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**Occupational Health Service**

**Specification**

**Merseytravel**

**Requirements for the provision of an Occupational Health Service**

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[**General Guidance**](#Gneralguidance)

This section provides an overview of our requirements for this Service.

[**Section One – Core Service**](#sectionone)

Section1 of this document outlines the core service that is to be provided. This will form part of the conditions of contract.

[**Section Two - Additional Services**](#sectiontwo)

Section 2 outlines the additional services that need to be tendered for on an individual basis. These services may not be awarded or may be awarded to one or more than one Service Provider.

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**Merseytravel**

**Requirements for the Provision of an Occupational Health Service**

**Occupational Health Service**

**General Guidance**

1. **Introduction**

Merseytravel has a large, diverse workforce employed at various locations throughout the Liverpool City Region.

In total there is currently 750 employees, in post employed by Merseytravel and up to an additional 100 Staff employed by the Liverpool City Region Combined Authority (LCRCA), however this figure will vary during the Contract Period.

The organisation is divided into a number of business groups, which primarily operate from three locations:-

* Liverpool City Centre (Headquarters for Merseytravel and LCRCA);
* Birkenhead and Wallasey (Mersey Tunnels and Mersey Ferries) and
* Six bus stations throughout the Liverpool City Region at Bootle, Huyton, St. Helens, Liverpool One, Queen Square Liverpool City Centre and Birkenhead.

The manner in which the employees are organised will mean that the service will have to be flexible in its delivery. At certain locations the organisation operates a 24 hour shift system covering 365 days per year.

During their work employees are exposed to hazards and it is the aim of the organisation to ensure the risk, from these hazards, are reduced to their lowest reasonably practicable level. However there are some residual risks that remain hence the need for the Occupational Health Contract.

2. **Location and Provision**

2.1 As part of this procurement process, suppliers must be able demonstrate they can provide a range of options based around the organisational needs.

2.2 The Service Provider will be required to provide suitable commercial premises for the provision of the Service, preferably within close proximity to Merseytravel’s Headquarters located at Mann Island in the Liverpool City Centre. The premises must be;-

(a) Fully accessible for people with disabilities; and

(b) Easily accessed by those using public transport.

2.3 The service provider must be able to deliver the service from Merseytravel premises, when required. The organisation will provide adequate facilities for this provision however; this will not include any equipment for specific examinations.

2.4 The service provider will visit employees at their homes and this will be with prior agreement and only in exceptional circumstances. If this event takes place the supplier must have the capability to provide all the relevant equipment and have the capability to travel.

2.5 The Service Provider should be available to provide the Service(s) at the following locations and times:-

Core service: Monday to Friday 8.00 am to 5.00 pm (excluding bank and public holidays)

Counselling/CBT Main Appointments between the hours of 8am and 8pm Monday to Friday and the capability to respond to Emergencies 24 / 7 on a call out basis.

Employee During operating hours

Assistance

programme:

Deep Tissue/Sports/ Mersey Ferry, Seacombe

Remedial Massage: Mann Island, Liverpool

Kingsway Tunnel, Wallasey

 The above schedule, details our current requirements, however we may elect to change the days and/or times to suit future requirements.

2.6 The service provider must demonstrate they have adequate business continuity plans to ensure the continuance of the contract.

2.7 The service provider must demonstrate they can execute the contract by providing a full implementation plan. They shall endeavour conduct a full handover process, from the previous contractor, to ensure continuity of the service.

2.8 The service provider will provide contact employees to ensure the smooth running of the contract and their core functions will include:-

* Booking appointments or provide a booking system;
* Control of paperless screening;
* Managing referrals, review medicals and case conferences;
* Managing the timely return of reports in conjunction with sec 18 (18.4);
* Co-ordinating statutory medicals;
* Managing documentation;
* Dealing with complaints;
* Contact with Human Resources (HR) employees;
* Co-ordinating conference calls
* Co-ordinating site visits;
* Co-ordinating health campaigns and;
* Contract management.

3. **Service(s) Inspection**

3.1 Prior to commencement of Service(s), it is recommended that the Service Provider carry out a full and detailed survey and analysis of the Merseytravel work locations to help understand the detailed operational arrangements. This will include site visits to the various locations if necessary.

