

Director's Update**PHASS is invited to:**

Receive this update on the progress made by the Centre, and note the significant developments

A paper by Steve Bell and Robert Atkinson

Health works was published in November 2009, and contained a number of actions against which the Centre was given lead responsibility. These included a number of short term actions which required an immediate response during the final third of 2009/10:

- Developing its own three year Strategy and Strategic Business Plan to set out how the Centre would deliver against Health Works (signed off by the Board of NHS Health Scotland, on target, in February 2010).
- Work with the DWP to develop and promote an enhanced advice line to small enterprises – by end 2009 (launched ahead of schedule on 07 December 2009).
- Work with DWP to develop advice for employers and employees on the implications of the new fit-note – by April 2010 (advice made available via the advice line and healthyworkinglives.com on schedule, with support also being put in place for GPs).

The preliminary stages of the evaluation of the SCHWL delivery programme have been completed, and draft reports received on the Theory of Change and the detailed Evaluation Strategy. The primary research phase of the evaluation is due to commence during the summer months, and findings that can be adopted as learning are likely to begin to flow over the coming twelve months.

The Award Programme

As of May 2010, a total of 1,164 organisations were registered and are actively working towards the Healthy Working Lives Award, covering 711,000 employees.

It is particularly interesting to note that the proportion of registrations from SMEs has increased significantly in the past year. In 2008/09 SMEs accounted for only 16% of Award registrations and this has increased to 24% in 2009/10 with Forth Valley, the Borders & Lothian having been particularly successful in this regard.

Breakdown of award recipients organisations:

Number of organisations holding HWL Gold	100
Number of organisations holding HWL Silver	99
Number of organisations holding HWL Bronze	225
Number of organisations holding the MHW Commendation	18
TOTAL Award Holders	442
Organisations working towards Bronze	722

Healthy Working Lives National Adviceline

The early part of 2010/11 has shown a 12% increase in enquiries compared to the same period in 2009/10. There has been a marked increase in the proportion of enquires related to Occupational Health which could be attributed to the additional resources invested by the DWP through the OH Adviceline Pilot. Together with Health and Safety enquiries, these account for over 70% of the total enquiries in this period.

Healthy Working Lives Workplace Services

For the early part of 2010/11 the number of first visits has increased compared to last year. This is particularly encouraging as it reflects more new business opportunities for HWL, follow up visits are also up on the previous period.

In Autumn 2009, a comprehensive Occupational Health & Safety resource aimed at SMEs was launched. The Safer Work Healthier Business manual is now being used by 120 clients to develop and implement their safety management system.

Healthy Working Lives has been given a higher profile on the Business Gateway website with a number of Business Gateways promoting or hosting awareness raising and other training sessions delivered by HWL Advisers.

Learning & Development Working Group

The Learning & Development Working Group has been established to actively work towards identifying and addressing the development needs of all Advisers delivering HWL services throughout Scotland.

Work on core competencies for Advisers delivering Healthy Working Lives (HWL) services has been initiated. When a HWL framework has been agreed, CPD opportunities will be identified and sourced, maximizing Centre resources, ensuring development activities are needs driven and contribute to efficient and effective delivery of our services through competent and confident Advisers.

The Virtual Learning Environment (VLE) is currently being worked on to provide a blended approach to Adviser core training. Individual Training Records will be developed and maintained on the VLE platform to support CPD and L & D tracking for each Adviser. This will be necessary when Adviser competencies are implemented. The process will provide information on Adviser take up of CPD activities on current and addressed development needs on an individual and all Advisers basis.

Marketing and Communications

During the last quarter, there were 118,886 transactions on the HWL website. An average of 2.37 pages were viewed and most viewed content is minimising workplace risks and manual handling. A review of the site will commence during the next quarter.

The Scottish Government has sponsored the review and development of a three year marketing and communications strategy to support the Centre's business objectives.

The local HWL teams continue to raise awareness of their services at a local and national level through attending customer focused events. Forthcoming national events include: Health and Safety 10, ROSPA Congress, Scottish Chamber of Safety Conference and we anticipate a presence at Renewables-UK H&S conference in January.

Health Promotion

Delivery of the Mentally Healthy Workplace Training has evolved throughout 2009/2010 and is now delivered by a national training team, supported by local Advisers. Designed for line managers, it promotes the benefits of a mentally healthy workplace focussing on good practice and legislation with particular emphasis on the Disability Discrimination Act (DDA) A DVD to support the training is in development with sign off scheduled for July 2010.

The Centre is managing the development of online mentally healthy workplace training in partnership with the Mental Health Foundation. This training for employees will identify the impact mental health has on the workplace and how individuals can support themselves and colleague's mental wellbeing. The training will explore mental health in workplaces with specific focus on stigma and discrimination; it will be used as a blended learning course for SMEs as well as a stand alone course for employees of any organisation across Scotland.

