Fife Activity Report
2015/16

Health Promotion Service, Fife Wide Division,
Fife Health & Social Care Partnership
Introduction

This activity report provides an update on the work of the Health Promotion Healthy Working Lives Team (HWL team) during 2015/16.

The HWL team is responsible for locally implementing the workplace health agenda within the workplace setting across all sectors and industries of employment in Fife.

The objectives of the team are to:

- Deliver the Healthy Working Lives core services
- Support the local needs of Fife workplaces
- Work in partnership to develop and deliver innovative workplace interventions
- Develop and increase the competency, capacity and sustainability of health, safety and wellbeing with in Fife workplaces

Ruth Bennett, Health Promotion Manager and Healthy Working Lives Corporate Lead

Alan Gow, Healthy Working Lives Adviser for Occupational Health and Safety

Katie Provan, Healthy Working Lives Adviser for Health Promotion

Annemarie Smith, Healthy Working Lives Adviser for Health Promotion
The HWL team in Fife directly supports delivery of three of the Scottish Government national outcomes:
- Reduced inequalities
- Improved healthy life expectancy
- Improved efficiency of the Scottish economy

Building and developing existing and new partnerships over the last 12 months has been a high priority to ensure we are working collaboratively with our partners to provide the best service for Fife employers and workers.
Core Services

The core services (for instance award programme, OHS visits, policy development and training) of the HWL team are monitored through Key Performance Indicators (KPI) set by NHS Health Scotland’s Scottish Centre for Healthy Working Lives Directorate. KPI’s are based on the number of organisations using local and national services.

The Healthy Working Lives Award Programme continues to be popular with local employers. The award provides a framework for employers to support and develop health, safety and wellbeing within the organisation.

2015/16 has seen Award registrations grow to 51, which cover over 40 thousand workers in Fife.

Awards achieved in 2015/16;

**Bronze**
- Scottish Autism (Fife services)
- Virgin Media (Fife site)
- Burntisland Fabrication

**Silver**
- Fife NGL Plant, Mossmorran

<table>
<thead>
<tr>
<th>KPI’s 2015/16</th>
<th>Target</th>
<th>Achieved</th>
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</thead>
<tbody>
<tr>
<td>KPI 1 (Accessing – Organisations who have used one service (inc advice line))</td>
<td>346</td>
<td>809</td>
</tr>
<tr>
<td>KPI 2 (Training - Organisations who have attending training)</td>
<td>84</td>
<td>110</td>
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<tr>
<td>KPI 3 (Detecting - organisation who have received a OHS visit, Award, or completed an annual review)</td>
<td>70</td>
<td>71</td>
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<td>KPI 4 (Engaging – using multiple services)</td>
<td>103</td>
<td>135</td>
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<tr>
<td>KPI 5 (Policies – supporting with policy development)</td>
<td>23</td>
<td>25</td>
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Core services pathway, see appendix 1
Health Inequalities

The HWL team supports the reduction in health inequalities in a number of ways. Having the availability of health, safety and wellbeing services for business from self employed to SME's (up to 250 workers) allows organisations to provide:

• Additional benefits to workers
• Obtain free, confidential and professional advice and support
• Obtain free access to training and learning events on occupational health, safety and wellbeing topics.

This can support organisations to work towards achieving procurement contracts, develop the growth of the business and develop business continuity. At a population level, organisations who implement good occupational health, safety and wellbeing policies, procedures and opportunities have the increased ability to have a profound impact on workers overall health, safety, welfare and lifestyle.

We endeavour to support organisations develop a good working environment and good work by promoting Marmot’s core characteristics of good work (The Marmot Review; 2010; Fair Society, Healthy Lives).

Marmot’s Core Characteristics of good work:

• Safe and secure
• Autonomy
• Demanding whilst not overtaxing
• Fair reward
• Development – Achieving potential
• Non-threatening – without discrimination
• Employee voice
• Worklife Balance
• Rehabilitating
• Health Promoting
Workplace Research

The HWL team commissioned research in 2015 to investigate the knowledge and understanding of workplace health safety and wellbeing issues amongst employers across Fife and to learn what the current and future priorities are for employers.

To promote the findings a small information session was held with representation from Fife Council Environmental Health, Business Gateway, Fife Chamber of Commerce, NHS Fife Public Health, NHS Tayside HWL Team and NHS Ayrshire and Arran HWL Team. The research presentation comprised ROI (return on investment) on the work of the HWL Fife Team and key priorities for local workplace.

