

# Introduction

## **Welcome to the Healthy Working Lives Silver Award portfolio.**

Congratulations on reaching this point in the Award Programme journey. Already you are working towards a planned and integrated approach to improving health, safety and wellbeing at work.

The Healthy Working Lives Programme awards achievement at three levels: Bronze, Silver and Gold.

By participating in the Award Programme, you will continue to enjoy all the benefits of developing a coordinated, custom-designed programme meeting the needs of your organisation, and receive support from our network of expert Healthy Working Lives Advisers.

It is important that:

- ❖ you are aware of the overall framework of the Silver Award
- ❖ you are aware of the resources available to support you in undertaking each criterion – remember our advice is free and confidential
- ❖ you have a clear understanding of what you must do to successfully fulfil each criterion. Your Adviser will explain what is required when you are ready for assessment.

Once you have achieved the Silver Award, we hope you will progress to the Gold Award. If you do choose to progress to Gold, you must maintain the standards you achieved for Bronze and Silver.

In this portfolio you'll find all sorts of helpful information about how to go for the Silver Award – you'll learn about the resources available, how to show you have met the criteria and much more.

But before you begin, let us start by telling you about the role of the Scottish Centre for Healthy Working Lives (SCHWL) in creating and managing the Award Programme, and how we will use the information you submit.

**Please read the following pages carefully.**

# Bronze, Silver and Gold at a glance

## Bronze

The principal outcome from Bronze is knowing that everyone in your organisation has become more aware of how their health, safety and wellbeing affects their work. From the employer's perspective, the importance of ensuring that the work employees undertake will not adversely affect their health and indeed can improve their mental, physical and social health. By achieving Bronze everyone in your organisation recognises the role of health and safety, and health improvement, and how an organisation can support its employees. Through the employee engagement and consultation it has identified the issues relevant to your employees and that you are starting to address them.

## Silver

The overall outcome of Silver is that it enables you to demonstrate that your organisation has put in place the policies, procedures and practices which allow everyone to become engaged in protecting and improving their health, safety and wellbeing.

At Silver you can begin to see:

- ❖ employees absences and turnover fall – they feel better supported in getting back to work
- ❖ health and safety standards getting better, the number of accidents and near misses coming down
- ❖ managers beginning to identify issues and prevent sickness absences occurring – they are confident in tackling stress and anxiety at work
- ❖ tackling issues and concerns that have been brought to light through the employee engagement and consultation.

## Gold

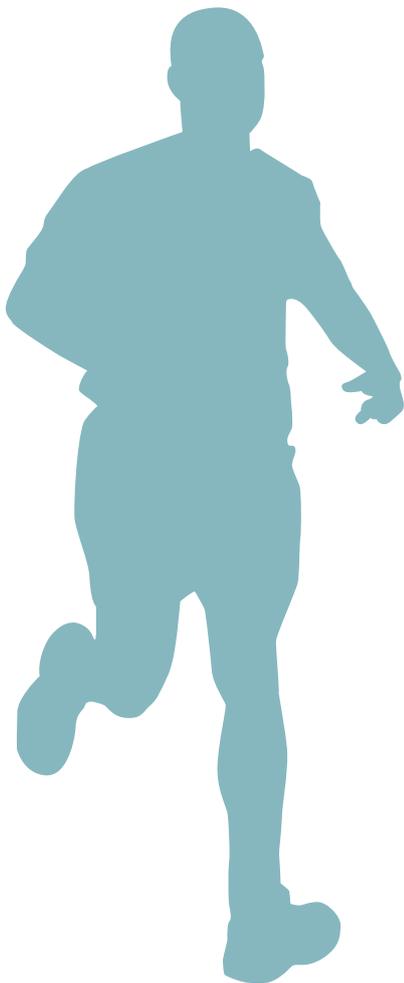
Demonstrates long-term commitment to improving health, safety and wellbeing both within the workplace and in the wider community. It builds on the good practice developed at Bronze and Silver. In achieving Gold your organisation can evidence that a health, safety and wellbeing culture exists and positive employee behaviour changes are evident.

# Supporters

The Healthy Working Lives Awards are supported and endorsed by:



Together we are improving health, safety and wellbeing at work.



# About the role of the Scottish Centre for Healthy Working Lives

**Please read the following carefully.**

Submitting your registration and participating in the Silver Award will constitute acceptance of this disclaimer without modification or amendment.

As part of NHS Health Scotland, Scotland's national agency for health improvement, the SCHWL has a key role to play in helping those individuals whose health is not improving as much or as rapidly as it is for the population as a whole.

More specifically, SCHWL's work focuses on the workplace and as such we support employers by raising awareness and understanding of the benefits of a healthy workforce and provide advice and support through a range of services. In tackling the widening gap between those individuals with the best and worst health, it is critical that employers ensure all employees have equal access to policies and practices in the workplace allowing everyone to experience and benefit from good work. This may mean focusing more resources on those employees who are harder to reach and may experience difficulty accessing services because, for example, of the type of job they do, the hours they work, or they are disadvantaged because of low pay, a disability, their ethnicity, gender or sexual orientation.

