

## Health and Wellbeing The Framework



We believe organisations  
succeed by realising the  
potential of their people.

Because good people  
make a great business.

## Good Practice Award

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The Investors in People Health and Wellbeing Good Practice Award is a framework that will help organisations develop further and celebrate achievements around this important workplace issue.

Based on extensive research into the highest performing workplaces, and with the support of the Department of Health, the Health and Wellbeing Good Practice Award helps organisations align wellbeing and performance.

### For existing clients

The Health and Wellbeing Good Practice Award includes some evidence requirements that are the same as those in The Standard and the main Investors in People framework. If you are currently recognised as an Investor in People, you will already have achieved part of the Award. These shared evidence requirements become credits, meaning that you can choose to be assessed against the rest of the Health and Wellbeing Award as a standalone assessment. Credits can be used towards the Award for up to three years but this may depend on any changes to your organisation and so can be agreed in advance with your Investors in People Assessor.

Alternatively you can choose to be assessed against the Health and Wellbeing Award at your next review. For more information on the options available to you please contact your local [Investors in People Centre](#).

### For new clients

There are also benefits to being assessed against the Health and Wellbeing Award for organisations that are new to Investors in People. If, once you have achieved the Award, you decide to be assessed against The Standard or main Investors in People framework, the shared evidence requirements will be treated as credits, meaning that you won't have to be assessed against these criteria a second time. This will make it easier for your organisation to meet the requirements of The Standard or main framework. For more information on the options available to you please contact your local [Investors in People Centre](#).

“Being recognised by Investors in People for our efforts in promoting health and wellbeing at Think Money helps not only attract the brightest new employees, but also ensures we retain them – making sure we’ll continue to provide a great service to all our customers.”

**Phil Robertson**  
Head of Staff Welfare, Think Money

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## How the Health and Wellbeing award links to the Standard and main framework



- Good Practice Award links to the main Investors in People framework
- 30% of the Health and Wellbeing Award has criteria that overlap with those in the Investors in People Standard or main framework
- There is no duplication because meeting these criteria will give you credits which can last up to three years
- **New customers** can use the Award as a building block towards working with the main framework. Credits mean you may not have to be re-assessed against overlapping criteria – making it easier for you to complete The Standard or main framework at a later date.
- **Existing customers** can engage with the Award as an additional assessment. You may only need to do the additional Health and Wellbeing criteria to be able to achieve the Award, as some criteria will have already been assessed in The Standard or main framework.
- Flexibility to do the Award before, simultaneously or after working with the main IIP framework.

## What is covered by the Good Practice Award

The Health and Wellbeing Good Practice Award expands upon various different elements of our existing framework and provides a more in-depth focus on issues such as effective planning, supportive management, supportive culture, work-life balance and evaluation. These are summarised in the table bottom right.

## The Assessment Process

This Good Practice Award has the same structure as other Investors in People frameworks. It is a versatile, non-prescriptive and outcome based tool. Assessment is entirely based on interviews with people from across your organisation and does not require any paperwork or form-filling.

Clients choosing the Good Practice Award will receive some initial end of assessment feedback, followed by a formal report confirming the results and providing insight into areas of success, possible development areas and further recommendations.

## Achieving the Good Practice Award

Those achieving the Award will be provided with a certificate valid for up to three years, as well as the opportunity to display our Good Practice Award logo on your stationery and recruitment advertisements. Many organisations find external promotion can help attract new employees, and win tenders or new business. It is also well worth celebrating achieving the Good Practice Award with the individuals that make up your organisation.

## Working towards the Good Practice Award

Those who achieve part of the Award in assessment will be provided with feedback that will help them to develop further. The areas of the Good Practice Award that have been achieved can be banked for three years and may contribute to ultimately achieving the Award at the point of reassessment.

## Health and wellbeing award indicators



## Recommended next steps

In addition to this Good Practice Guide, Investors in People has also developed the following resources that are recommended to employers before they are assessed against the Good Practice Award. They are available online at [www.investorsinpeople.co.uk](http://www.investorsinpeople.co.uk)

### 1 Self Check Diagnostic

Investors in People has developed a simple self-check tool to help you gauge how your organisation is doing. This will give you an overview of the health and wellbeing issues that Investors in People addresses, help you to review how your organisation currently supports the health and wellbeing of its people, and enable you to identify your organisation's strengths and development areas.

### 2 Health and Wellbeing resources

Online resources available from the Investors in People website provide some additional good practice, practical examples and advice around many of the issues covered by the Good Practice Award.

Alternatively...

### 3 Contact your centre

To talk through how your organisation can benefit from the Health and Wellbeing Good Practice Award, contact your local [Investors in People centre](#).