The ROI identified that on average organisations saved £17865 per annum through working with the HWL team.

‘Unlike other sources of advice or support, the HWL team provide unbiased, free advice with no hidden agenda - they are not trying to sell you anything, they are only interested in helping us out’

‘The advisers we met were great, they had a low key approach to getting their knowledge across and it was clear right from the start that they were able to provide the type of advice that we would’ve had to pay for elsewhere’

Quotes from organisations interviewed as part of the research
Workplace Research

The key recommendations from the research included:
• Focusing on workplaces size 11 – 50 workers for maximum impact
• Using training, workshops and learning events to market services
• Developing a service pathway to support clients and partners understand services
• Continue to be client-centred and tailor the support provided

One outcome of the research dissemination session was agreement to support local workplaces by improving communication and signposting between local partners, to ensure the best support is given. To achieve this partners would meet to discuss roles and remits to have a better understanding of services provided by all partners and how they can support local businesses.

To support this the HWL team have developed a service pathway which complements the theory of change model on page 2.

When discussing services, one comment was:

‘A road map of how to introduce employee health and wellbeing programmes into the organisation and how to demonstrate its business impact’

For a copy of HWL team service pathway, see appendix 1 and for a copy of the research summary contact hwlfife@nhs.net
Alcohol and Drugs in the Workplace Training

Demand for training on managing alcohol and drug issues has always been high from workplaces in Fife. In May 2015 HWL Team attended training for trainers led by Alcohol Focus Scotland on dealing with alcohol and drugs in the workplace, in order for this session to be rolled out locally.

This training session has since been run twice in Fife in partnership with Fife Alcohol and Support Service. This delivery model has been very successful, providing both a workplace perspective and local signposting and the support available for organisations in Fife to link in to.

‘Enjoyed learning form others and the shock of how much a measure is’

‘Excellent presentation, enjoyable and informative and excellent knowledge’

‘Enjoyable course, knowledgeable trainers 😊’

Quotes from training evaluation 2015
Training and Events

Supporting Staff Attendance Workshop

To understand the attendance management training need of Fife SME’s a short research project was conducted. The findings were then used to deliver a half day workshop delivered with a local HR professional. This ensured questions raised by participants at the session could be dealt with.

The workshop was delivered to 13 delegates representing 10 SME’s from the private and third sectors. Feedback on the workshop confirmed that it was worthwhile and beneficial.

Comparing the research findings and workshop evaluation has indicated that the majority of participating SME’s have a good base knowledge on HR requirements, however would benefit from regular peer support and legal updates opportunities. Going forward developing opportunities for sharing practice and supporting peers across organisations with an external professional support would be beneficial.

For full reports please contact hwlfife@nhs.net

‘It was good to hear real examples from attendees’

‘Great course and fantastic that we can access this kind of training free of charge’

‘I enjoyed the training. The trainer was informative and provided some good examples’

Quotes from pilot workshop 2015
HWL team and the NHS Fife Health Promotion Information and Resource Centre held a drop in open day for Fife workplaces in September 2015. The event was attended by 15 organisations from various sectors and industries.

This event aimed to showcase the variety of health improvement information and resources available for workplaces to use to support workplace wellbeing campaigns and activities. A broad range of topic based stands, pull up banners, interactive games and resources, and health improvement leaflets and posters were displayed throughout the day.
Training and Events

Information and Resource Centre
Workplace Open Day cont.

A great range of workplace representatives attended the drop in session and were impressed by the array of free support and resources available.

The majority of attendees indicated that they intend to use the resources in various activities in their workplaces in the months ahead, and this was a positive outcome over the following months with the number of resources borrowed from the IRC by workplaces increasing significantly.

‘Really found the event very helpful – it is always good to see what is available rather than on a website/pamphlet – we are far more likely to utilise what his available now’

‘Lots of very good items, love the games and interactive pieces!’

‘Fantastic, I really didn’t know what was available’

Quotes from Open Day evaluation 2015
Carer Positive in partnership With Carer Scotland


Attended by seven organisation, the session provided:
• background to the impact being a carer has on workers and employers
• How employers can support workers with caring responsibilities
• How employers can retain skilled and experienced workers with caring responsibilities.
Training and Events

Steps for Stress Pilot Workshop

Linked to 2015 National Stress Day, the HWL team promoted and delivered three Steps for Stress Workshops in November. The workshops used the national Steps for Stress resources and signposted to national and local supports.

The main aim of the workshop was to increase participants confidence in using the Steps for Stress resources effectively with workers and/or service users when discussing stress related issues.

