

Project Title	A new approach to manual handling
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Engineering and Utilities
Objective	50% of reportable injuries for the networks function of Severn Trent Water were related to manual handling. The company decided that a new approach to manual handling was required.
Description	<p>Severn Trent Water undertook manual handling assessments, seeking to eliminate or modify the manual handling activity. Training in manual handling techniques was provided by Pristine Condition - specialists in body mechanics. A monitoring/ coaching/data gathering system was set up. Supervisors give feedback to individuals on manual handling activities. Ergonomists assisted with designing new equipment. Medical assessments were undertaken to identify whether jobs needed to be adjusted if employees have medical conditions affecting their ability to do manual handling. A fast track referral system is in place for any employee with back or shoulder pain - including medical assessment and physiotherapy. Return to work plans are drawn up for individuals returning after time off with an injury.</p>
Project Cost	£50,000 - £100,000
Project Start Date	01-07-2002
Project End Date	Ongoing
Achievements	<p>The annual rolling total of all accidents has fallen by almost 50% from around 79 prior to the initiative to around 41 at present. The proportion of total accidents caused by manual handling has fallen to 25%.</p> <p>A large reduction in the numbers of work days lost through manual handling injuries means more staff at work at any one time. A significant reduction in future liabilities from the civil claims that often follow manual handling injuries.</p> <p>Short-listed in the 'Personnel Today' awards for solutions to health problems. £53,000 was spent in the first year on 'one-off' costs. The cost in following years is approximately £2000 for occupational physiotherapy. The initiative will pay for itself within the first 2 years from savings of around £19,000 a year by halving the number of days lost in addition to the anticipated reduction in civil liabilities.</p>
Submitted By:	submitted by Neal Stone, Health and Safety Executi
	Severn Trent Water
Address:	<p>Rose Court 2 Southwark Bridge London SE1 9HS England - South West</p>
Telephone:	020 7717 6484
EMail:	neal.stone@hse.gov.uk

Project Title	Getting to grips with manual handling
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Other
Objective	To reduce/eliminate all lost time due to manual handling injuries by providing safe systems of work and manual handling training. This benefits staff, managers, MFI itself and share holders.
Description	Manual handling accidents were identified as causing the greatest number of lost working hours in MFI's Leeds warehouse. MFI provided, with the help of Pristine Condition, written safe systems of work for manual handling tasks. Training is given to all staff who carry out manual handling - a combination of theory, practice and on-the-job training. 'Champions' are trained to monitor the success of the training and liaise with the consultancy with queries.
Project Cost	£10,000 - £50,000
Project Start Date	01-01-2001
Project End Date	Ongoing
Achievements	<p>Health and safety benefits are: a reduction in manual handling accidents from 6 in the year before the training to 0 in the year after training; and increased staff awareness of causes of manual handling injuries.</p> <p>Business benefits are: reduced hours lost through manual handling injuries from 521 a year before training to zero in the following year; reduction in the time managers spend investigating accidents and supporting staff through absences; and significant drop in compensation claims.</p> <p>The consultancy cost to provide staff training and develop written safe systems of work was £5,000. The total cost of staff time for training was circa £19,500 (direct and indirect costs). This gave a total cost of £24,500. With staff time costing £30 per hour (direct and indirect costs), this represents a saving of over £14,500 in the first year. Even without factoring in the savings in manager's time spent and potential civil claims averted, the initiative will pay for itself within 2 years of the training.</p>
Submitted By:	submitted by Neal Stone, Health and Safety Executive, MFI
Address:	<p>Rose Court 2 Southwark Bridge London SE1 9HS</p> <p>England - North East</p>
Telephone:	020 7717 6484
EMail:	neal.stone@hse.gov.uk

Project Title	A new approach to manual handling
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Other
Objective	To reduce the most significant cause of workplace injuries involving the rapid, repetitive handling of bricks.
Description	As part of the risk assessment process more suitable equipment has been designed to reduce the hazards and risks from manual handling. An osteopath has been engaged to train first-aiders and crew in straightforward treatments and exercises that can help prevent injury. Training is also given on how the body works, appropriate handling techniques and symptom recognition. Early treatment for all manual handling injuries (whether at home or work) is available from the osteopath within 48 hours. Pre-employment medicals are carried out to evaluate potential staff for existing conditions so that starters are not given tasks that may aggravate injury. Annual check-ups with the osteopath are also available.
Project Cost	£100,000 - £500,000
Project Start Date	01-01-2002
Project End Date	Ongoing
Achievements	Health and safety benefits include a reduction in lost time incidents from 14 in the year preceding the initiative to 5 in 2002 (no change in staff levels); a reduction in the number of manual handling injuries from 10 to 3 per year; lost time injury rate has dropped from 30 days lost per 100,000 staff hours to 23 days lost; less likelihood of allocating staff to a task that may aggravate an existing condition; and fewer shorthanded teams has helped to reduce stress. Business benefits include a 25% reduction in days lost through injury; saving 1.5% brick production capacity previously lost through injury; improved company reputation - winning an award for 'best occupational health initiative' for a medium-size company; initiative well received by the workforce - production crews themselves have found solutions to problems that had affected their work for years; and staff retention improved making the workforce more stable. £270,000 has been spent on new equipment (with a working life of at least 15 years). The cost of the external osteopath is £8,500 over 2 years (for training and treatment). By reducing the number of manual handling injuries Ibstock Brick has been able to increase brick production by at least £20,000 a year. Added to this are savings in costs associated with staff turnover, the reduction in time spent on managing production with short-handed teams, and reductions in potential civil claims from injuries. These savings have enabled the initiative to pay for itself over the lifetime of the new equipment.
Submitted By:	submitted by Neal Stone, Health and Safety Executive & Ibstock Brick Ltd
Address:	Rose Court 2 Southwark Bridge London, SE1 9HS England - South East
Telephone:	020 7717 6484
EMail:	neal.stone@hse.gov.uk

