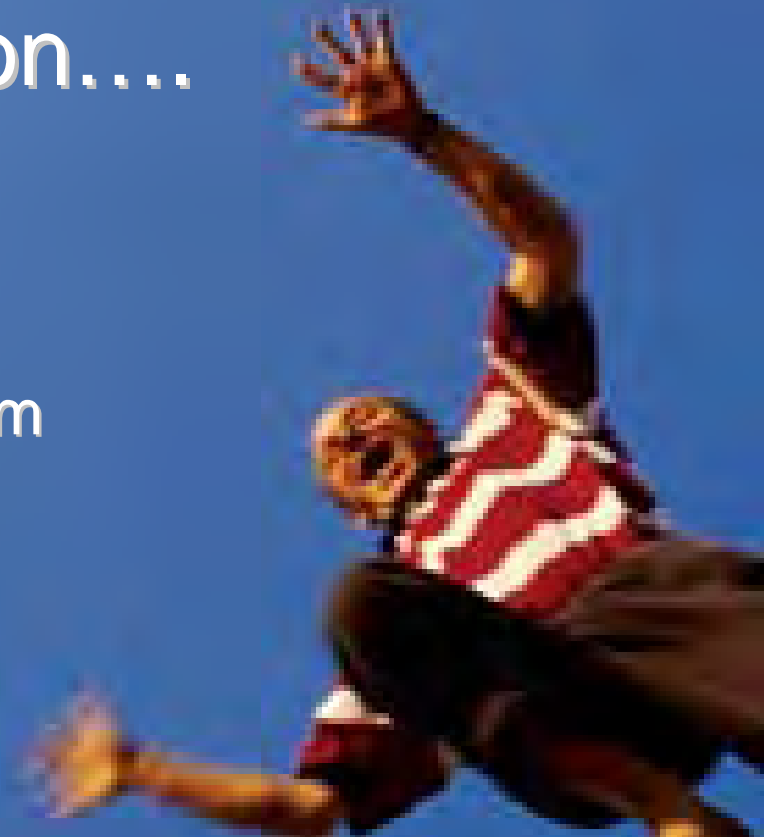


Turning the lights on....

