

## 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**

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**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.

