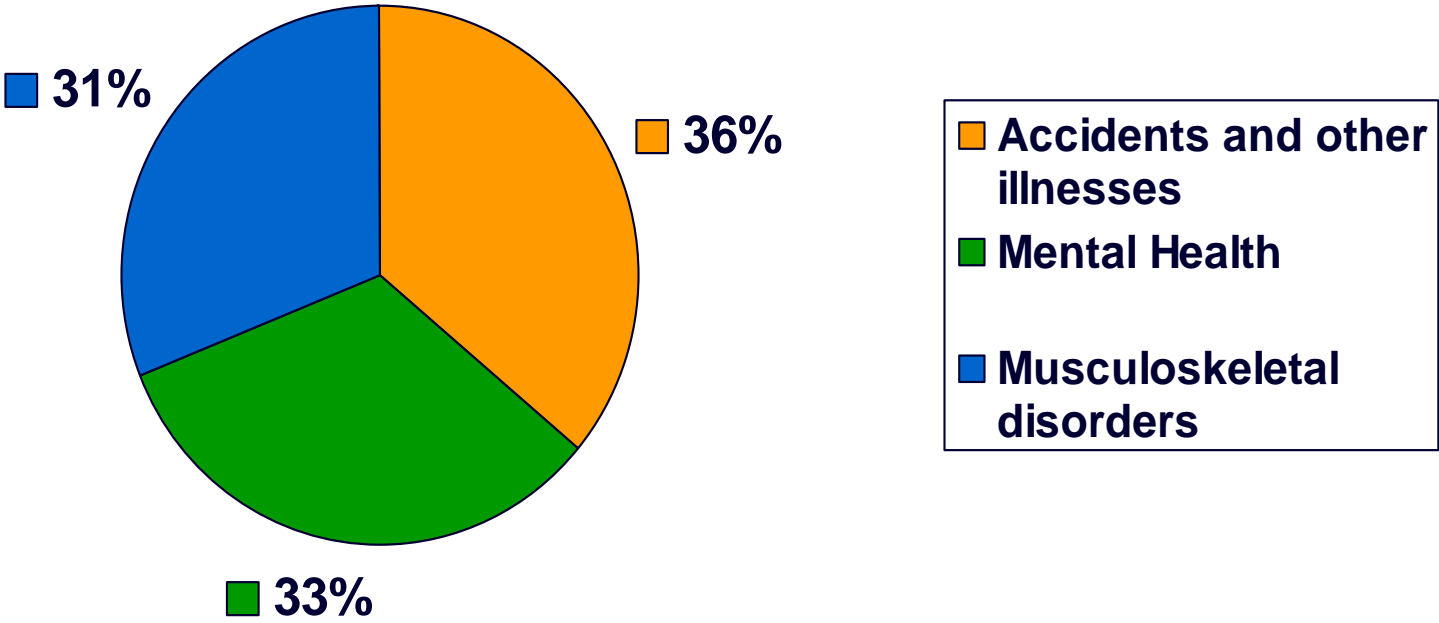


Mental health problems - prevalence

- 1 in 6 – ‘Neurotic’ disorders
 - Mixed anxiety/depression
 - Generalised Anxiety Disorder
- Age – 40 to 54
- 58% employed
- >physical complaints
- Include personality, psychotic and substance misuse disorders = 1 in 4

Psychiatric Morbidity among Adults living in Private Households, 2000

Working days lost - UK



Impact of mental ill health on companies

ABSENCE

- Typically 20% of total – average spell 3 months
- Service disruption
- Retraining & rehabilitation
- Replacement costs

PRESENCE

- Reduced effectiveness & efficiency
- Impaired judgement
- Customer experience
- Impact on colleagues