Mark Holt-Rogers

Email: markhr5@hotmail.com



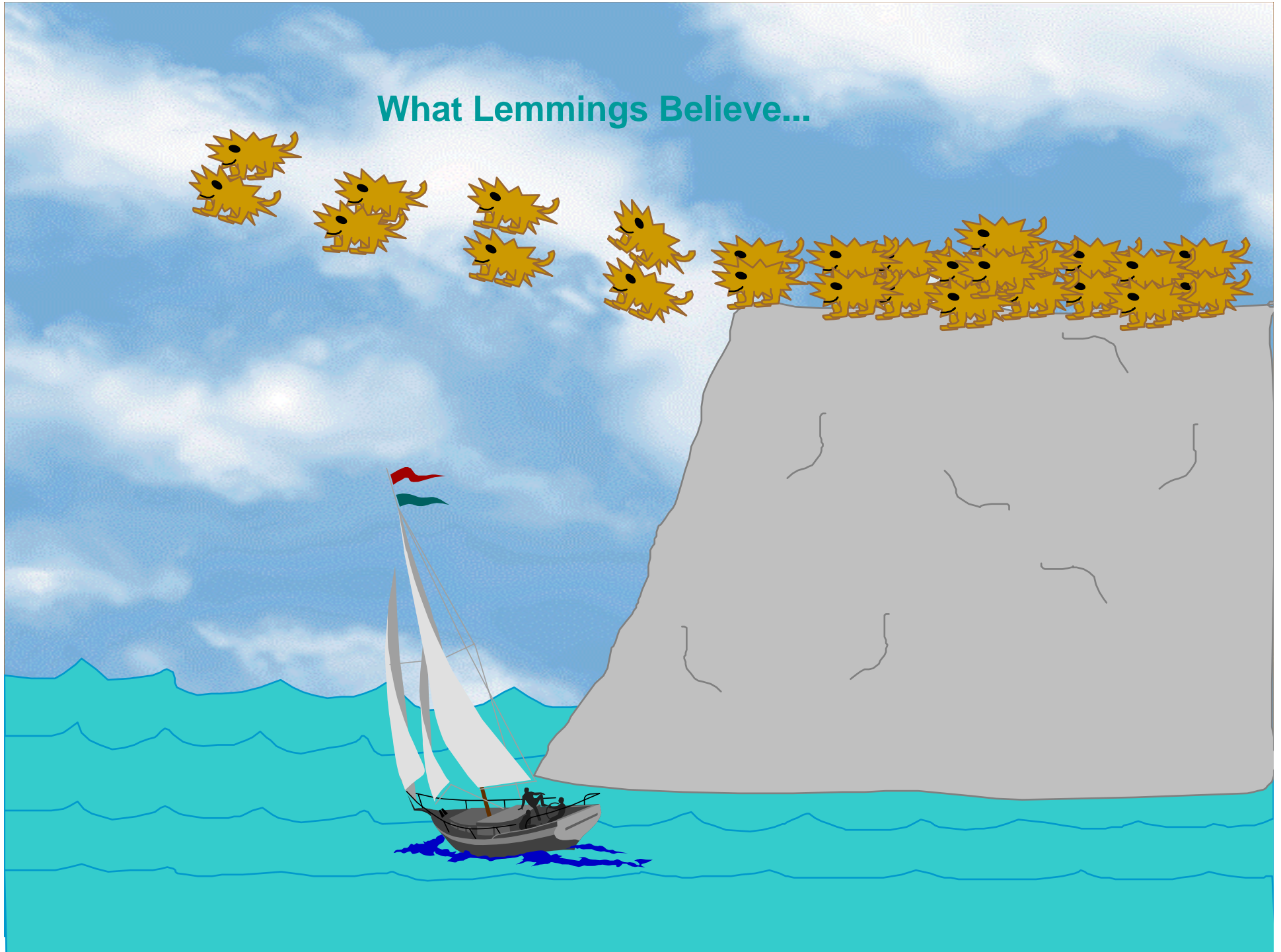
Agenda

- The business case
- Is there more to it than legislation?
- Case study
- Lessons learnt - 10 key steps

Background

- Specialist in health risk and stress management
- Currently Wellbeing specialist– Businesshealth Group Plc
 - Organisational audits
 - Employee wellbeing
 - Training & software
- Strategic wellbeing consultant – Eon UK (Powergen)
- Clients: GlaxoSmithKline, KPMG, Direct Line, Bechtel, BNFL, Citigroup, BP, Powergen, Ministry of Defence, Audit Commission, Probation Services, Education Sector, National Health Service, Police Constabularies, RAF, Royal Navy
- Industry award winner:
 - Employee Benefits *'Best Overall Employee Benefit'* Award 2003
 - Personnel Today *'Health at Work'* Award 2002
 - Health & Safety Executive *'Stress Management'* Award 2003
 - Employee Benefits *'Work Life Balance'* Award 2003
 - Employee Benefits *'Corporate Health Strategy'* Award 2003

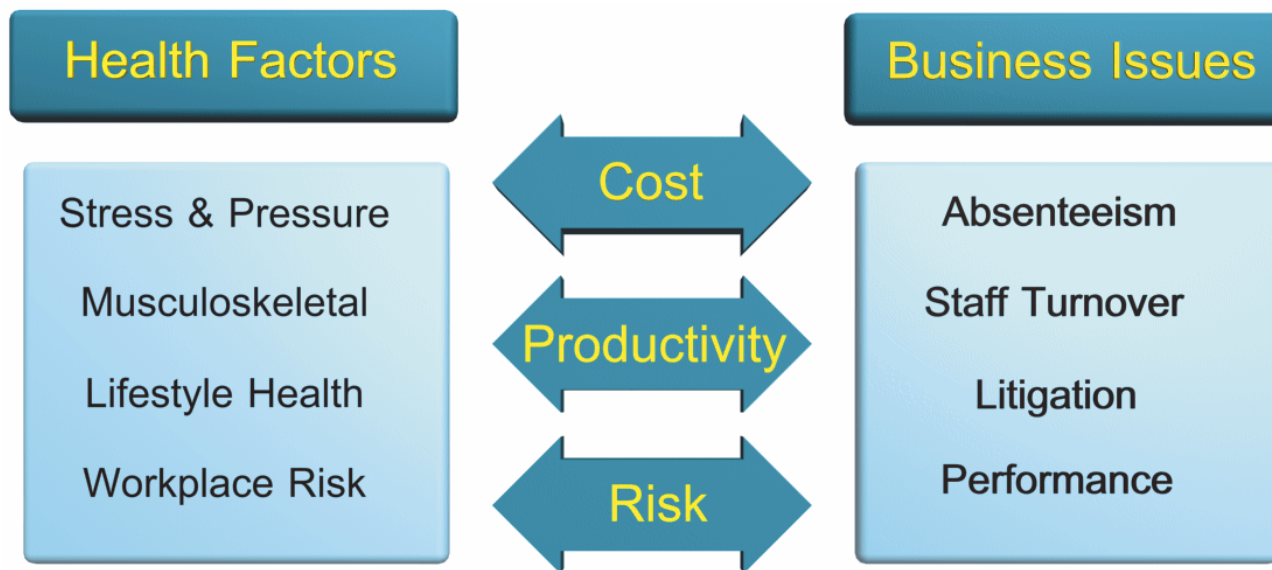
What Lemmings Believe...