Project Title	Producing Therapy Manual Handling Guidelines
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Occupational Health Professionals
Objective	To provide guidelines on specialist techniques and risk assessments undertaken by Physiotherapists and Occupational Therapists as part of the rehabilitation process.
Description	King's College Hospital found there was little evidence available around therapeutic manual handling therefore a survey was completed to gain a baseline. Results showed that ~ 1:2 therapists had musculo-skeletal injuries; ~ 70% did not document risk assessments; ~ No formal risk assessment documents available; ~ The means of learning specialist techniques was not recorded. The objective of the project was to - produce best practice protocols for techniques; produce a risk assessment and risk management documents; ensure that training of techniques is standardised, assess competency and record this; - ensure that delegation of techniques to care staff is more consistent; - Hospital Trust to accept calculated risk of more intensive handling techniques. A working group was formed consisting of Physiotherapists, Occupational Therapists and Manual Handling Advisor. Therapists videoed their current practice, the postures were analysed and protocols produced. These were then widely peer reviewed amongst Senior I therapists within King's College Hospital in order to deem them best practice. Risk assessment and risk management document based on client ability was produced (this has been piloted and updated several times). Equipment has helped to manage these risks and this has meant that rehabilitation process can start earlier. A training programme has been implemented which involves induction, yearly refresher training and assessment of competency. Clear guidelines have been agreed regarding when a therapist can delegate a technique to care staff.
Project Cost	None Specified
Project Start Date	01-08-1999
Project End Date	Ongoing
Achievements	A staff survey was undertaken 5 months after the project guidelines were launched and implemented. Comments included: "I am now very aware of when a patient needs to be hoisted". "Overhead hoist has transformed my life". "The on-going process of setting them up (the guidelines) changed my practice". It is hoped that in the long term there will be fewer therapists experiencing musculoskeletal injuries but it is too soon to prove this.
Submitted By:	Kay Hutchinson
	King's College Hospital NHS Trust
Address:	Denmark Hill London SE5 9RS England - London
Telephone:	020 7346 6031
EMail:	kay.hutchinson@kingsch.nhs.uk

Project Title	Back in Work, Back pain, training, waste
Programme Of Work	Continuous Improvement - Programme 2
Objective	To conduct ergonomic research into the processes of waste collection, and develop customised training programmes and material to promote greater understanding and improvement techniques amongst refuse collectors.
Description	<p>The prevalence and nature of back pain amongst refuse collectors was determined.</p> <p>An ergonomic analysis considered the individual, work equipment, relationship with management. and the working environment.</p> <p>The customised manual handling training programme included a video.</p>
Project Cost	£1,000 - £10,000
Project Start Date	01-04-2000
Project End Date	01-04-2001
Achievements	A number of common working practices were found to increase manual handling risks such as "job and finish", throwing sacks, and poor design and maintenance of equipment.
Submitted By:	Christopher Gibson
	Sita (GB) Ltd
Address:	<p>Municipal Division 21 Easthamstead Road Bracknell Berkshire RG12 1NS</p> <p>England - South East</p>
Telephone:	01344 380500
EMail:	Chris_GIBSON@sita.fr

Project Title	Health Promotion
Programme Of Work	Support - Programme 5
Industry Group	Non-specific
Objective	To provide a package of methods to raise awareness and prevent musculoskeletal injuries in the workplace caused by manual handling. In particular, the appointment of a musculoskeletal health specialist to provide advice to employers, a medical campaign, production of literature for best practice and guidance, and a training course on manual handling and guidance on legislation.
Description	An advertising flyer was sent out, and participating businesses were given a walk-round inspection where possible. Training events and information seminars were organised to provide information on how to lift correctly in a variety of circumstances including team lifting, and how to care for backs during everyday living.
Project Cost	£10,000 - £50,000
Project Start Date	01-04-2000
Project End Date	01-11-2001
Achievements	<p>Employees received training including a guide to manual handling, and examples of physical exercises suitable for body toning.</p> <p>There has been an apparent reduction in back injuries, and enhanced awareness on manual handling requirements and methods for reducing risks.</p>
Submitted By:	Michael Kinsella
	Groundwork Bury
Address:	<p>Link House 35 Walmersley Road Bury Greater Manchester BL9 5AE</p> <p>England - North West</p>
Telephone:	0161 763 4185
Email:	mkinsella@groundwork.org.uk

