

MAYOR OF LONDON



LONDON HEALTHY WORKPLACE AWARD

**SELF-ASSESSMENT FRAMEWORK FOR FOUNDATION
AWARD**

Supported by



Public Health
England

COPYRIGHT

Greater London Authority
City Hall
The Queen's Walk
More London
London SE1 2AA

www.london.gov.uk
enquiries 020 7983 4000
minicom 020 7983 4458



MAYOR OF LONDON

CONTENTS

INTRODUCTION	4
Why apply for the LHWA?	4
TYPES OF AWARD	4
LHWA STRUCTURE	5
APPLICATION PROCESS	6
USING THIS DOCUMENT	7
Additional Resources	7
SELF-ASSESSMENT FRAMEWORK	8
APPENDIX: GENERAL LHWA TERMS	33

INTRODUCTION

The London Healthy Workplace Award (LHWA) is an accreditation scheme led by the Mayor of London's Office and supported by Public Health England. It acts as a template for good practice and recognises London employers who invest in their employees' health and wellbeing. The scheme supports organisations of all sizes across public, private and voluntary sectors.

The current award is an updated version of the London Healthy Workplace Charter which ran between 2012 – 2018. The LHWA has been updated to incorporate the latest evidence on how best to promote health and wellbeing in the workplace.

Why apply for the LHWA?

The business benefits of developing a healthy and committed workforce are now well established. These include lower absence rates, fewer accidents, improved productivity and greater employee engagement. Working with the LHWA can help you achieve these benefits whilst gaining recognition as a top employer in London.

TYPES OF AWARD

There are five different awards for organisations with different working practices and at different stages in the implementation of their wellbeing strategy:

- **Micro** – for organisations with 10 or fewer workers that offer health and wellbeing support for their staff. This award is equivalent to the Foundation level (below).
- **Foundation** – for larger organisations (greater than 10 workers) that have recently implemented health and wellbeing practices.
- **Achievement** – a higher level award for organisations (of all sizes) that have a more advanced and comprehensive approach to employee wellbeing.
- **Excellence** – for organisations that demonstrate that health and wellbeing are embedded in their corporate culture and values.
- **Communal Workspace** – for companies that provide shared office space for individuals, micro-businesses and small and medium-sized enterprises (SMEs). It recognises what leading workspace providers do to support their customers' health and wellbeing.

PARTNER



Public Health
England

SPONSORS

IOR
TRANSFORMING WORKPLACES

LLOYD'S

Please note – Communal workspace providers can gain two awards: one as an employer and one for their service as a workspace provider. You can read more in the Communal Workspace Award document.

To gain one of the awards, an organisation must show how it fulfils all the criteria in each standard at the relevant award level.

LHWA STRUCTURE

The LHWA is built around an evidence-based model of workplace health and wellbeing, made up of three “pillars” and nine standards. Each standard is defined by a set of criteria. The pillars (outer ring) and standards (inner ring) are set out below:



The pillars and standards are summarised in the following section.

CORPORATE SUPPORT FOR WELLBEING

How the organisation uses its policies and management practices to create a working environment that supports health and wellbeing.

1. Leadership, policies and planning

– The engagement and ownership senior managers show and how the health needs of workers are assessed and supported. This covers other aspects of human resources management including workforce dialogue, equality, flexible working and communication.

2. Health, safety and environment –

The systems the organisation uses to monitor and improve health and safety and promote a healthy environment by design.

3. Attendance management – How information is used by the organisation to help managers support attendance, reduce sickness absence and inform management practice.

MENTAL HEALTH AND WELLBEING

How the organisation promotes resilience, protects the mental wellbeing of workers and enables people to grow and succeed at work.

4. Organisational policies and culture – How the organisation protects and enhances the mental wellbeing of workers through policies and procedures and by creating a positive culture.

5. Management knowledge and behaviours – The role managers play in promoting and protecting the mental wellbeing of employees and allowing people to develop and succeed at work.

6. Employee knowledge and resilience – How the organisation supports staff to manage life's normal stresses, work in a productive and fulfilling manner and manage mental distress.

HEALTHY LIFESTYLE PROMOTION

How the organisation encourages and enables staff to make healthy lifestyle choices related to diet and exercise, alcohol consumption and substance misuse.

7. Physical activity – How the organisation promotes the importance and benefits of regular physical activity and creates opportunities for workers to become more active.

8. Healthy eating – How the organisation encourages and enables staff to eat healthily.

9. Alcohol, smoking and substance misuse – How the organisation goes beyond minimum legal requirements to encourage employees to stop smoking. How it promotes the safe and sensible use of alcohol and responds to problematic use of alcohol and other substances.