The Business case



Relationship model

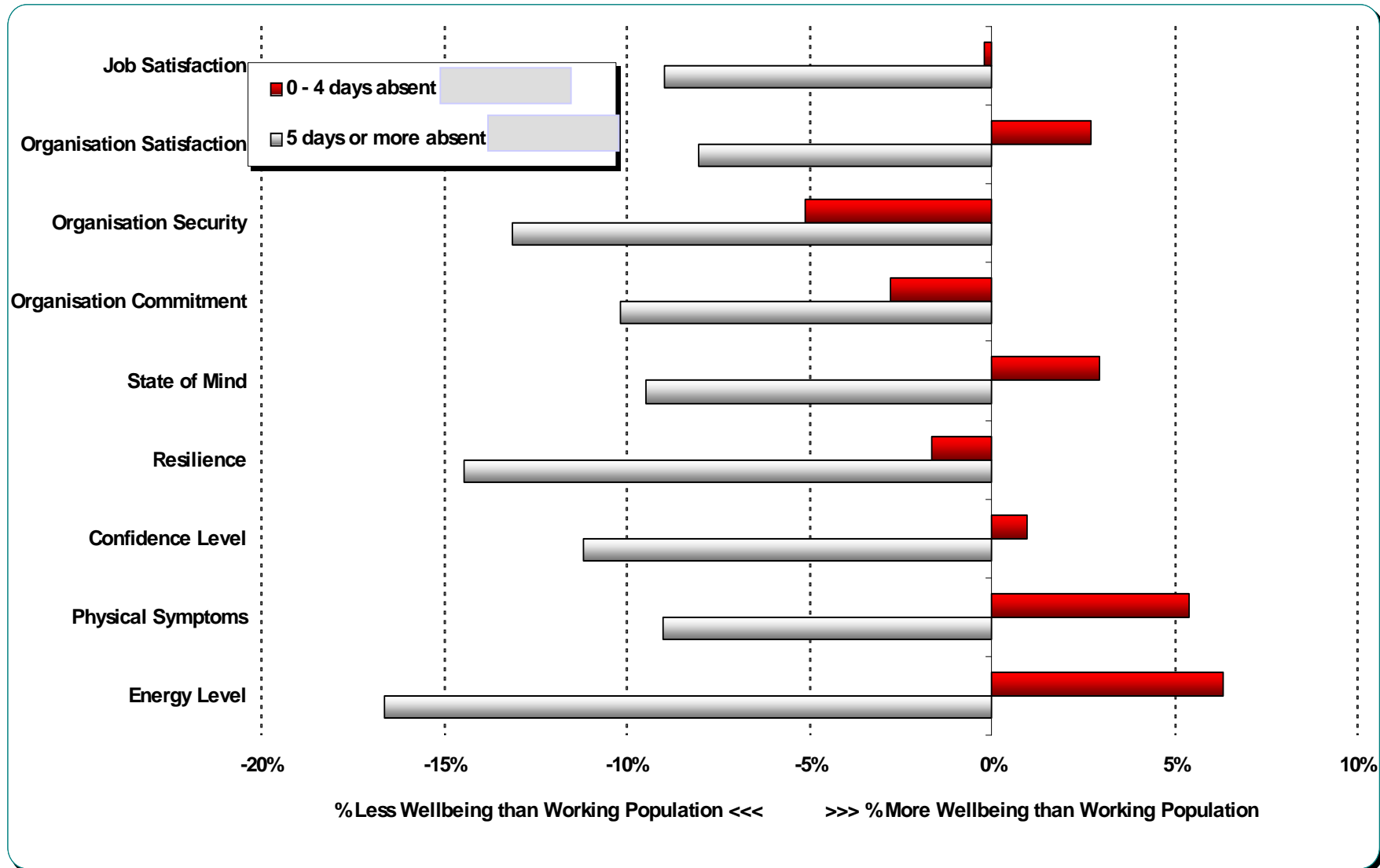


Proving the relationship between wellbeing and KPI's

- absence

**Stress related illness is responsible for the loss of 6.5 million working days
each year [Health and Safety Executive 2001]**

Effects of pressure – Power station



Costing stress

	Please Fill in the Shaded Boxes
Name of Company:	
(a) Average Number of Full-Time Employees	10178
(b) Average Annual Salary	£30,000
(c) Total Annual Payroll (a x b)	£305,340,000
(d) Overhead Recovery Rate	£0
(e) Total Annual Payroll and Overheads	£305,340,000
(h) Number of Working Days per Annum per Employee	227
(i) Total Number of Working Days per annum (h x a)	2310406

