

MAYOR OF LONDON



LONDON HEALTHY WORKPLACE AWARD

SELF-ASSESSMENT FRAMEWORK FOR
COMMUNAL WORKSPACE AWARD

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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.

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To gain one of these awards, organisations must show how they fulfil all the criteria under each standard relevant to the award they are applying for.

COMMUNAL WORKSPACE

This award recognises that many Londoners work as freelance contractors or in micro businesses and SMEs, occupying co-working spaces across the capital. Providers of co-working space can do a lot to support their customers' health and wellbeing. The aim of this award is to encourage best practice amongst providers. Communal workspace providers can gain two awards: one as an employer and one for their service as a workspace provider.

The Communal Workspace Award is based on six of the nine standards of the LHWA as summarised here:

CORPORATE SUPPORT FOR WELLBEING

How the organisation designs its interior space and infrastructure to support the health and wellbeing of its customers.

1. Leadership, policies and planning

– The engagement and ownership senior managers show and how the health needs of customers are assessed and supported. This covers organisational strategy and action planning.

2. Health and safety – The systems the organisation uses to monitor and improve the health and safety of everyone who uses their office space.

3. Physical environment and wellbeing – How the interior design and equipment provided by the organisation supports health and wellbeing.

HEALTHY LIFESTYLE PROMOTION

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

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

5. Healthy eating – How the organisation actively encourages and enables customers to eat healthily.

6. Alcohol, smoking and substance misuse – How the organisation goes beyond minimum legal requirements to encourage customers 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 is an overview of the steps involved in applying for the **Communal Workspace 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 a portfolio of evidence and complete the verification scorecard. This requires a written testimonial explaining how you fulfil each criterion
4. Show your supporting evidence and draft application to your HWL.
5. Once your scorecard and supporting evidence have been signed off by your HWL, submit them to: londonhealthyworkplace@london.gov.uk

Your application will be reviewed by the Greater London Authority and/or the LHWA delivery partner.

Please note, this is a summary of the application process; for more detailed information please see the Communal Workspace Verification Scorecard or talk to your HWL.

USING THIS DOCUMENT

The tables in the next section list all the standards and criteria that must be met to achieve the **Communal Workspace 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.
 3. A list of external resources.
 4. A tick-box to record whether you believe you fulfil the criteria (for your reference).
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LONDON HEALTHY WORKPLACE AWARD

CRITERIA FOR COMMUNAL WORKSPACE AWARD

CORPORATE SUPPORT FOR WELLBEING

1. Leadership, policies and planning

The engagement and ownership senior managers show and how the health needs of customers are assessed and supported. This covers organisational strategy and action planning.

Criteria	What this might look like	Resources
<p>C1.1 The organisation has a named senior manager who makes employee health and wellbeing a core priority.</p> <p style="text-align: right;"><input type="checkbox"/></p>	<p>This will usually be the owner, operations manager or the person responsible for the day-to-day running of the organisation.</p> <p>Evidence could include minutes of management meetings and/or 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 workers. These guidelines (from 2015) focus on organisational culture and the role of line managers.</p> <p>http://www.nice.org.uk/guidance/ng13</p> <p>Sample wellbeing statements</p> <p>You'll find several sample statements from different organisations in the Communal Award resources folder (in Dropbox) managed by the GLA Health Team. There are many other resources in the folder to support health and wellbeing programmes:</p> <p>https://tinyurl.com/yblj2gza</p>
<p>C1.2 The organisation has a health and wellbeing statement which lays out its commitment to the health and wellbeing of its customers.</p> <p style="text-align: right;"><input type="checkbox"/></p>	<p>The statement should summarise the organisation's commitment to the health and wellbeing of its customers and the actions it takes currently or plans to take in this area.</p>	

