



Workplace Health *Connect*

Free and impartial advice on health at work in partnership with the HSE

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Workplace Health *Connect* Workshop

11th October 2007

- Introduction to Workplace Health Connect
 - Adviser Competence
 - Evaluation
- The client's perspective (Gary Derraven)
- WHC Electronic Toolkit



What is Workplace Health *Connect*?

- Two-year pilot ending February 2008
- Delivered by South Wales based consultancy Holistic Services
- A free advisory service delivered in partnership with The Health and Safety Executive (HSE)
- Aimed at smaller businesses (5 to 250 employees)
 - Private businesses
 - Voluntary organisations
- Advice on workplace Health, Safety and Return to Work



What is Workplace Health Connect?

Key features of our advice

- Expert ✓
- Practical ✓
- Confidential ✓



The priorities

The issues that cause the majority of workplace ill health:

- Manual handling and repetitive tasks
- Absence management and return to work
- Stress
- Asthma
- Display screen equipment (VDU)



Adviser Competence

All WHC Advisers have :

- NEBOSH Diploma or equivalent
 - NVQ4, DipSM, Nationally accredited level 6 OSH qualification.
- At least 2 years OHSR work experience
- Evidence that OHSR knowledge, skills and experience are maintained.
- Backed up with specific training from HSE on:
 - Stress Management
 - Sickness Absence Management and Return to work
 - “Soft” skills, e.g. listening, questioning, building rapport
- NEBOSH Pilot - Management of Health at Work



NEBOSH Management of Health at Work

- **What is health?**
- **Occupational Health Needs assessment**
- **Effects of Health on Work**
- **What is Occupational Health?**
- **Bio-psychosocial model of health:**
- **Psychology of Work**
- **MSD**
- **Target organs**
- **Effects of Work on Health**
- **Vocational Rehabilitation**
- **Substance Misuse Issues**
- **Health Surveillance**



NEBOSH Management of Health at Work

- **Mental Health**
- **Legal issues**
- **Communication and negotiation skills**
- **Health Promotion**
- **Key Topics for promoting Health in the workplace**
- **Role of Management of Health at work**
- **Pre-employment Screening**
- **Fitness for Work**
- **Sickness Absence Management**
- **Types of OH service**
- **Occupational Health, role of professionals**
- **Outside support**



Workplace Health *Connect* Visit

- WHC Toolkit
- Transfer of knowledge and skill
- Problem solving
- Help with risk assessments
- Recommendations
- Signposting for specialist help
 - Physiotherapy,
 - Ergonomics,
 - Occupational health practitioner,
 - Safety consultant



Typical Visits

Three basic types:

- Specific OHSR issue, problem solving
 - Enforcement notice
 - Sickness absence / stress
 - Recent Incident
 - Tendering for work, H&S requirements to be met, e.g. CHAS
- New start-up / no existing H&S systems
 - From the beginning, policy, risk assessments etc.
- Health Check
 - Are we doing enough?
 - Looking for reassurance



Evaluation

- Institute for Employment Studies report (8 months operation).
- Median workforce size is 12.
- 88% users have less than 50 employees.
- 87% users have not previously accessed OHSR support.
- Issues addressed during visits:
 - Risk Assessment / hazard identification
 - Developing policies
 - Record keeping
 - Absence management / return to work.
- Overall levels of satisfaction “extremely high”



In Wales

- 960 companies visited, ca. 19500 employees
- Business sectors
 - Other community, social & personal services (21%)
 - Wholesale and retail trade, motor vehicle repair (18%)
 - Manufacturing (15%)
 - Hotel and restaurant (15%)
 - Real estate, renting and business activities (7%)
 - Health and social work (6%)
 - Construction (5%)
 - Transport, storage and communication (5%)
 - Education, finance, utilities, Public admin, agriculture, (10%)



In Wales

In practice our most common clients have been:

- Nursing homes,
- Hairdressers,
- Shops and garages
- Small factory units,
- Pubs,
- Hotels,
- Restaurants,
- Nurseries



In Wales

Visits have been in the following areas:

- Cardiff (CF) – 30%
- Newport (NP) – 25%
- Swansea (SA) – 38%
- LL – 3%
- CH, LD < 1%
- SY – 2%



Gary Derraven



The Management Standards for work related stress

- DEMANDS – such as workload, work patterns and the work environment
- CONTROL – such as how much say the person has in the way they do their work
- SUPPORT – such as the encouragement, sponsorship and resources provided by the organisation, line management and colleagues



The Management Standards for work related stress

- RELATIONSHIPS – such as promoting positive working to avoid conflict and dealing with unacceptable behaviour
- ROLE – such as whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles
- CHANGE – such as how organisational change (large or small) is managed and communicated in the organisation



