

# Healthy Working Together

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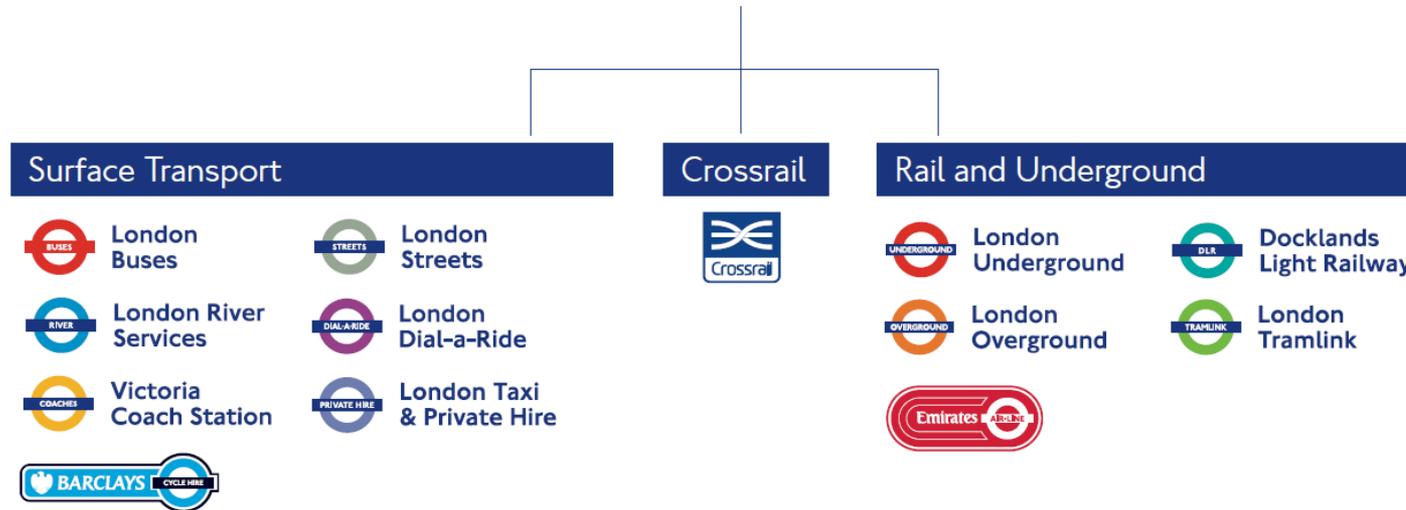
29 March 2017



# Our organisation



Transport  
for London



# Our organisation

## London is growing by...

6 new residents  
every hour



That's a car load  
every 40 minutes



or

2 Buses  
every day



or

2 Tube trains  
every week



Today the population is

8,600,000

and by 2030, it will be

10,000,000



# Occupational Health

**Medical Advisory  
Service**

**Physiotherapy**

**Counselling  
& Trauma Unit**

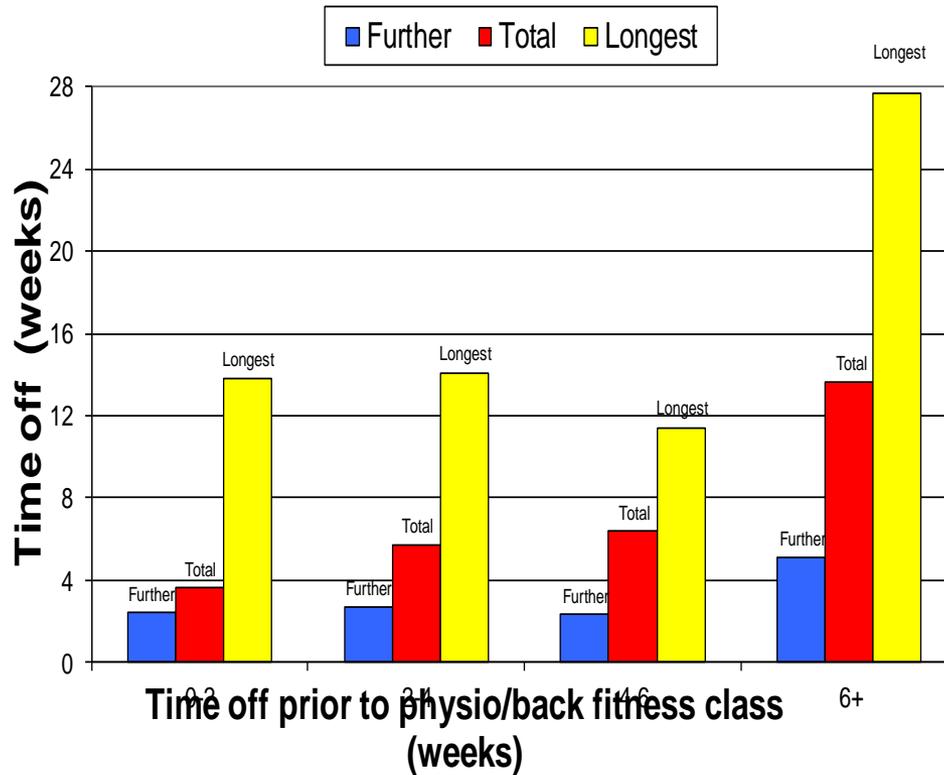
**Drug & Alcohol  
Assessment and  
Treatment Service**