Criteria	What this might look like	Resources
<p>C1.3 The organisation has assessed the health and wellbeing needs of its customers and developed an action plan.</p> <p style="text-align: right;"><input type="checkbox"/></p>	<p>This may take the form of focus groups or informal discussions with customers, and the inclusion of health and wellbeing reviews in management meetings. The organisation will need to demonstrate that someone in the organisation (usually the most senior operational manager) has assessed the types of work undertaken by its customers and what their health needs are. Workers in shared workspace will mainly be doing desk-based work; therefore, they are at risk of musculoskeletal problems if not provided with the right equipment.</p> <p>Evidence will refer to the reports/notes on which the needs assessment is based, together with an action plan to show that activities/actions are being developed based on needs.</p>	<p>Health & wellbeing needs assessment</p> <p>The UK government has produced a document which provides practical advice on workplace health and a tool for carrying out workplace health needs assessments.</p> <p>https://tinyurl.com/yb28ppjl</p>
<p>C1.4 Customers can contribute to decision-making on health, safety and wellbeing issues.</p> <p style="text-align: right;"><input type="checkbox"/></p>	<p>Evidence might include policies on customer consultation, agenda and minutes from management meetings, and an action plan which shows how the organisation has responded to issues raised by customers.</p>	

Criteria	What this might look like	Resources
<p>C1.5 There are effective processes for communicating with customers about health and wellbeing matters.</p> <p style="text-align: right;"><input type="checkbox"/></p>	<p>The organisation will need to show that methods of customer communication are appropriate, and the organisation attempts to reach as many people as possible. Evidence might include company reports, screenshots from the intranet, emails and copies of internal newsletters.</p>	<p>Information on reasonable adjustments. Requirements for employers: https://tinyurl.com/npmydas</p> <p>Acas – information for employers on the Equality Act 2010. A leaflet providing detailed information on equality and discrimination in the workplace. http://bit.ly/1FSvPhL. See also http://bit.ly/1E09HSv and https://tinyurl.com/y7yq2n24.</p>
<p>C1.6 The organisation knows its responsibilities under the Equality Act 2010 and complies with the Act in full. This includes making reasonable adjustments to ensure customers with disabilities or health conditions are not disadvantaged when using the workspace.</p> <p style="text-align: right;"><input type="checkbox"/></p>	<p>The organisation can describe its responsibilities under the Equality Act 2010 and how these are fulfilled. There is an equality and diversity policy or statement and this is available to customers.</p>	
<p>C1.7 Mechanisms are in place which allow all customers to raise concerns (in confidence when requested) about workplace issues that are negatively impacting their wellbeing. For instance, discrimination and harassment.</p> <p style="text-align: right;"><input type="checkbox"/></p>	<p>Evidence might include meeting notes as well as information provided in a customer welcome pack, intranet and/or knowledge hub.</p>	

Criteria	What this might look like	Resources
<p>C1.8 The organisation runs training courses and seminars for its customers covering professional and personal development topics. These courses and seminars are actively promoted.</p> <input data-bbox="674 820 741 868" type="checkbox"/>	<p>This might include:</p> <ul style="list-style-type: none"> • Workshops, seminars and thought-leader panels covering topics like work-related skills, and personal development topics including health and wellbeing. • Information and training on how self-employed people can support each other, for example through collective sick pay funds to manage ill health and salary guarantee schemes to deal with late payments • Mutual support systems such as peer-to-peer coaching and mentoring programmes 	<p>Federation of Small Business and Royal Society for Arts, Manufacturers and Commerce (RSA) published a report called The Self-Organising Self-Employed. This summarises how self-employed people can support each other to achieve business goals. https://tinyurl.com/yyhk8oxb</p>
<p>C1.9 The organisation runs social events for its customer that are actively promoted.</p> <input data-bbox="674 991 741 1038" type="checkbox"/>	<p>Events organised by the workspace provider or its members, that encourage individuals and people from different organisations to socialise.</p>	

2. Health and safety

The systems the organisation uses to monitor and improve the health and safety of everyone who uses their office space.

Criteria	What this might look like	Resources
C2.1 Relevant health and safety policies and procedures are in place to show compliance with health and safety legislation. <input data-bbox="674 692 745 743" type="checkbox"/>	Evidence should include the organisation's health and safety policies that reflect greatest risk as well as procedures for customers 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.	Health and Safety Executive (HSE) guidance on health and safety training can be found at: http://bit.ly/1DhbZid .
C2.2 The workspace supports the health and welfare of customers, including provision of drinking water, washing facilities, clean toilets, and eating facilities. <input data-bbox="674 916 745 967" type="checkbox"/>	The organisation complies with the workplace (health, safety and welfare) regulations. Evidence could include photos of the office environment, cleaning rotas, etc.	