The Management Standards for work related stress

- The approach is not about eliminating stress entirely. It encourages organisations to take steps towards improving their workplaces
- Employee engagement is critical to the success of the Management Standards approach
- Consultation with the workforce is the key to developing effective solutions
- The approach is based on the best available evidence and is broadly supported by the academic community



Managing Sickness Absence and Return to Work

1. Recording sickness absence
2. Keeping in contact (Return to Work Interviews)
3. Making workplace adjustments
4. Making use of professional advice
5. Agreeing/reviewing a return to work plan
6. Coordinating the return to work process



WHC Toolkit

- **Modular Workbooks**
 - **General risk assessment**
 - **Specific key topics**
 - **Standard format**
 - **Policy**
 - **Risk Assessment process**
 - **Employee consultation**
 - **Activity Record**
 - **Training and assessment**



The system

- **25 Training DVDs, aimed at**
 - Managers
 - Workers
- **On-line or off-line**
 - Documenting Risk Assessments
 - Recording Training and Assessment
 - Management tracking
- **Certification**
 - Organisation
 - Individual workers



The System

This is to certify that

John Doe Manufacturing Ltd
123 The High Street, Edgbaston, Birmingham

Has participated in the Workplace Health Connect service. The following individual has successfully completed risk management training, and, demonstrated management activity to standards defined by Workplace Health Connect in the following areas:

1. Ben Davies - General risk assessment - Level 1
2. Ben Davies - Manual handling - Level 2

February 5th 2006

The following insurers support Workplace Health Connect. They recognise the importance of good health and safety management in helping to reduce workplace risks and subsequent insurance claims.



These insurers reward organisations who can demonstrate good health, safety & risk management through more competitive pricing for Employers Liability insurance. These insurers have recognised the training and management standards defined by Workplace Health Connect and will consider this evidence when calculating Employers Liability premiums (please supply a of copy this certificate of successful engagement to your insurance broker).

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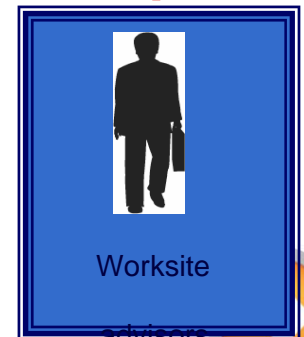