**Health and  
Wellbeing  
Improvement  
Programme**



# Value in Occupational Health

The impact of speed of physio/back fitness class access on duration of sickness absence

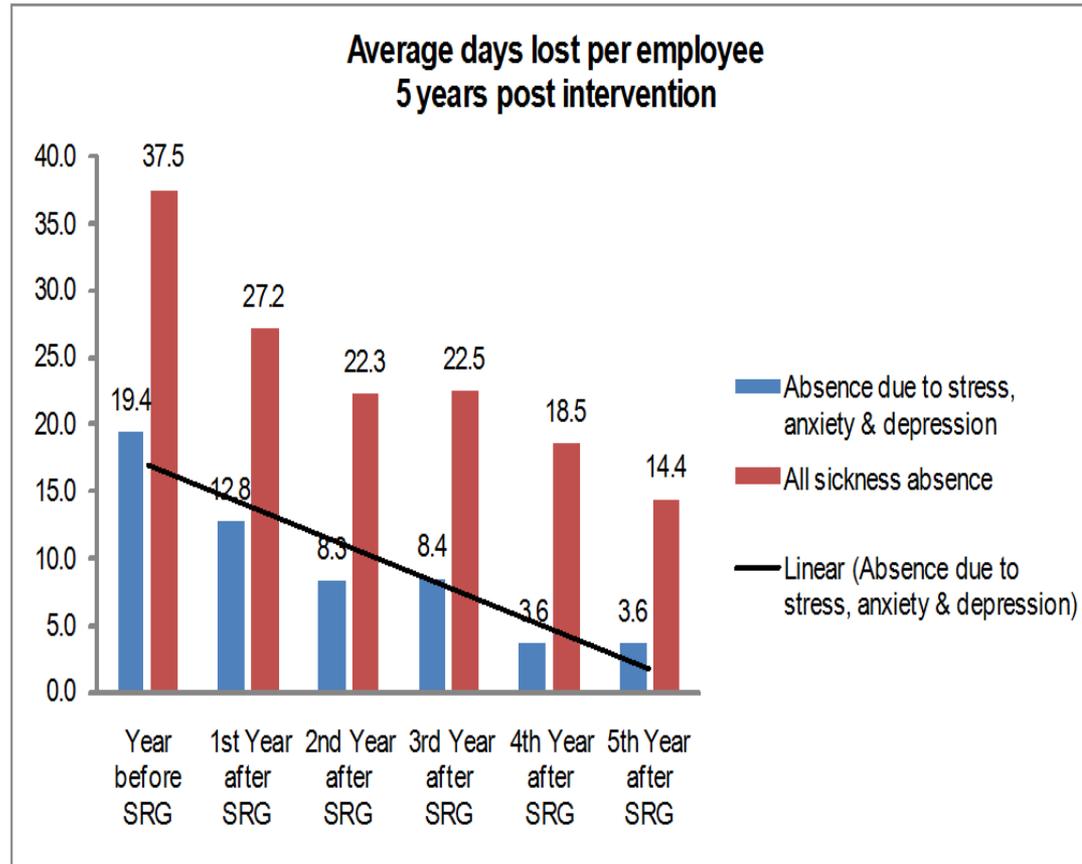


# Users off sick or restricted at first session of physio

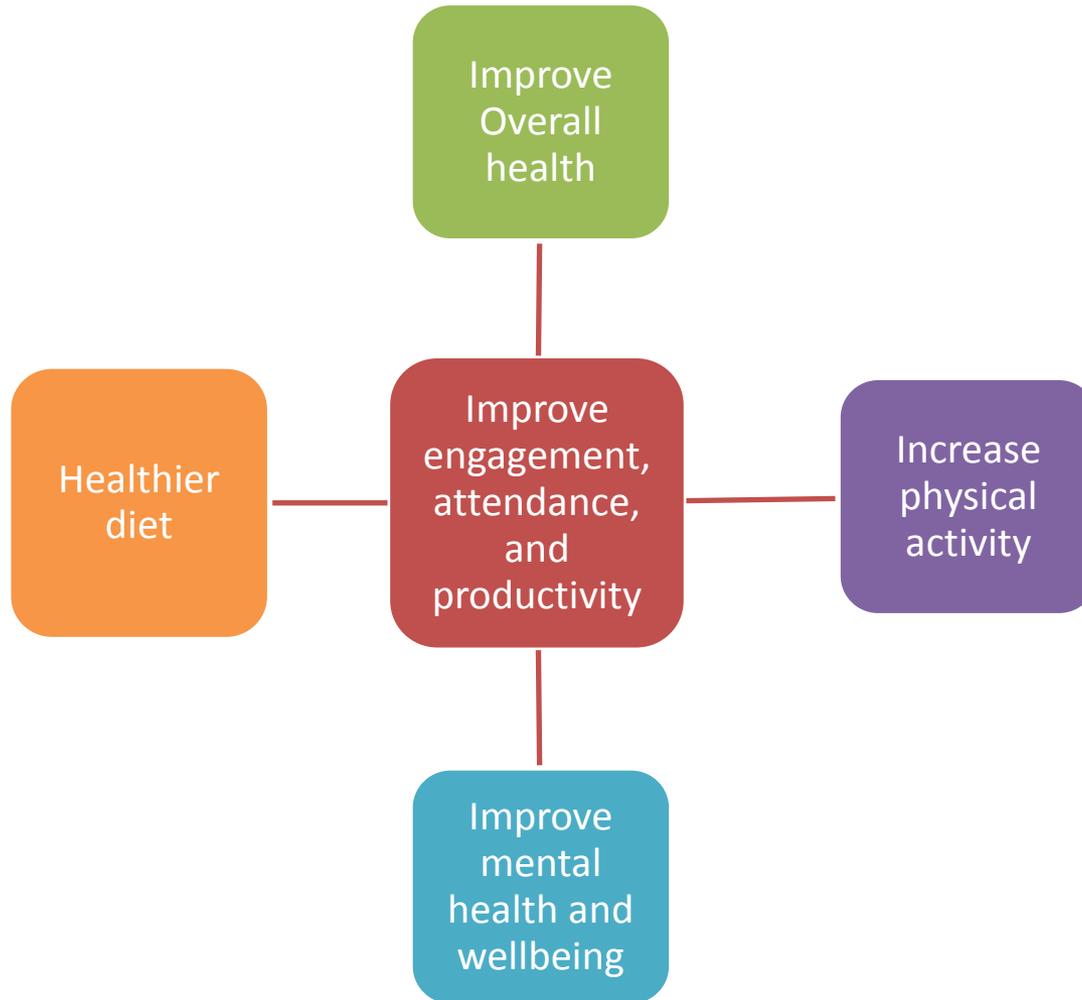
Physiotherapy Sessions	Total	Average per case
Number of sessions (83 cases)	389	4.7
1 F/T physiotherapist, administrative support	£65,000	£783