3.2 The Service Provider will make a minimum of 3 on site surveillance visits, in the initial year reducing to 2 visits per calendar year. This is in order to maintain an up to date knowledge of the organisation’s activities.

4. **Qualifications and Experience**

4.1 The Senior Occupational Physician responsible for the contract will hold a recognised qualification and be a General Practitioner registered with the General Medical Council or equivalent.

4.2 Additional Physicians will preferably hold an occupational health qualification, but this will not be essential provided they are ’supervised’ by the Senior Physician who will be responsible for ensuring that they are appropriately qualified and act in a relevant and professional manner.

4.3 The Senior Occupational Physician will provide Occupational Health Physicians with appropriate qualifications necessary to become authorised ‘Signatories’ for the Merseyside Pension Fund.

4.4 All Occupational Health Nurses will hold the Occupational Health Nursing Certificate or Diploma or the Royal College of Nursing Degree in Occupational Health Nursing and will have at least three years of experience in this field.

4.5 All Counsellors will hold the Diploma in Counselling from the British Association of Counselling Practitioners and Psychotherapy or a suitable agreed alternative.

4.6 All Psychotherapists will hold a recognised qualification and be a member of the Association of Psychotherapists or equivalent.

4.7 The Service Provider will ensure that any person employed on this contract is properly and sufficiently qualified, experienced, instructed and supervised with regard to the service. Such requirements also apply to any temporary or locum staff appointed by the Service Provider to provide services under this specification.

4.8 The Service Provider will ensure that all medical and nursing staff appointed to provide services under this Specification are subject to appropriate professional appraisal, supervision and undertake continuing professional development.

4.9 The Service Provider will ensure continuity of service by arranging for back-up resources to be available to provide the service to the required standard during staff holidays or absence through sickness or other reasons.

4.10 The Service Provider will be responsible for training medical staff and ensuring that they keep up to date with developments in the field of occupational health.

4.11 The Service Provider shall notify the Client Contact Manager of any changes in the staff providing the service, whether temporary or permanent.

4.12 Those parts of the service that are required to be carried out by a Physician or Occupational Health Nurse (as detailed in the specification) shall be only carried out by a Physician or Occupational Health Nurse, as appropriate.

4.13 The Service Provider will adequately indemnify themselves for the full service provision.

**Section One – Core Service**

5. **Pre-employment Screening**

 5.1 It is the policy of Merseytravel that pre-employment assessment takes place before final confirmation of an offer of employment to a prospective employee; before an existing employee undertakes a significant change in work duties; prior to any volunteer, trainee, casual worker, etc carrying out work on behalf of the organisation.

 The Service Provider in fulfilling this function will pay due regard to:-

 (a) Previous and existing medical conditions.

 (b) The physical and psychological capability of the individual.

 (c) The nature of the work in question (and any associated risks).

 (d) Any risks that the individual may pose themselves or others.

 (e) Conditions covered under the Equality Act 2010.

 5.2 Assessment for individuals in low risk/non-safety critical posts will be through a pre-employment assessment questionnaire. Having interpreted the results of the questionnaire a medical examination with an appropriate person OH Nurse will be arranged, on a case by case basis, where concern has been identified.

 Assessment for individuals in high risk/safety critical posts will be through a pre-employment assessment questionnaire, supplemented by health surveillance testing. Having interpreted the results of the questionnaire and health surveillance tests a medical examination, with an appropriate person, will be arranged in cases where concern has been identified.

 5.3 Advice to Merseytravel will include an assessment of whether the individual:-

(a) Is fit or unfit for the work in question.

(b) Will be fit for the work in question provided certain specified arrangements are made.

(c) Will be unfit for the work in question regardless of additional arrangements.

(d) Where the post is temporary, the assessment should include the time and/or conditions under which the situation should be reviewed.

 5.4 Where contact needs to be sought from an individual’s GP the Service Provider will be reimbursed for such costs, consent will first be requested from the individual. This must be covered in the Pre-employment Medical Assessment Questionnaire. Where the individual refuses to provide consent, a decision on suitability for employment will have to be made on the facts available at the time.

 5.5 Where a medical condition is assessed as not to significantly affect the ability to work, but for which there would be advantages in providing relevant information on the condition to the organisation, the individual must be advised of such.

 Relevant information may include:-

 (a) The possible effects of the condition or side effects of treatment which may be alleviated or lessened by modification to work procedures or for which allowance may be made whilst setting workloads, etc.