APPLICATION PROCESS

Here are the steps required to apply for the **Foundation Award**:

1. Register your interest on the Mayor of London's website: <https://tinyurl.com/y5k6c94p>
2. Talk to a Healthy Workplace Lead (HWL) from your local borough council.
3. Gather supporting evidence and complete the application form. This requires a written testimonial (maximum 300 words) explaining how you fulfil each criterion.
4. Show your supporting evidence to your HWL.
5. Submit your application along with eight pieces of evidence (as specified in the application form) to: londonhealthyworkplace@london.gov.uk

Your application and supporting evidence will be reviewed by the Greater London Authority and/or the LHWA delivery partner. You will be notified of the outcome normally within three weeks.

USING THIS DOCUMENT

The tables in the next section list all the standards and criteria that must be met to achieve the **Foundation Award**. They also provide:

1. Information on what meeting the criteria might look like in practice.
2. Examples of the types of evidence that your HWL might ask to see and what is required in your application.
3. A list of external resources.
4. A tick-box to record whether you believe you fulfil the criteria (for your reference).
5. A key to the symbols used in the tables (which is at the bottom of page nine).

Additional Resources

The LHWA Team have compiled a suite of resources to support organisations applying for the LHWA. If you would like to benefit from these, please send an email to: londonhealthyworkplace@london.gov.uk



LONDON HEALTHY WORKPLACE AWARD

SELF-ASSESSMENT FRAMEWORK



CORPORATE SUPPORT FOR WELLBEING

1. Leadership, policies and planning

The engagement and ownership senior managers show and how the health needs of workers are assessed and supported. This covers other aspects of human resources management including workforce dialogue, equality, flexible working and communication.

Criteria	What this might look like	Resources
<p>F1.1 The organisation has a named senior manager who makes employee health and wellbeing a core priority.</p>	<p>For a medium or large organisation (employing 50 people or more), the senior manager responsible for health and wellbeing would normally be a member of the executive team; or they could be another senior member of staff who can influence that team. In smaller organisations, the owner or person responsible for the day-to-day running of the organisation, could take on this role.</p> <p>Evidence to support this criterion must include the name of the manager and a summary of their role in relation to health and wellbeing. Additional evidence to might include minutes of management meetings and organisational policies related to health and wellbeing.</p>	<p>Evidence-based guidance from NICE on workplace policy and management practices</p> <p>The National Institute of Clinical and Care Excellence (NICE) has produced guidelines designed to improve the health and wellbeing of employees. These guidelines (from 2015) focus on organizational culture and the role of line managers http://www.nice.org.uk/guidance/ng13</p> <p>NICE quality standards</p> <p>NICE Quality Standard 147 (published in 2017) includes four statements covering the health and wellbeing of all employees, including their mental health. https://www.nice.org.uk/guidance/qs147</p>

KEY: * Overlaps with the Good Work Standard (GWS); # Statutory requirement; § Only applies in organisations which meet certain criteria, for example number of employees.

Criteria	What this might look like	Resources
<p>F1.2 The organisation has assessed the health and wellbeing needs of its workers and developed an action plan. The specific needs of low paid workers have been assessed*.</p>	<p>For small organisations this may take the form of focus groups or informal discussions with staff, or the inclusion of health and wellbeing in team meetings. For organisations with 100 staff or more, a staff survey is required (see F1.3). You might also use organisational records such as sickness absence data. The organisation will need to demonstrate that a manager (for example a Wellbeing, Health and Safety and/or Risk Manager) has assessed the types of work undertaken by low paid workers and what their health needs are. For example, in the hospitality sector, low paid workers may be responsible for physically demanding work which can place them at higher risk of musculoskeletal problems.</p> <p>Your evidence to support this criterion must include the reports/notes on which the needs assessment is based, together with an action plan to show that it is developing activities/ actions based on needs. It is also helpful to know how the findings of surveys and/or meetings are communicated to staff.</p>	<p>NICE briefing on workplace health makes evidence-based recommendations to local government, the NHS, social care and other organisations on how to improve the health and wellbeing of individuals and local communities. http://tinyurl.com/y6agt4ti</p> <p>Health & wellbeing needs assessment The UK government has produced a document which provides practical advice on workplace health and a tool for carrying out workplace health needs assessments. https://tinyurl.com/yb28ppil</p> <p>Definition of low paid workers varies according to which organisation you refer to. The Department of Work and Pensions (DWP) defines low pay as any family earning less than 60% of the national median pay, which is £16,320 per annum according to latest data from the Office of National Statistics (ONS). The Resolution Foundation (an independent think-tank that works to improve the living standards in the UK) defines low pay as less than two-thirds of the median hourly wage, which was about £8.3 in 2017.</p>