In summary, SCHWL provides advice and services for employers in implementing health, safety and wellbeing policies and practices. And, it helps employers understand how best to engage with their workforce and make greatest impact in protecting and improving their health, safety and wellbeing.

SCHWL is not a certifying body or part of, or affiliated with, a certifying body. Possession of a Healthy Working Lives Award means that the participant meets, at the time of the award being given, certain criteria set by SCHWL for the purposes of the Healthy Working Lives Award Programme.

It does not constitute certification that the participant complies with the law (including the relevant employment, health and safety legislation). Participation in the programme does not remove, replace, or qualify to any extent the participant's obligation to comply with the law (including employment, health and safety legislation).

All advice provided by SCHWL is based on the information that the participant has provided about the circumstances of his or her organisation. Even though SCHWL will make every effort to ensure the adequacy, completeness and suitability of its recommendations and reviews for the purposes of the Healthy Working Lives Award Programme, the participant understands and accepts that such recommendations and reviews do not constitute legal advice, and that SCHWL and its officers, employees and Advisers shall not be responsible for the adequacy or adequate implementation of such recommendations and reviews.

Therefore no recommendation or review provided will in any circumstances constitute a warranty, representation or undertaking by SCHWL as to the adequacy or adequate implementation of such recommendation and review, for the purposes of compliance with the law, including employment, health and safety legislation.

SCHWL and its officers, employees and Advisers shall not in any event be held liable for any loss or damage that may be suffered, whether directly or indirectly, by the participant and/or any third party as a result of the participant acting upon such recommendation or review.

## Awards participation

To achieve an award you need to provide evidence and show how you've progressed and met the criterion impacts for each level. You will be required to build a portfolio to be assessed. The collection, use and disclosure of information provided to SCHWL is outlined below.

By completing the registration form you have consented to the SCHWL holding and using the information you submit. We will use this information to process your registration and administer any services we offer to you as part of Healthy Working Lives (HWL).

The information you provide will be processed by SCHWL and will be passed on to Advisers for the purposes of the Award Programme. We will keep that information confidential and we will not disclose it to any third parties, unless we are required to do so by law.

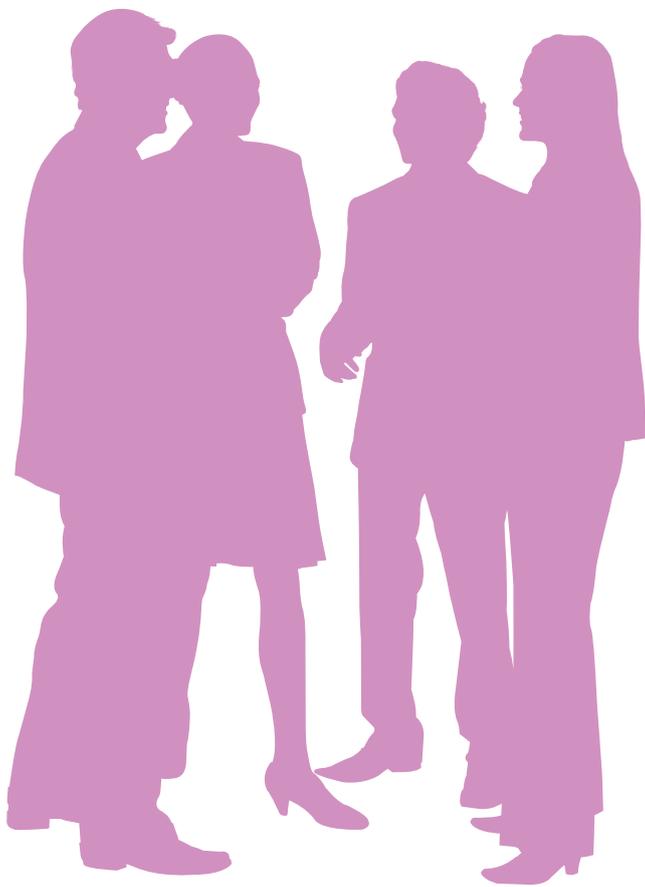
SCHWL may, from time-to-time, further process any data you submit in order to remove personally identifiable information. In such circumstances, we may make further use of such 'anonymised' data for statistical, training or national purposes.

You have the right at any time to change your registration details or cancel your registration by contacting SCHWL. You also have the right at any time to request a copy of the information we hold on you and your organisation (provided it has not in the meantime been destroyed or deleted from our records), for which we may charge a reasonable fee. Our more detailed Privacy Policy is available from NHS Health Scotland ([www.healthyworkinglives.com/privacy](http://www.healthyworkinglives.com/privacy)).

Please note in certain circumstances it may be appropriate for SCHWL to suspend the participation of an organisation in the Healthy Working Lives Award Programme, for example, pending the outcome of an enquiry into an accident in the organisation.

Likewise, it may under certain circumstances be appropriate to withdraw an award (for example, where it has been established that the standard of safety in the organisation in question has fallen well below an acceptable standard) or postpone the presentation of an award (for example, pending full implementation of partially implemented recommendations issued by SCHWL).