 (b) Actions to be taken by colleagues in the event of a medical emergency or incident relating to the condition.

 (c) The individual has the right not to provide information if they do not wish to do so, subject to their acceptance of any adverse consequences.

6. **Post-Employment Screening**

 6.1 It is good practice that Post-employment assessment takes place when employees, who have been exposed to residual risk, leave the organisation. This will also take place when an employee has changes roles from an exposed position to a non-exposed position.

 The Service Provider in fulfilling this function will pay due regard to:-

 (a) Previous and existing medical conditions.

 (c) The condition of the employee at the time of assessment.

 (e) Conditions covered under the Equality Act 2010.

 6.2 Assessment for individuals in low risk/non-safety critical posts will be through a post-employment assessment questionnaire.

 6.3 Advice to Merseytravel will include an assessment of whether the individual:-

(a) Is suffering from any potential adverse effect of their work.

(b) Will be fit for the work in, in the same environment in the future or the contrary.

(d) Where the post was temporary, the assessment should include the time and/or conditions under which the employee was exposed to the residual risk.

 6.4 Where contact needs to be sought from an individual’s GP the Service Provider will be reimbursed for such costs, consent will first be requested from the individual. This must be covered in the post-employment Medical Assessment Questionnaire. Where the individual refuses to provide consent, a decision on the condition of the employee, at the time, will be made on the facts available.

 6.5 If an employee refuses the post-employment medical the employer must be made aware of the fact.

7. **Management Referrals & Review Medicals**

7.1 The Service Provider will be required to:-

 Ensure that all management referral/review medicals are carried out by an appropriate person.

(a) Provide medical reports to managers addressing fitness assessment, health concerns and disability discrimination requirements as necessary. These should be prepared in accordance with the Access to Medical Reports Act 1988 and made available immediately following medical consultation with the employee.

(b) Provide advice that will, allowing for the constraints of medical confidentiality, contain all relevant information that will assist managers to make effective and accurate decisions with regard to:-

(i) an individual’s fitness to work specific to that post;

(ii) reasonable adjustments and suitable assistance in the workplace;

(iii) appropriate changes in work duties;

(iv) reasonable alterations to conditions of employment, etc; and

(V) Conditions covered under the Equality Act 2010.

(c) Particular attention must be paid to the questions on the referral forms, which typically ask for a medical assessment of:-

(i) fitness for work;

(ii) the anticipated length of any expected absences;

(iii) longer term impacts on ability to work and potential absence;

(iv) further actions that are necessary to enable suitable or more definitive advice to be issued.

(d) Where identified as appropriate provide the medical reasons for and discuss all ‘phased returns to work’ with a member of the HR Team and the individual’s Manager, to ensure operational agreement and feasibility.

(e) Assist the Line Manager with the formulation of the employees individual risk assessment in respect of their return to work.

(f) Refrain from undertaking reviews unless there is a particular medical reason for doing so and explain within the report the reason why review is necessary.

(g) Recommend individuals for referral to other health practitioners. Examples are:- Nutritional Therapists, Psychotherapists, etc. The Service Provider should be aware that the Client representatives, HR and line managers will make the final decision as to whether referral will take place.

(h) Prepare correspondence to General Practitioners, Hospital Consultants and other health professionals for medical reports or requests, needed to complete medical assessments. Appropriate consent for this will be obtained to comply with the Access to Medical Reports Act 1988 and all other data protection legislation

(i) Provide advice to the HR, Managers, Employees, Employee Representatives and on any matter relating to occupational health and Wellbeing at work, or other aspects of health and fitness as needed.

(j) Provide advice to individuals on ways in which they may be assisted to deal with any medical conditions they may have and on the action they should take if previously undetected conditions are discovered.

(k) Provide advice to individuals on information they may wish to share with colleagues with regard to any actions that should be taken in the event of a medical issue to which they are susceptible arising whilst at work.

(l) Attend case conferences as requested to discuss sensitive cases as and when required.

8. **Statutory Medicals**

 Statutory medicals including those for Large Goods Vehicles (LGV), Passenger Carrying Vehicles (PCV) and Boatmaster Licences, will be provided if Merseytravel employees are assessed as requiring such or, where it is their right to do so, employees request a medical examination in relation to their work. The Service Provider will advise Merseytravel on the need for and type of medical examination required.