Main focus of attention

Common mental health problems

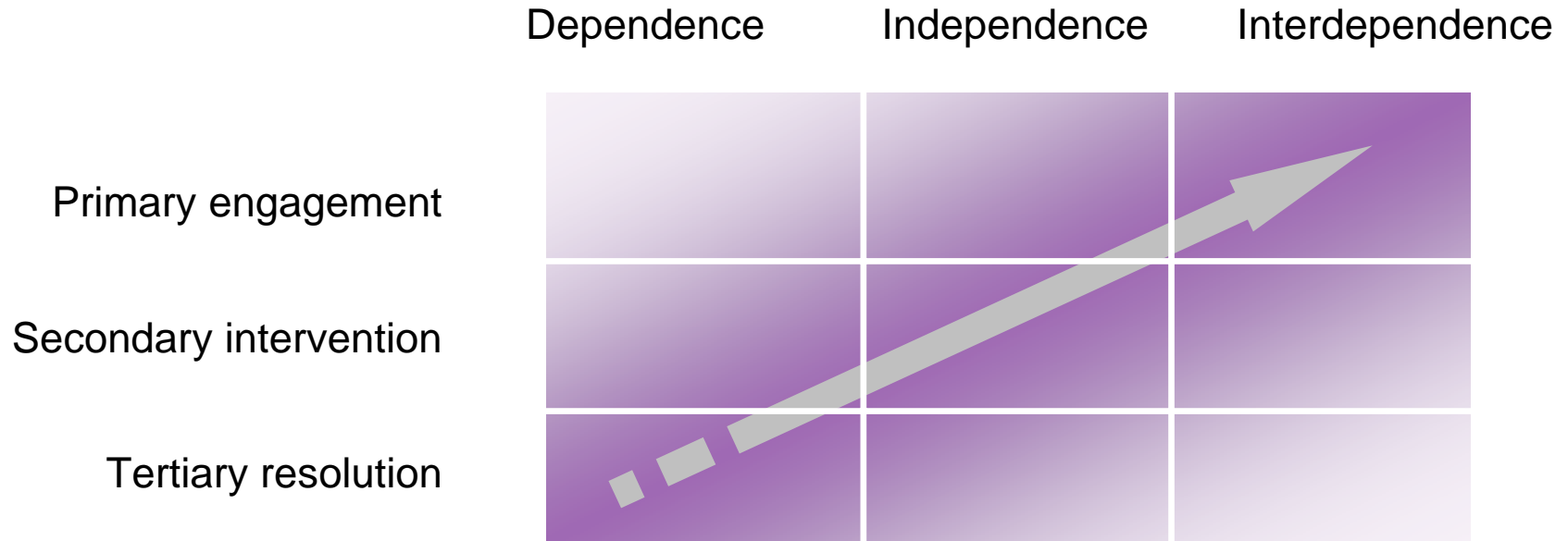
- ✓ Most frequent occurrence, more prevalent
- ✓ Treated in primary –v- secondary care
- ✓ Least disabling

(Distress ↔ Stress ↔ Anxiety/Depression)