Accordingly, SCHWL may, at its absolute discretion, suspend the participation of an organisation in the Award Programme, withdraw an award, or postpone the presentation of an award.



# Getting started

Before progressing to a Silver Award, you must have fulfilled and be maintaining the criteria for the Bronze Award. This will be addressed at each annual review.

## Silver Award criteria

The Silver programme has six criteria. You must meet **all** six criteria to achieve Silver.

1. Implement written policy/policies on **alcohol and drugs** which give employees clear guidance around the use of, or operation under the influence of, alcohol and drugs in the workplace.
2. Develop and implement documented policies/procedures on **attendance management** and integrate into existing policies.
3. Develop and implement documented policies/procedures on **avoiding accidents, incidents and near misses in the organisation** and integrate into existing policies.
4. Promote the benefits of a balanced diet and facilitate/enable opportunities for employees to **eat more healthily**.
5. Promote the benefits of **physical activity** and promote and/or provide opportunities to encourage employees to be/become physically active within and outwith work.
6. Provide managers and supervisors with training to increase their knowledge and understanding of **mental health, wellbeing and stress** in the workplace. Ensure managers are aware of their responsibilities in relation to employees support.

## Guidance notes

You must clearly demonstrate that you have achieved the criteria. Record sheets must be completed to show how you have met each criterion.

In some cases the same evidence may be used to fulfil more than one criterion. Your Adviser will guide you. However, all outputs must be addressed in order to evidence the impacts.

We have provided a glossary of useful words and terms, and their definitions. You will find this at the back of the publication.

An Adviser will check your progress and you will have Adviser-led annual reviews.

All award levels will be assessed.

Once Silver is achieved, it is essential that Bronze and Silver standards are maintained (see below) as you work towards Gold. Once you have achieved Gold, we ask you to maintain this standard by meeting an additional criterion as part of your annual review.



The aim is to maintain all criteria on a yearly basis. To maintain Bronze and Silver you need to provide information campaigns, activities and opportunities for employees to benefit from, as follows:

- ✿ 3 x health, safety and wellbeing information campaigns
- ✿ 2 x health, safety and wellbeing activities
- ✿ 1 x activity based on the topic of mental health
- ✿ 1 x information campaign to raise awareness of the smoking policy
- ✿ 1 x information campaign to raise awareness of the alcohol and drugs policy
- ✿ 1 x information campaign on healthy eating
- ✿ 1 x information campaign on physical activity
- ✿ 2 x opportunities in healthy eating (or 4 if the organisation has no catering)
- ✿ 2 x opportunities in physical activity.

The HWL Checklist (the 'Checklist') will be reviewed and updated. This must be signed off prior to your assessment.

Employees must be consulted and the HWL Organisation Profile (the 'Profile') completed at least every three years and/or at Gold Award level, whichever is soonest.

## Alcohol and drugs policy

**We implement written policy/policies on alcohol and drugs which give employees clear guidance around the use of, or operation under the influence of, alcohol and drugs in the workplace.**

An alcohol and drugs policy is part of an organisation's overall commitment to the health, safety and wellbeing of its employees, and details the procedures which apply. Under health and safety law, employers have a duty of care to their employees. An added incentive for employers is that misuse of alcohol and drugs can have a serious impact on business, affecting health, safety, work performance and absenteeism.

You should have supportive policies on alcohol and drugs (either separate or combined policies are acceptable, although both topics must be properly addressed).

### Outputs

Develop and implement supportive alcohol and drugs policy/policies which meets the HWL standards.

Provide one policy awareness-raising campaign per year.

Demonstrate an ongoing (when required) programme of training or guidance for managers, which will assist in the implementation of the policies as well as supporting managers to manage sensitive issues.

Demonstrate a commitment to meeting this criterion by ensuring that all levels of the management structure are represented and trained.

Monitor and evaluate the training where provided.

Monitor employees' awareness of policies and procedures as defined in the policy.

## Impacts

Employees are informed about the risks to the organisation, their personal health and their social environment on the misuse of alcohol and drugs.

Managers are confident and skilled in dealing with sensitive issues linked to employee's alcohol or drug use which impacts on the workplace.

Employees are aware of the support available to them through the policy as well as through management support.

## Portfolio evidence

The following evidence must be included in the portfolio prior to assessment:

- ✿ A signed copy of the HWL alcohol and drugs policy assessment tool (completed by your Adviser).
- ✿ Supporting information on essential elements not included in the policy document.

## Assessment interview/site visit

The assessor will seek to confirm that the policy is operating as set out in the policy statement.

The assessor may ask:

- ✿ about the development of policy/procedures
- ✿ about managers' confidence and skills in dealing with sensitive issues linked to employee alcohol or drug use which impacts on the workplace
- ✿ about employee awareness regarding alcohol issues, sensible drinking and drugs issues
- ✿ about awareness of the support available to employees through the policy as well as through management support.

## Useful HWL resources

- ✿ Silver Award record sheet – criterion 1 (see p13). To be completed prior to assessment. The attached form can be completed electronically. Please ask your Adviser for a copy.
- ✿ HWL alcohol and drugs policy assessment tool.