### Health and Wellbeing indicators



# 01 Health and Wellbeing Strategy

A strategy for improving people's health and wellbeing is clearly defined and understood.



Evidence requirements		
Top Managers	Manager (Includes top managers)	People (Includes top managers and managers)
<ol style="list-style-type: none"> <li>1 Top managers have a clear and consistent understanding of health and wellbeing, which is appropriate to the organisation.</li> <li>2 <b>Top managers make sure the organisation has a clear purpose and vision supported by a strategy for improving its performance.</b></li> <li>3 Top managers make sure the organisation has a strategy or plan with measurable success criteria to improve the health and wellbeing of its people.</li> <li>4 Top managers ensure the health and wellbeing strategy or plan is based on the assessment of people and organisational needs and is supported by appropriate and well communicated policies.</li> <li>5 Top managers can explain how the organisation has consulted its people (including representative groups where appropriate) when developing the health and wellbeing strategy or plan.</li> </ol>	<ol style="list-style-type: none"> <li>6 Managers know the health and wellbeing needs of their team and can explain what activities they are planning to support them.</li> <li>7 Managers make sure their teams have a plan with measurable success criteria to improve the health and wellbeing of their people.</li> </ol>	<ol style="list-style-type: none"> <li>8 People can explain how their managers have involved them in assessing health and wellbeing needs.</li> <li>9 People (including representative groups where appropriate) can describe how they have been consulted when the organisation is developing the health and wellbeing strategy or plan.</li> </ol>
<b>Plan:</b> Develop strategies to improve performance		

# 02 Health and Wellbeing Resources

Activities are resourced to meet the organisation's health and wellbeing needs.



Evidence requirements		
Top Managers	Manager (Includes top managers)	People (Includes top managers and managers)
<ol style="list-style-type: none"> <li>1 Top managers make sure that the organisation has the resources it needs to implement health and wellbeing plans.</li> </ol>	<ol style="list-style-type: none"> <li>2 Managers confirm that the team has the resources it needs to implement agreed health and wellbeing activities.</li> </ol>	<ol style="list-style-type: none"> <li>3 People confirm that resources are available to meet their agreed health and wellbeing needs.</li> </ol>
<b>Plan:</b> Develop strategies to improve performance		

## 03 People Management Strategies

Strategies for people's health and wellbeing are designed to promote equality of opportunity and work-life balance.



Evidence requirements		
Top Managers	Manager (Includes top managers)	People (Includes top managers and managers)
<ol style="list-style-type: none"> <li>1 Top managers can describe how the health and wellbeing of the organisation's people is supported in an appropriate and fair way, reflecting their different needs.</li> <li>2 Top managers can describe strategies they have in place to support work-life balance to meet the needs of the organisation and its people.</li> </ol>	<ol style="list-style-type: none"> <li>3 Managers can describe how the health and wellbeing of their team is supported in an appropriate and fair way, reflecting the different needs.</li> <li>4 Managers can describe how they make sure work-life balance solutions are effectively put into practice.</li> </ol>	<ol style="list-style-type: none"> <li>5 People can describe the support available for health and wellbeing and confirm it is provided in an appropriate and fair way.</li> <li>6 People can describe how they are supported in balancing their work and personal lives.</li> </ol>
Plan: Develop strategies to improve performance		

## 04 Leadership and Management Strategy

The capabilities managers need to lead, manage, develop and support people's health and wellbeing needs are clearly defined and understood.



Evidence requirements		
Top Managers	Manager (Includes top managers)	People (Includes top managers and managers)
<ol style="list-style-type: none"> <li>1 Top managers can describe the knowledge, skills and behaviours managers need to lead, manage and develop people effectively, and the plans they have in place to make sure managers have these capabilities.</li> <li>2 Top managers can explain what managers are expected to do to support health and wellbeing and managers are provided with the help they need to develop their capabilities.</li> </ol>	<ol style="list-style-type: none"> <li>3 Managers can describe the knowledge, skills and behaviours they need to lead, manage and develop people effectively.</li> <li>4 Managers at all levels understand what they need to do to support health and wellbeing activities and confirm that they are provided with the help they need to develop the capabilities.</li> </ol>	<ol style="list-style-type: none"> <li>5 People can describe what their manager should be doing to lead, manage and develop them effectively.</li> <li>6 People can describe what their manager should be doing to support health and wellbeing needs.</li> </ol>
Plan: Develop strategies to improve performance		



# 05 Management Effectiveness

Managers are effective in leading, managing and developing and supporting their health and wellbeing needs.