The Scottish Perspective on the recent National Institute for Clinical Excellence (NICE) guidance has been published by the Evidence for Action team at NHS Health Scotland. The guidance will support the development of a Simple guide for mental health for employers. The content is with NHS Health Scotland's Publishing team at the moment with a sign off date of August 2010. A poster and credit card sized card with information on promoting mental health in the workplace will accompany the guide.

Work in Tune with Life

The Mental Health Foundation is taking forward work with the European Network for Workplace Health Promotion (ENWHP) on the EU wide Work in Tune with Life project. Work is progressing well on all elements of the campaign, with resources online and a page dedicated to the campaign on the Centre's website. The project aims to increase engagement in the workplace mental health and wellbeing agenda, and the good practice captured by the project will be used to develop case studies. Currently, around 50 organisations have signed up for the campaign and it is anticipated that this will increase to 70 during the lifespan of the campaign which runs until October 2010

Activity Works

The Centre has worked with seven Local Authority leisure services to deliver the Activity Works Programme, which supports employers in promoting access to physical activity for their employees. Activity Works is based on Bronze, Silver and Gold levels to reflect the Commonwealth Games, and it will be rolled out to further areas during 2010/11. The Centre is also delivering a number of further programmes in partnership with Jog Scotland, Paths for Health and Cycle Scotland. Data is being collected in relation to participation levels, demographics and activity levels of all participants in the Activity Works and Paths for Health walking programmes, and an evaluation framework is being developed with support from the Health Scotland Evidence for Action and Commissioning teams that will focus on the barriers to adopting a more physically active lifestyle.

Occupational Health and Safety

Road Risk

Currently 900 organisations have accessed and registered for information on the Scottish Occupational Road Safety Alliance (SCORSA) web site. Achievements have included the inclusion of road risk within the Scottish Governments ten year Road Safety strategy. SCHWL is working with SCORSA to further develop the web site and produce an Occupational Road Safety DVD, this will be the first DVD of its type to specifically target occupational driving.

Health Risks at Work

This initiative, launched in September 2009 and continues to build interest. The initiative has been awarded the British Safety Industry Federation (BSIF), Excellence in Health and Safety award for 2010 and has been shortlisted for a Communication in Business (CIB) award and an IOSH Partnership of the year award.

The initiative has achieved 100 Champion registrations in its first six months (the target was 50). A full evaluation of the initiative has been commissioned. A shorter version of the DVD for use at inductions has been developed in five languages and discussions on future development of the initiative are underway in Scotland as part of the Health Works Strategy to bring the tool in an interactive format into colleges. The Centre is also talking to a number of larger organisations with a view to formalising its use as part of the supplier network and support.

There is still additional work needed to support existing Champions and encourage the recruitment of participating organisations as this secondary roll out hasn't yet had the anticipated impact. HSE and SCHWL staff have recruited the majority of organisations and the working group is looking at additional routes to increase uptake.

Managing Occupational Violence and Aggression

The Centre has launched a new guidance for Local Authorities on Managing Occupational Violence and Aggression in the Workplace. The tools and Strategies document has been very well received and issued to all councils with requests for additional copies for Unions throughout Scotland.

The Centre is finalising a Memorandum of Understanding with the Scottish Business Crime Centre and will enter into joint working during 2010. The Centre has also worked closely with the Safe-Bet Alliance and will pilot and finalise guidance for the sector in the coming months. Working with Lothian and Borders Police in running a retail guidance pilot and it is hoped to expand this across Scotland this year.

Strathclyde Online Health CPD course

Following the first running of this course at Strathclyde University, the Centre has been involved in the restructure and development of course content and the next course will begin in November 2010. Bursaries are available to student to attend the course.

STUC partnership

The Centre is working closely with the STUC to further develop its EU Risk Campaign which has developed into a series of local support groups for the voluntary sector supported by SCHWL advisers and union reps across Scotland.

We are also working towards delivery on the *Health Works* recommendation for development of the Union Rep role in return to work support.

Enforcing Authority partnerships

Both HSE and SCHWL are informally evaluating the effect or service provision of the recent partnership agreement, with a view to developing an action plan for improved working. New pilot initiatives are under discussion involving HSE agriculture inspectorate and SEARS group and possibly the forestry commission.

A meeting is planned to look at developing similar partnership agreements with Environmental Health departments in September.

The Centre is supporting the HSE/BSIF (British Safety Industry Federation) clean air take care campaign with campaign materials being issued to all staff and Health Risks at Work Champions. 2010 will see additional staff training to better support small organisations meet statutory requirements for correct respiratory equipment.