Criteria	What this might look like	Resources
C2.3 Relevant health and safety information, instruction and/or training has been given to customers. <input data-bbox="674 405 745 456" type="checkbox"/>	Health and safety is detailed in the welcome pack, manuals and other reference materials provided for customers.	
C2.4 Systems are in place for customers to raise and resolve health and safety issues. <input data-bbox="674 651 745 702" type="checkbox"/>	Evidence might include team meeting minutes with health and safety on the agenda, an accident/ incident book, regular meetings between managers and customer representatives on health and safety issues, and a suggestions box.	

3. Physical environment and wellbeing

How the interior design and equipment provided by the organisation supports health and wellbeing.

Criteria	What this might look like	Resources
C3.1 Customers are provided with equipment (including furniture) which enables them to work effectively. The choice of equipment is guided by feedback from customers. <input type="checkbox"/>	This includes provision of furniture and office equipment with ergonomic design that is well maintained and fit for purpose. Evidence might include photographs of work areas, and descriptions of equipment provided.	The MSK Knowledge Hub has been developed by the Arthritis and Musculoskeletal Alliance in partnership with NHS England. The aim is to provide a searchable resource library to support people with musculoskeletal conditions. http://mskhub.org.uk/
C3.2 Customers can request use of equipment with ergonomic design to optimise performance and minimise health risks. <input type="checkbox"/>	Evidence: Types of equipment used by customers and examples of requests from customers for use of ergonomic equipment, such as furniture.	

Criteria	What this might look like	Resources
<p>C3.3 Appropriate and accessible information about healthy workstation set-up is provided. Customers are encouraged to complete workstation assessments.</p> <p style="text-align: right;"><input type="checkbox"/></p>	<p>Information is provided for customers on workstation set-up or display screen equipment (DSE) assessments, for example via an intranet, cloud-based knowledge hub, posters, leaflets etc. There may be several ways information on all aspects of healthy lifestyle and good working practices can be distributed. One option is to upload information onto a shared filing system such as OneDrive, Dropbox or Google Docs. There are several cloud-based file sharing systems available. We have listed here some of the most widely used; you will need to identify the best system for your organisation.</p> <p>"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>HSE guidance on DSE assessments – the Health & Safety Executive (HSE) have published a DSE workstation checklist for workers to complete: https://tinyurl.com/y26k7re5</p>

HEALTHY LIFESTYLE PROMOTION

4. Physical activity

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

Criteria	What this might look like	Resources
<p>C4.1 Appropriate, acceptable and accessible information about the benefits of physical activity is provided and actively promoted. <input type="checkbox"/></p>	<p>This information could be provided via an intranet site, file sharing system or knowledge hub. Other ways to promote information is via posters, newsletters and/or bulletins promoting the benefits of physical activity and activities in the local area.</p> <p>"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><u>Tools for employers:</u> British Heart Foundation Free ideas and challenges on how people can remain active at work: http://bit.ly/17bdrF3</p> <p>NICE guidelines on promoting physical activity in the workplace See: http://bit.ly/1Dhh368</p> <p>Promoting physical activity in the Workplace, A business case tool that allows organisations to calculate savings attributed to physical activity in their workplace. http://bit.ly/19oeFy6.</p>
<p>C4.2 Customers have access to exercise classes and activities which are actively promoted. <input type="checkbox"/></p>	<p>This might include yoga classes and running clubs.</p>	
<p>C4.3 Bicycle storage facilities are provided. <input type="checkbox"/></p>	<p>This might include hooks, racks and rails.</p>	