## Alcohol and drugs policy: record sheet

What is the process for monitoring and reviewing the alcohol and drugs policy within your organisation?

Outline in brief how all employees, contractors and visitors, are made aware of the policy. Include details of any information campaign.

What education/information and activity(ies) for all employees on the risks to the organisation, their personal health and social environment on the misuse of alcohol and drugs, have taken place within the past year?

Give details of any training or guidance for managers which will support them in the effective implementation of the policy.

What levels, and how many, of the management structure are trained and represented?

What type of support is offered to employees with alcohol or drug-related problems? Give brief details of sources of information or help.

How do you know that managers have increased confidence and skills in dealing with sensitive issues linked to alcohol or drug use which impacts on the workplace?

How do you know that employees are aware of the support available to them through the policy as well as through management support? Outline briefly.

## Supporting employee attendance

**We have developed and implemented documented policies/procedures on attendance management and integrated into existing policies.**

Where employee health is affected or made worse by the work they do or the working environment, it is important that organisations are aware of this situation and actively take steps to make improvements. From Bronze you will have implemented an effective system for supporting and promoting good attendance at work.

This criterion requires you to expand on this by implementing a policy/procedure to further support employees, and by identifying support that employees can be offered to assist them to return to work.

Working in a well-managed organisation can be the best effective treatment for workers recovering from ill health, improving both their physical and mental recovery and adding value to the organisation. It is also important that the organisation is aware of why employees have been absent so that you can manage their safe return and not contribute to further time away from work, either by hastening someone back to work, or by placing them in a situation where they could be put at risk. Having a supportive employer at a difficult time can also boost employee morale.

### Outputs

A policy/procedure in place to support employees when they cannot attend work.

Introduce procedures including the following areas of good practice:

- ✿ clear definitions around short-term, long-term and unexplained absence
- ✿ provision of leave or time off to attend appropriate health-related appointments
- ✿ arrangements for keeping in contact with employees who have been away from work for specified times
- ✿ arrangements for return-to-work interviews, including training and support for managers in conducting such interviews
- ✿ arrangements to help employees return to work, for example: adjustments to the workplace, temporary changes in working hours, referral to occupational health and flexible working options
- ✿ support mothers (over and above the legal requirements) who wish to breastfeed on their return to work
- ✿ support pre-retirement employees.

Fulfil legal obligations to risk assess mothers returning to work and make adjustments as required which support the mother to continue breastfeeding.

Provide communication for employees to raise awareness of attendance management policy/procedures.

Demonstrate a programme of training or guidance for managers which will assist in the implementation of the policies.

Monitor, evaluate and analyse procedures on sickness absence levels.

### Impacts

Employees are aware and are better supported in attendance management policy/procedures.

Employers are managing sickness absence levels in a standardised way.

### Portfolio evidence

The following evidence must be included in the portfolio prior to assessment:

- ✿ A copy of the policy/procedures that support employee attendance.
- ✿ Evidence of communication to all employees.

### Assessment interview/site visit

The assessor may ask:

- ✿ about the development of policy/procedures
- ✿ about patterns and causes of ill health or workplace absence
- ✿ about the actions taken by the organisation to identify and reduce these instances
- ✿ about areas of good practice you have implemented
- ✿ about employees improved awareness in attendance management policy/procedures.

### Useful HWL resources

- ✿ Silver Award record sheet – criterion 2 (see p17). To be completed prior to assessment. The attached form can be completed electronically. Please ask your Adviser for a copy.

## Support employee attendance: record sheet

What is the process for monitoring and reviewing this policy/procedure within your organisation?

Outline in brief how the policy and its benefits are communicated to all employees.

Which of the following attendance management procedures do you have?

	Y/N		Y/N
Definitions of short, long and unexplained absence.		Arrangements to help employees return to work more easily.	
Arrangements for time off for appropriate health-related appointments.		Return-to-work interviews.	
Arrangements for contact when employees are off work.		Support employees (over and above the legal requirements) who wish to breastfeed on their return to work.	
Support pre-retirement employees.			

Give details of any training or guidance for managers which will support them in the effective implementation of the policy/procedures.

How do you know that employees are aware and are better supported in attendance management policy/procedures? Outline briefly.

## Avoid accidents in the workplace

**We have developed and implemented documented policies/procedures on avoiding accidents, incidents and near misses in the organisation and have integrated them into existing policies.**

An accident is not a single event but rather the result of a series of linked events, such as faulty equipment, inattention, or not using safety equipment. The Health and Safety Executive has identified that for every major injury, there will be seven minor injuries and 189 incidents with no injury. To put it another way, there will have been 196 opportunities to identify and prevent the situations which led to a major injury.

From Bronze, your organisation will already have implemented a system for recording accidents, incidents and near misses to reduce the risk of accidents. This criterion requires organisations to expand this by implementing policies/procedures that continue to address the causes of accidents, incidents and near misses through, for example, the analysis of trends and incident investigation.

By implementing an effective system for recording, reporting and investigating accidents, incidents and near misses, you can identify problems as and when they arise, ensuring appropriate action is taken to prevent recurrence.