Occupational Health Support course

SCHWL was received grant funding from the Institution of Occupational Safety and Health to run a two day occupational health support course for safety professionals. This IOSH CPD course was offered to IOSH members in August. The one off, pilot course was full, with 14 delegates and 16 turned away. IOSH currently have no funding to offer this course to all IOSH members as initially anticipated.

Sickness absence management

The Institute of Occupational Medicine has been commissioned to write a sickness absence tool focusing on simple reporting procedures for small and micro organisations. The work includes the production of good practice guides. The tool, which is the result of collaboration between the

Centre, CIPD, IOM and the University of Glasgow, will be hosted on the Centre's website. It will be piloted during the Spring and Summer of 2010 before going live.

EU campaigns

SCHWL are developing a suit of fact sheets and renewed web pages to complement the Safer Work Healthier Business manual. This material is based on maintenance and will tie into the Centres activities around the current EU campaign with an intended soft launch of October.

Fit Note Guidance

The Centre has produced Fit Note guidance on its website ahead of the launch in April 2010 of the new programme. All HWL staff underwent briefing and training on the new Fit Note and how to address questions from employers and employees. The next phase, roll-out of promotional materials for employers and employees through GP surgeries is due to begin in September.

Health Surveillance Pilot

An eight month Health Surveillance Pilot is underway to provide health surveillance in relation to skin, respiratory, Hand Arm Vibration Syndrome (HAVS) and noise, to small organisations (under 50), to "kick start" and improve access to Occupational Health. This ties in with the Health Risks at Work initiative and Occupational Health Toolkit for HWL Health & Safety Advisers. The initiative will be evaluated upon completion.

OH Toolkit for OH&S Advisers

A tool kit to assist health and safety Advisers give consistent advice to employers on occupational health has been developed and sections on Skin, Respiratory, Vibration and Noise being completed to date. Staff have undergone training for each section as it is rolled out. Further sections being developed are for Occupational Cancers, musculoskeletal disorders and well-being.

Vocational Rehabilitation

Working Health Services

The Centre's commitment to the three Working Health Services pilot projects in NHS Tayside, Borders and Lothian which were sponsored by the Scottish Government came to an end in June 2010. These services were established to address the health needs of those who work in small and medium enterprises within the identified Health Board areas. These projects were the foundation for the new Working Health Services Scotland, however the way by which the national service is delivered differs slightly from the original model in that the national model does not have coherent multi-disciplinary teams; rather the case manager seeks to refer clients to already existing services. An evaluation of the three Working Health Service projects will be available at the end of Summer 2010. In total the three projects have dealt with approximately 1200 patients.

Working Backs Scotland

The Centre has contributed funding to a part-time post to revise and update this website. This work is being done in collaboration with NHS24. The new website will be called "Scottish Backs" and launches during Back Care Week in October 2010. In partnership with the Scottish Government there are plans to develop a suite of websites for musculo-skeletal disorders which will be available to the public for self-management and for practitioners to ensure this is an updated source of clinical evidence.

British Occupational Health Research Foundation (BOHRF)

The Centre has worked in collaboration with BOHRF to produce a 'Competency Framework for Managers to Support Return to Work'. The Framework will be disseminated using a variety of mediums to a range of Human Resource and Occupational Health personnel.

National Institute for Disability Management and Research Course (NIDMAR)

This modular course which focuses on vocational rehabilitation is delivered by Glasgow Caledonian University. The Centre offered funding to personnel who work in the Working Health Service

projects; additional NHS practitioners were given funding by NES and the Scottish Government. The first cohort of students took their exam in June 2010. All sponsored students (13) passed their exam and are awarded a diploma which has world-wide recognition. An evaluation of this course is being undertaken to ascertain its value and contribution to practise.

Collaboration with NES and QIS

The Centre, in partnership with NHS Education for Scotland (NES) and Quality Improvement Scotland (QIS) appointed 2 part-time officers to develop Knowledge Services for Vocational Rehabilitation. To raise awareness of vocational rehabilitation the officers have established an electronic Community of Practice and entry to the website is available for a range of practitioners. The officers are also linked into the 'Scottish Offer' and work closely with Scottish Government partners. Educational courses at undergraduate, short courses and post-graduate level are being considered to ensure that in Scotland there is a suitable cohort of practitioners who understand the needs and health issues related to employment needs. This work is funded for another year.

Ageing Workers

The Centre has been tasked by the Scottish Government to conduct a scoping exercise to explore opportunities for knowledge transfer of older workers, identify the main health challenges associated with older workers and highlight areas of potential growth in various industrial sectors where employment opportunities may exist. The principal aim of this research is to conduct a literature review on various aspects of aging and examine how this might impact on the Scottish economy.