Project Title	Back in Work, Back Pain, Health Promotion
Programme Of Work	Continuous Improvement - Programme 2
Industry Group	Non-specific
Objective	To promote awareness, to publish good practice guidance, and to establish networks of trainers and advisors.
Description	<p>500 workplace employers and safety representatives were contacted regarding training for employees, site surveys and an invitation to participate in an epidemiological survey to establish the current prevalence of back pain.</p> <p>Existing guidance was updated for this project, on ergonomics, musculoskeletal disorders, manual handling, reporting procedures, access to occupational health treatment, and rehabilitation.</p>
Project Cost	£10,000 - £50,000
Project Start Date	01-03-2000
Project End Date	01-03-2001
Achievements	<p>Benefits to employees - Better awareness, less pain and suffering, lower incidence rates of back pain, quicker access to occupational health assistance, less absence from work and better working conditions.</p> <p>Benefits to employer - Reduction of costs associated with accidents. The costs to employers of accidents are 8-36 times greater than the insurance payout due to hidden costs such as absenteeism.</p> <p>A number of factors were identified which constitute a high risk of back injury, and include long and heavy fabric batches, and extensive handling during batch production.</p>
Submitted By:	Huw Jones
	National Joint Council for the Hosiery and Knitwear Industries
Address:	<p>C/o Courtaulds Textiles, PO Box 54, Haydn Road Nottingham NG5 1DH</p> <p>England - West Midlands</p>
Telephone:	0115 924 6040
Email:	huw.jones@courtaulds.com

Project Title	Manual handling, musculoskeletal disorders (MSD)
Programme Of Work	Continuous Improvement - Programme 2
Objective	To make considerable improvements in rates of time lost due to MSD.
Description	<p>Since 1994 an ergonomist has been leading a project to incorporate ergonomic principles into the trust strategies for managing the risks from manual handling. The ergonomic strategy comprised both 'top-down' (policy, support) and 'bottom-up' (operational) strategies.</p> <p>In 1994 a trust-wide programme of risk assessment training began, involving all levels of management, followed by risk assessments across the trust, with staff participation.</p> <p>All new staff attend an induction course, which includes a session on ergonomics, followed up with formal short refresher training sessions every two years and informal problem solving sessions for individual wards and departments. Risk control actions have included ergonomic advice for building work, and furniture and equipment selection. A mobility and communication system (MACS) card is used to record information about patient special mobility needs, including any aids necessary.</p>
Project Cost	£10,000 - £50,000
Project Start Date	01-01-1995
Project End Date	Ongoing
Achievements	<ol style="list-style-type: none"> 1. In the five years since the implementation of the strategy, reports of manual handling incidents and days lost from MSD show a consistent downward trend. 2. Completed risk assessments rose from 33% to 76% over the period of the study. Total savings for 3 years = £3,694,710.
Submitted By:	Dr Sue Hignett
	Nottingham City Hospital NHS Trust
Address:	<p>Ergonomics and Back Care Advisory Dept. Nottingham City Hospital NHS Trust Hucknall Road Nottingham NG5 1PB</p> <p>England - East Midlands</p>
Telephone:	0115 969 1169 ext.
Email:	shignett@ncht.trent.nhs.uk

Project Title	Manual handling, musculoskeletal disorders
Programme Of Work	Continuous Improvement - Programme 2
Objective	To make a considerable improvement in the rate of time lost due to musculoskeletal disorders (MSD).
Description	<p>In August 1998 the trust entered into a Total Bed Management contract for the provision and maintenance of certain equipment and services. The trust leased 410 electric profiling and 104 dynamic mattress systems to replace existing stock. The contract specifies the maintenance of beds, which are bar coded and inspected annually, and faulty beds are replaced within 6 hours. Support from a technician and a clinical advisor is available to the trust. The beds can accommodate patients up to 40 stones body weight, which avoids the need for procurement of specialist beds. Additionally the contract manages the hoist slings and slide sheets.</p> <p>The trust estimates that the savings on its existing bed management systems were £160,000 in the first year and are running at £100,000 per annum thereafter.</p>
Project Cost	£10,000 - £50,000
Project Start Date	01-08-1998
Project End Date	Ongoing
Achievements	<p>Manual handling of patients is reduced. Patient handling related injuries fell from 10 to 2 in the first year of introduction. Staff training for patient moving/handling has been simplified, as many moves are no longer necessary.</p> <p>A survey after 12 months showed high levels of approval by staff, with improved management of patient handling needs. The incidence of pressure sores, related to the choice of mattress, fell from 5% in 1997 to 2.4% by September 1999.</p> <p>Savings from reductions in reported MSD and the prevention of pressure sores have not been costed. There are also less tangible advantages such as staff morale, and improved patient care.</p>
Submitted By:	Clive Tracey / Jane Preece
	Kings College Hospital NHS Trust
Address:	<p>Kings College Hospital NHS Trust Denmark Hill SE5 9RS</p> <p>England – London</p>
Email:	clive.tracey@kingsch.nhs.uk