Criteria	What this might look like	Resources
F1.3 All workers can contribute to decision-making (for example on health, safety and wellbeing issues) through staff engagement forums and other forms of employee consultation**.	Evidence might include policies on workforce consultation, agenda and minutes from forum meetings, and an action plan which shows how the organisation has responded to issues raised by workers.	Staff engagement tips NHS Employers have produced a staff engagement toolkit which references case studies from both public and private sector organisations and includes guidance on running staff engagement forums: https://tinyurl.com/y7f5b53j Employee satisfaction feedback templates Find out how to keep your employees happy and productive. http://svy.mk/1D21bSN The Information and Consultation of Employees Regulations 2004 http://tinyurl.com/y833uip9
F1.4 A staff engagement survey is carried out at least yearly (for organisations with 100 or more employees). It asks about aspects of job quality, management style and support for workers. Actions are taken where issues are identified*§.	Evidence could include the questions used in the survey and results in the form of tables, charts etc.	
F1.5 There is an effective policy/process in place for communication with the workforce. The organisation is aware of and complies with ICE Regulations (for organisations with 50 or more employees)**§.	Employees have a legal right to be informed and consulted about issues at work if the company or organisation has 50 or more employees. To fulfil this criterion, the organisation will need to demonstrate that methods of communicating with staff are appropriate and the organisation attempts to reach as many people as possible. Evidence might include photos of staff noticeboards, screenshots from the intranet and copies of staff newsletters etc.	

Criteria	What this might look like	Resources
<p>F1.6 The organisation knows its responsibilities under the Equality Act 2010 and complies with the Act in full. This includes making reasonable adjustments to ensure workers with disabilities or health conditions are not disadvantaged when doing their jobs*#.</p> <input data-bbox="663 571 734 622" type="checkbox"/>	<p>The organisation can describe its responsibilities under the Equality Act 2010 and how these are fulfilled for example in recruitment processes, working hours and flexible working etc. There is an equality and diversity policy/statement which is available to all employees.</p>	<p>Acas – information for employers on the equality act 2010. A leaflet providing detailed information on equality and discrimination within the workplace. http://bit.ly/1FSvPhL See also http://bit.ly/1E09HSv https://tinyurl.com/y7yq2n24</p>
<p>F1.7 The organisation is aware of and complies with flexible working law. For example, all employees can request flexible working after 26 weeks of continuous service*#.</p> <input data-bbox="663 1029 734 1080" type="checkbox"/>	<p>Employees can apply for flexible working if they have worked continuously for the same employer for the last 26 weeks. It's known as 'making a statutory application.' Flexible working includes part-time, compressed hours, and flexitime. Evidence might include anonymised examples where individual workers have made a request for flexible working options.</p>	<p>The Flexible Working Regulations 2014 The gov.uk website provides guidance on flexible working regulations; this includes a summary of the different options workers can request: https://tinyurl.com/y98v2854</p> <p>Information on reasonable adjustments Requirements for employers https://tinyurl.com/npmydas</p>

2. Health, safety and environment

The systems the organisation uses to monitor and improve health and safety and promote a healthy environment by design.

Criteria	What this might look like	Resources
F2.1 Relevant health and safety policies and procedures are in place to show compliance with health and safety legislation (required in writing for organisations with five or more employees)*#§. <input type="checkbox"/>	Evidence should include the organisation's health and safety policies that reflect greatest risk as well as information on procedures for staff to report incidents and accidents. An up-to-date health and safety law poster is in place. A nominated and sufficiently competent person is responsible for health and safety.	The Scottish Healthy Working Lives website gives details of some of the health and safety legislation that apply to all employers and workplaces, and those extra duties that applies to workplaces with more than five employees. http://bit.ly/1rxHLfo
F2.2 A risk assessment programme has been implemented and all employees are informed of the workplace risks that affect them and the controls in place*. <input type="checkbox"/>	Risk assessments are available to all employees who are subject to risks at work. Employees are aware of the risk assessments and know where they are. Examples of risk assessments conducted in the workplace might be included as evidence.	Health and Safety Executive (HSE) guidance on health and safety training can be found at: http://bit.ly/1DhbZid
F2.3 The workplace environment supports health and employee welfare, including drinking water, washing facilities, clean toilets, and eating facilities. <input type="checkbox"/>	The organisation complies with the workplace (health and safety and welfare) regulations. Evidence could include staff satisfaction surveys, cleaning rotas, etc.	Fit for Work occupational health advice Fit for Work offers free, expert and impartial advice to anyone looking for help with issues around health and work. You can browse the online resources, chat online to a specialist advisor, email a question or call a free advice line on 0800 032 6235. https://fitforwork.org/