The target audience was varied including; employers and managers (to support workers); and frontline staff (to support clients). The workshops were attended by 17 organisations from across all sectors.

‘Having specific knowledge from the event and info on the resources available gave me confidence’

‘Well worth while course’
Steps for stress workshop cont.

The workshops evaluated well and participants were followed up six weeks following the course to review how the material had been used;

84% had discussion with other colleagues about the session

45% had used the Steps for Stress resource pack to support staff on a one-to-one meeting/return to work.

23% had looked for further support/training on stress and mental health.

For the full evaluation report contact hwlfife@nhs.net.

To attend one of the workshops log on to www.healthyfife.net and view the new Health Improvement training programme in July 2016.

‘I have now incorporated the Steps for Stress pack into my reviews with advocates, raising the issue of stress with them and informing them of the resource availability should they need it’

‘The information sheet which contained useful contact numbers/website I have copied and taken to meetings with me which has been useful as a signpost to outside organisations to support employees’

‘By not using many “medical” terms I felt I left the course with a good understanding of the topic at the level that is appropriate for myself, that is to provide support for a member of staff should they need it’

Quotes from the six week follow up evaluation 2015
Fife Business Week 2015

“Fife Business Week is becoming a well established date in the Fife business calendar” (Chris Parr, chairman of the Fife Economy Partnership).

November 2015 saw the third Fife Business Week take place with events covering business skills, networking, business property, lean management and marketing.

The HWL team participated and supported the week by providing;
• A Health & Safety Awareness Session, hosted by Business Gateway Fife
• A marketplace stand and active participation at the “Meet the Buyer” procurement event

HWL hopes to have an annual presence within the Fife Business Week and looks forward to participating in 2016.
The HWL team have delivered a number of courses, events and services to increase the knowledge, skills and competencies of business owners, managers and workers on health, safety and wellbeing.

- **Lifestyle Health Checks**: Provided to 175 workers from 16 organisations, with 83 referrals to services.
- **REHIS Elementary Health & Safety Certificate**: 46 delegates from 30 organisations.
- **Safer Lone Working Workshop**: 17 delegates from 10 organisations.
- **Total number of Fife Workers trained**: 376 delegates from 98 organisations.
- **Mentally Healthy Workplace Training for Managers**: 67 delegates from 27 organisations.
- **Stress awareness workshops for managers & workers**: 62 delegates from 19 organisations.
- **Health & safety Awareness & Risk Management for SME’s**: 34 delegates from 26 organisations.
- **Alcohol & Drug Training for Managers**: 23 delegates from 15 organisations.
A key priority in the HWL teams work plan over 2015/16 was to develop and strengthen partnership links locally.

In particular the team has worked hard to receive recognition from Local Community Planning Partners on how the HWL team’s work contributes to Local Community Planning Outcomes and Single Outcome Agreement Outcomes.

As well as strengthening collaboration with the Fife Health and Wellbeing Alliance by helping to improve the health of Fifers and narrowing the health inequality gap, the team is also contributing to improving the health of older adults in Fife by providing a range of outcomes in relation to ageing workers.

Good progress has been made with key partners in the last 12 months, however this needs to be further built upon in the coming year.
Good partnership working has been established with:

• Fife Council Environmental Health and REHIS to deliver the REHIS Elementary Health and Safety course for free to SME’s.

• Fife Community Safety Partnership, with a rolling programme of events on lone working for SMEs in partnership with Fife Voluntary Action, Fife Council Environmental Health and Police Scotland.

• Opportunities Fife Partnership with representation on the Health & Disability Delivery Group.

• Agencies such as Business Gateway Fife to support employers address health, safety and wellbeing needs

• Fife Sports and Leisure Trust to develop joint marketing material and support workplaces together in promoting physical activity
Marketing

Business Events
The HWL Team continue to market service through a variety of mediums.

Local business marketing events have always generated a large number of service enquiries. However we do like to maintain a presence at national events too.