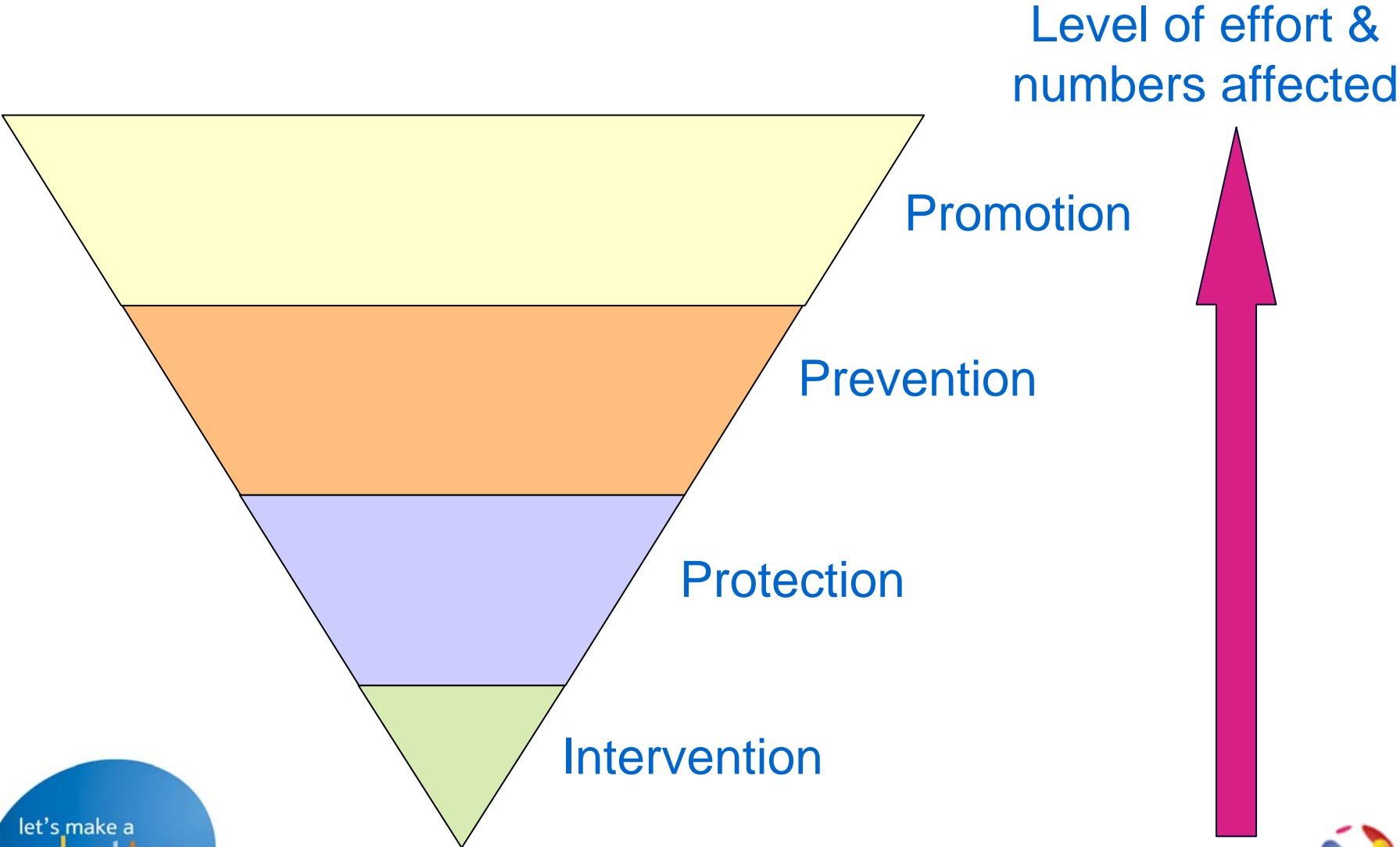
- ❖ Not severe and enduring

BT People Strategy – theme 5

Creating a healthy and diverse environment
where excellence prospers



Mental Health – PPPI



Components of a comprehensive health and well-being approach

Promotion: Proactively promoting good health

Prevention: Removing/reducing potential stressors at source and making adjustments

Protection: Protecting, identifying early signs and supporting individuals (e.g. STREAM)