Name of Company:	
Current Absence Rate / %	2.7%
Total number of Days Absent per annum	62380.962
Average Days of Absence per employee	6.1
Total Current Absence Cost per annum	£8,244,180
Absence Cost pa expressed as a percentage of total Annual Payroll	2.7%
Absence Cost as expressed as lost man years - how many people are in your "hidden" department?	274.8
Target Absence Rate / %	2.4%
Target reduction in average number of days absence per employee	0.7
Target Absence Costs per annum	£7,328,160
Potential Absence Cost Savings per annum	£916,020

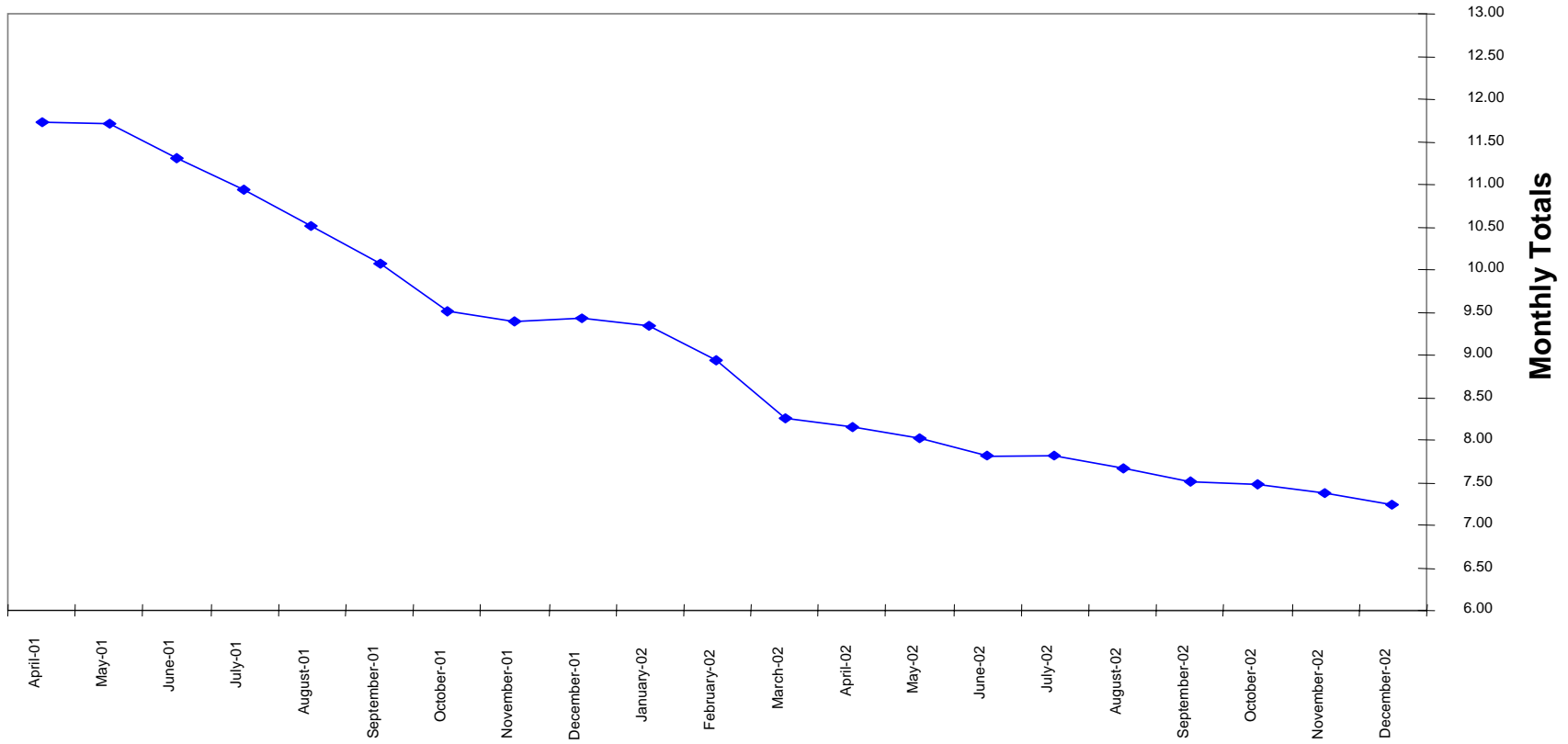
32% of all absence is stress related

Stress costs £2,368,137 per annum

However ... only 8% of all stress is work related.....

Business case: Power station absence

Average Days Lost Per Employee (rolling 12 months)



Is legislation and cost savings the only way
management will buy in to this topic?

