

# NEWSLETTER

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**Workplace  
Health Connect**

**0845 609 6006**

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

[workplacehealthconnect.co.uk](http://workplacehealthconnect.co.uk)

## OVER 1000 VISITS !

Workplace Health Connect has been up and running for twenty-seven weeks (up to 25 August). Over one thousand small businesses have received a free workplace visit by a Workplace Health Connect adviser, with another 530 appointments currently 'booked in the system'.

After getting off to an intentionally slow start, the demand for workplace visits has become so high that the service is currently operating in excess of its visit target. Through careful management we are ensuring that there is no degradation in service performance. The Adviceline is receiving steady weekly call volumes and high customer satisfaction ratings. 95% of callers state that they are 'very satisfied' or satisfied with the service they receive. However, we would still like more calls to the Adviceline!

## CELEBRATION BREAKFAST

On 18th July Geoffrey Podger, Chief Executive of the HSE, hosted a Stakeholder Breakfast Event to celebrate the successful launch and first quarter operation of Workplace Health Connect.

Approximately forty representatives of a wide range of organisations joined Geoffrey for breakfast at Shakespeare's Globe Theatre in London to hear at first hand how the service is now benefiting businesses.

The Workplace Health Connect Adviceline Manager and a workplace visit adviser from London both spoke at the event with great enthusiasm, providing guests with some real examples that demonstrated the kind of issues that business owners and workers have raised, how they have been able to help and how their advice has been received.

Speaking at the event, Geoffrey said: "We have been really encouraged by the success of the service to date. I am delighted that we are on target for the number of businesses requesting visits because those business owners can expect to receive confidential, high quality advice

*"The service exceeded our expectations. All the people we dealt with were efficient, helpful and friendly and we found the adviser's visit very reassuring because she showed us how some simple low-cost changes can make an immediate difference. Because we got our staff involved in the visit, it let everyone know that we are taking their welfare seriously. I'd be happy to recommend this service to anyone."*

**Black Business Initiative.**

and support specifically tailored to their place of work. Workplace Health Connect, in partnership with HSE, really is helping to demonstrate, in the workplace, that sensible health and safety is not about dotting 'i' & crossing 't's – it's actually about putting practical actions into effect."

*"I was impressed that the service was free and without fear of enforcement – it can only have a really positive outcome for companies who use it... The idea of ongoing telephone support is a real advantage as sometimes it was difficult to obtain advice."*

**A2Z Computing**





## EVALUATION UPDATE

Independent evaluators, the Institute of Employment Studies, have produced a preliminary progress report detailing the first four months of operation of Workplace Health Connect.

Whilst it is too early to assess the success and impact of the totally new service the early findings are extremely positive. The report shows that the service is well received by SME employers and suggests that the Workplace Health Connect offer is appreciated because it is free, credible and does not adopt a punitive approach. From the end of August the progress report will be available to view here:

[www.hse.gov.uk/workplacehealth/evaluation.htm](http://www.hse.gov.uk/workplacehealth/evaluation.htm)

*“ The professional help came at the right time. We felt that we were doing the right things but needed a bit of reassurance, at the same time we were apprehensive of what they might find and say. We were immediately put at ease and received practical advice relating to our business that has helped us develop a safety system with confidence. We have taken positive benefit from this free service and I would recommend it to all other smaller businesses.”*

**Pontypool Automatics**

## CASE STUDY 1

### Residential Care Home – South Wales

**A care home owner was aware that risk assessments (e.g. manual handling, COSHH) are required by legislation but was uncertain as to the best way to complete these.**

Also, she recognised that staff members could be suffering from stress. She needed advice so she could evaluate this potential risk to their health.

Suitable resources for risk assessment and evaluating stress were provided by the adviser. Coaching ensured that she achieved an excellent level of skill in their use.

Result: When the adviser arrived to conduct their second visit, they found that the client had not only completed all the necessary risk assessments, but had implemented a number of improvements.

## CASE STUDY 2

### Homelessness Project / Furniture Recycling Centre – N.East

**This project based in the North East of England provides a home and work for homeless people. They collect, repair and sell donated furniture, antiques, electrical appliances, clothing and books etc.**

As a result of their workplace visit, the Centre has implemented several low cost changes to improve the health and safety of employees and visitors.

Damaged floors and worn carpets, both of which could cause

accidents, have been repaired; fire escapes have been cleared to prevent potential barriers in the case of emergency; hazardous substances stored on-site have been recorded or disposed of; and levels of wood-dust in the workshop have been reduced to help prevent respiratory problems. Crucially, the Centre now has a designated person to undertake Health and Safety responsibilities and their policies and risk assessments are now regularly reviewed.

*“ The service was extremely useful; I try to keep myself abreast of health and safety but with all the changes going on discussing it with someone from outside the industry was a great benefit. I received practical, sensible advice and support. It has helped me enhance my present arrangements and look at some new issues. I would recommend this free service to all smaller businesses.”*

**Cirrus Electrical Ltd.**

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