 The service provider must also ensure they are capable of providing Statutory Medicals as outlined by the Health and Safety at Work (etc.) act 1974 and the subsequent Regulations, which apply to the organisations operations. These medicals will be identified following the risk assessment process and will be a management tool for the control of any residual risk.

10. **Ill Health Medicals**

 In providing medical assessments in relation to ill health retirement, the Service Provider will comply with:-

(a) All relevant guidance that is issued by the individuals Pension Fund.

(b) All relevant legislation that relates to pensions.

11. **Referrals to Medical Specialists/Third Parties**

11.1 The Client Contact Manager may request a referral to a medical specialist/third party where this will expedite diagnosis or recovery. The Service Provider will organise these appointments. The cost of such must be authorised by the Client Contact Manager prior to the appointment being made.

11.2 The Client Contact Manager shall be entitled to refer any client to a Medical Specialist/Third Party at its own cost without notifying or obtaining the approval of the Service Provider.

11.3 If the Service Provider is unable to provide the service without the assistance of a Medical Specialist/Third Party then the Service Provider shall notify the Client Contact Manager accordingly providing details of the Medical Specialist/Third Party required and the costs related thereto. The Client Contact Manager shall be entitled to request the Service Provider use an alternative Medical Specialist/Third party designated by the Client Contact Manager.

11.4 If, in the opinion, of the Client Contact Manager, the Service Provider should be providing this part of the Service itself without the assistance of a Third Party then the Service Provider may still obtain the assistance of a Third Party but the Service Provider shall be liable for the fees of such Third Party. All Disputes will be resolved by the Principal Contractor.

11.5 The Service Provider shall not refer any client to a Medical Specialist/Third Party without the prior, written consent of the Client Contact Manager (or nominee).

11.6 The Service Provider shall provide the Client Contact Manager with associated reports, as appropriate.

12. **Mini Health Checks**

12.1 Merseytravel currently and routinely assesses the health and fitness of its staff. Merseytravel would be interested in Suppliers providing the following information and costs for:-

1. Mini health checks that will include;
	1. Blood Pressure;
	2. Height ;
	3. Weight (BMI) and;
	4. General wellbeing

 The detail of the Health check will be no greater than the “know your numbers” NHS assessments.

13.**Health and Safety**

13.1 The Service Provider will:-

(a) Actively engage with Merseytravel to support the implementation of its Health and Safety Policy.

(b) Assist Merseytravel in meeting its responsibilities under all relevant Health and Safety legislation. This will be in the form of health surveillance as detailed in the appropriate Health and Safety Statutory Instruments.

(c) Undertake Health surveillance testing at the employees workplace.

(d) Assist Merseytravel to:-

(i) Comply with the requirements of current and future Health and Safety Law;

(ii) Reduce sedentary work leading to stress related illness.

(iii) Reduce occupational injury and disease;

(iv) Identify work related health problems at an early stage;

(v) Reduce the risk from workplace hazards by assisting with improvements in control of exposure and;

(vi) Monitor equality and diversity data in order to identify health inequalities that may exist.

(e) The Service Provider will create and maintain a database/spreadsheet to collate information on health surveillance across the organisation (to include date of surveillance; name of employee; tests undertaken; date when next surveillance due etc.). This data, which will be updated on a monthly basis, will be analysed to identify any trends and will shared with Merseytravel.

(f) The Service Provider will notify Merseytravel within 24 hours of any issues which require reporting to regulatory bodies. For example, notifiable cases of disease to the Health and Safety Executive in compliance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. (RIDDOR)

(g) If there is a management referral following an issue described above then the Service Provider will provide long term surveillance on the employee(s) concerned. This surveillance should be a proactive programme managed by the Service Provider. This should include staff with long term health conditions.

14. **Night Worker Health Assessment**

14.1The Service Provider will:-

(a) Advise managers on the employee’s fitness to undertake night duty in accordance with the Night Workers Directive;

(b) Assess individual fitness in relation to job requirements; and

(c) Advise, when necessary, on any reasonable adjustments to the work environment or structure.

14.2 A Night Worker Assessment Questionnaire will be used. In most cases the information provided on the questionnaire will be sufficient to advise whether the employee is fit for night work. The Service Provider will notify the HR Team and the employee’s Manager of the outcome of the assessment within 48 hours of receipt. If the questionnaire responses give cause for concern then the Service Provider will arrange for the employee to be medically examined by an Occupational Health Physician.

