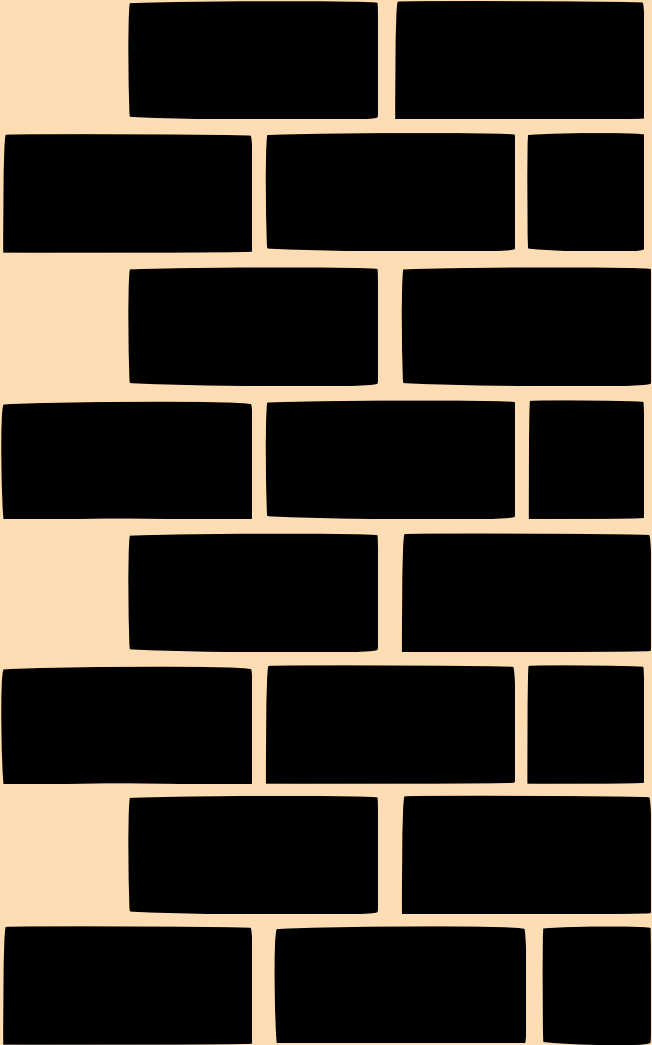




Your free toolkit to build better employee wellbeing.

The employee wellbeing
and performance experts
[goodshape.com](https://www.goodshape.com)

April 2023
Presented by:
Jonathan Best

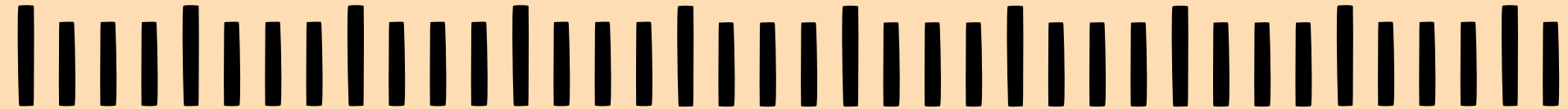


**GOOD
SHAPE**

**Is your
organisation
in good
shape?**

**How do
you
know?**

Wellbeing is hard to measure...



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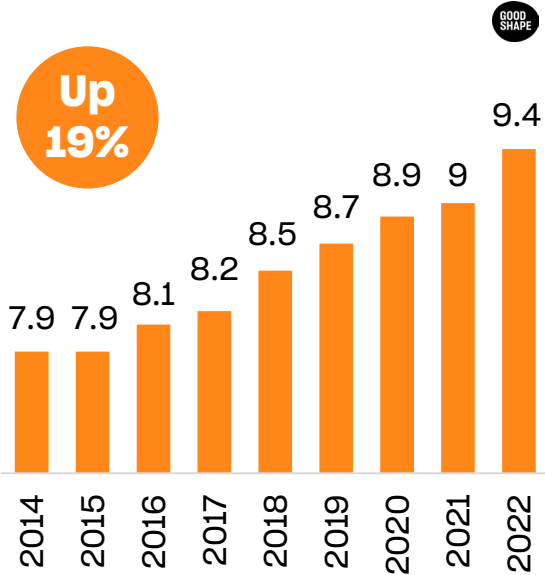
**Is your employee
wellbeing better now
than 5 years ago?**





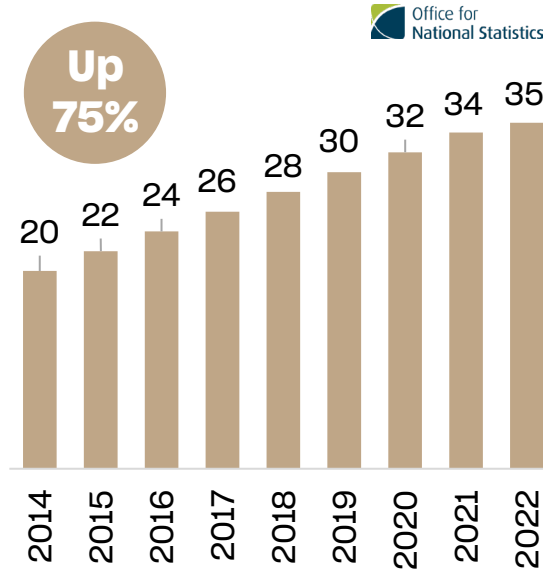
...because at a macro level it looks like things are getting worse?