Working days saved (ie the wait times in the NHS (43) compared with OH (5))	3,154 days	38 days
Cost benefit (assuming average daily salary per work day of £274 and using actual costs)	£864,196	£10,412



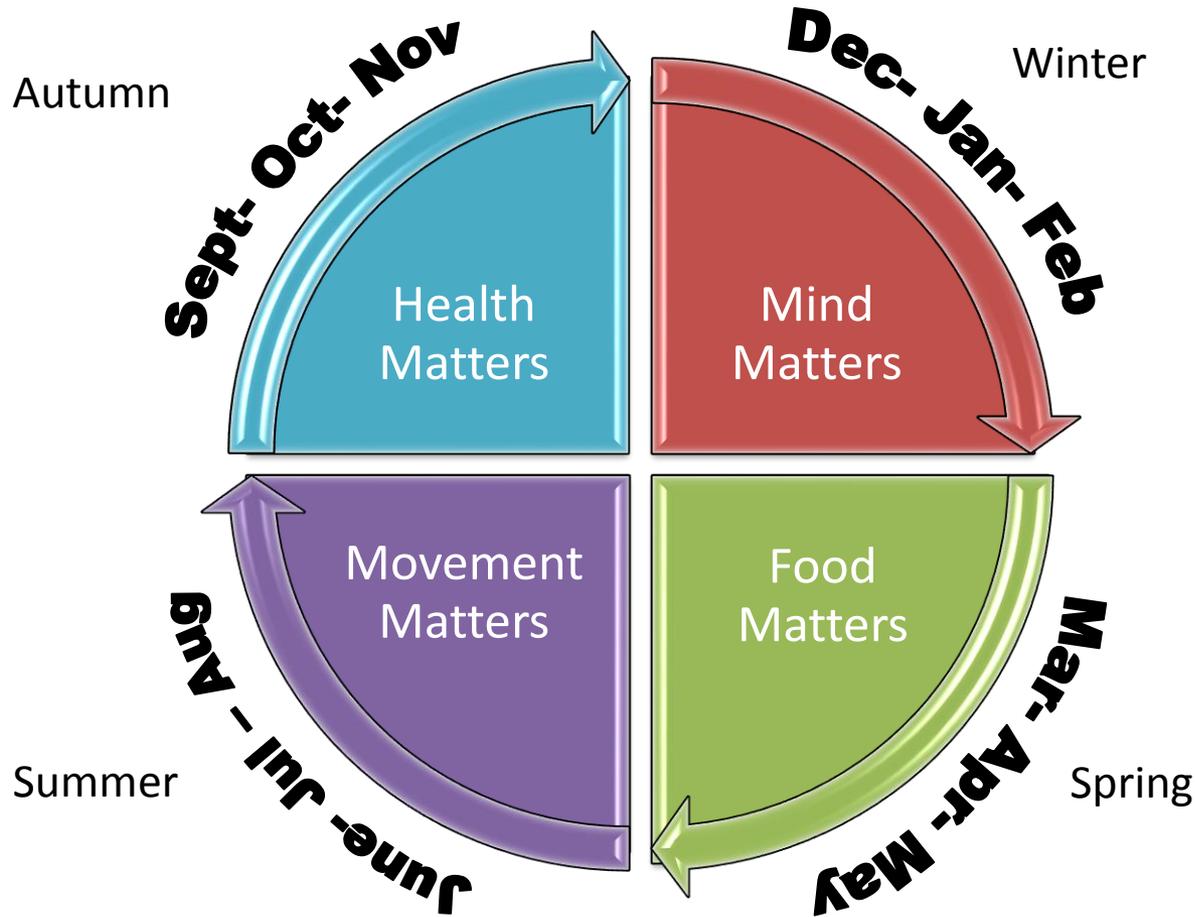
# Value in Occupational Health: Stress Reduction Group



# HWIP Objectives



# 4 Steps to Health



Every person's journey to health matters



# Health Fairs

‘it’s mainly a positive experience; people compare their results. It’s quite social but with reasonable limits’.