Criteria	What this might look like	Resources
F2.4 Relevant health and safety information, instruction and/or training has been given to all employees. <input type="checkbox"/>	Health and safety is detailed in the employee induction pack and employee handbook. It is also available digitally (for example on an intranet site or shared filing system) and/or in hardcopy form. When updates are made in health and safety policies and procedures, these are communicated clearly to all staff.	Night Working Employers must offer workers a free health assessment before they become a night worker. Workers don't have to accept. More information is available on the gov.uk website: https://tinyurl.com/y7j6uq72
F2.5 Systems are in place for workers to raise and resolve health and safety issues. <input type="checkbox"/>	Evidence might include team meeting minutes with health and safety on the agenda, an accident/ incident book, regular meetings between managers and staff on health and safety issues, a suggestions box, appraisal/keeping in touch meetings with staff.	
F2.6 Night shift workers are offered free health assessments (by a healthcare professional) and hours are limited and recorded according to legal requirements [§] . <input type="checkbox"/>	Evidence might include examples of communication to night shift workers stating that health assessments are available, and an outline of what tests/measurements are included.	
F2.7 Workers are provided with equipment (including furniture) which enables them to work effectively. The choice of equipment is guided by feedback from workers*. <input type="checkbox"/>	Evidence might include photographs of working areas, reports from estates or facilities management organisations and/or the results of staff surveys.	

Criteria	What this might look like	Resources
<p>F2.8 Appropriate and accessible information about healthy workstation set-up is provided. Workstation assessments are conducted for or by all workers[#].</p> <div><input type="checkbox"/></div>	<p>Information is provided for all workers on workstation set-up or DSE assessments, via digital media (for example an intranet site), posters, leaflets etc. "Appropriate and accessible" means that the information considers the circumstances of all workers as much as possible, including those with physical impairments. Evidence includes anonymised examples of DSE assessments completed.</p>	<p>Guidance on DSE Assessments http://www.hse.gov.uk/msd/dse/</p> <p>The MSK Knowledge Hub is part of the partnership between the Arthritis and Musculoskeletal Alliance and NHS England. The aim is to provide a searchable resource library for people providing support for people with musculoskeletal conditions. http://mskhub.org.uk/</p>

3. Attendance management

How information is used by the organisation to help managers support attendance, reduce sickness absence and inform management practice.

Criteria	What this might look like	Resources
F3.1 A clear attendance management policy/guidance is in place and procedures are known to employees*. <input type="checkbox"/>	There is an up-to-date absence management policy/guidance. Employees are aware of the absence management policy, for example through induction processes and management training.	Standard forms and guidance are available from the Health and safety executive See: http://bit.ly/1L4zHza HSE managing sickness absence and return to work in small businesses Short fact sheet for small employers, giving advice on what employers should do at regular intervals of an employee's absence from 3 to 28 days. http://bit.ly/1DYd7X5 Standard forms and guidance – Acas provides a useful advisory booklet on managing attendance and employee turnover. http://bit.ly/1zZlqjH
F3.2 Contact is maintained with absent employees to provide support and aid return to work. <input type="checkbox"/>	The absence management policy/guidance makes it clear how important it is to maintain contact with absent employees.	
F3.3 Return to work interviews are conducted and recorded with concerns and appropriate support recorded and provided. <input type="checkbox"/>	Absence management policy/guidance includes return to work procedures. Examples of return to work interventions are available, such as an anonymous case study.	
F3.4 Specific risk assessments for individuals are carried out. These account for a person's health status. <input type="checkbox"/>	Evidence might include descriptive examples of individual risk assessments for those people with disabilities or additional needs, and of the reasonable adjustments that have been implemented.	

Criteria	What this might look like	Resources
<p>F3.5 Reasonable adjustments are available to employees in line with recommendations made in a statement of fitness for work (or 'fit note')*#.</p> <input data-bbox="678 507 748 558" type="checkbox"/>	<p>The absence management policy/guidance explains that reasonable adjustments are available. Evidence might include examples of how managers understand the term 'reasonable adjustments' (for example, when giving return to work interviews).</p>	<p>Working Time Regulations Guidance from the government can be found at: https://tinyurl.com/lo89ego The full legislation can be found at: https://tinyurl.com/7egngjy</p>
<p>F3.6 Working time protections are in place, including night time working and a maximum 48-hour week*#.</p> <input data-bbox="678 1133 748 1184" type="checkbox"/>	<p>According to the Working Time Regulations 1998 (aka the 'working time directive'), employees are not permitted to work more than 48 hours a week on average; normally averaged over 17 weeks. However, workers can choose to work longer hours by opting out of the 48-hour week.</p> <p>Some employers ask employees to opt-out of the Working Time Directive as the default option in their employment contract. Where this is the case, you must provide evidence that workers have the right to opt back in to the working time directive.</p>	<p>Shared Parental Leave Guidance on workers' rights to parental leave is provided on the gov.uk website: https://tinyurl.com/lghrl6e The full legislation is available at: https://tinyurl.com/yak9n6wn</p>

