



National Centre for Excellence – overall management and facilitation of the service, marketing of the service, awareness raising, development of standards and benchmarking, quality assurance, collection and sharing of best practice examples, competencies (right skills at the right level), training and development, research, evaluation, record keeping, accreditation

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Narrative supporting schematic of national OH & S Support System

This narrative briefly describes what could be involved in the different aspects of a national occupational health and safety system

Active Marketing

- This is about the need to raise awareness of occupational health and safety. Essentially this is about people who need occupational health and safety but they don't know they do until we can tell them
- The need to highlight the potential benefits of occupational health and safety to both workers and businesses.
- Explain how an occupational health support service works and what it offers
- Right information to the right people in the right way
- Targeted information to intermediaries e.g. GPs, CAB, etc.

Customers/Clients

- Workers and employers to include
 - Peripatetic workers
 - Ethnic minorities
 - Self-employed

Access Points

- The service can be accessed by a range of routes
- Possibly skilled to NEBOSH level
- Provider of generic advice on common occupational health and safety queries

Support Service

- This is the core of the service
- Provided by highly skilled individuals who have relevant qualification and experience of problem solving in the workplace.
- Able to identify the right level of expertise needed.
- Able to conduct risk assessments.
- Able to give specific advice

Virtual Network of Specialist Support

- Appropriate professionals e.g. occupational health physicians, hygienists, ventilation engineers, OH nurses, etc.
- Partnerships at local level e.g. Business Intermediaries, Employee Support Agencies, Health, Safety, Rehabilitation and Environment Agencies, etc.

National Centre of Excellence

- Name does not describe fully what's it about – any ideas?
- Overall management and facilitation of the service
- Marketing strategy
- Developing standards and benchmarking
- Research and evaluation