‘I was ecstatic and felt great talking to others about it, I hope it encourages others to go’.

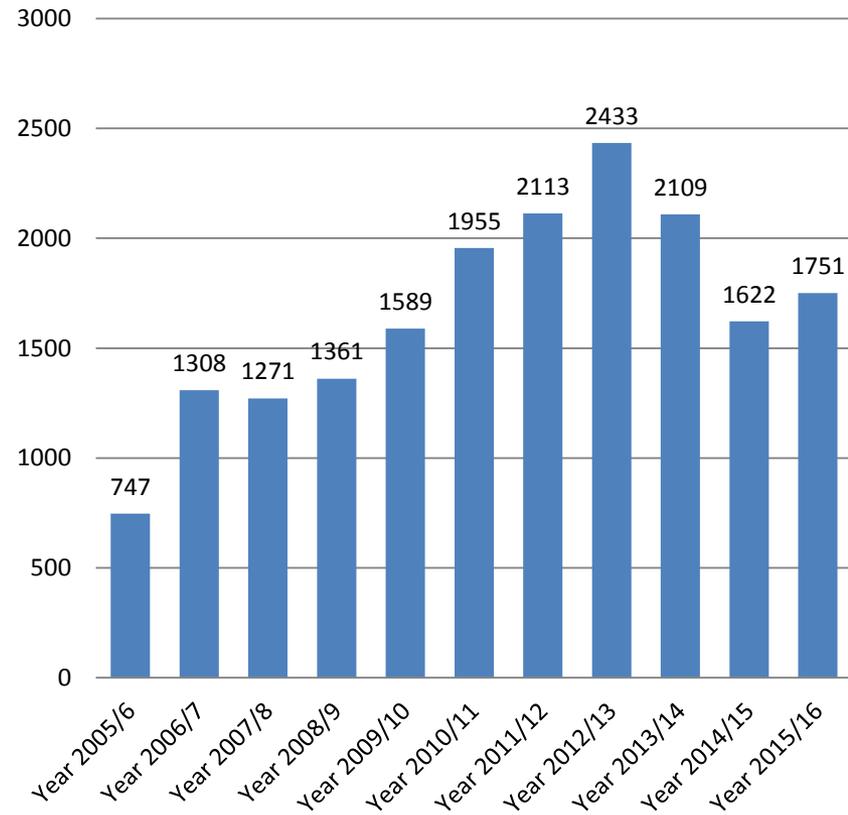
‘a few of our drivers and managers now go to the gym together, it’s competitive in a positive way but they are certainly healthier for it’.

‘very few whinges about having to use rest days’

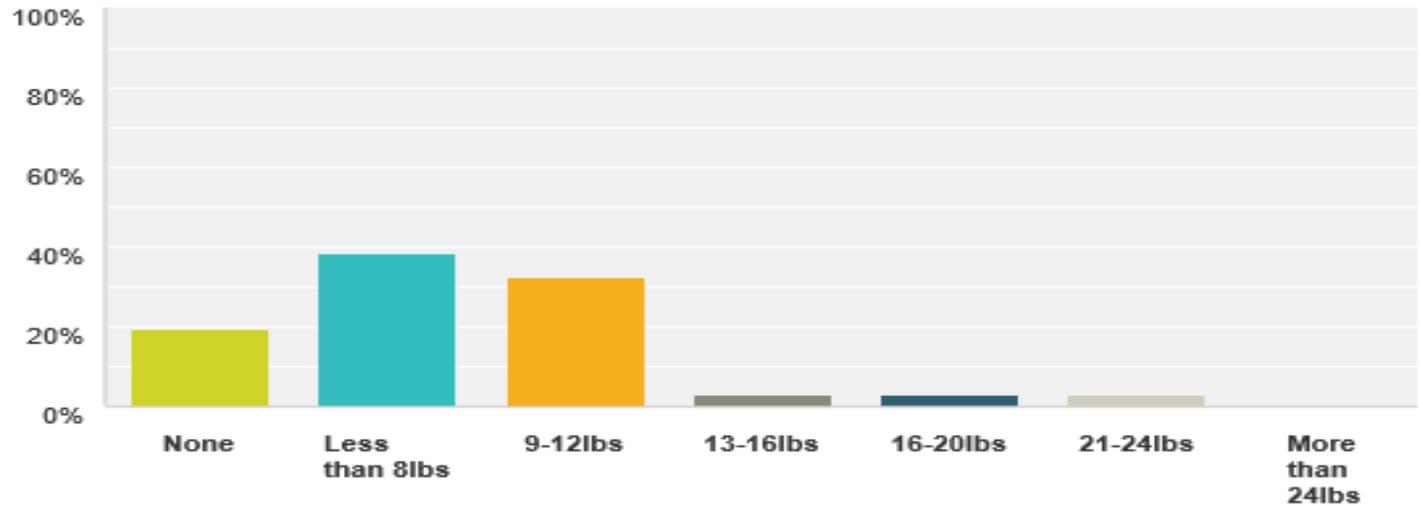
‘the unions are very positive about it’.