Criteria	What this might look like	Resources
<p>F3.7 The organisation is aware of and complies with laws governing leave under special circumstances, such as Shared Parental Leave and unpaid leave for family and dependants*#.</p> <div><input type="checkbox"/></div>	<p>Shared Parental Leave (SPL) enables eligible mothers, fathers, partners and adopters to choose how to share time off work after their child is born or placed for adoption. This could involve returning to work for part of the time and then resuming leave at a later date. This is laid out in the Shared Parental Leave Regulations 2014. Evidence might include an attendance management or HR policy where parental leave is mentioned and/or examples of where requests have been made by a worker.</p>	

MENTAL HEALTH AND WELLBEING

4. Organisational policies and culture

How the organisation protects and enhances the mental wellbeing of workers through policies and procedures and by creating a positive culture.

Criteria	What this might look like	Resources
<p>F4.1 Where business operations allow, employees have the freedom to design their own work schedules, that is they can choose when to complete allocated tasks.</p> <div><input type="checkbox"/></div>	<p>This criterion is not just about flexible working; it is about giving workers the freedom and autonomy to schedule their own tasks. Obviously, there will be situations where business operations dictate that certain tasks are undertaken at fixed times, for example teaching to a school timetable and opening a bar at a set time. However, where business operations permit, an appropriate level of freedom and autonomy should be offered to workers. Evidence might include guidance for managers, results of employee engagement surveys and worker testimonials.</p>	<p>NICE guidance on workplace policy and management practices Designed to improve the health and wellbeing of employees this guidance focuses on the organizational culture and the role of line managers. http://www.nice.org.uk/guidance/ng13</p> <p>HSE Management Standards The HSE have published a set of six standards which summarise the optimal environment for minimising stress in the workplace. These are: demands, role, control, support, relationships and change. https://tinyurl.com/q4293</p>
<p>F4.2 The organisation is aware of risks relating to work-related stress (for example, as set out in the Health and Safety Executive's Management Standards). Action is taken to prevent it being a problem for staff.</p> <div><input type="checkbox"/></div>	<p>Evidence might include a mental wellbeing statement/policy that states the HSE management standards for factors that influence stress. The mental wellbeing statement/policy is available to all employees.</p>	<p>HSE/CIPD line manager competencies The HSE in collaboration with the CIPD and have produce a set of management competencies for preventing and reducing stress at work. https://tinyurl.com/y8tow5cd</p>

Criteria	What this might look like	Resources
<p>F4.3 People seeking to address mental health issues are fully supported by the organisation at all levels.</p> <p><input type="checkbox"/></p>	<p>Supportive guidance is provided to aid employees with mental health issues. Evidence needs to show how the employer has supported or has the capability to support individuals who have issues that affect their mental health.</p>	
<p>F4.4 Mechanisms are in place which allow all workers to raise concerns (in confidence when requested) about workplace issues that are negatively impacting their wellbeing. For instance, lack of support and harassment.</p> <p><input type="checkbox"/></p>	<p>Evidence might include a competency framework for managers; and management training on wellbeing, stress management and/or resilience.</p>	
<p>F4.5 Mutually beneficial shift patterns and times are agreed with workers through workforce consultation and negotiation*.</p> <p><input type="checkbox"/></p>	<p>Evidence might include a competency framework for managers; and management training on wellbeing, stress management and/or resilience.</p>	

5. Management knowledge and behaviours

The role managers play in promoting and protecting the mental wellbeing of employees and allowing people to develop and succeed at work.

Criteria	What this might look like	Resources
F5.1 Line managers have access to training in basic people management skills and are encouraged to attend*. <div></div>	<p>Workshops, coaching and/or written guidance is provided to line managers explaining the basics of good people management practice. Topics might include performance management, conducting appraisals, managing attendance and coaching skills.</p> <p>Evidence might include a list of training courses attended and relevant qualifications; books or training manuals provided; and prior experience in a people management role.</p>	<p>The following organisations offer training and qualifications on management, leadership and coaching skills:</p> <p>Institute of Leadership & Management (ILM) https://www.i-l-m.com/</p> <p>Chartered Institute of Management (CMI) https://www.managers.org.uk/</p> <p>Chartered Institute of Personnel & Development (CIPD) https://www.cipd.co.uk/learn</p>
F5.2 Workers can have regular one-to-one meetings with their immediate line manager. <div></div>	<p>Evidence might include email communications, calendar entries, testimonials from workers.</p>	
F5.3 All workers have clear roles and responsibilities, so they know what is expected of them at work*. <div></div>	<p>Evidence might include job descriptions, employment contracts, and project plans.</p>	