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), employers are required to report certain work-related accidents, diseases and dangerous occurrences (see the Checklist).

### Outputs

A policy/procedure in place for recording, reporting and investigating accidents, incidents and near misses.

Provide communication for employees to raise awareness of the importance of reporting procedures.

Analyse trends as appropriate and address any potential risks.

Collate, investigate and take action as necessary on accidents, incidents and near misses statistics.

### Impacts

Employees are aware and are better informed about reducing the risk of accidents, incidents and near misses in the workplace.

Employer uses the information gathered from accidents, incidents and near misses records to ensure all employees work in a safer environment.

## Portfolio evidence

The following evidence must be included in the portfolio prior to assessment:

- ✿ A copy of the policy/procedure that is in place which covers documentation of accidents, incidents and near misses.
- ✿ Evidence of communication to employees.
- ✿ Supporting certification if achieved

## Assessment interview/site visit

The assessor may ask:

- ✿ about the development of policy/procedures
- ✿ about patterns and causes of accidents, incidents and near misses
- ✿ about the actions taken by the organisation to identify and reduce these instances
- ✿ about improved awareness amongst employees in these policy/procedures
- ✿ about the training/guidance given to the designated person or persons in relation to accident reporting and investigation methods used to inform employees about recording and reporting accidents, incidents and near misses.

## Useful HWL resources

- ✿ Silver Award record sheet – criterion 3 (see p21). To be completed prior to assessment. The attached form can be completed electronically. Please ask your Adviser for a copy.

## Avoid accidents in the organisation: record sheet

What is the process for monitoring and reviewing this policy/procedure within your organisation?

Outline in brief how the policy and its benefits are communicated to all employees.

Describe your process for investigating accidents, incidents and near misses and the steps taken to prevent recurrence and ensure a safer working environment.

Can you give examples of reported accidents, incidents and near misses and how you addressed these?

How do you know that employees are aware and are better informed to reduce the risk of accidents, incidents and near misses in the workplace? Outline briefly.

## Healthy eating

We promote the benefits of a balanced diet and facilitate/enable opportunities for employees to eat more healthily.

### Outputs

Note: If you hold a healthyliving award then this meets part of this criterion (catering only)

Non-catering	Catering
<p>Provide a safe and clean seated eating area separate from the work area (where practicable).</p> <p>Provide access to a sink or means for washing eating utensils, a refrigerator for keeping food fresh, hot water, access to an oven/microwave for heating food.</p> <p>Provide access to drinking water.</p> <p>Promote awareness of a healthy diet through information campaigns or activity on relevant topics annually. Examples include fruit schemes, cooking demonstrations, taster sessions, five-a-day fruit campaign, oral health and healthy eating, healthy snacks, healthy lunches, reducing fat and sodium intake, etc.</p>	<p>Provide a safe and clean seated eating area separate from the work area (where practicable).</p> <p>Provide access to a sink or means for washing eating utensils, a refrigerator for keeping food fresh, hot water, access to an oven/microwave for heating food.</p> <p>Provide access to drinking water.</p> <p>Promote awareness of a healthy diet through information campaigns or activity on relevant topics annually. Examples include fruit schemes, cooking demonstrations, taster sessions, five-a-day fruit campaign, oral health and healthy eating, healthy snacks, healthy lunches, reducing fat and sodium intake, etc.</p>

Non-catering	Catering
<p><b>Improve access and availability to healthy items</b></p> <p>Provide a range of opportunities annually to access healthier items. Choose at least <b>four</b>:</p> <p>Organise a vegetable/fruit box scheme with local provider.</p> <p>Provide information on local food outlets that supply healthier items.</p> <p>Provide healthier items in-house, for example a fruit scheme.</p> <p>Water and/or fruit teas should be available where refreshments are offered at meetings.</p> <p>Provide healthy items and snacks at meetings and corporate events.</p> <p>Provide the opportunity to have breakfast at work.</p> <p>Provide access to weight management groups.</p> <p>Provide healthy eating recipe information.</p> <p>Organise discounts for healthy products with local catering outlets.</p> <p>Other innovative ways of improving access and availability to healthier items.</p> <p>Monitor and evaluate approaches to promote healthy eating.</p>	<p><b>Improve access and availability to healthy items</b></p> <p>Provide a range of opportunities annually to access healthier items. Choose at least <b>two</b>:</p> <p>Organise a vegetable/fruit box scheme with local provider.</p> <p>Provide information on local food outlets that supply healthier items.</p> <p>Provide healthier items in-house, for example a fruit scheme.</p> <p>Water and/or fruit teas should be available where refreshments are offered at meetings.</p> <p>Provide healthy items and snacks at meetings and corporate events.</p> <p>Provide the opportunity to have breakfast at work.</p> <p>Provide access to weight management groups.</p> <p>Provide healthy eating recipe information.</p> <p>Organise discounts for healthy products with local catering outlets.</p> <p>Other innovative ways of improving access and availability to healthier items.</p> <p>Meet the healthy eating criteria as detailed in the HWL Self Assessment Questionnaire. The standard requires that for the Silver Award, one third of all courses served should be a healthyliving dish.</p> <p>Ensure that the catering facilities are registered with the local authority as a food provider.</p> <p>Monitor and evaluate approaches to promote healthy eating.</p>