9 days lost per employee



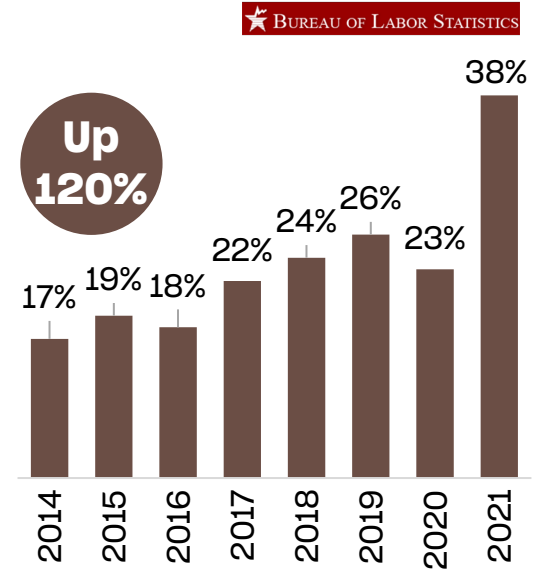
Absence

35 days lost per employee



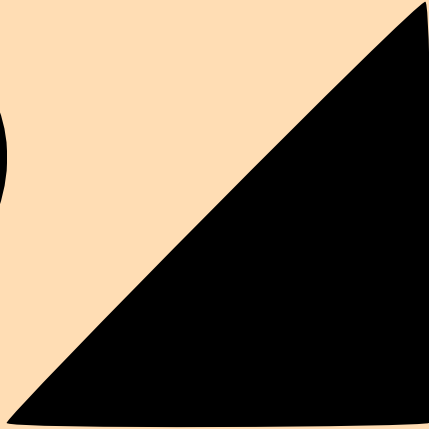
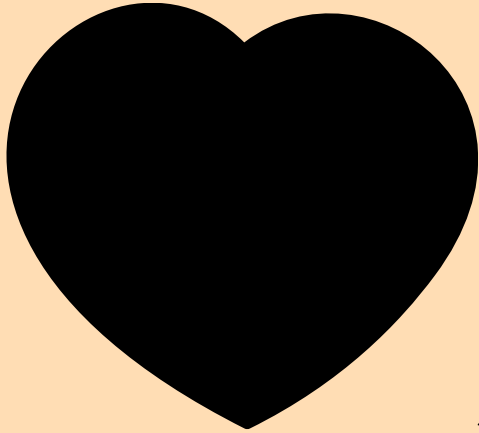
Presenteeism

38% staff turnover



Staff turnover

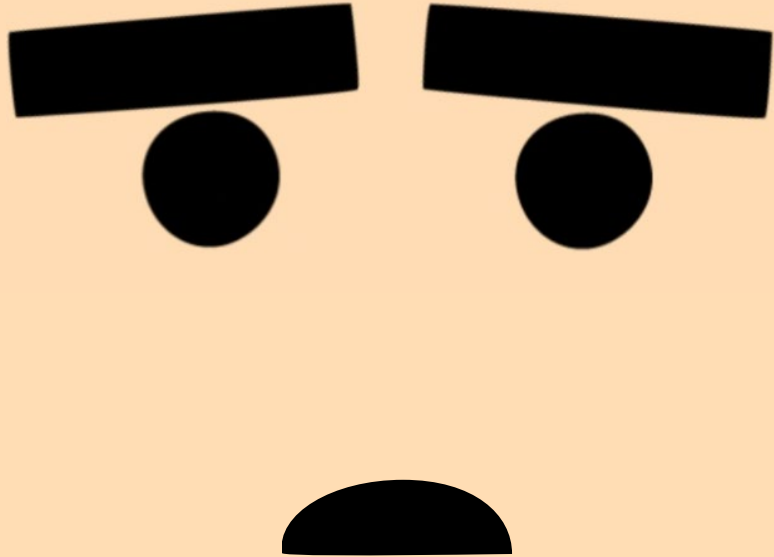
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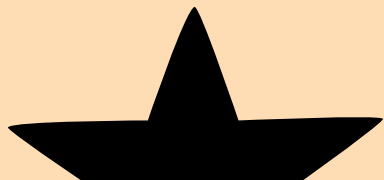
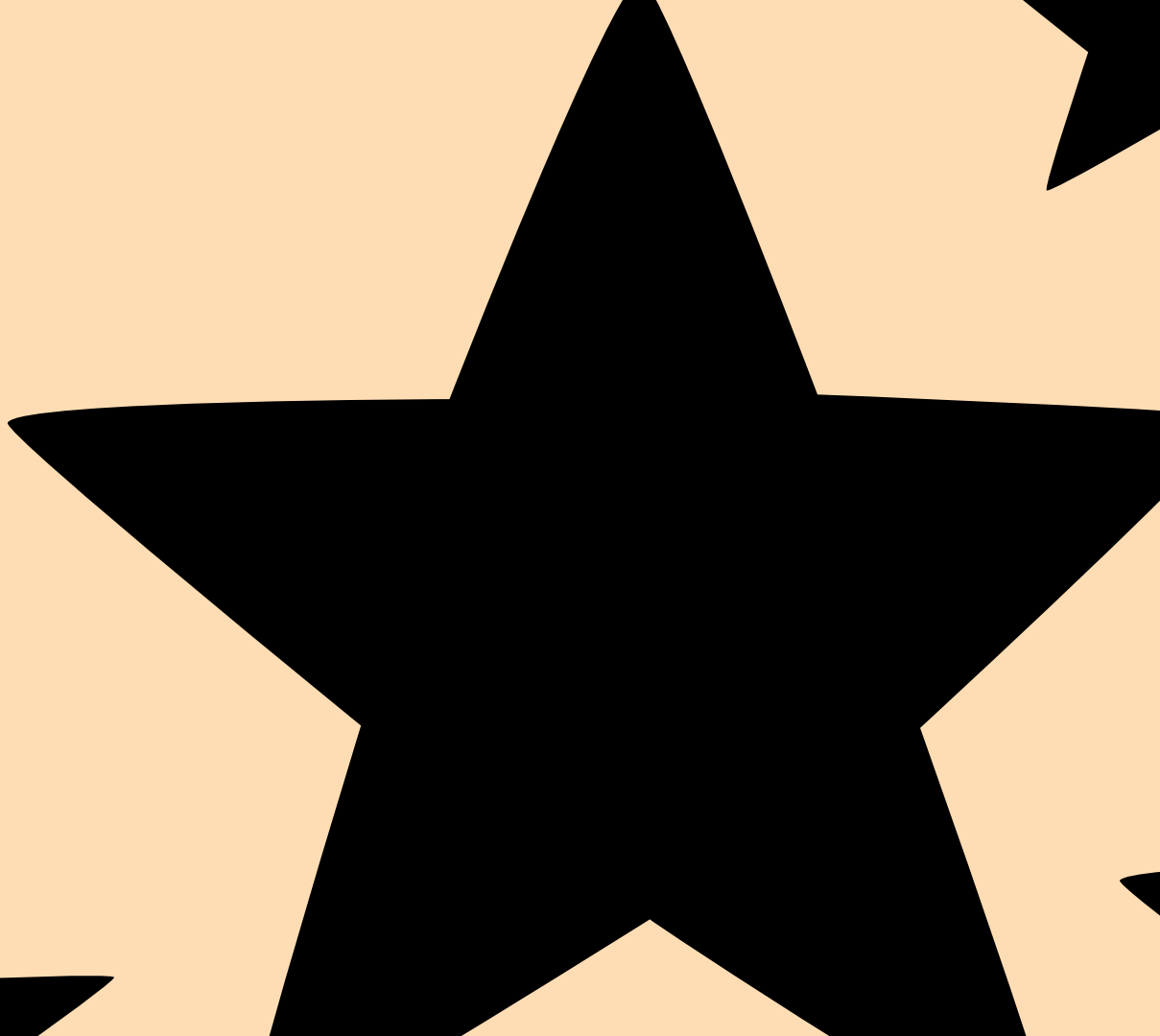
**What value
do wellbeing
investments
bring to your
business?**