15. **Health Promotion**

15.1 The workplace has been acknowledged by the Government as a useful setting for general health promotion.

15.2 The Service Provider will raise awareness about occupational and lifestyle health issues and where appropriate will facilitate change.

(a) The Service Provider will carry out ten promotion programmes each year. This will be across a range of sites within the Liverpool City Region, with a typical duration of 4 hours. This time will include setting up and breakdown of any equipment and the session itself. The topic(s) will be agreed with the Client Contact Manager (or nominee).

(b) The Service Provider will support individuals who wish to make changes to their lifestyle by signposting them to the relevant services or by providing the appropriate support, for example, nutritional advice, smoking cessation courses, stress management, weight loss and general healthy living.

 Merseytravel will reserve the right to procure this element separately.

(c) The Service Provider will promote national and local health promotion days such as no smoking and drink wise. One topic will be publicised each quarter and these will be agreed with the Client Contact Manager (or nominee).

 Merseytravel will reserve the right to procure this element separately.

16. **Medical Records**

16.1 The Provider shall maintain all medical records on behalf of Merseytravel in a secure and confidential manner.

16.2 The medical records shall remain the property of Merseytravel at all times. In the event that the contract between the Provider and Merseytravel is terminated, the Provider must assist with the transfer of all records to another medical provider as advised by Merseytravel at the Service providers expense.

16.3 The Provider shall be responsible at their cost for any administrative issues relating to the Access to Medical Records Act or the Data Protection Act.

16.4 If not done by the implementation of the contract the service provider will consider a one off system development to manage all the archive documents into an electronic format. A clarification bid will be required during the procurement phase.

17. **Administrative Support**

17.1 The Service Provider will provide full administrative support in respect of the service which shall include (but not be limited to) an appointment booking service, reception facilities, preparation and despatch of medical reports, preparing medical questionnaires to employees for completion, corresponding with third parties, preparation of medical statements for hearings. They will also include any other admin duties that are reasonable. E.g. print off a questionnaire for an employee, who may not have a printer and arrange for the employee to arrive early to complete paperwork.

17.2 An employee will not be able to cancel an appointment. The Service Provider should refer them back to their Manager or a member of the HR Team for re-booking. If an employee does not attend their appointment the Manager and the HR Team should be notified on the same day.

17.3 The Service Provider will manage recall of employees or follow up appointments for employees on long term absence or requiring further monitoring. Where an employee is back in work, the Service Provider will be expected to liaise with the Manager in relation to appointment dates.

17.4 The Service Provider will be expected to have a paperless system as a way of managing the service and the booking system must be as efficient as possible to ensure there is no impact on current HR resources.

17.5 The service provider should engage with the organisation in regard to the integration of booking systems with Merseytravel HR systems.

17.6 The service provider will provide a full breakdown of accounts prior to any funds being released form the client.

18. **Availability and Reporting Procedures**

18.1 The Service Provider will set aside time to:-

(a) Discuss problematic cases with all relevant parties, in particular the Client Contact Manager (or nominee). members of the HR Team, the Occupational Health and Safety Advisor and Manager; and

(b) Allow the Client Contact Manager (or nominee). HR Team, the Occupational Health and Safety Advisor and Managers contact time to discuss concerns about specific cases etc.

18.2 The Service Provider will make a minimum of 3 on site surveillance visits, in the initial year reducing to 2 visits per calendar year. This is in order to maintain an up to date knowledge of the organisation’s activities.

18.3 Pre-employment medical assessment questionnaires will be assessed and the result notified to the HR Team by email within a 24 hour period after receipt by the Service Provider.

18.4 Management referrals, review medicals, pre-employment medicals will be conducted within 3 working days of a request and the Service Provider will email a written report of the results to the Client Contact Manager (or nominee). Manager and the HR Team within 2 working days of the examination. On the day of the appointment the Service Provider will email the Manager and HR Team to confirm whether the employee is fit to return to work or fit for employment.

19. **Advice and Support**

 The Service Provider will be required to:-

(a) When it is appropriate to do so, provide advice to the HR Team/Manager to enable them to undertake reviews following initial referral.