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Insurance services



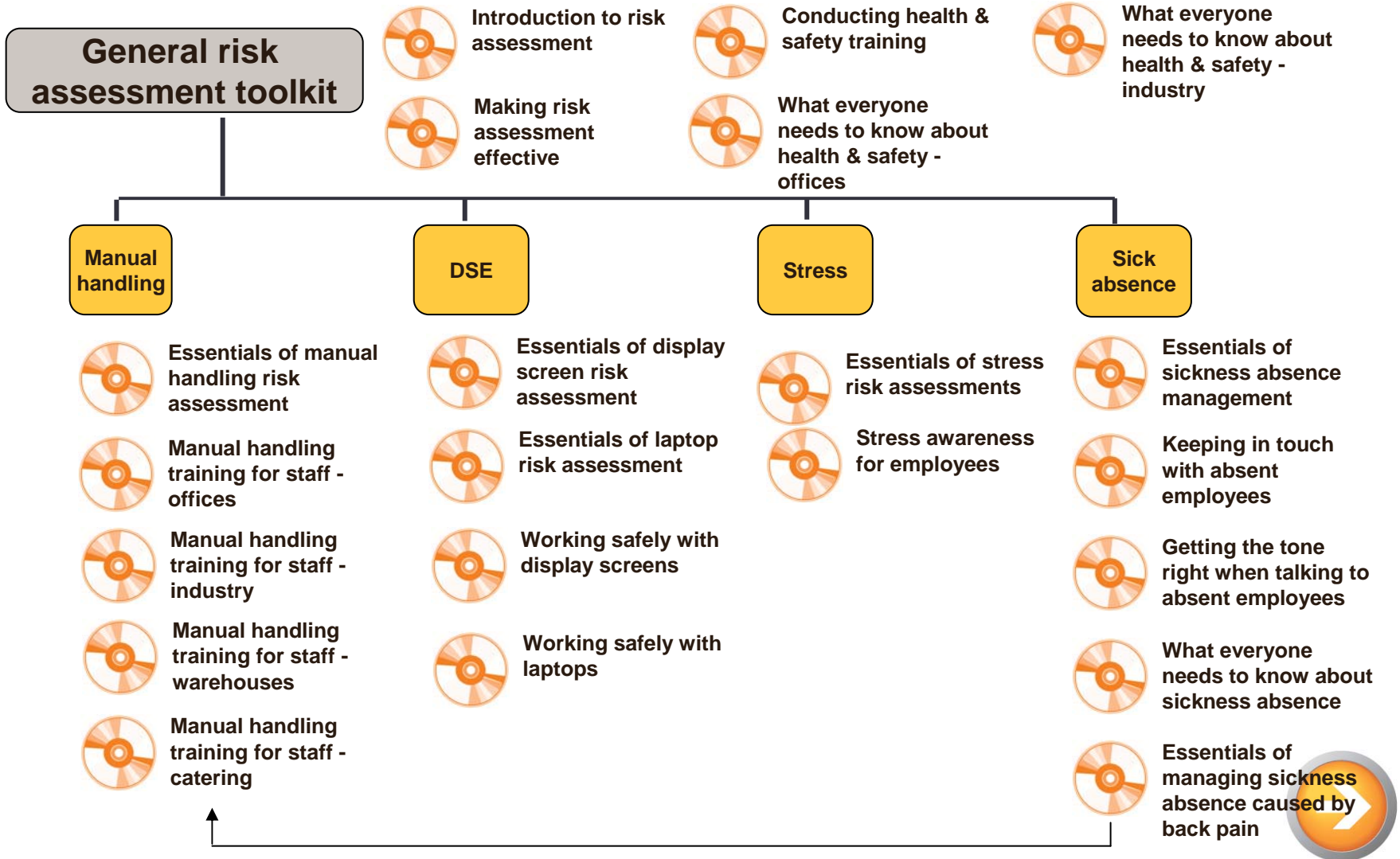
Level 2 delivery



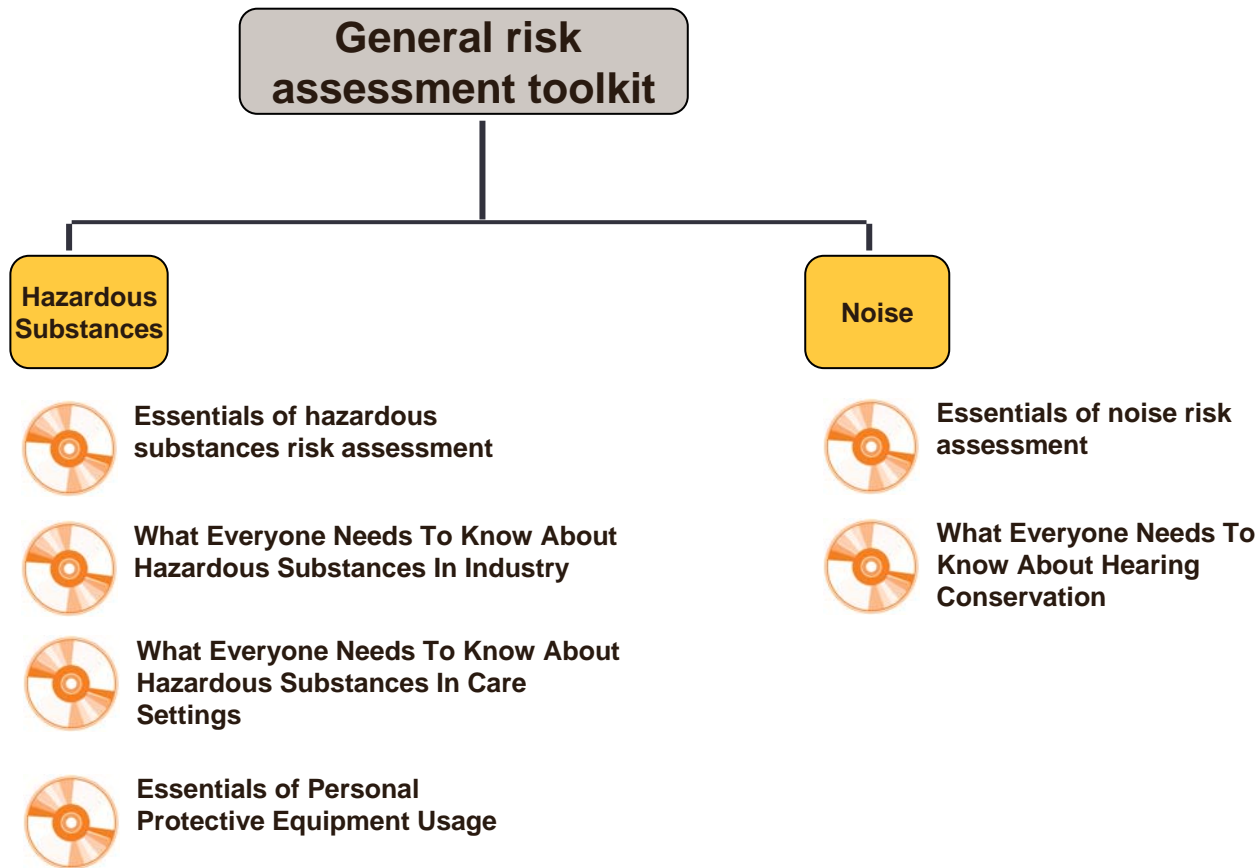
Worksite

advisors

The System



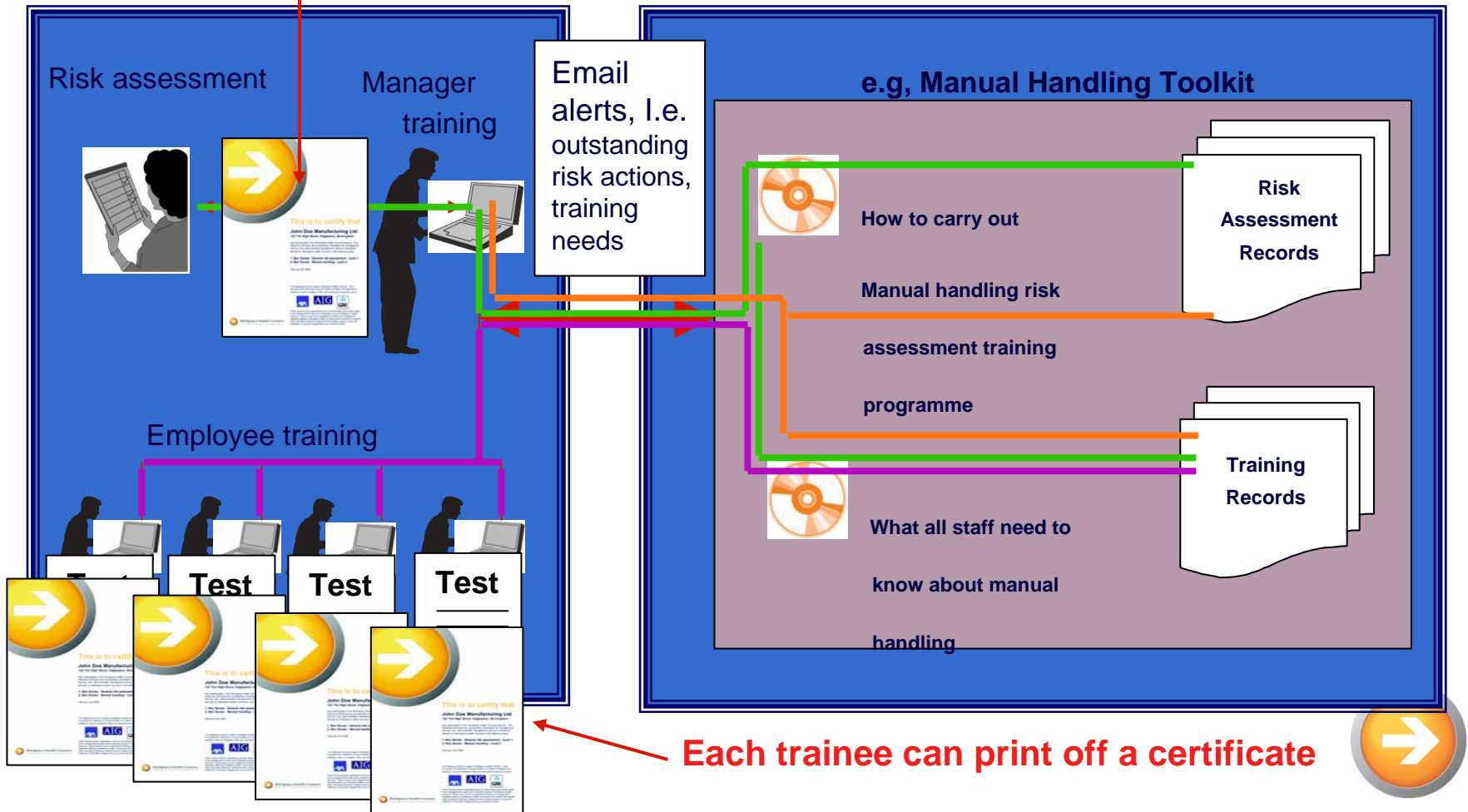
The system



Online support

Overall certificate for organisation engagement

Secure website - Modular Toolkits





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0845 609 6006

www.workplacehealthconnect.co.uk