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**Are your
people
happier
and more
productive?**



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**Has your
Occupational Health
performance
improved?**

**Which types of
health issues are
rising and falling?**



Tools for better wellbeing.

For each tool, we'll discuss:

- 1. Current approaches.**
- 2. Best practice.**
- 3. Benchmark results.**

Tool 1:

Employee surveys.

What works well?

What doesn't work well?

What are the limitations?

Employee surveys: suggested questions



- **How has your health and wellbeing changed since the last survey?**
 - Improved
 - Worsened
 - Stayed about the same
- **How comfortable are you talking openly with your manager about:**
 - Physical health issues?
 - Mental health issues?
 - Sensitive men's or women's health issues?
 - Financial health issues?

Employee surveys: suggested questions



- **Since the last survey, have you worked through:**
 - Physical illness? (number of days)
 - Mental illness? (number of days)

Employee surveys: suggested questions



- **Of the following wellbeing initiatives that we provide:**
 - Have you used <initiative here> since the last survey?
 - Was your experience:
 - Positive?
 - Negative?

Common examples

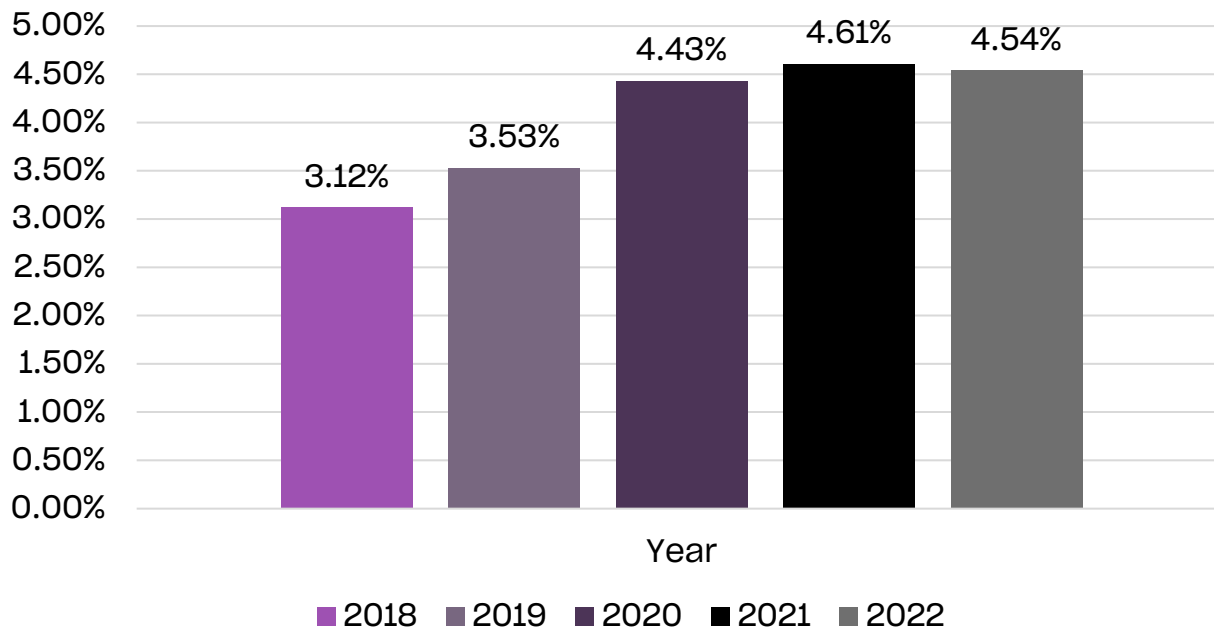
Employee Assistance Programme	Occupational Health	Mental Health First Aid / Counselling	Fast-track Physiotherapy
Gym Membership	Financial Coaching	Cycle to Work	Flexible Working

Employee surveys: Benchmark Results



Has your health and wellbeing changed since the last survey?

UK absence rate



= 485k
more people
absent daily
(2018 vs 2022).