‘I would recommend this to anybody in TFL’.

## Year on Year Attendance



# Online Weight Loss Programme



**81%** of respondents declared that they lost weight

Increase of people adopting healthy habits following the programme

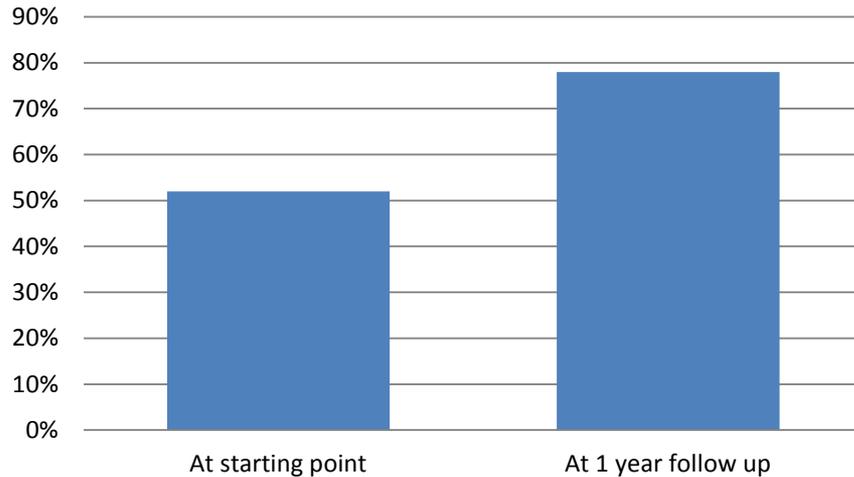
Do you regularly...	I did before & still do	Total that now do	% point increase	I intend to do
Eat breakfast	65%	88%	23%	10%
Eat more fruit & vegetables	52%	91%	39%	9%
Drink less alcohol	52%	84%	32%	6%
Cut down on fats and sugary foods	23%	75%	52%	25%
Drink more water	35%	87%	52%	10%
Eat smaller portions of carbohydrates	19%	58%	39%	39%
Get more active and/or exercise	26%	61%	35%	39%
Have a healthier eating regime in the evening	16%	77%	61%	23%



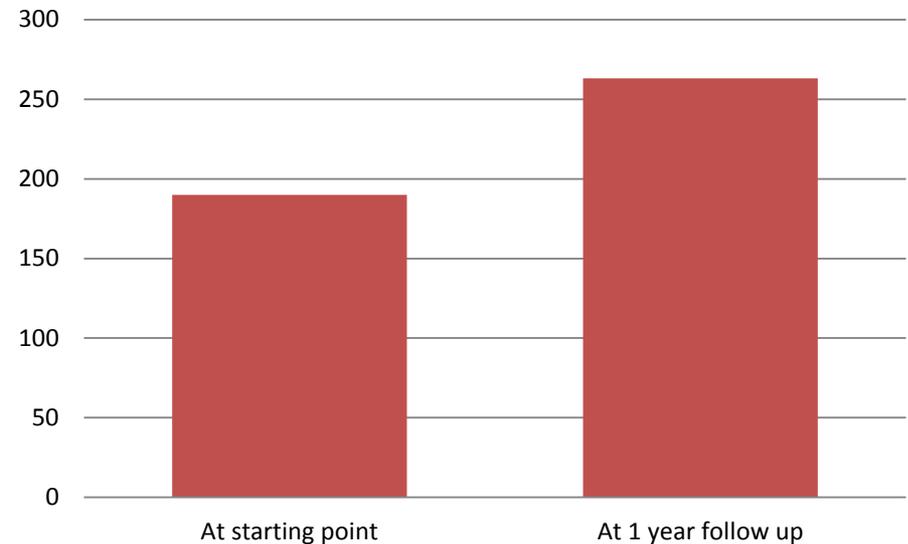
# Step it Up

Health Coaching and email support provided to 1413 participants

**N. of participants achieving 150 minutes of physical activity a week\***



**Average minutes of physical activity per week\***



\* Data based on 44% of participants who have provided before and after scores



# Wellbeing at Work Index

- A new Wellbeing at Work Index introduced to the Viewpoint results reports 2016
- To help us understand which areas of the organisation are at risk from work related stress
- The Wellbeing at Work Index is calculated from existing questions in the Viewpoint survey



# Wellbeing at Work Index

## The 6 factors of wellbeing at work

### Control

How much say you have in the way you do your work

### Support

Encouragement and resources your line manager, colleagues and our organisation give