Isn't it sad that some organisations only act if
there is a fear of penalty?

Poor mental wellbeing

KPI'S

Sickness
Absence

Accidents

Legal
Claims

Insurance
Claims

Staff
Turnover

Service/productivity

Relationships

Work Quality

Innovation

Morale and commitment

Discretionary effort

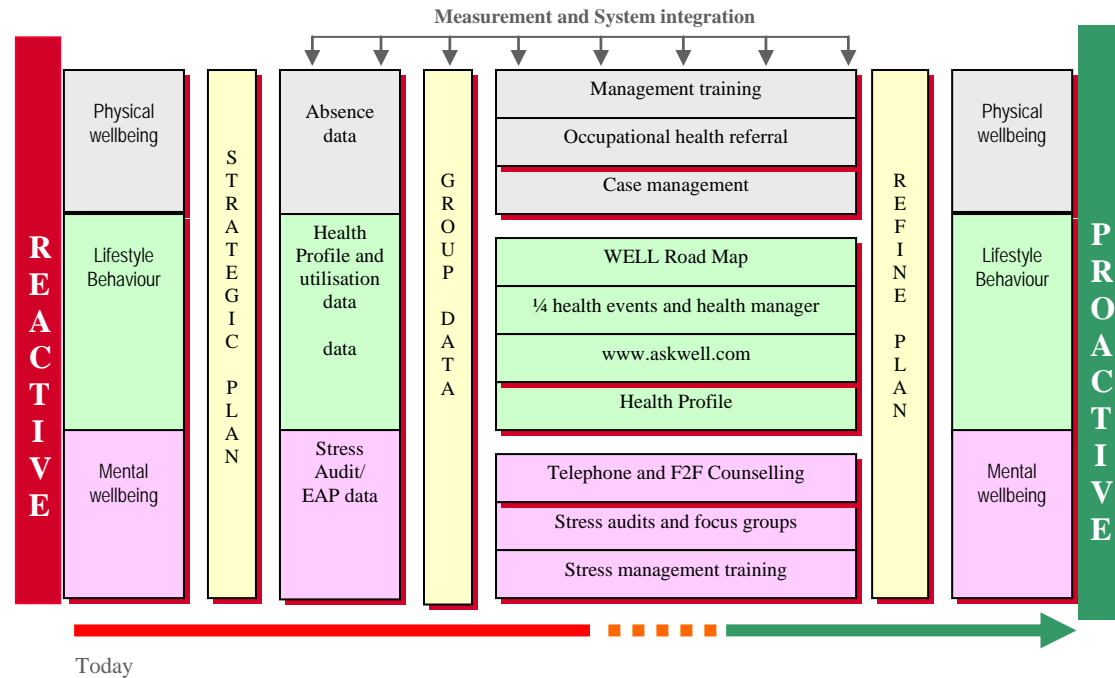
Decision Making

ORANGE - What we would like to know?

- Why our people leave and why they stay
- Just what are their pressure points
- Who is at risk
- Quantifiable data to support our tactical/corporate plans
- Specific not general issues
- What is it like to work for our firm
- We need to improve what we intuitively know...
- WELLBEING - RELEASES DISCRETIONARY EFFORT

Housing association model

“Innovative, happy and healthy”