Intervention: Assisting established cases cope and recover

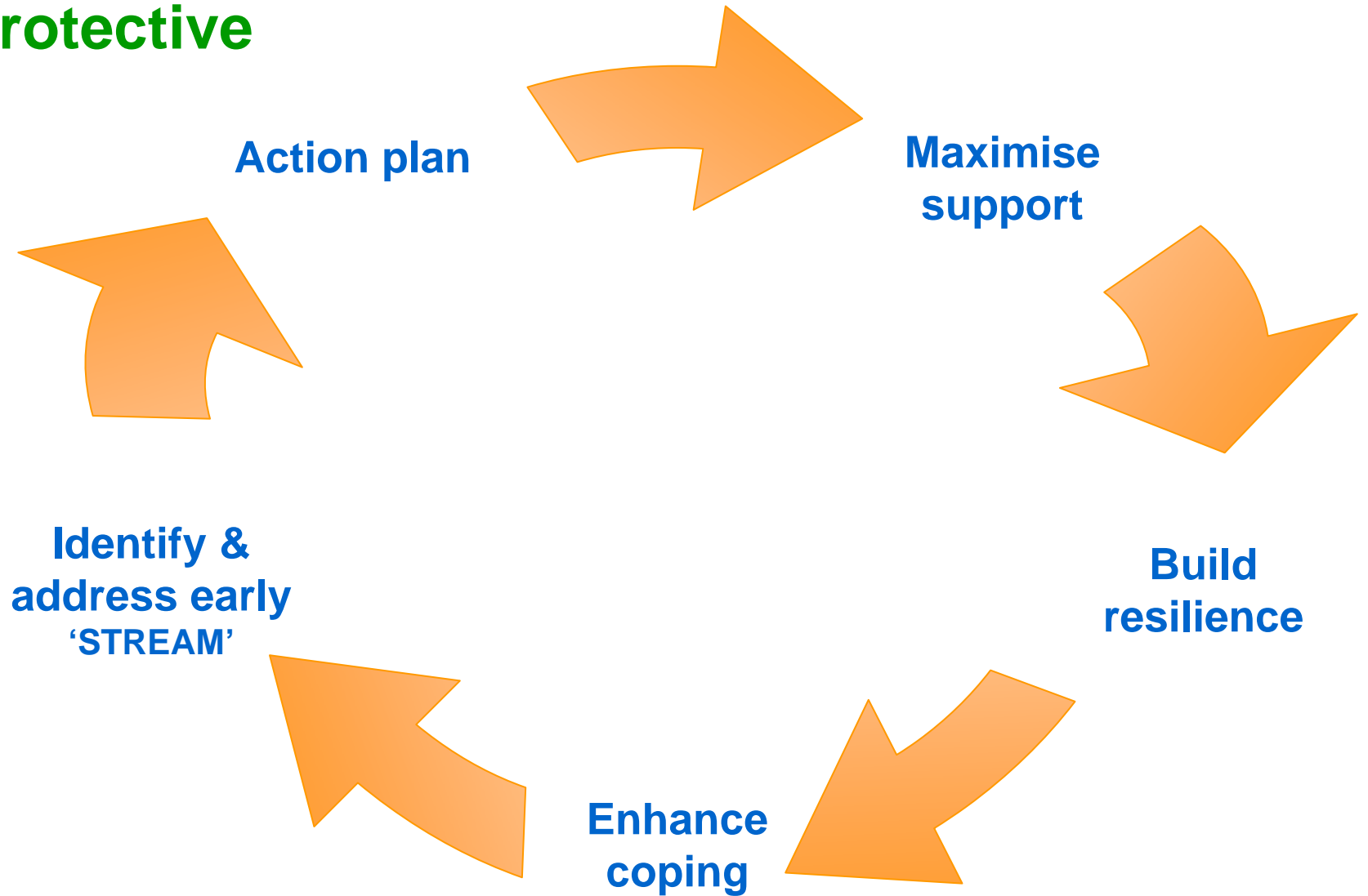
Protection

What: To identify and protect those whose mental health and well-being is at risk

Why: To intervene at an early stage and minimise that risk

How: Build resilience, assess well-being, management action, support mechanisms, coping skills

Protective



STREAM

- Vulnerable individuals
 - ✓ Identify
 - ✓ Act
 - ✓ Check
- Organisational hotspots