### Role

Role clarity

### Demands

Workload, work patterns, work environment

### Relationships

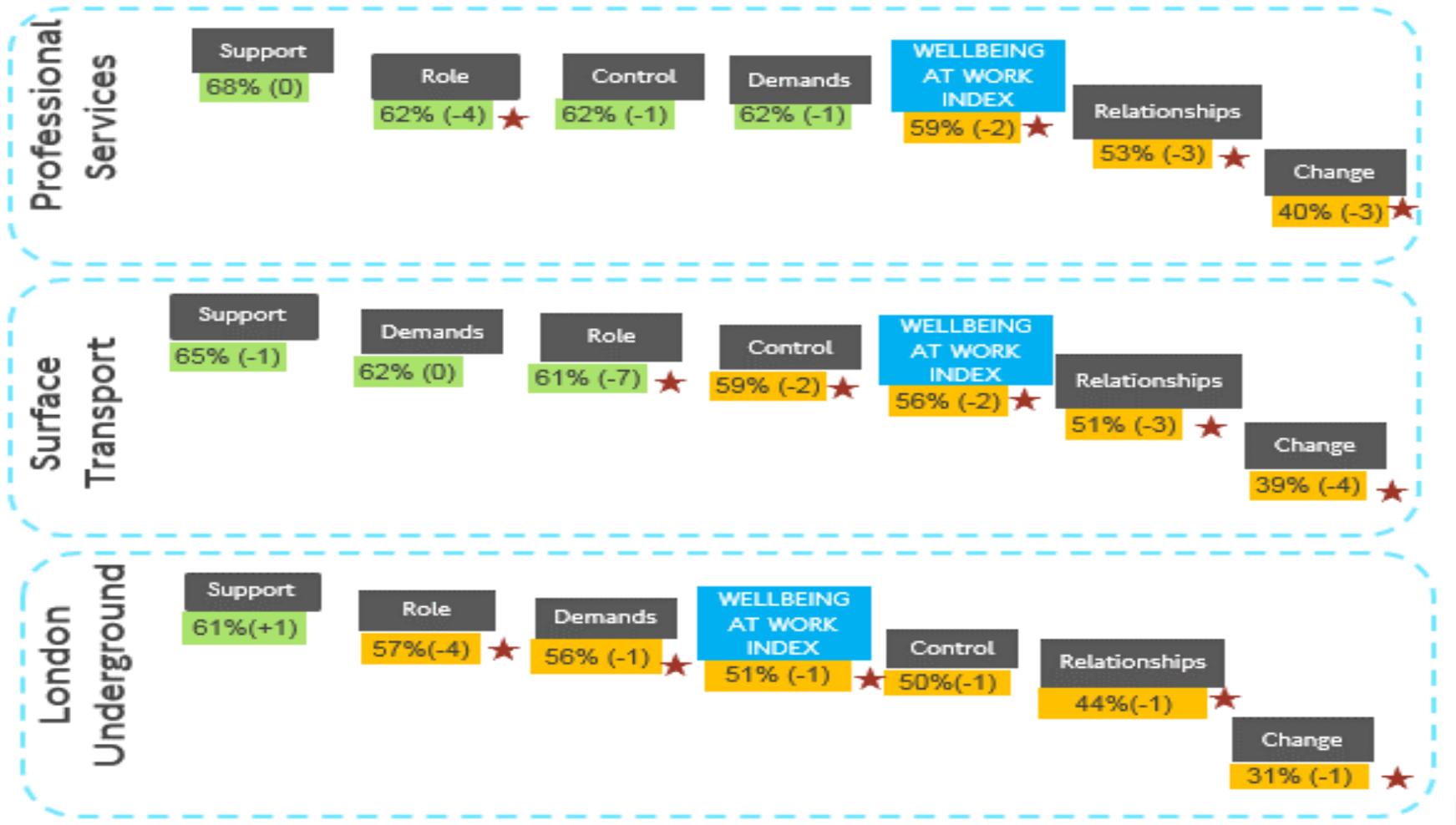
Positive working environment (dealing with conflict and unacceptable behaviour)

### Change

How we manage and communicate change (large or small)