Stress management needs to be part of a strategy to succeed

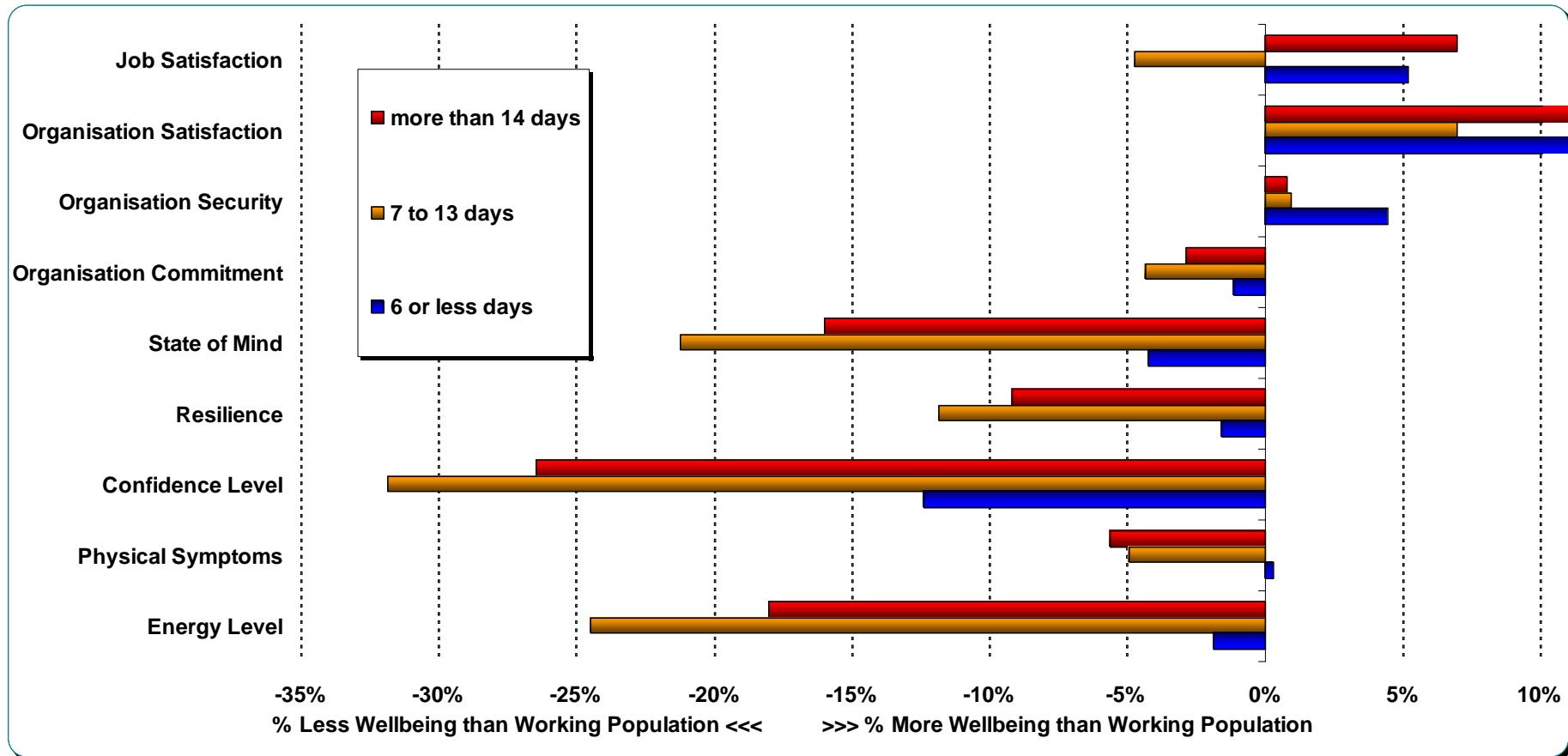
Case study - Schools

PRIMARY

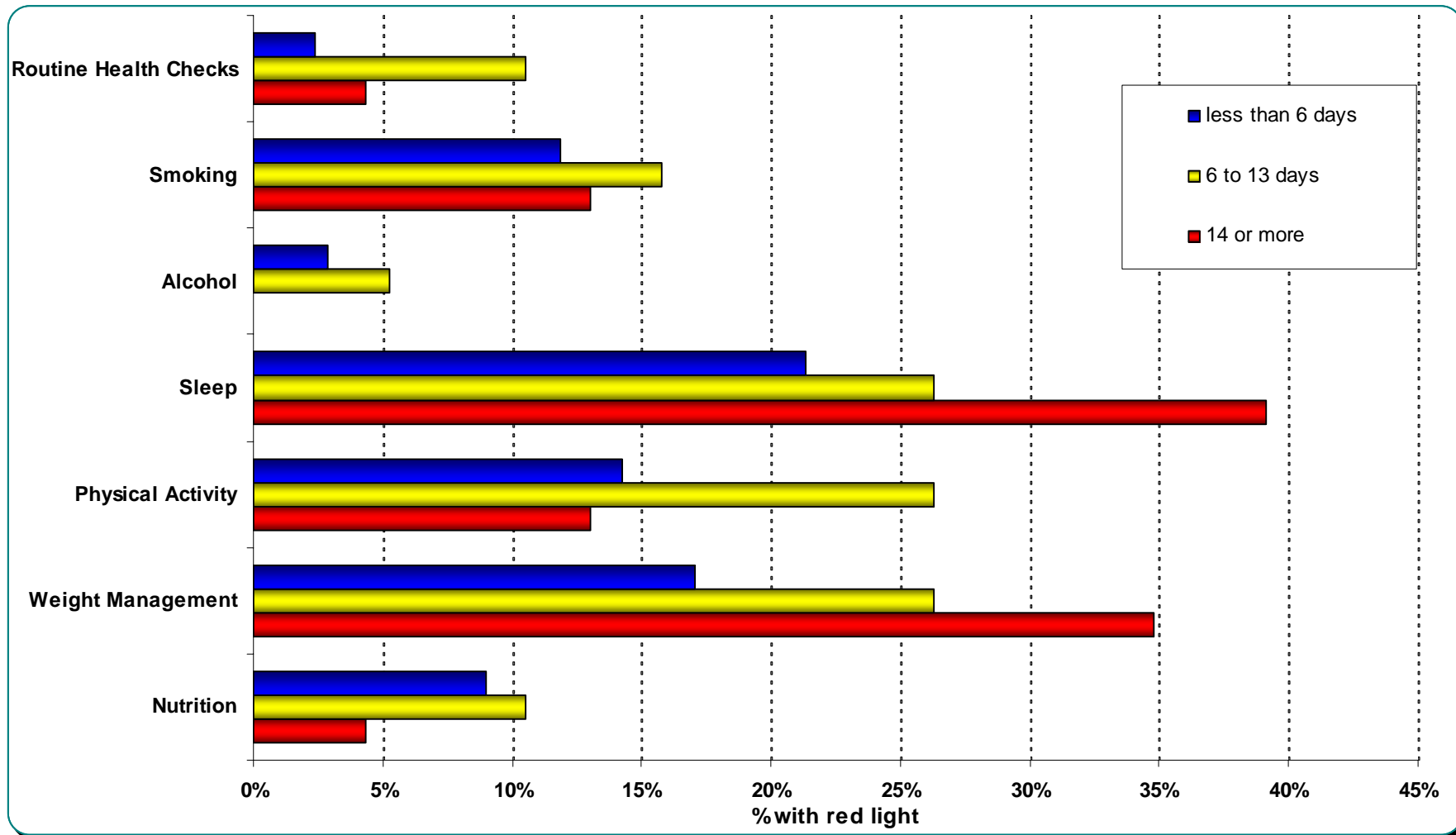
SECONDARY

TERTIARY

Effects of pressure - Education