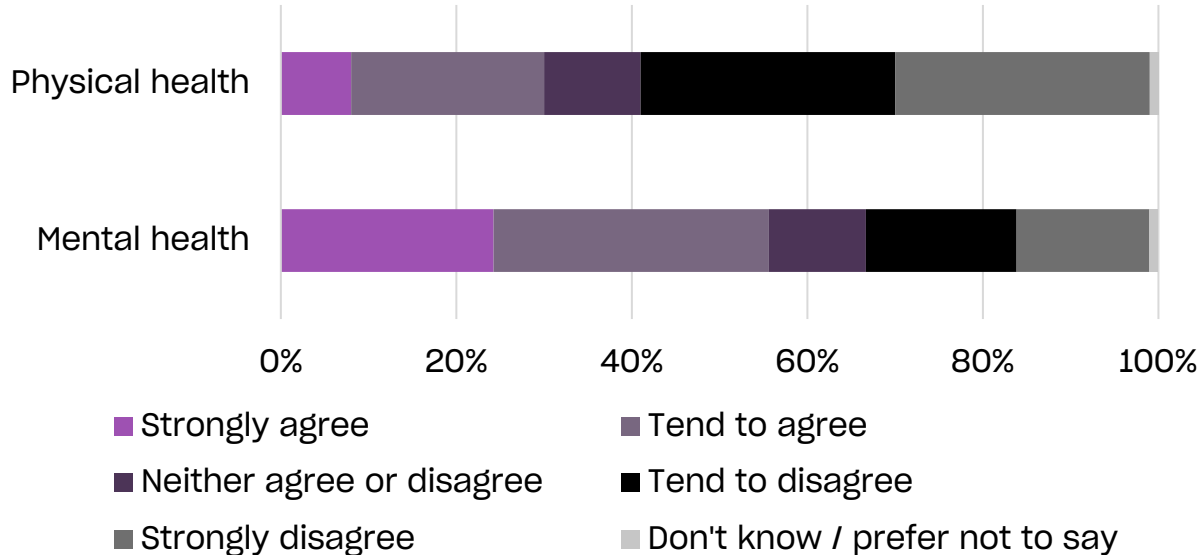
= 1.5m
UK workers
absent daily
(2022).

Employee surveys: Benchmark Results



How comfortable are you talking openly with your manager about health issues?

I would feel worried calling in sick to report an absence from work for:



30%
agreed for
physical health.

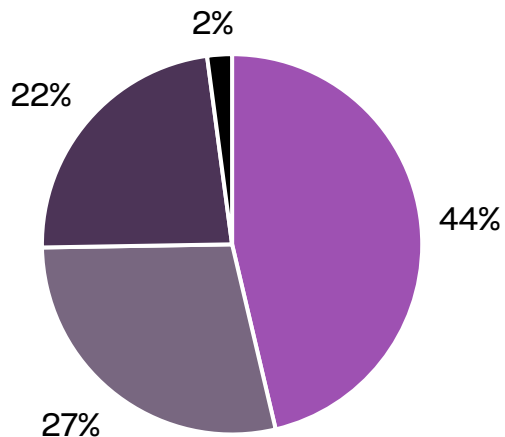
55%
agreed for
mental health.

Employee surveys: Benchmark Results



How comfortable are you talking openly with your manager about health issues?

Preferred contact for discussing physical health difficulties.



- Independent clinical specialist
- UK-based registered nurse
- Manager
- Work community support group

Only 22%
of employees would feel most comfortable discussing physical health concerns with their manager.

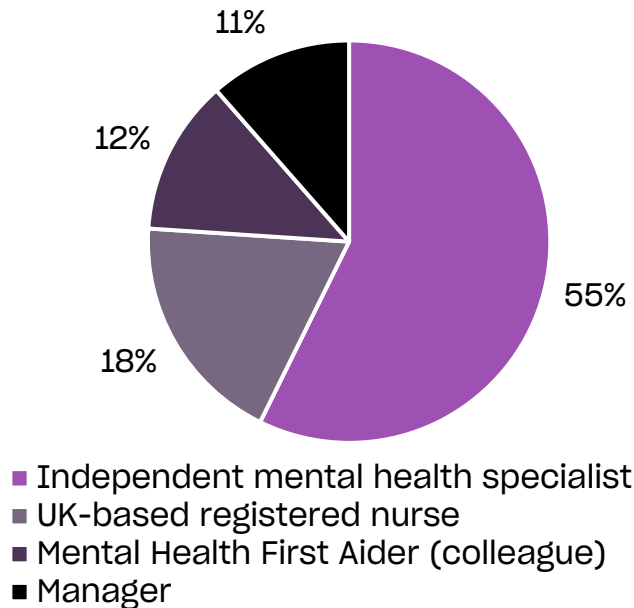
YouGov®

Employee surveys: Benchmark Results



How comfortable are you talking openly with your manager about health issues?

Preferred contact for discussing mental health difficulties.



Only 12%
of employees would feel most comfortable discussing mental health concerns with their manager.

YouGov®

Employee surveys: Benchmark Results



How comfortable are you talking openly with your manager about health issues?

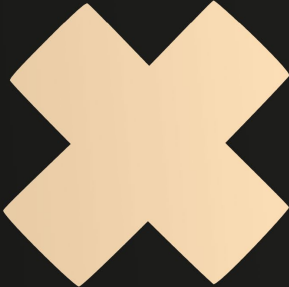
45%
of managers
have had no training
to support
employee wellbeing.



23%
of HR professionals
have had no training
to support
employee wellbeing.



Why employee wellbeing isn't working.



+ And what you need to do about it.

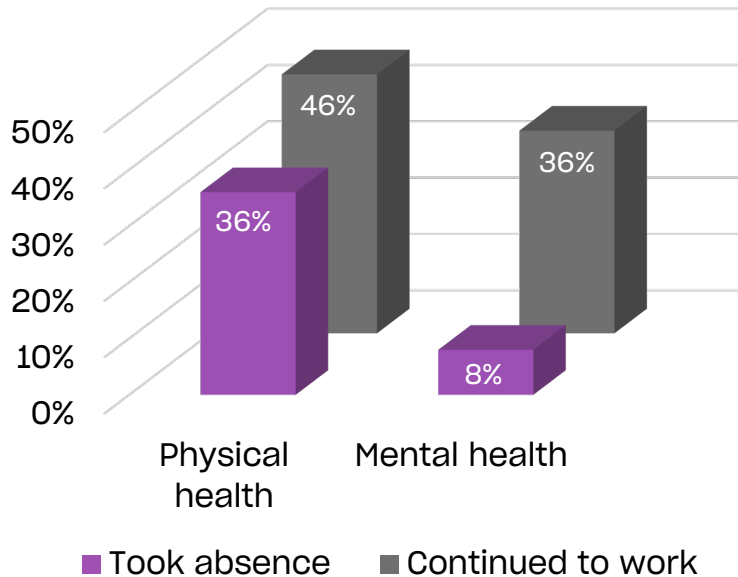


Employee surveys: Benchmark Results



Have you worked through physical or mental illness?