Criteria	What this might look like	Resources
F5.4 Line managers regularly review workload to check demands placed upon staff are achievable in relation to their hours of work. <input type="checkbox"/>	Evidence might include HR policies and procedures; guidance for managers on conducting supervisory sessions; email communication with workers.	HSE Management Standards The standard relating to demands, includes: "The organisation provides employees with adequate and achievable demands in relation to the agreed hours of work"; and "People's skills and abilities are matched to the job demands." https://tinyurl.com/q4293 Research findings that guide reward and recognition Published by the CIPD: https://tinyurl.com/y8224xng NICE quality standards (QS 147) See: https://tinyurl.com/zaolxw6 Fit for Work occupational health advice Fit for Work offers free, expert and impartial advice to anyone looking for help with issues around health and work. https://fitforwork.org/
F5.5 Line managers ensure that workers are fairly rewarded for the effort they put into their work, through appropriate pay, rewards and praise/recognition. <input type="checkbox"/>	Evidence might include HR policies and procedures; guidance for managers on conducting supervisory sessions; email communication with workers; testimonials from workers.	
F5.6 Line managers provide support for workers if they suspect they are suffering from stress. <input type="checkbox"/>	Support can involve addressing work issues and understanding how to carry out a stress risk assessment. In addition, it can involve identifying internal services (such as occupational health) and external services that may be able to help. (The latter could include Fit for Work occupational health services, an employee assistance programme or the employee's GP). Evidence might include leadership and management training courses.	

6. Employee knowledge and resilience

How the organisation supports staff to manage life's normal stresses, work in a productive and fulfilling manner and manage mental distress.

Criteria	What this might look like	Resources
<p>F6.1 All workers are provided with on-the-job training, so they have the skills required to fulfil their role*.</p> <div><input type="checkbox"/></div>	<p>Evidence might include support and development provided by managers; availability of training courses, either internally (face-to-face and/or e-learning) and externally. Ideally a training needs analysis will be undertaken to identify individual development needs.</p>	<p>Evidence-based guidance from NICE on promoting mental wellbeing at work Including tools and resources like building a business case, costing tool for employers, a guide to resources, and advice for small and medium sized businesses. https://tinyurl.com/y2cokacy</p>
<p>F6.2 Employees are aware of the support provided by the organisation, including when and how to access it. For example, managerial support, training, coaching and mentoring.</p> <div><input type="checkbox"/></div>	<p>This criterion requires some evidence that support provided by the organisation is actively promoted, for example in the employee's handbook, intranet, induction training, team meetings, and senior leader Q&As.</p>	<p>MIND guidance on promoting wellbeing and tackling the causes of work-related mental health problems https://tinyurl.com/y87psdux</p>

Criteria	What this might look like	Resources
<p>F6.3 The organisation acts to help reduce the stigma around mental ill-health.</p> <p><input type="checkbox"/></p>	<p>Examples might include:</p> <ul style="list-style-type: none"> managers talking about mental health to employees to provide re-assurance that mental health problems are common and not a sign of weakness The organisation seeking to remove barriers that would prevent employees raising mental health issues, such as signing up to the Time to Change campaign Providing information and resources about mental health on an intranet site, shared file system or wellbeing event 	<p>Time to Change</p> <p>This is England's biggest programme to challenge mental health stigma and discrimination. Time to Change work with organisations from all sectors to improve policy and practice around mental health discrimination.</p> <p>http://bit.ly/1cds063</p> <p>A UNISON guide on how to tackle bullying at work</p> <p>https://tinyurl.com/jbhzamz</p>
<p>F6.4 Information about mental health and wellbeing, including work-related stress, is available and actively promoted to employees.</p> <p><input type="checkbox"/></p>	<p>Employees have been given information about mental health and stress at work. Evidence might include information on an intranet site, training courses, leaflets, and posters promoting wellbeing.</p>	

HEALTHY LIFESTYLE PROMOTION

7. Physical activity

How the organisation promotes the importance and benefits of regular physical activity and creates opportunities for workers to become more active.

Criteria	What this might look like	Resources
<p>F7.1 Appropriate, acceptable and accessible information about the benefits of physical activity is provided and actively promoted.</p> <div data-bbox="674 1082 741 1129" style="border: 1px solid black; width: 30px; height: 30px; margin-left: auto;"></div>	<p>This information could be provided via intranet, file sharing system or knowledge hub. Other ways to promote information is via posters/ newsletters/bulletins promoting the benefits of physical activity and activities in the local area.</p>	<p>British Heart Foundation Free ideas and challenges on how employees can remain active at work. http://bit.ly/17bdrF3</p> <p>NICE guidelines on promoting physical activity in the workplace http://bit.ly/1Dhh368</p> <p>Promoting physical activity in the Workplace, Business case tool Allows organisations to calculate savings attributed to physical activity in their workplace http://bit.ly/19oeFy6</p>