Analysis by absence - education



Solutions NOT problems

Individual

Tactic: 'clean fish'

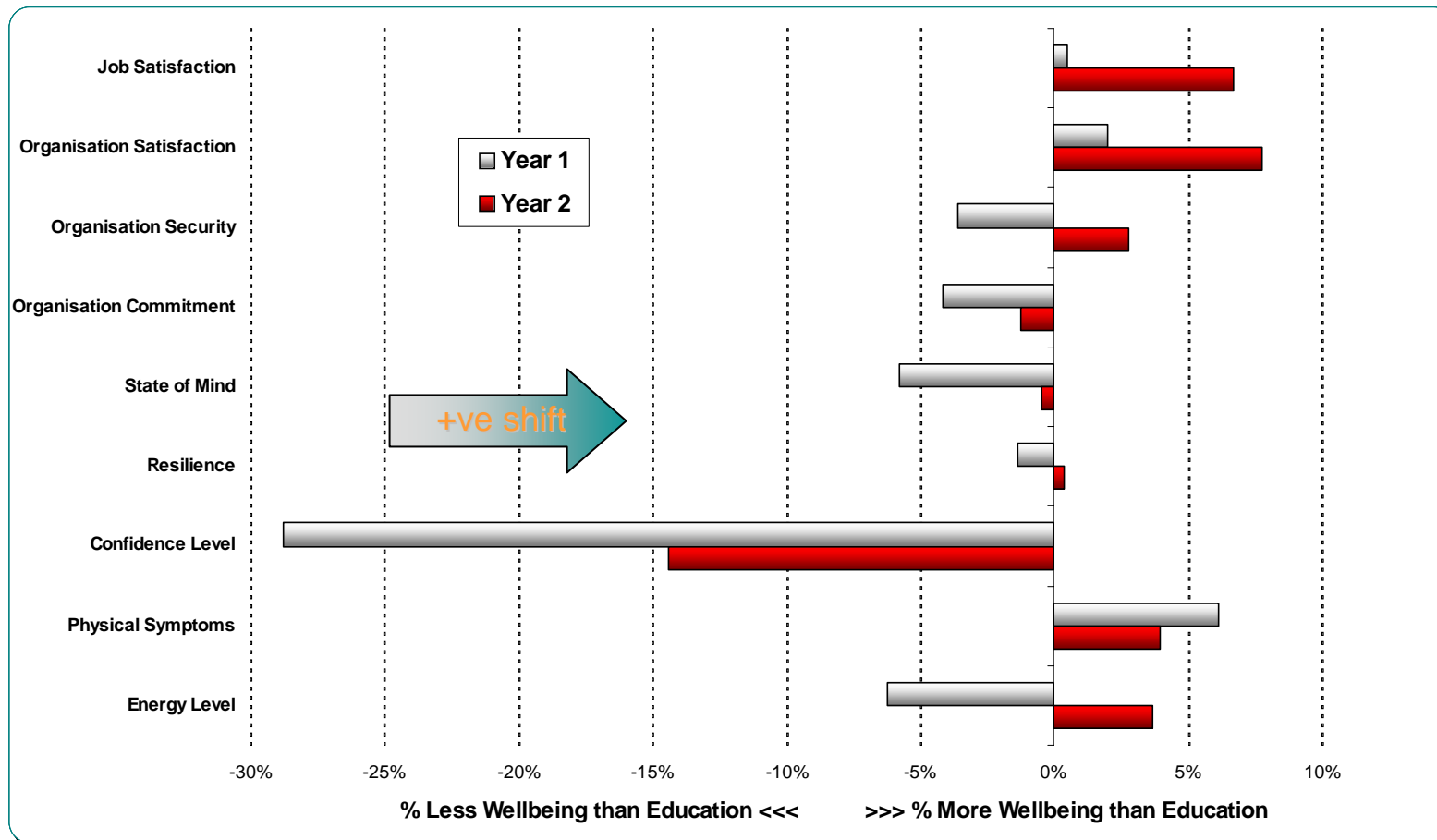
- Personal wellbeing programme
- Counselling support
 - *High risk*
 - *All*
- Workshops - work/life balance and goal setting