(b) Assist, where practicable, in the provision of health and safety advice and health promotion.

(c) Provide direct advice to appropriate officers within 24 hours of a request. Urgent medical advice will be provided by telephone.

(d) Provide/arrange expert opinion in the event of appeals, litigation or prosecution.

20. **Performance Management**

20.1 The Service Provider must demonstrate that they are meeting the needs of Merseytravel. Key Performance Indicators (KPIs) will be agreed and should include, but not be limited to the following:-

(a) Performance against quality standards (time for appointments, receipt of reports etc.)

(b) Number of complaints

(c) Failed attendance/cancelled appointments

(d) Impact on reducing staff absence levels

(e) Cost Benefit Analysis

(f) Detailed and Itemised Accounts

(g) Staff views and feedback

(h) Operational issues

(i) Legal requirements

(j) Innovative ideas and solutions

(k) Provision of statistics/data

(l) Number of on-site surveillance visits

20.2 The Service Provider and the Client Contact Manager shall meet once a quarter (but more frequently if required) to review performance using the KPI’s and to discuss and resolve any ongoing or outstanding issues. In particular, the purpose of the meetings shall be to identify:-

(a) the occasions when the level of service falls short of the agreed standard so that any problem areas can be discussed and corrective action taken in order to maintain a high quality of work;

(b) variations in the level of service and quality required;

(c) any innovations or improvements to the service; and

(d) any payment issues.

20.3 The Service Provider shall produce the minutes of such meetings.

20.4 Merseytravel reserves the right to undertake internal customer surveys to obtain information about the Service Provider’s performance.

21. **Management Information**

21.1 Merseytravel must be provided with regular management information in order for the service levels to be monitored and reviewed.

21.2 Detail of the management information and frequency of publication will be agreed with the successful Service Provider. Information below is an indication of the type of information that could be requested.

(a) Qualitive and quantative Information in relation to the pre-employment processes;

(b) Monthly list of total attendances at management referrals, reviews, massage and counselling etc. Reports should detail information such as service area, job title, condition and assessment type;

(c) A report at the end of each contractual year outlining the total number of services provided;

(d) A cost benefit analysis relating to the number of attendances per employee until a return to work has been achieved or employment is terminated;

(e) Health Surveillance Work - a monthly list of attendances and a detailed record of surveillance undertaken;

(f) Provide regular updates of paper based Health Surveillance on a quarterly basis and on request;

(g) Trend analysis of absence management issues to identify reasons for staff absence;

(h) Equality and diversity monitoring in relation to attendances, including information such as gender, age and ethnicity;

22. **Innovations**

22.1 Merseytravel would welcome any initiatives/innovations from the Service Provider. These initiatives/innovations should be sustainable and cost effective. The Service Provider should submit such proposals via regular monitoring meetings with the Client Contact Manager.

22.2 Merseytravel reserves the right to accept or reject such proposals.

**Section Two – Additional Services**

Merseytravel reserves the right not to procure any additional services from the Service Provider. Merseytravel may procure these additional services elsewhere. The Service Provider is therefore requested to price separately for these additional services in the Schedule of Rates and provide details of what such additional services consist of as part of their tender submission.

1. **Counselling/Cognitive Behavioural Therapy (CBT) Referrals**

1.1 Recommendations for referral to a Counsellor will be to the Client Contact Manager (or nominee). The Client Contact Manager (or nominee) will make the final decision as to whether referral will take place.

1.2 The Service Provider shall be available to provide appointments between the hours of 8am and 8pm, Monday to Friday.

1.3 Urgent appointments should be made within 3 working days of the referral. Routine appointments should be within 10 working days of the referral.

1.4 After the sixth counselling session a short written report will be provided to the Client Contact Manager (or nominee) outlining whether any progress has been made, whether further sessions will be beneficial (up to an additional six) and any other details, which may benefit the individual. All information provided will be generic and no data regarding the session itself will be made available unless specified by the individual.