## Impacts

Non-catering	Catering
<p>Employees are aware of healthy eating with improved opportunities, accessibility and availability to healthier items.</p>	<p>Employees are aware of healthy eating with improved opportunities, accessibility and availability to healthier items.</p> <p>Organisation has reached required standard and is measuring the uptake of healthy living dishes.</p>

Note: Organisations wishing to progress to the healthy living award will be required to increase the healthy living dishes offered to 50% of all courses served (catering only)

### Portfolio evidence

The following evidence must be included in the portfolio prior to assessment:

- ✿ Evidence of achieving the healthy living award (if applicable).
- ✿ A copy of the completed HWL Self Assessment Questionnaire (catering only).
- ✿ Registration document (catering only).

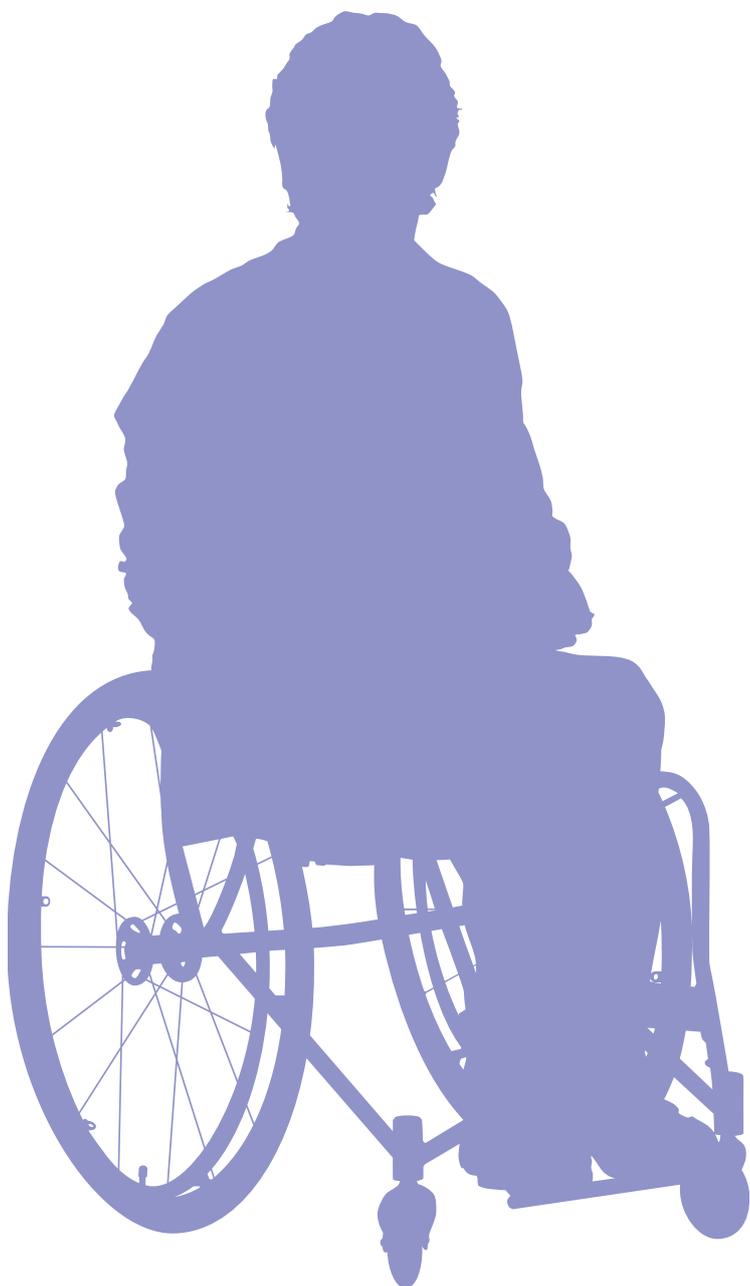
### Assessment interview/site visit

The assessor may ask:

- ✿ for details of the topics covered and rationale behind their selection
- ✿ about employees increased awareness of healthy eating.

### Useful HWL resources

- ✿ Silver Award record sheet – criterion 4 (see p27). To be completed prior to assessment. The attached form can be completed electronically. Please ask your Adviser for a copy.
- ✿ HWL Self Assessment Questionnaire (catering only).



## Healthy eating: record sheet

Does your organisation provide catering facilities, non-catering facilities or both? Give brief details.

If your organisation provides in-house catering, do you have a healthy living award?

Briefly describe the healthy eating information campaigns/activities you offered employees in the past year.

Give details of the healthy eating opportunities that have been offered to employees in the past year.

How did you monitor the success of the information campaigns/activities/opportunities? (Provide details of what was recorded. Outline any feedback or comments from employees.)

How do you know that employees are aware of this topic?

(Catering only) Give details of the process for measuring the uptake of healthy living dishes and briefly outline the results.