Presenteeism



46%
worked through
physical health
concerns.

36%
worked through
mental health
concerns.

April 2023

**What your employees
aren't telling you.**

**The truth about wellbeing,
openness, and absence.**

GOOD SHAPE **YouGov**

Employee surveys: Benchmark Results



Have you used the support initiatives we provide?

EAP usage by sector

Sector	Average usage
Services	11.1%
Public administration	10.2%
Charity	11.7%
Manufacturing	10.8%
Retail	10.3%
Agriculture	4.6%
Finance	10.2%
Transport / Utilities	11.9%

“The Agriculture sector figure is a demonstration of the potential impact of a dispersed workforce: where staff are less likely to be based centrally in office environment and without same level of access to HR, employer communications and manager presence.”



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Tool 2:

**Measure your
employee absence.**



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Tool 2:

Measure your
employee absences

DO YOU KNOW...

Your absence rate?

How much of Absence is MH Related?

Of MH Absence, how much is Workplace Related?

Does Work Related MH absence vary by:

Location, Age, Gender, Ethnicity, Inclusion

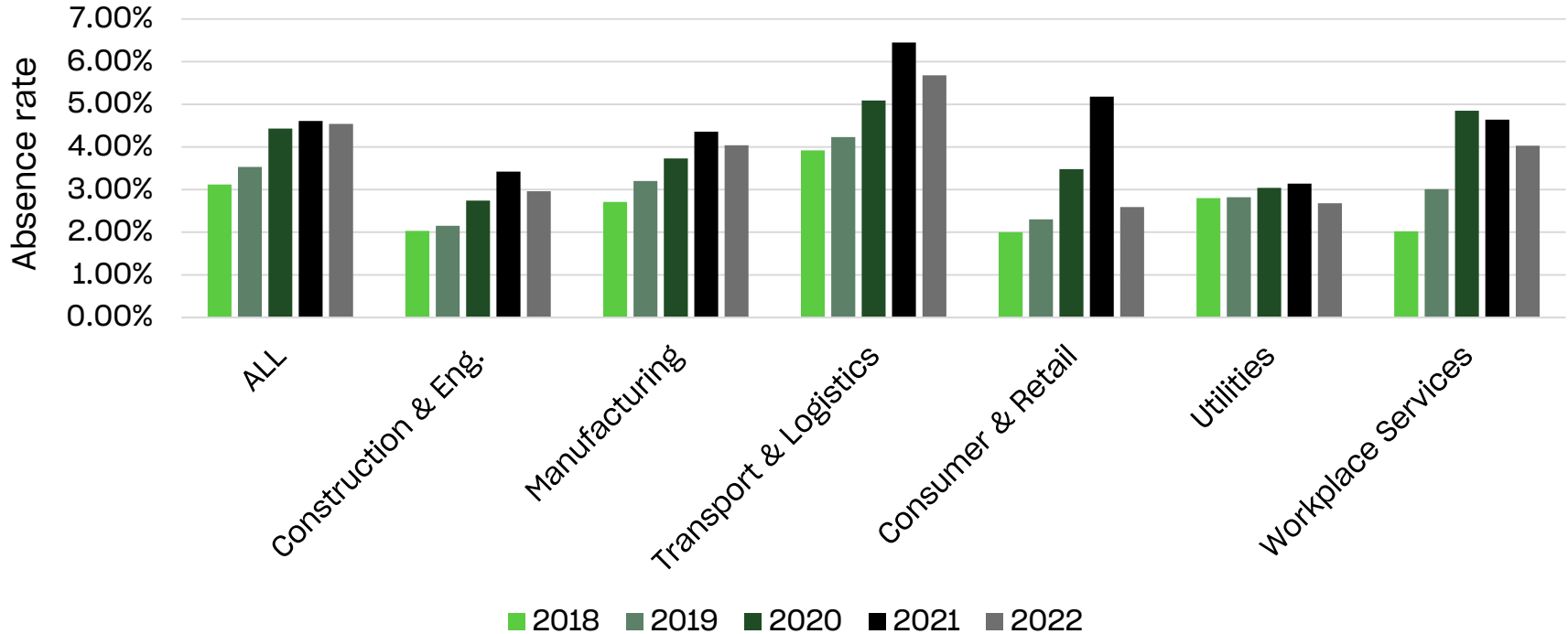
Is Absence easy to report on?

Do you know who's at future risk of Absences?

