GOOD PRACTICE SCOTLAND
Occupational Health department interventions on attendance management and safety & risk management issues

Contact person (NCO)

Name and organisation
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General information about the MOGP

Name of organisation and short description
The John Lewis Partnership plc

John Lewis Partnership has 76,500 employees in the UK and is a leader in the retail sector. The business is composed of John Lewis shops (29 department stores and 6 John Lewis at home shops), 271 Waitrose supermarkets, an online and catalogue business - johnlewis.com, a production unit and a farm. Partners (i.e. employees) share in the benefits and profits of the business through a Staff Representative Council. Therefore, all partners have an interest in the business for which they work.

Dept.: Call Handling Centre, Hamilton, Scotland. Occupational Health Dept.

Contact person

Website
www.johnlewispartnership.co.uk
Information on the good practice ‘Occupational Health department interventions on attendance management and safety & risk management issues’

Aims
- To work with and support partners (employees) to achieve optimal health status.
- Maintain and support partners (employees) to achieve work retention.
- Encourage attendance at work.
- Ensure partners (employees) are aware of safety, ergonomics and display screen equipment regulations.

These aims are achieved through health education, awareness activities and attendance management procedures.

Target group
All employees dept. (600).

Description
- Attendance Management
- Safety and Risk Management issues
- Well-being sessions
- Interventions:
  - ‘The Biggest Looser’ - after Christmas - 12-week fitness, weight loss campaign with weigh in sessions, lunchtime walks, healthy recipes and jog Sunday’s.
  - ‘Know your numbers’ - this intervention focused on healthy levels of blood pressure.
  - ‘Body MOT’ - a lifestyle intervention on matters of weight, blood pressure, cholesterol, alcohol consumption, drugs and smoking.
  - ‘The Big Healthy Breakfast’ - breakfast is one of the most important meals of the day and staff were introduced to a menu of healthy options.

Why is it a good practice?
- The company has as a core value: ‘the Partnership’s ultimate purpose is the happiness of all its members, through their worthwhile and satisfying employment in a successful business’.
- ‘Partnership amenity’ is a central function to the company to ensure best working facilities and practices for partners (employees), when appropriate applications can be made for hairdryers, bicycle racks, showers.
- The company also offers a range of activities including sailing, photography, walking. These company-based activities allow partners (employees) the opportunity to experience activities which under normal circumstances may be beyond that which they can financially afford.
- The Occupational Health Department developed a return-to-work process to monitor levels and costs of absences.
- To ensure equality and fairness a training process was developed for Human Resources, Managers and Team Heads. The training involves information about absence procedures, absence management, referral process to Occupational Health, long-term ill health, ill health pensions and severance.
Results

Evaluation
Day to day monitoring, no formal evaluation.

Incentives for success
Not specified.

Barriers for success
Not specified.