Criteria	What this might look like	Resources
<p>F7.2 The minimum legally required breaks are taken by all employees and employees are encouraged to take regular breaks*#.</p> <div data-bbox="674 818 741 868" style="border: 1px solid black; width: 30px; height: 30px; margin-left: auto; margin-top: 20px;"></div>	<p>Workers have the right to one uninterrupted 20-minute rest break during their working day, if they work more than 6 hours a day. This could be a tea or lunch break. They must work in excess of 6 hours. To fulfil this criterion, employees should be allowed and actively encouraged to take breaks in compliance with the Working Time Directive.</p> <p>Evidence might include work schedules including details of an individual's breaks. It might also include information given at induction, staff training, and training for managers.</p>	<p>Rest breaks at work - Summary of legal obligations https://www.gov.uk/rest-breaks-work</p> <p>Information on Working time directive https://tinyurl.com/5zfjh8</p>

8. Healthy eating

How the organisation actively encourages and enables staff to eat healthily.

Criteria	What this might look like	Resources
<p>F8.1 Appropriate, acceptable and accessible information about the benefits of healthy eating is provided and actively promoted*.</p> <div data-bbox="656 1323 725 1374"></div>	<p>Evidence might include information provided on the intranet and file sharing systems. Other options for promotion are leaflets, posters and other campaign materials. Suggestions for promoting healthy eating include offering healthy snacks in staff social activities, starting a staff fruit bowl, sharing recipes and home-cooked meals.</p>	<p>British Heart Foundation Health at Work A range of resources available, including a free Think Fit pack and ideas on promoting healthy eating and well-being in the workplace. http://bit.ly/1FST0sx</p> <p>Change 4 Life Employer Pack A campaign pack for employers to help encourage healthier workspaces, including posters, challenge guides and tray liners. Register at the link below: http://bit.ly/1v5ss6f</p> <p>Food Standards Agency – toolkit Guidance notes for business on safety and hygiene legislation including the 2006 food hygiene legislation. See: http://bit.ly/1L4PSfX and http://bit.ly/1CAIORP</p> <p>Healthier and more sustainable catering: Nutrition principles – Guidance from Public Health England to help caterers cook and serve healthier more sustainable food and drinks: http://bit.ly/1fYl28q</p>

Criteria	What this might look like	Resources
F8.2 Any kitchen facilities or beverage areas are in good condition, conform to the highest possible standards of food hygiene and situated away from work areas. <input type="checkbox"/>	Where kitchen facilities are provided by the employer they are in good condition. If the organisation provides a canteen, food hygiene certificates are in place and there is evidence of kitchen inspections, cleaning rotas and feedback from staff.	Localising the Public Health Responsibility Deal A tool kit for small and medium-sized businesses to support their staff and customers. https://tinyurl.com/btlllyk8 Eatwell Plate https://tinyurl.com/y8ai5o6j NHS choices Livewell - Evidence-based information and tips about healthy eating. http://bit.ly/1qf6OoD
F8.3 Use of kitchen facilities is promoted to enable regular breaks away from the work area. <input type="checkbox"/>	Evidence might include a description of tea/coffee/eating areas.	
F8.4 All workplaces have access to fresh drinking water. <input type="checkbox"/>	Evidence of this could include photos/numbers of drinking water taps and their schedule of maintenance.	British Dietetic Association Work Ready Programme A range of evidence-based, industry-specific resources for promoting healthy eating in the workplace. These include feel-well checklists; food fact sheets and lunch signs; workshops and presentations (for example Eat Well Work Well) and a toolkit 'Stay Afloat Keep Hydrated' which supports understanding about the importance of drinking adequate water. There is also a vending guidance leaflet and expertise to support organisations in maximising a healthy vending experience. https://www.bdaworkready.co.uk/

Criteria	What this might look like	Resources
F8.5 Where vending machines with food and snacks are provided, they comply with catering standards laid out by Public Health England (PHE) [§] . <input data-bbox="672 630 741 679" type="checkbox"/>	Public Health England recommends that "vending machines [are] stocked with healthier options to offer a choice to consumers that want lower calorie drinks and snacks." Evidence might include photographs of vending machines or the contract with the vending supplier. This criterion obviously only applies if your workplace provides vending machines.	Hospital vending machines Research findings published PHE on how changes to vending machine product availability and positioning can alter purchasing choices.

9. Alcohol, smoking and substance misuse

How the organisation goes beyond minimum legal requirements to encourage employees to stop smoking. How it promotes the safe and sensible use of alcohol and responds to problematic use of alcohol and other substances.