Measure your employee absence: Benchmark Results



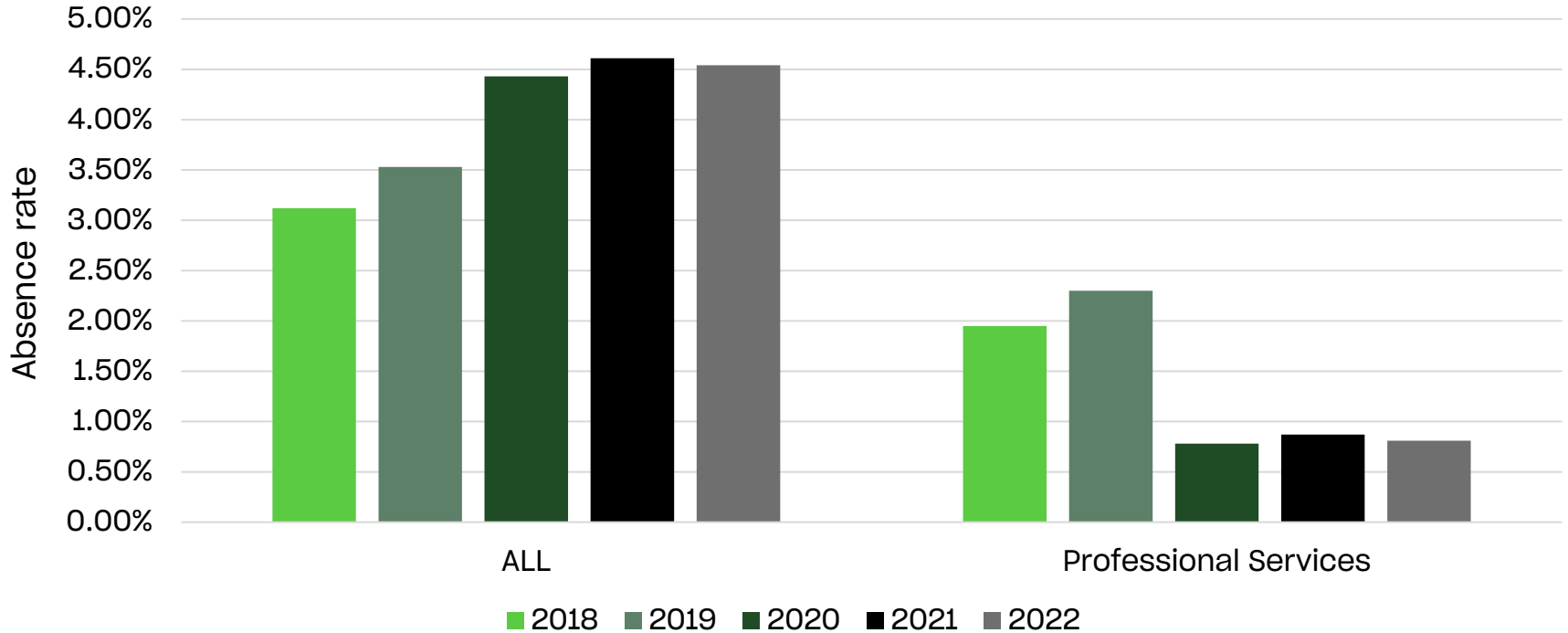
Absence rate by industry



Measure your employee absence: Benchmark Results



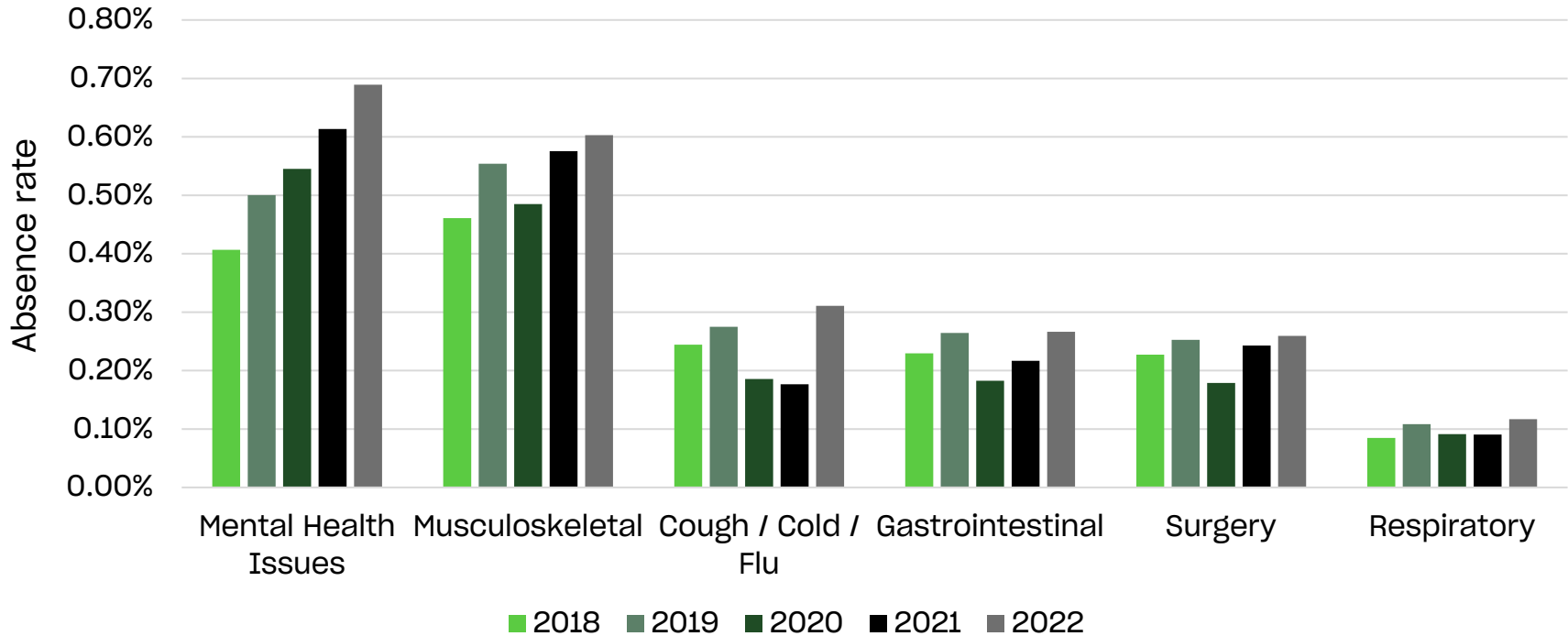
Absence rate by industry



Measure your employee absence: Benchmark Results



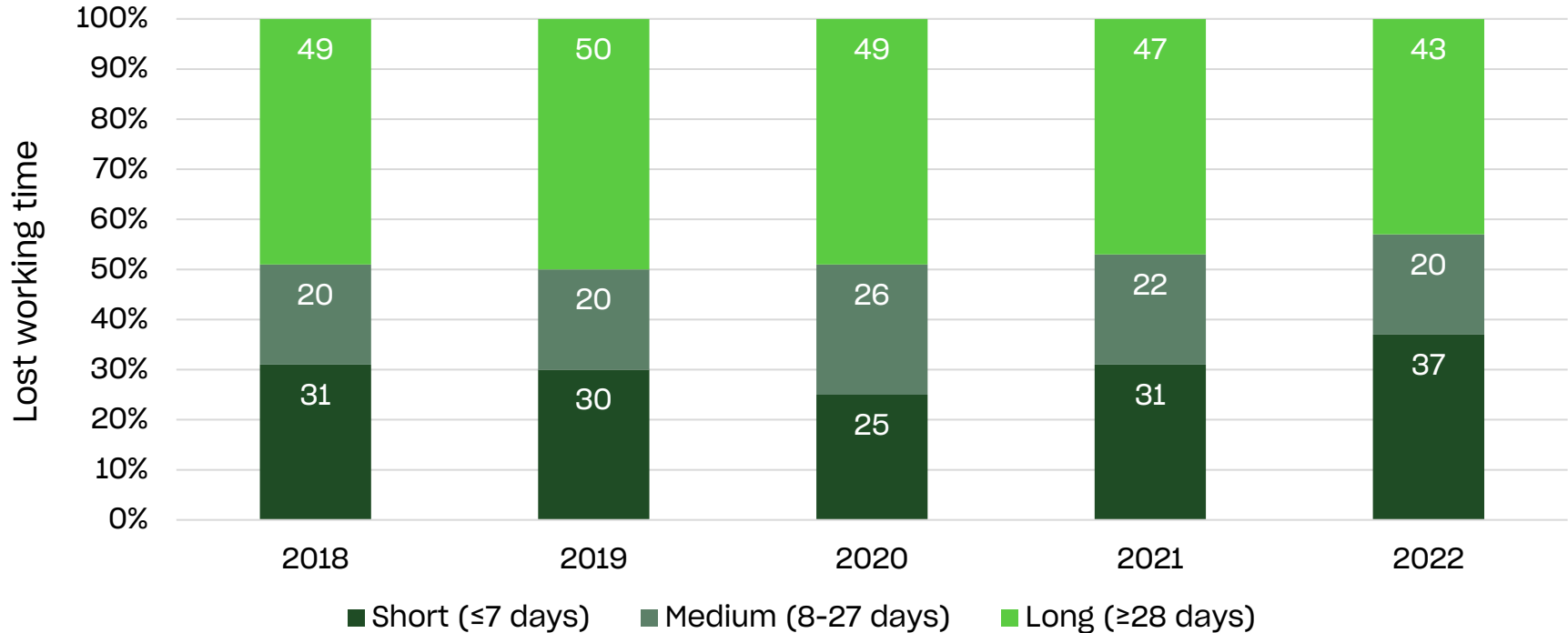
Main causes of absence



Measure your employee absence: Benchmark Results



Split between short, medium, and long-term absence



Measure your employee absence: Benchmark Results



Do you know who's at risk of long-term absence?

Organisation	Employees at risk of long-term absence in 12 months	% of workforce
Major NHS Trust	257	1.7%
Large NHS Ambulance Trust	189	5.9%
Large facilities management company	47	2.6%
Major manufacturing company	36	0.8%
Large FMCG company	67	1.3%

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Tool 3:

**Measure your
cost of ill-health.**

CONSIDER:

Lost productivity

Replacement cover

Cost of managing absence

Sick pay

Presenteeism

Attrition

Insurance costs (e.g. GIP)

Unreported absence

Process risks

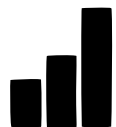
Employer brand impact

Understanding the hidden costs of employee absence

How will employee wellbeing impact your organisation in the next 12 months?

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Professional Services
Company with 12,500
Employees.



Annual costs

Lost productivity
of 126,600 lost working days
£14,305,800

Cost of replacing staff
to cover 20% of lost days
£3,433,392

Cost of managing
17,881 absence events
£126,287

Direct savings resulting from
13% reduction in absence
£2,332,512



Risks and liability

Number of days' absence
currently unreported