5. Healthy eating

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

Criteria	What this might look like	Resources
<p>C5.1 Appropriate, acceptable and accessible information on healthy eating is provided and actively promoted.</p> <div style="text-align: right; margin-top: 20px;"><input type="checkbox"/></div>	<p>Evidence might include screenshots of 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 at social events, providing fruit for customers, and sharing recipes.</p>	<p>British Heart Foundation Health at Work The BHF offers a range of resources, 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 organisations 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
C5.2 Any kitchen facilities or beverage areas are in good condition, conform to the highest possible standards of food hygiene and provided away from work areas. <input type="checkbox"/>	Where kitchen facilities are provided, 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 customers.	Vending machines Research findings published by Public Health England (PHE) on how changes to product positioning in vending machines can alter purchasing choices. https://tinyurl.com/yvr8mu7z
C5.3 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.	Eatwell Plate https://tinyurl.com/y8aj5o6j NHS choices Livewell - Evidence-based information and tips about healthy eating. http://bit.ly/1qf6OoD
C5.4 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 the importance of drinking adequate amounts of water. There is also a vending guidance leaflet and expertise to support organisations in maximising a healthy vending experience. https://www.bdaworkready.co.uk/

6. Alcohol, smoking and substance misuse

How the organisation goes beyond minimum legal requirements to encourage customers 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>C6.1 The organisation's management team is aware of its duties under smoke-free legislation and complies with it.</p> <p style="text-align: right;"><input type="checkbox"/></p>	<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 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, induction, etc.</p>	<p>Law governing smoking in the workplace https://www.gov.uk/smoking-at-work-the-law</p> <p>Smoke Free England – Provides a checklist highlighting what managers, owners and employers within a smoke free premises or who own a smoke free vehicle must do. https://tinyurl.com/y2bqxakc</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?' You can download the guidance here: http://bit.ly/1CAdl4K</p>

Criteria	What this might look like	Resources
C6.2 Customers are made aware of how to access policies, information and support services related to smoking, alcohol and substance misuse. <input data-bbox="658 539 725 587" type="checkbox"/>	Evidence should include information on where 'No smoking' signs are displayed in the organisation (for example in vehicles or at the front entrance). Evidence might also include information in customers code of conduct or welcome pack, intranet site, knowledge hubs or relevant policies.	<u>Tools for organisations</u> Information from Acas on use of E-cigarettes in the workplace and supporting workers to stop smoking: http://bit.ly/1bNb4Lg HSE Advice on smoking at work The HSE provide a summary of requirements under smoke-free legislation. https://tinyurl.com/2z4eft
C6.3 Sources of further information and support to quit smoking are regularly available. <input data-bbox="658 786 725 834" type="checkbox"/>	Evidence might include information provided on an intranet site or file sharing systems, leaflets with information promoting non-smoking and availability of support to quit in the local area (from the NHS for example).	
C6.4 A smoke-free policy is in place and customers are aware of it and kept informed of any changes. <input data-bbox="658 975 725 1023" type="checkbox"/>	Evidence should include the smoke-free policy and an account of how it was developed and communicated to customers.	

Criteria	What this might look like	Resources
<p>C6.5 There is an alcohol and substance misuse policy/statement around the use of alcohol and other substances in the workspace (including alcohol at business functions) that is clear and consistent. <input type="checkbox"/></p>	<p>Evidence might include a statement on alcohol and substance misuse in a customer code of conduct or a relevant policy.</p>	<p>Health and Safety Executive Guidance on how to deal with workplace alcohol and drugs issues: http://bit.ly/1CAAdGEo</p> <p>Drugs, alcohol and tobacco: a toolkit for employers https://tinyurl.com/yaffrf4t</p>
<p>C6.6 Customers are given information about the effects of alcohol and substance misuse that is appropriate, acceptable and accessible. <input type="checkbox"/></p>	<p>This might include information in customer welcome packs, in briefings/weekly meetings or through health promotion events. It could be through posters or leaflets promoting safe drinking and availability of support.</p>	<p><u>Tools for workers</u> Drink Checker A website with resources for everyone, for example a self-assessment test related to alcohol consumption, a unit calculator, and many other resources. You will need an access code to use the resources on the site: https://tinyurl.com/yd5wcczv</p> <p>Department of Health – ‘Your drinking and you’ leaflets: http://bit.ly/1Av1rLS</p> <p>Change4Life swap materials http://bit.ly/1CAAdPHW</p>

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.

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Last updated: 08-May 2019