Criteria	What this might look like	Resources
<p>F9.1 The organisation's management team is aware of its duties under smoke-free legislation and complies with it[#].</p> <div data-bbox="633 1082 705 1134" style="border: 1px solid black; width: 30px; height: 30px; margin-left: auto; margin-top: 20px;"></div>	<p>Smoking isn't allowed in any enclosed workplace, public building or on public transport in the UK. Businesses must: (1) display 'no smoking' signs in all workplaces and vehicles (signs in Wales must be in both Welsh and English) and (2) make sure people don't smoke in enclosed work premises or shared vehicles. Evidence of fulfilment of this criterion should include how management is made aware of their duties, for example through briefings, training, and/or induction training.</p>	<p><u>Tools for employers</u></p> <p>Law governing smoking in the workplace https://www.gov.uk/smoking-at-work-the-law</p> <p>Guidance on a smoke free policy template: Provides a free downloadable smoke free policy template. http://bit.ly/1zZrGYR Employers who are considering whether to allow use of nicotine vapourisers in their policy can consider the five questions set out by Action on Smoking and Health (ASH) in their paper: 'Will you permit or prohibit electronic cigarette use on your premises?' This can be accessed here: http://bit.ly/1CAdl4K</p>

Criteria	What this might look like	Resources
F9.2 All workers (including new employees) are made aware of how to access policies, information and support services related to smoking, alcohol and substance misuse. <input type="checkbox"/>	Evidence should include information on where 'No smoking' signs are displayed in the organisation (for example in vehicles or the front entrance). Evidence might also include information in staff code of conduct, induction, on the staff intranet or in a relevant policy.	Information from Acas on use of E-cigarettes in the workplace and supporting employees to stop smoking: http://bit.ly/1bNb4Lg Evidence-based guidance from NICE on workplace interventions Designed to promote smoking cessation http://www.nice.org.uk/guidance/ph5 including tools and resources such as costing templates for building a business case, and a return on investment tool for local government. https://tinyurl.com/yyda6g3w
F9.3 Sources of further information and support to quit smoking are regularly available. <input type="checkbox"/>	Employees have been given information about the effects of smoking. Evidence might include leaflets with information promoting no smoking and availability of support to quit. This could be provided on a staff noticeboard.	
F9.4 A smoke-free policy is in place and the workforce is aware of it and kept informed of any changes. <input type="checkbox"/>	Evidence should include the smoke-free policy and an account of how it was developed and communicated to staff.	

Criteria	What this might look like	Resources
F9.5 There is an alcohol and substance misuse policy/statement around the use of alcohol and other substances at work (including alcohol at business functions) that is clear and consistent. <input type="checkbox"/>	Evidence might include a statement on alcohol and substance misuse in the staff code of conduct or a relevant policy.	<u>Tools for employers</u> Tackling alcohol and drugs in the workplace: a toolkit for businesses Produced to help businesses manage issues around alcohol and drug misuse, with guidance on developing a workplace alcohol policy. http://tinyurl.com/ngep2me
F9.6 Employees are given information about the effects of alcohol and substance misuse that is appropriate, acceptable and accessible. <input type="checkbox"/>	This might include information in employee induction packs, in staff briefings/weekly meetings or through a health promotion event. It could be through posters or leaflets promoting safe drinking and availability of support.	Health and Safety Executive Guidance on how to deal with workplace alcohol and drugs issues: http://bit.ly/1CAAdGEo
F9.7 Employees are supported in seeking help to treat alcohol or substance misuse issues. This includes providing sources of further information and support that are readily available and actively promoted. <input type="checkbox"/>	Evidence might include a description of where this information exists and how it is communicated to staff.	Drugs, alcohol & tobacco: a toolkit for employers https://tinyurl.com/yaffrf4t <u>Tools for employees</u> Drink Checker A website with resources for everyone, including an alcohol self-assessment test, a unit calculator, and many other resources. You will need an access to code to use the resources on the site: https://tinyurl.com/yd5wcczv Department of Health – ‘Your drinking and you’ leaflets: http://bit.ly/1Av1rLS Change4Life swap materials http://bit.ly/1CAAdPHW

APPENDIX: GENERAL LHWA TERMS

1. All LHWA awards are valid for four years. Organisations are required to re-apply for the award no later than four years and five months after the date of the last accreditation otherwise the award will lapse.
2. To maintain accredited status, organisations are also required to submit the following information every year*:
 - a. Contact details of a named individual with responsibility for the award
 - b. An overview of current health and wellbeing activities (within the last 12 months)
 - c. A summary of progress on actions recommended in the feedback report at the time of last accreditation or last contact with the LHWA delivery team
 - d. A summary of what is going well and any current challengesIf an annual submission is not received by the deadline specified by the Greater London Authority, the award will lapse.
3. Applications for the LHWA will be refused where insufficient evidence is submitted.

*The first submission is required 12 months after accreditation.

City Hall
The Queen's Walk
More London
London SE1 2AA

www.london.gov.uk
enquiries 020 7983 4000
minicom 020 7983 4458

Last updated: 08-May 2019