Evidence requirements		
Top Managers	Manager (Includes top managers)	People (Includes top managers and managers)
	<ol style="list-style-type: none"> <li>1 Managers can explain how they are effective in supporting the health and wellbeing of their team.</li> <li>2 <b>Managers can give examples of how they give people constructive feedback on their performance regularly and when appropriate.</b></li> <li>3 Managers confirm they regularly discuss appropriate health and wellbeing activities with individual team members.</li> </ol>	<ol style="list-style-type: none"> <li>4 People can explain how their managers are effective in supporting their health and wellbeing needs.</li> <li>5 <b>People can give examples of how they receive constructive feedback on their performance regularly and when appropriate.</b></li> <li>6 People can confirm that their own appropriate health and wellbeing activities are regularly discussed.</li> </ol>
Do: Take action to improve performance		

# 06 Recognition and Reward

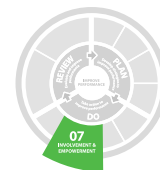
People's contribution to the organisation is recognised and valued.



Evidence requirements		
Top Managers	Manager (Includes top managers)	People (Includes top managers and managers)
	<ol style="list-style-type: none"> <li>1 <b>Managers can give examples of how they recognise and value people's individual contribution to the organisation.</b></li> </ol>	<ol style="list-style-type: none"> <li>2 <b>People can describe how they contribute to the organisation and believe they make a positive difference to its performance.</b></li> <li>3 <b>People can describe how their contribution to the organisation is recognised and valued.</b></li> </ol>
Do: Take action to improve performance		

# 07 Involvement and Empowerment

People are encouraged to take ownership and responsibility by being involved in decision-making and are given relevant information about health and wellbeing.



Evidence requirements		
Top Managers	Manager (Includes top managers)	People (Includes top managers and managers)
	<b>1 Managers can describe how they promote a sense of ownership and responsibility by encouraging people to be involved in decision making.</b>	<b>2 People can describe how they are encouraged to be involved in decision-making that affects the performance of individuals, teams and the organisation, at a level that is appropriate to their role.</b> <b>3 People can describe how they are encouraged to take ownership and responsibility for decisions that affect the performance of individuals, teams and the organisation, at a level that is appropriate to their role.</b> <b>4 People can describe how they are given information and support in relation to health and wellbeing activities.</b>
Do: Take action to improve performance		

# 08 Effective Health and Wellbeing

The organisation's approach to people's health and wellbeing is effective.



Evidence requirements		
Top Managers	Manager (Includes top managers)	People (Includes top managers and managers)
	<b>1 Managers can explain how their team's health and wellbeing related needs are met.</b> <b>2 Managers can confirm that the organisation's approach to health and wellbeing is explained during recruitment and induction activities.</b>	<b>3 People can describe how their health and wellbeing related needs are met.</b> <b>4 People can confirm that the organisation's approach to health and wellbeing is explained during recruitment and induction activities.</b>
Do: Take action to improve performance		

# 09 Performance Measurement

Investment in people's health and wellbeing makes a difference to the performance of the organisation.



Evidence requirements		
Top Managers	Manager (Includes top managers)	People (Includes top managers and managers)
<b>1</b> Top managers can explain the impact their health and wellbeing activities have had on the organisation and how they use this information to develop future plans.	<b>2</b> Managers can explain the impact of health and wellbeing activities on the organisation and their team.	<b>3</b> People can explain the impact of health and wellbeing activities on them personally.
<b>Review:</b> Evaluate and improve performance		

# 10 Continuous Improvement

Improvements are continually made to the way health and wellbeing is managed and developed.



Evidence requirements		
Top Managers	Manager (Includes top managers)	People (Includes top managers and managers)
<b>1</b> Top Managers can show that they are continuously reviewing their health and wellbeing activities and make improvements where necessary.  <b>2</b> Top managers can explain how they use people's feedback as part of the review of the organisation's approach to health and wellbeing.	<b>3</b> Managers can show that they are continuously reviewing their teams' health and wellbeing activities and make improvements where necessary.  <b>4</b> Managers can explain how they use people's feedback to review and improve their approach to health and wellbeing.	<b>5</b> People can describe how they are involved in continuously reviewing health and wellbeing activities and identifying improvements.  <b>6</b> People can confirm that examples of good practice and experiences are shared and successes recognised.
<b>Review:</b> Evaluate and improve performance		

# Get in touch

Begin your partnership with Investors in People  
by arranging a no-obligation consultation.



Call 0300 303 3033 today



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Go online: [www.investorsinpeople.co.uk](http://www.investorsinpeople.co.uk)



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IN PEOPLE**