STREAM:
Stress Assessment and Management

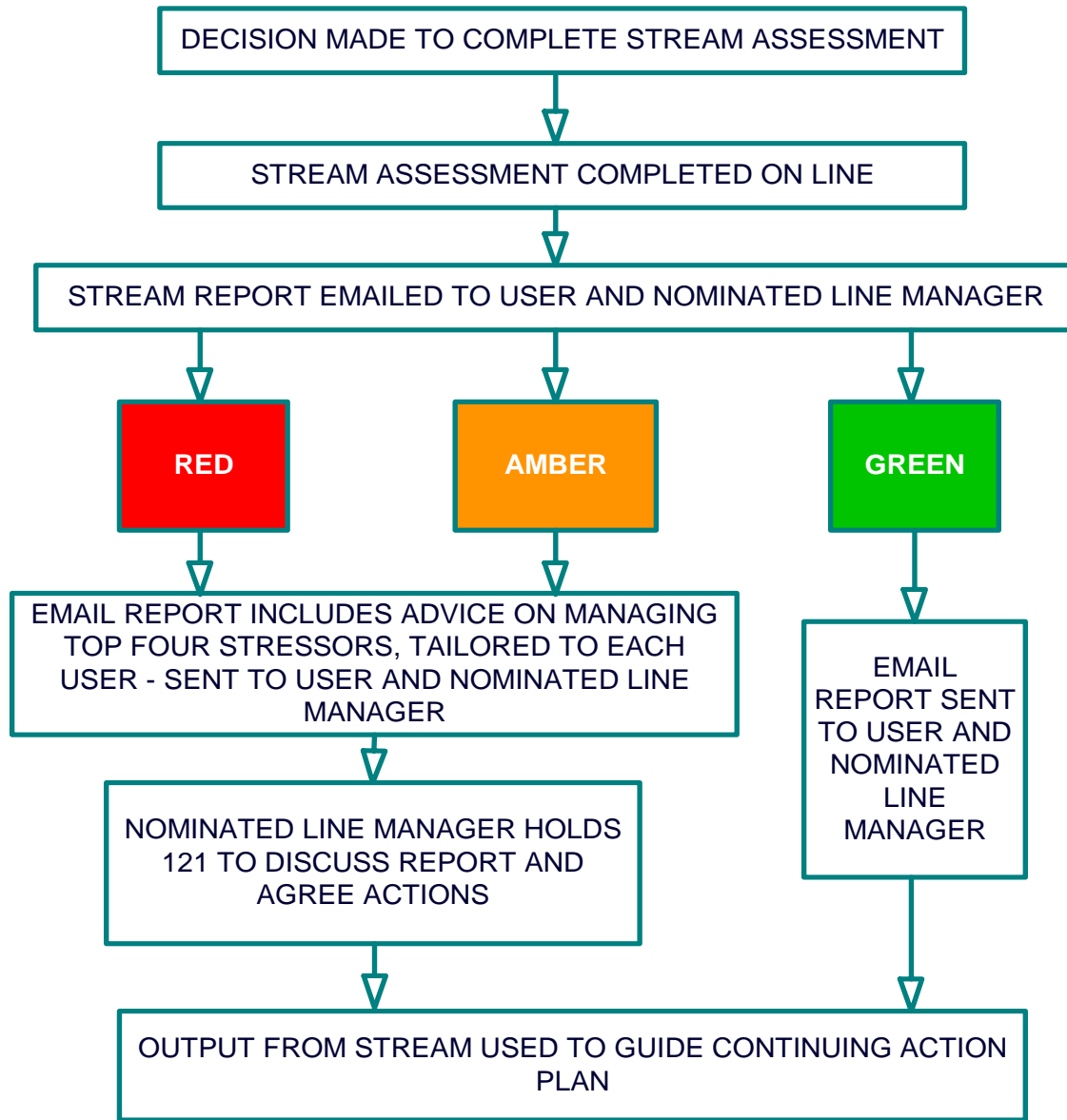


STREAM development

- HR, Line, TU involvement
- Validated tool
- Initial pilot (800+) in CC
- Focus groups
- 2 further pilots
- Factor analysis
- 30 items
- Online
- 10 mins to complete
- Based on HSE management standards
- Cut-off points for **RED**, **AMBER**, **GREEN** ratings

HSE Management Standards

- **Demands** - workload, work patterns, and the work environment.
- **Control** - how much say the person has in the way they do their work
- **Role** - whether people understand their role within the organisation and whether the organisation ensures that the person does not have conflicting roles
- **Relationships** - promoting positive working to avoid conflict and dealing with unacceptable behaviour
- **Support** - encouragement, sponsorship and resources provided by the organisation, line management and colleagues
- **Change** - how organisational change (large or small) is managed and communicated in the organisation



DEMO

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From: stream@bt.com
To: Wagland, M, Mike, SHA WAGLANM R
Cc:
Subject: IN STRICTEST CONFIDENCE to be opened by addressee only (stream results)

Sent: Tue 24/02/2004 20:54

Relationships

With your line manager, identify the sources of friction in your team and/or work environment.
Use the team meetings as an opportunity to get others opinions and share ideas for a better way of working together.
You could consider organisational or physical separation to help manage problems with others in the work environment. For further information
Check out the information on [tackling bullying and harassment at work](http://humanresources.intra.bt.com/fairness/thbawork.htm) at <http://humanresources.intra.bt.com/fairness/thbawork.htm>
You can discuss the emotional impact with Employee Assistance Programme on 0800 9176767.

Work with your line manager to use the processes within BT and specialist groups such as the Employee Assistance Programme (0800 9176767 or <http://btportal.hr.bt.com/ea/>) or Equality and Diversity (0800 731 4747) to stop any incidents of physical or verbal violence.
Ensure you report all incidents to the Accident Reporting Group (0800 671345).
Consider if training in conflict management would be beneficial. There are various courses available on the ALS which can help. Your line manager will have further details.

Additional comments made by you.

This is an example of a STREAM red assessment report..

If you have any questions about the STREAM project please send them to STREAM@bt.com

End of report.