# Physical activity

**We promote the benefits of physical activity and promote and/or provide opportunities to encourage employees to be/become physically active within and outwith work.**

## Outputs

**Promote awareness of the benefits of physical activity.** Use a range of approaches to promote the benefits of physical activity annually. Examples could be linking into national physical activity campaigns and events, providing information on physical activity initiatives locally or within the workplace as appropriate.

**Improve access to physical activity.** Provide and/or promote a range of physical activity opportunities annually. Choose at least **two** physical activity options from the list below for employees to access, **examples** include:

Promote and encourage active travel, e.g. through:

- ✿ provision of safe and secure storage facilities for bicycles
- ✿ provision of changing and shower facilities
- ✿ incentives for employees to actively travel to meetings, for example, paid mileage rate, use of pool bicycles

- ✿ promotion of safe active commuting routes and maps
- ✿ development of active travel plans for employees, contractors and visitors to your workplace.

Establish flexible working hours to allow time for physical activity.

Organise lunchtime walking clubs.

Provide on-site keep-fit classes.

Provide in-house physical activity challenges/competitions, e.g. step count challenge.

Where relevant, promote the use of stairs instead of the lift.

Design/adjust the layout of the working environment to encourage more movement from workstations.

Negotiate discounted membership at local sports/leisure facilities.

Provide information about local opportunities for physical activity.

Participate in national/local physical activity-related events, e.g. sponsored walk/cycle, swimathon.

Monitor and evaluate the impact of approaches and opportunities chosen.

## Impacts

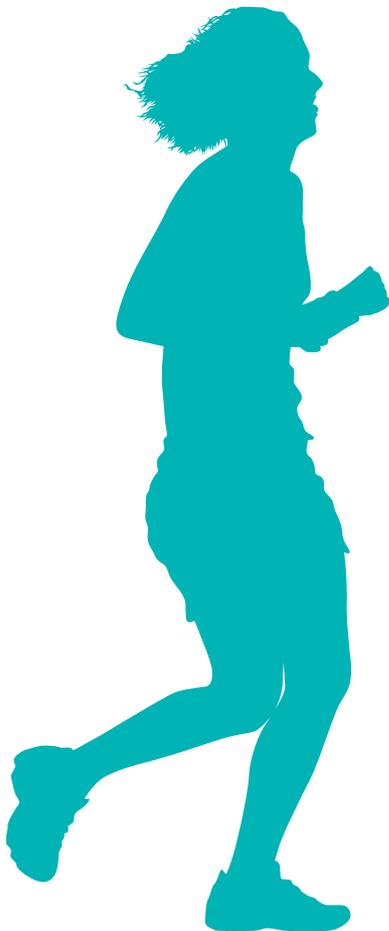
Employees are encouraged to be more physically active during the working day.

Employees are aware of physical activity options.

Employees are more physically active or participating in physical activity.

## Portfolio evidence

No evidence needs to be included in the portfolio prior to assessment – the record sheet is sufficient evidence.



## Assessment interview/site visit

The assessor may ask:

- ✿ about the reasons for selecting the information campaigns/activities and opportunities
- ✿ about the outcomes of information campaigns/activities and opportunities
- ✿ promotional activities designed to raise awareness about physical activity and encourage employee participation in event and/or use of facilities
- ✿ about the level of awareness amongst employees of physical activity
- ✿ about efforts to encourage employees to be more physically active during the working day.

## Useful HWL resources

- ✿ Silver Award record sheet – criterion 5 (see p31). To be completed prior to assessment. The attached form can be completed electronically. Please ask your Adviser for a copy.

## Physical activity: record sheet

Give details of the information campaigns/activities offered to all employees in the past year.

Provide details of the physical activity opportunities (at least two) you offered employees in the past year, including promotion, dates. Roughly how many employees attended?

How did you monitor the success of the information campaigns/activities/opportunities? (Describe the process briefly.)

Give details of any feedback or comment from employees.

How do you know that employees are aware of physical activity?

How do you know that employees are more physically active in general or participating in physical activity?

## Mentally healthy workplace training for managers

**We provide managers and supervisors with training to increase their knowledge and understanding of mental health, wellbeing and stress in the workplace. We ensure managers are aware of their responsibilities in relation to employee support.**

Line managers are key to ensuring that everyday management practices support mental health and wellbeing.

This criterion seeks to ensure that you provide training to line managers to give them the appropriate skills to improve mental health and wellbeing in the workplace.

There are two options for delivery of this training:

SCHWL National Mentally Healthy Workplace Training Programme (your Adviser can help you to arrange this training).

OR

Another internal/external training provider (the training programme needs to be reviewed by the SCHWL to ensure all the required elements of the training are addressed; further guidance is available from your Adviser).

The following elements must be addressed:

- ✿ the concepts of a mentally healthy workplace
- ✿ the moral and business case for having a mentally healthy workplace
- ✿ the extent of mental health problems
- ✿ awareness of common mental health problems
- ✿ the causes and effects of stress in the workplace
- ✿ the six key areas of stress as identified by the Health and Safety Executive
- ✿ the Equality Act 2010 and its impact
- ✿ the meaning of the term 'reasonable adjustments' and identification of practical examples
- ✿ current and good practice in relation to recruitment and employment practices in the workplace
- ✿ areas for action to create/maintain a mentally healthy workplace
- ✿ developing an action plan to improve the identified areas.