Organisational

Tactic: 'clean water'

- Management mentoring
- Skill development
 - *Pressure management*
 - *Delegation*
 - *H+S, finance, absence*
- Strategy & policy review
 - *Wellbeing*
 - *Workload*
 - *Work/life balance*
 - *Absence*
 - *Stress*

Effects of pressure - Year 1 & 2



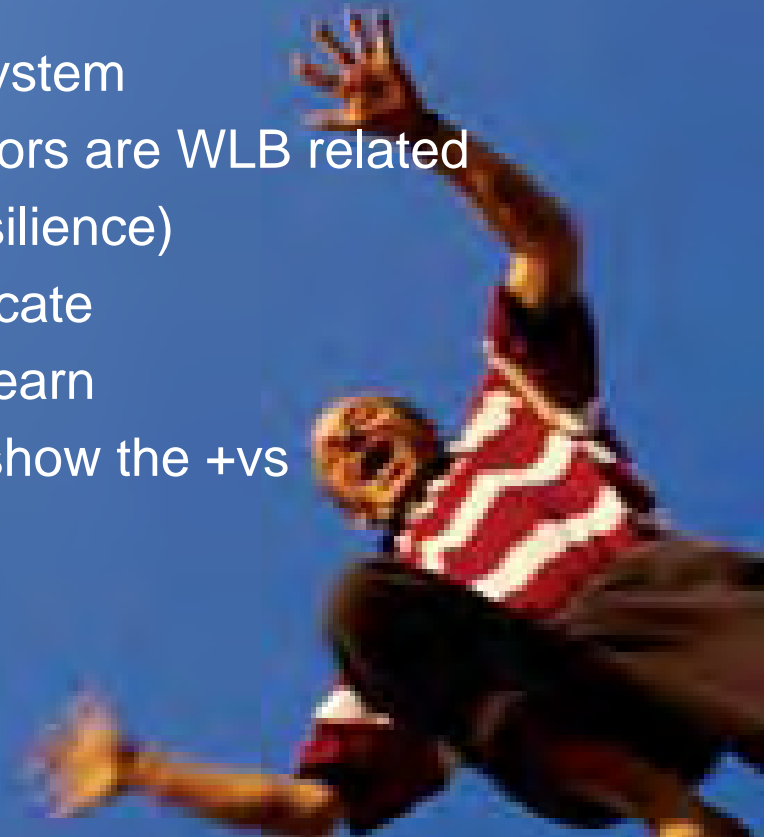
Feedback



- 55% felt their physical health had improved
- 45% felt their ability to cope with pressure and stress had improved
- 57% attribute working practice improvements to WELL
- 47% now feel more positive about their jobs
- 72% wanted WELL to continue
- **Absence reduced (10.1 % to 8.3%)**

Lessons learned

1. Design a strategy not simply an intervention
2. Hit the hotspot... Cost ... Productivity... Risk
3. Commitment is essential– ownership at departmental level
4. £illhealth
5. Set up an efficient data management system
6. Take a holistic approach – many stressors are WLB related
7. Look at branding (WLB, Wellbeing, Resilience)
8. Communicate, communicate, communicate
9. Look for champions - pilot - evaluate - learn
10. Dismiss the can of worms argument – show the +vs





www.ukstress.com

Stress audits

Management training

EAP

WELL programme

www.bhgplc.com

Case studies

A.Dornan@bhgplc.com

markhr5@hotmail.com

Strategic consultancy

Building the business case