23,801

Absence events per annum without
a compliant return-to-work process
2,003

Employer brand

How is staff health and wellbeing
measured?

GoodShape clients typically:

- Eliminate unreported absence
- Ensure RTW processes are completed
- Have full and compliant documentation
- Increase adherence with absence policies



Employee wellbeing

Individual cases per annum

563	Depression
675	Musculoskeletal back issues
1600	Cough / Cold / Flu (exc. COVID)
788	Life-changing conditions
50	'Code Red' emergencies

Likely productivity loss due to
mental health-related presenteeism
£4,005,624

GoodShape helps employers:

- Understand the wellbeing of their people
- Improve scheduling and resource planning
- Forecast absence with confidence
- Gain insights that increase productivity

Impact of Absence Calculator

Understand the true financial and operational costs of absence on your organisation.

Including:

- **Direct costs**
Lost productivity, sick pay.
- **Indirect costs**
Management time, unreported absence, impact of cover staff on efficiency.
- **Sector-specific defaults**

Scan the QR code on your flyer or visit us at Stand W622 to get started.



...and don't forget about the Value of Good Health

BUSINESS
IN THE
COMMUNITY

The Prince's
Responsible
Business Network

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Report

PRIORITISE PEOPLE: UNLOCK THE VALUE OF A THRIVING WORKFORCE

April 2023

<https://www.bitc.org.uk/report/prioritise-people-unlock-the-value-of-a-thriving-workforce/>

“Value of improved Productivity, Attraction & Retention
= £4,000 - £7,000 per Employee
= £120Bn - £220Bn for the UK economy”.

With research from

McKinsey
Health Institute

Tool 4: Wellbeing audit.