A rolling programme of training must be provided and evaluation carried out after each session. The training should also be made available to employees working in human resources and occupational health.

It is important that those receiving training are the people able to utilise their skills, disseminate their knowledge and use their influence to improve mental health and wellbeing in their workplace.

### Outputs

Demonstrate an ongoing programme of training for managers to ensure they have the skills to support mental health and wellbeing in the workplace.

All levels of the management structure are trained and represented.

Monitor and evaluate the uptake of all training.

### Impacts

Managers are aware of their responsibilities; and have knowledge, skills and confidence in supporting employees in relation to mental health in the workplace.

Management practices promote positive mental health and wellbeing.

Employees are supported by their managers in relation to mental health and wellbeing.

### Portfolio evidence

The following evidence must be included in the portfolio prior to assessment:

- ✿ A copy of the SCHWL National Mentally Healthy Workplace Training certificate (evidence that employees have attended training provided by HWL or that training has taken place in-house).

OR

- ✿ A copy of the certificate of review of the existing training programme from an internal/external provider.
- ✿ A timetable including dates of recent training and any scheduled.

### Assessment interview/site visit

The assessor may ask:

- ✿ about managers having improved awareness of their responsibilities; knowledge, skills and confidence in supporting employees in relation to mental health in the workplace
- ✿ about management practices promoting positive mental health and wellbeing
- ✿ about employees being better supported by their managers in relation to mental health and wellbeing.

### Useful HWL resources

- ✿ Silver Award record sheet – criterion 6 (see p35). To be completed prior to assessment. The attached form can be completed electronically. Please ask your Adviser for a copy.
- ✿ Mentally Healthy Workplace Training for Managers matching tool.

## Mentally healthy workplace training for managers: record sheet

Tick the box that applies to how you provide training for managers:

SCHWL Mentally Healthy Workplace Training  
– employees attendance at external courses

SCHWL Mentally Healthy Workplace Training  
– employees trained to deliver and provided in-house

Existing training in the organisation which  
has been reviewed and agreed by SCHWL

External training which has been reviewed and  
agreed by SCHWL

If SCHWL-branded training was not provided please give brief details of training content, when the matching tool was agreed and how many employees attended (provide next scheduled dates, if applicable).

How was the training evaluated? Outline any feedback from managers.

How do you know that managers are aware of their responsibilities; and have knowledge, skills and confidence in supporting employees in relation to mental health in the workplace?

Give examples of management practices that promote positive mental health and wellbeing.

Overall, how do you know that employees are better supported by their managers in relation to mental health and wellbeing? Outline briefly.

## Glossary of terms

**Accident** – any unplanned event where someone is injured or suffers ill health as a result, or where organisations suffer damage or loss.

**Activity** – involves both an event and an information campaign designed to encourage employee participation and engagement, e.g. health fairs, taster sessions, competitions.

**Annual review** – a yearly face-to-face discussion with an Adviser to discuss retrospective impact and future action planning.

**Assessment** – a way of verifying the award achievement. This will be either a visit from an assessor or an Adviser-supported self-assessment, depending on the level of award.

**Employee** – a person in employment or engaged as a volunteer.

**healthyliving award** – a national award for catering providers in Scotland. The award criteria are based on the general principles of a healthy balanced diet and have been developed to be in keeping with Scottish dietary targets.

**healthyliving dish** – food items that have healthier ingredients and have been prepared and cooked keeping fat, salt and sugar to a minimum. This is in line with EU regulations and healthyliving award terminology.

**Healthy Working Lives Adviser** – an employee from the local Health Board who will support and guide organisations through the award journey and HWL services.

**Impact** – a marked difference with employees and/or the organisation.

**Incident** – an event or occurrence that may cause harm, distress, trauma or injury.

**Information campaign** – the availability and distribution of health information through various distribution channels including leaflets, posters, the use of the intranet and other media.

**Investigation** – a reactive process which includes all those activities carried out in response to an accident, incident or a complaint to:

- gather and establish the facts
- identify immediate and underlying causes and the lessons to be learned
- prevent recurrence
- detect breaches of legislation for which HSE is the enforcing authority
- take appropriate action, including formal enforcement.

An investigation may range from a minor incident to a major accident.

**Near miss** – occurs when someone could have been hurt (or loss or damage could have occurred) if the circumstances had been slightly different.

**Opportunity** – an occasion, situation or event which makes it possible to do or experience something.

**Organisation** – the overarching term for the business or company.

**Output** – the result of an action or process.

**Physical activity** – any bodily movement produced by skeletal muscles that requires energy expenditure.

**Topic** – a subject which reflects the wider agenda of Healthy Working Lives. It may be health promotion, health and safety, environment or community health. The topic can be promoted via information campaigns and activities.

**Workplace** – physical location where employees work/carry out duties.