# Wellbeing at Work Index

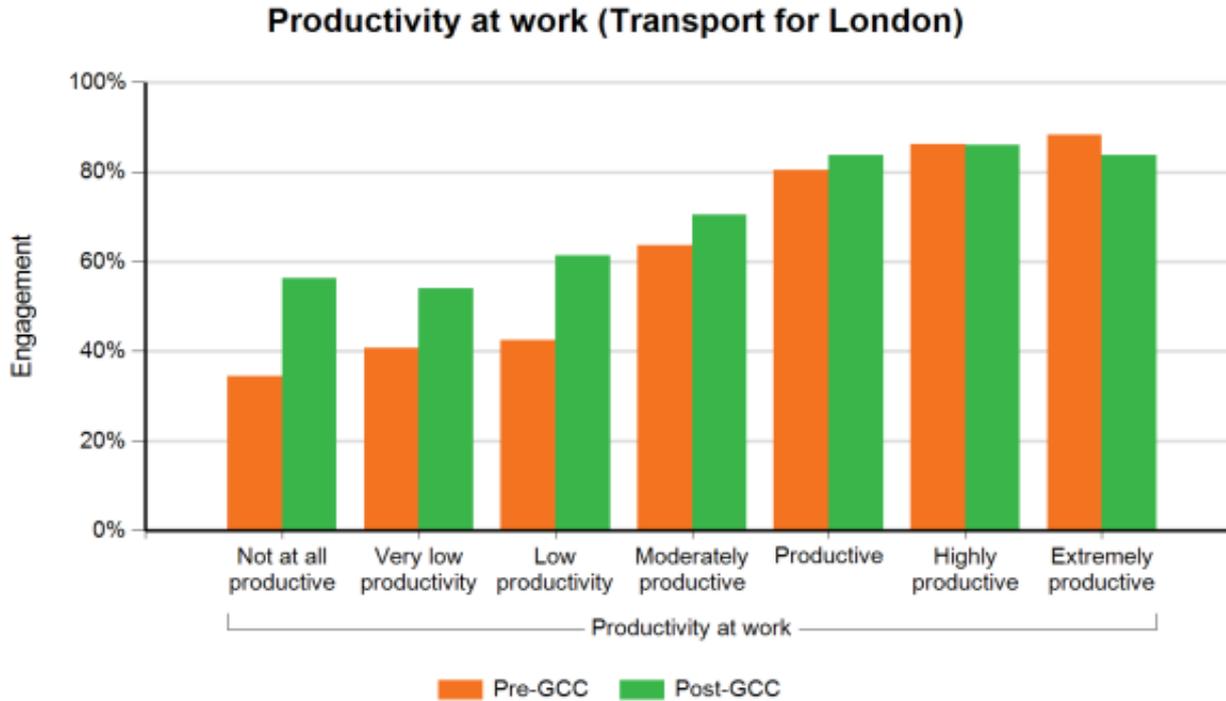


# GLOBAL CORPORATE CHALLENGE

- 10,000 steps for 100 days
- Virtual journey around the world
- 503 teams
- Total of 3521 participants
- 14,296 step average
- Total steps 4,227,106,749
- Total distance covered 2,705,348 Km
- 85% of participants exceeded 10,000 steps per day VS 26% Pre-GCC

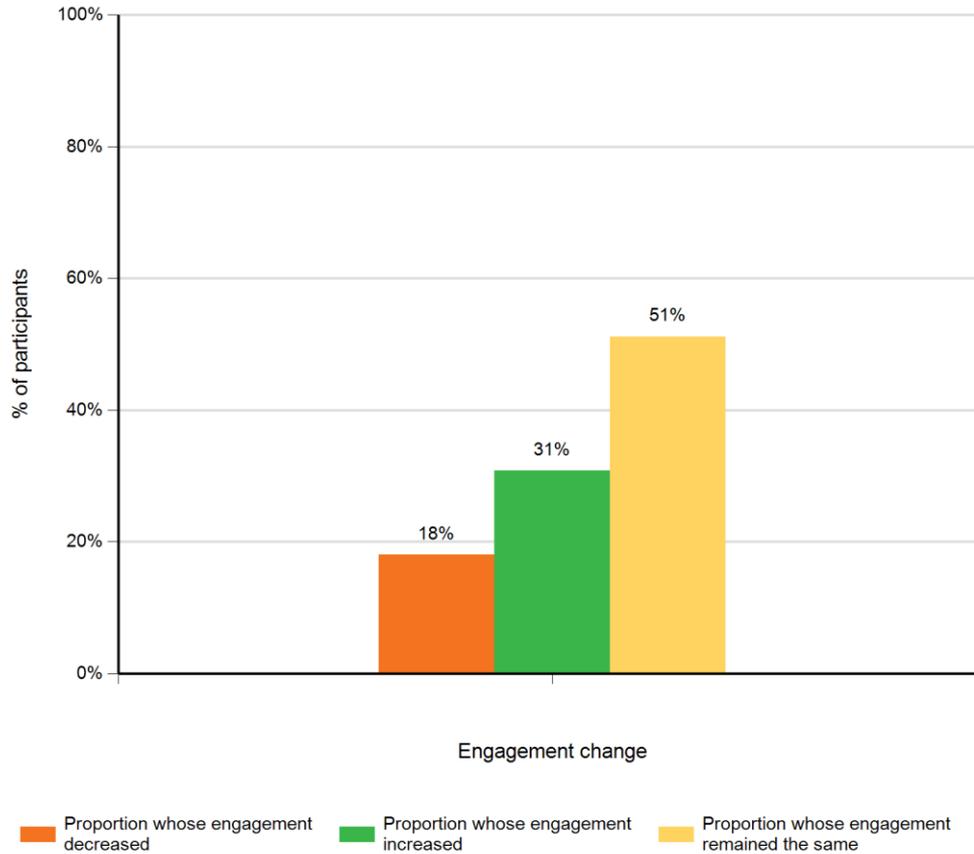


# GCC - Productivity at Work



# GCC - Engagement Change

Proportion of participants who increased/decreased engagement (Transport for London)



# GCC - Health Benefits

## Overall Health and Wellbeing

- 82% of participants rated their overall health as either good, very good or excellent vs. 61% pre-GCC
- 63% of employees reported a decrease in their stress levels either at home or at work
- Improvement from 47% to 59% of participants who met the recommended amount of sleep

## Physical activity

- The daily step average was 14,296
- Improvement from 26% to 85% of employees who exceed the 10000 step

## Healthier diet

- 42% of participants were more aware of what they eat
- 67% of participants who tracked their weight lost weight

## Engagement

- 77% of participants had a positive overall engagement score post – GCC vs. 72% pre- GCC

## Productivity, Concentration and Attendance

- 58% of employee reported an increase in their productivity or concentration scores
- 59% of participants moved from 'inactive to active' from with a 25% improvement in attendance can be predicted utilising the Sickness Absence Reduction Tool. This equates to 1.3 days per person