Using the results

Individuals and line managers
discuss stress-related issues

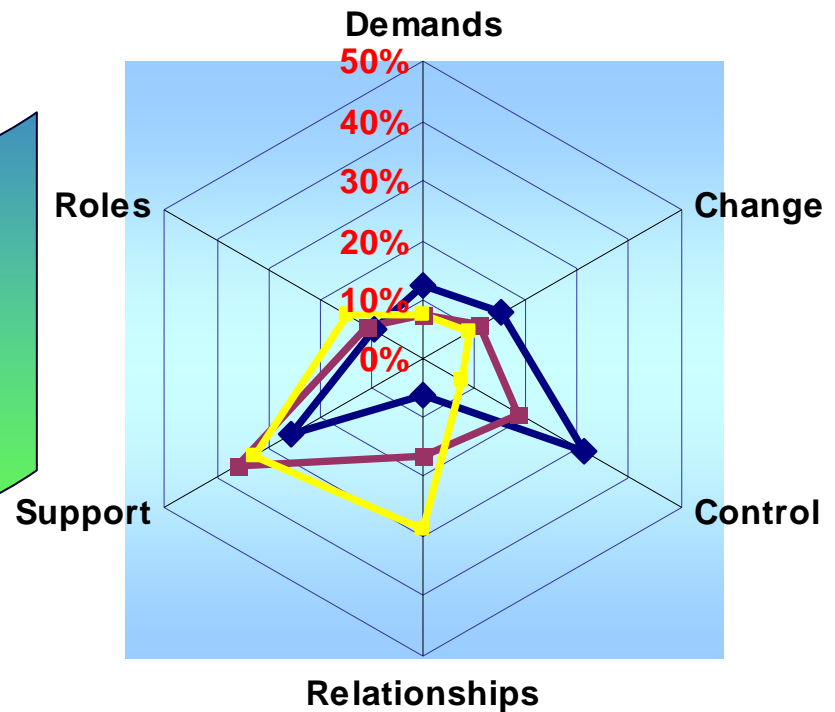
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Using the results

Individuals and line managers discuss stress-related issues

Senior managers' departmental reports on stress profile

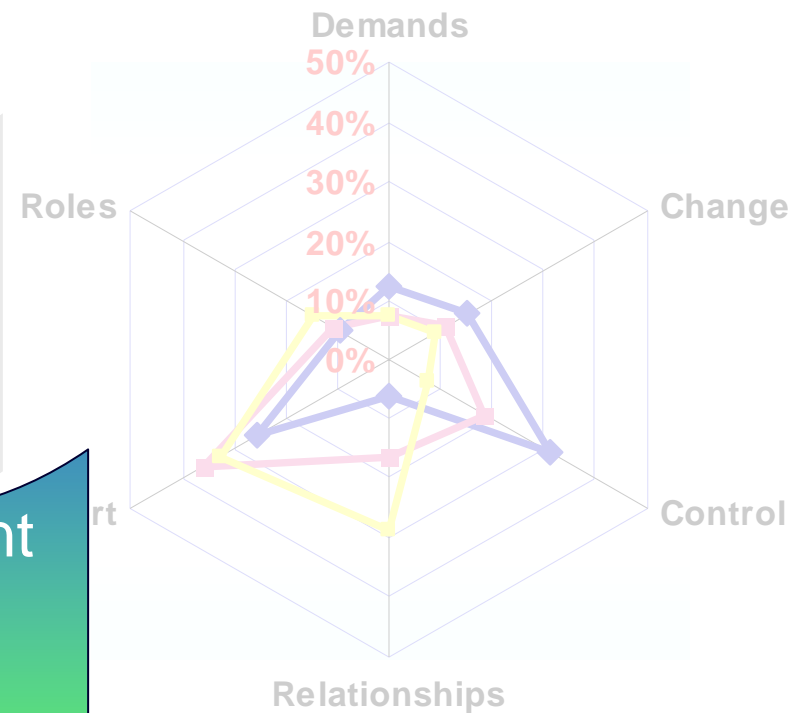


Using the results

Individuals and line managers discuss stress-related issues

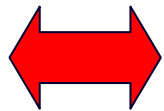
Senior managers' departmental reports on stress profile

BT Group stress-management control and benchmarking



STREAM data analysis

- Increasing use:
 - 03/04 = 4,000; 06/07 = 14,000+; Total = 28,000+
- Proportions of categories change year to year and by LoB
- 06/07 = 4% RED, 22% AMBER, 74% GREEN



LoB and stressor area (RED) – 06/07

LoB	Top 1	Top 2
Group	Control	Support
Retail	Support	Relationships
Wholesale	Support	Roles
One IT	Support	Control
Openreach	Support	Roles
Global services	Support	Roles

In conclusion:

- MH problems will continue to be an issue within organisations
- Any stress risk assessment must sit within a comprehensive approach
- STREAM is now embedded within BT
- Allows recommendations on targeted interventions
- Need to further increase visibility, understanding and utilisation
- Now become a commercial product