1.5 No further sessions will be arranged until consent from the Client Contact Manager (or nominee) is received.

1.6 The Service Provider will source appropriate support for specific issues, when required.

1.7 All appointments for this service are to be made by the Service Provider.

2. **Deep Tissue/Sports/Remedial Massage**

2.1 Deep Tissue/Sports/Remedial Massage will be carried out at the following times/locations:-

 Mann Island, Liverpool (Headquarters):

 3 hours per week on a Wednesday between the hours of 11am and 2pm

 Kingsway Tunnel, Wallasey (Mersey Tunnels):

 3hours per week on a Thursday between the hours of 1pm and 4 pm

 Mersey Ferries, Seacombe (on board the Ferry):

 1.5 hours per week on a Thursday between the hours of 7.30pm and 9pm

 The above schedule, details our current requirements, however we may elect to change the days and/or times to suit future business requirements.

 After the sixth session a short written report will be provided to the Client Contact Manager (or nominee) outlining whether any progress has been made, whether further sessions will be beneficial and any other details, which may benefit the individual. All information provided will be generic and no data regarding the session itself will be made available unless specified by the individual.

2.2 Referral to the Masseur will be by the Physician/Nurse as and when employees meet the following criteria:-

(a) They are suffering from a musculoskeletal condition that is likely to impact on present or future work performance (including attendance) and which is likely to be cured or controlled through deep tissue/sports/remedial massage.

(b) They are not receiving suitable treatment from the National Health Service or other provider. Or there is a considerable delay in obtaining treatment that could result in an absence from work or delay a return to work.

2.3 Those employees who have musculoskeletal problems and are under the supervision of the Service Provider and/or awaiting treatment on the NHS will be given priority with regard to appointments.  Any free spaces thereafter will be available to other employees who may need musculoskeletal treatment and / or postural advice. Booking of those free spaces will be by the Client Contact Manager (or nominee).; HR Team and Manager

2.4 All appointments for this service to be made by the client.

**3. Employee Assistance programme:**

3.1 The Service provider may also consider a bid for an employee assistance programme and describe what service will be provided at what cost to the organisation. The year round 24 hour assistance programme will include or have the capability to include:-

1. e-counselling
2. planned telephone counselling
3. clinical or counselling psychologist assessment
4. face-to-face brief intervention counselling
5. managerial consultancy
6. debt advice
7. Citizens Advice information
8. legal information and signposting
9. child/eldercare information
10. domestic violence information
11. health information
12. managerial/occupational health referral
13. information portal
14. on-site briefing sessions
15. promotional materials
16. account management
17. management information
18. trauma support
19. training and consultancy

**Section Three – Estimated Schedule of Service Requirements**

The table below indicates an estimated level of usage during the term of the contract. It provides a guide upon which proposed costs can be determined.

| **Core Services** | **Estimated number per annum** |
| --- | --- |
| Pre-employment Assessment Questionnaire (Nurse) |  30 |
| Pre-employment Assessment Questionnaire, Health Surveillance (Nurse)  | 25 |
| Pre-employment Medical Examination (10% referral rate by a Nurse to a Physician)  | 6 |
| Management Referral Medical (Nurse) | 80 |
| Review Medical (Physician)  | 20 |
| Health Surveillance Questionnaire (Competent Person)(Night Worker Assessment/WRULD/HAVS (assuming an 80 % return rate) | 443(354 returned) |
| \*Health Surveillance Testing (Nurse) | 50 |
| Health Surveillance Medical Examination (10 % referral rate by a Nurse to a Physician)  | 25 |
| Exit Health Surveillance Testing (Nurse)  | 10 |
| LGV Driver Medical (Physician) Only used if Own Physician will not complete. | 2 |
| Boatmaster’s Licence Medical as per Maritime and Coastguard Agency Standards (Physician) ML5. Only used if Own Physician will not complete. | 2 |
| Medical Examination (Ex-employees early release of pension) (Physician)  | 2 |
| Case Management Meetings  | 5 |

|  |  |
| --- | --- |
| **Additional Services** | **Estimated number of sessions per annum** |
| Counselling | **100** |
| Employee Assistance | **200** |
| On-site Deep Tissue/Sports/Remedial Massage | **Estimated Per Annum****340** |