# Health and Wellbeing Champions

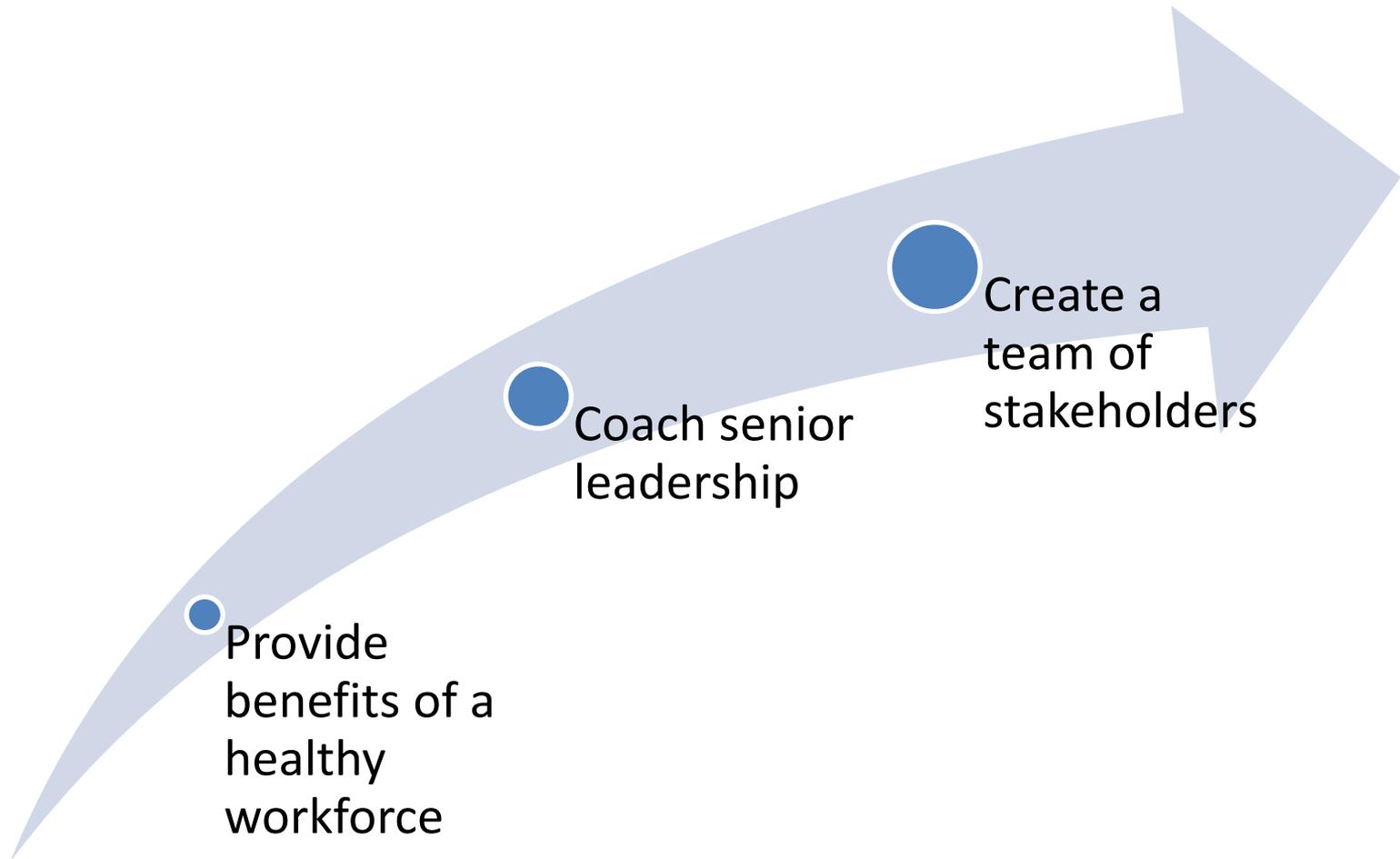
266 champions – 157 operational staff and 109 head office

Their Role:

- Help to promote a healthy lifestyle
- Support colleagues in reaching their health and wellbeing goals
- Key point of contact and local communicators for Health and Wellbeing initiatives and activities
- Help to deliver HWIP initiatives



# Engage Directors and Senior Managers



# Healthy Workplace

ACAS suggests that there are six indicators of a healthy workplace<sup>1</sup>:

1. Line managers are confident and trained in people skills.
2. Employees feel valued and involved in the organisation.
3. Managers use appropriate health services (e.g. occupational health where practicable) to tackle absence and help people to get back to work.
4. Managers promote an attendance culture by conducting return-to-work discussions.
5. Jobs are flexible and well-designed.
6. Managers know how to manage common health problems such as mental health and musculoskeletal disorders.



# Employee Wellbeing and Line Managers

Relationship between Line Managers and Employees play a key role to promote better health and wellbeing and improve employees performance.

- Influence employees attitudes and behaviour
- Provide clarity of role
- Manage workload and demands
- Provide opportunity for employees to contribute to core business objectives
- Provide support
- Open and honest communication
- Promote learning opportunities
- Involve employees in decision making



Any questions:

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