**HOW MANY WELLBEING
INITIATIVES DO YOU HAVE?**

More than 5?

More than 10?

More than 20?

More than 30?

Don't know...?

Wellbeing audit

Which initiatives do you currently offer?

**Employee
Assistance
Programme**

Counselling

**Mental
Health First
Aid**

**Flexible
working**

**Gym
membership**

**Cycle to
work**

**Fast-track
Physiotherapy**

**Financial
coaching**

**Occupational
Health**

Wellbeing audit

Which initiatives do you currently offer?

**Employee
Assistance
Programme**

Counselling

**Fast-track
Physiotherapy**

**Mental
Health First
Aid**

**Financial
coaching**

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DO YOU KNOW...

How much you spend?

How much they're used?

How well they're received?

How well they meet the
absence-related needs
of your people?

Wellbeing audit: Benchmark Results



Do employees know about and use the initiatives you offer?

45

health interventions offered
by organisations, on average.

But only **61%**

of employees are aware of
them.

Vitality

80%

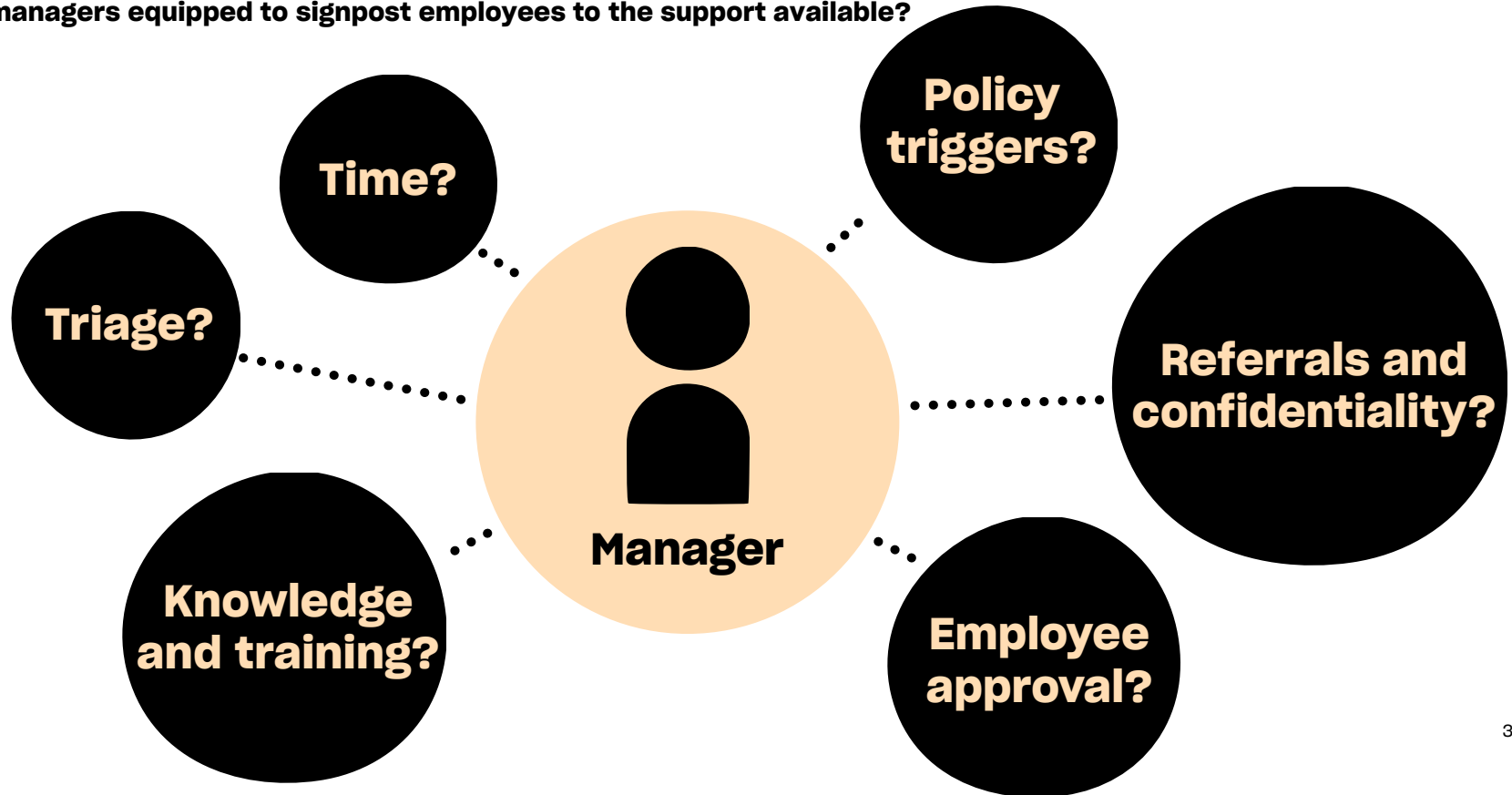
of employees don't know if
they have mental health
support at work.

Only **9%** use it.

plumm

Wellbeing audit

Are managers equipped to signpost employees to the support available?





Tools for better wellbeing.

- 1. Employee surveys.**
- 2. Measure employee absence.**
- 3. Measure cost of absence.**
- 4. Wellbeing audit.**

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Thank you!



**Scan the QR code on your flyer
to explore the tools we've discussed today.**

**And visit us at Stand W622
to find out more about GoodShape.**

The employee wellbeing
and performance experts

goodshape.com

**GOOD
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**Your free toolkit
to build better
employee wellbeing.**



Thanks for joining our interactive
workshop.

Healthy people are the key to
organisations not only surviving, but
thriving in the modern world of work.

Having an accurate, data-based picture
of wellbeing is the best way to
confidently tackle the challenges that
are keeping business leaders awake at
night.

Scan the QR code to get going, and
further explore the resources we've
discussed today.

The employee wellbeing
and performance experts
goodshape.com



Theatre 2
25/4/23 | 13:30 - 14:15
26/4/23 | 11:45 - 12:30