**Section Four – Supporting Data**

**Supporting Data by Health Surveillance Assessment/Test**

| **Health Surveillance Assessment/Test** | **No of eligible employees/posts** |
| --- | --- |
| **Boatmaster’s Licence Medical (Every 5 years) (ML5)** Only if their own physician will not do the examination. |  |
| Ferries Captains, Mates, Engineers and Deck crew.  | 10 |
|  |  |
| **Night Worker Assessment Questionnaire Annual) Paper Assessment** |  |
| Ferries Captains and Mates | 19 |
| Ferries Engineers  | 11 |
| Tunnel Police | 48 |
| Tunnel Tolls | 44 |
| Control Room Engineers | 10 |
| Systems Engineers | 7 |
| Garage | 2 |
| Multi Skilled Operatives - Labourer Cleaners  | 15 |
| Multi Skilled Operatives - Painters  | 8 |
| Fitters  | 6 |
| Electricians  | 17 |
| Large Vehicles and Plant Drivers | 10 |
| Cleaners Janitorial | 7 |
| **Work Related Upper Limb Disorder Questionnaire** **(Annual)** |  |
| Multi Skilled Operatives - Riggers/Scaffolders | 2 |
| Electricians | 25 |
| Multi Skilled Operatives - Painters | 10 |
|  |  |
| Multi Skilled Operatives - Labourer Cleaners | 20 |
| Garage | 2 |
| Cleaners(Janitorial 7 and Domestic13) | 20 |
| Seaperson Collectors, Deckhands and Bridge. | 27 |
|  |  |
| **HAVS Surveillance Questionnaire (Annual)** Tier 1 paper assessment. |  |
| Garage | 2 |
| Ferries Engineers | 11 |
| Multi Skilled Operatives - Labourer Cleaners | 28 |
| Electricians | 25 |
| Joiners | 2 |
| Fitters | 10 |
| Cleaners (Janitorial 7 and Domestic 15) | 22 |
|  |  |
| **Hearing Function Test (Every 3 years)** |  |
| Garage | 2 |
| Ferries Engineers  | 11 |
| Multi Skilled Operatives - Labourer Cleaners | 3 |
| Electricians | 25 |
| Multi Skilled Operatives - Painters (Yearly) | 10 |
|  |  |
| Fitters | 10 |
| Cleaners (Janitorial 7 and Domestic 15)  | 22 |
| System Engineers | 7 |
|  |  |
| **Dermatology Test (Every 3 years)** |  |
| Garage | 2 |
| Ferries Engineers  | 11 |
| Multi Skilled Operatives – Labourer Cleaners | 27 |
| Multi Skilled Operatives - Painters (Yearly) | 10 |
|  |  |
| Fitters | 10 |
| Cleaners(Janitorial 7 and Domestic 13) | 20 |
| Systems Engineers | 7 |
|  |  |
|  |  |
| **Lung Function Test (Every 3 years)** |  |
| Garage  | 2 |
| Ferries Engineers  | 11 |
| Multi Skilled Operatives - Labourer Cleaners  | 28 |
| Multi Skilled Operatives - Painters (Yearly) | 10 |
| Joiners  | 2 |
| Cleaners (Janitorial 7 and Domestic 15) | 20 |
|  |  |
| **Vision Testing (Every 3 years) - to include night driving** |  |
| Garage  | 2 |
| Large Vehicles and Plant Drivers  | 10 |
| Tunnel Police  | 48 |
|  |  |
| **Colour Blind Test (Pre-employment only)** |  |
| Electricians | 5 |
|  |  |
|  |  |
|  | 70 |
|  | 53 |
|  |  |
| **LGV Driver Medical (Every 5 years from age 45)** |  |
| Garage | 1 |
| Large Vehicles and Plant Drivers | 2 |
| Only if their own physician will not do the examination. |  |

**Health Surveillance by Work Group**

**Garage**

Hearing test

Dermatology test

Kidney function test

Liver function test

Lung function test

Vision test

**Ferries Captains and Mates**

Boatmaster Licence

**Ferries Engineers**

Hearing test

Dermatology test

Kidney function test

Liver function test

Lung function test

**Multi Skilled Operatives - Labourer Cleaners** Dermatology test

Lung function test

Hearing test

**Electricians**

Colour blind test (Pre-employment only)

Vision screening

Hearing test

**Multi Skilled Operatives - Painters**

Dermatology test

Lung function test

Hearing test

**Joiners**

Hearing test

Dermatology test

Lung function test

**Fitters**

Hearing test

Dermatology test

**Cleaners**

Dermatology test

Lung function test

Hearing test

**Systems Engineers**

Dermatology test

Hearing test

**Large Vehicles and Plant Drivers**

Vision Screening (including night vision)

**Tunnel Police**

Vision Screening (including night v