In 2015 we were spotted at the;
• Business 50 event
• Meet the Buyer event
• Supplier Development event
• Culture of Kindness event
• Living Wage Expo
• RoSPA Scotland Congress
Communications

Twitter @hwlfife
Over the last 12 months the HWL team has continued to use Twitter to promote local and national health, safety and wellbeing information and campaigns. It has been a great way to raise awareness of local events, activities and the achievements of Fife workplaces. We currently have almost 300 followers and look forward to adding to that in the year ahead. Please follow us @hwlfife

H WL Fife Newsletter
the quarterly workplace newsletter has been a means of engaging with organisations across Fife and promoting workplace health, safety and wellbeing information, events and training opportunities. With over 220 subscribers, the newsletter provides a platform for Fife organisations to share innovative ideas, good practice and developments with other workplaces. For a copy please contact hwlfife@nhs.net
The HWL team are always keen to share good practice and innovative ideas, through the newsletter, twitter and meeting to a variety of workplaces in Fife. In 2015 this has come in all shapes and sizes and produced great impacts on workers health, safety, motivation, relationships and productivity.

**Ore Valley Housing Association**

Ore Valley Housing Association are a silver HWL award organisation. They have successfully promoted opportunities to participate in physical activity to staff over the last few years by taking out corporate membership with Fife Sports and Leisure Trust. This is then subsidised by the organisation, providing staff with an affordable way of having a membership at their local Centre.

Over the last year the organisation has also been promoting walking opportunities throughout the working week and organised a workplace sponsored walk. On the 5th of September 2015 staff members, friends and family members walked from South Queensferry to Kirkcaldy, raising £2150.42 for the Maggie’s Centre.
University of St Andrews - Passport to Health
The University of St Andrews, a Bronze Award Organisation, holds health & wellbeing and worker engagement as being a large part of the organisations culture.

One key project to engage staff in health and wellbeing is the development of the ‘Passport to Health and Wellbeing Excellence’, which follows the Universities other ‘Passport to Excellence’ programmes. This has given the promotion of health and wellbeing a more structured (but flexible) method of promoting a wide range of health and wellbeing activities. The passport encourages staff to participate in different types of health and wellbeing activity and be recognised for participating. Staff are issued with a physical ‘Passport’ document which is stamped by the University health & wellbeing ‘passport control’ when activities are completed. Since the Feb 2016 launch 80 members of staff have requested the passport and requests continue to come in.
Good Practice in Fife

Raeburn Construction Services Limited
Working with HWL Team over recent years has enabled this small Kirkcaldy based building firm, to enhance their health and safety management, develop an occupational health programme and provide health and wellbeing initiatives for their workers.

Sarah Raeburn, a Director of Raeburn Construction Services Ltd said:

‘In the Construction Industry - one of the highest risk sectors - safety is a huge issue so we have to ensure that we are working to safe systems and processes.

The Healthy Working Lives Fife team audited our current processes, controls and documentation. This was invaluable in helping us navigate our way through the Health and Safety legislation, which can be quite daunting for any small business.

The team took the time to understand our business. They were able to signpost to useful training courses and supported us to introduce an Occupational Health programme, which helps us to prevent work related ill-health and avoid aggravating existing conditions.

The Support of the HWL team has been invaluable in helping us to grow our business from a small groundwork company operating a few small sites to a civil groundwork contractor working with local authorities and larger house builders’
The HWL team continue to develop existing and new partnership links to support the working age population to have good work, healthy work and safe work. This annual report has identified a number of partner organisation we have been working with to deliver our service. We would like to express our thanks to them all.

We would also like to thank Fife employers for supporting us tailor our services by identifying their workplace health, safety and wellbeing needs, and also using our services to further develop their skills and knowledge to support the workforce.

For further information on the work of the Fife Healthy Working Lives team, please contact us on:
Email: hwlfife@nhs.net
Phone: 01592 226486
Twitter: @hwlfife
Web: www.healthyworkinglives.com
Address: Cameron Hospital, Windygates, Leven, KY8 5RG
Initial contact
Identifying priorities.

Services popular at this stage include:
- OHS needs assessment
- Information about Training available
- Health & wellbeing resources /calendar of health events
- Award programme introduction
- Signposting to local services and partners

Following on
Putting priorities into action.

Services popular at this stage include:
- Utilising the health check project (Free for SME’s)
- Health and wellbeing needs assessment
- Developing benchmarking processes
- Bronze award support
- Signposting to specific sources of assistance
- Developing action plans

Further developments
Developing focus.

Services popular at this stage include:
- Specific OHS advice
- Specific risk assessment development
- Health surveillance
- Training for managers
- Policy development
- Monitoring and review processes development
- Silver and Gold award support

Identifying new priorities
Developing health, safety and wellbeing further.

Services popular at this stage include:
- Support with procurement
- Stress risk assessment
- Advice on; Living wage accreditation, Carers Positive & Healthy Living Award
- Measure impact and improvements using benchmarking

Continued support on a needs based is available for all organisations