

Regulation Update

Issue 25



Keep your business 'healthy'...

...by complying with regulations



DO NOT LET SICKNESS
RUIN YOUR LIFE!



Fit note to sick note

You may be aware that the system of issuing sick notes has barely changed in 60 years. However, ministers want to cut numbers claiming long-term sick benefits and believe ending the sick-note culture is the best place to start, hence its replacement earlier this year by the fitness for work medical certificate or the "fit note" introduced on the 6th April.

However, the basic law has not changed. As now, from the eighth day of sickness absence employers will be able to require employees to provide formal medical evidence about their sickness to support a claim for Statutory Sick Pay. Traditionally this has been done by the employee providing evidence in the form of a "sick note" from a doctor.

The general idea is that the new "fit note" will enable doctor's to submit that a person may be fit for some work and has been designed to lower employee absence rates and support employees return to work by numerous methods.

A 'fit note' will advise the employee that they are not fit for work OR that they may be fit for work taking into account further advice. This further advice provided by the doctor could include phased return to work plans, altered hours, amended duties or other workplace adaptations.

The Government hopes that the change, which follows last summer's extensive government consultation "Reforming the Medical Statement", will save the economy £240m over the next ten years by aiding the recovery and return of sick workers and maintaining their skills.

Having looked at the general idea of the new 'fit note' how confident are employers in dealing with the new procedures along with many other staffing problems that arise on a daily basis?

Business owners and senior management often find themselves spending most of their time worrying about employee issues including work related stress, poor time-keeping, maternity & paternity issues, and general grievances.

However, local HR & Employment Law Specialists; The Howarth Business Partnership Ltd offer a supportive and personal service to local businesses, guiding them through the complexities of employment law.

The company has a team of dedicated HR & Employment law advisors on hand to respond to all your staffing queries, ensuring you remain legally compliant at all times. The Firm provides legal advice, draft documentation, tribunal representation and management training in all areas of HR and employment law, allowing senior management to concentrate on their core business.

The company works closely with many local businesses and prides itself on providing an essential service at an affordable cost.

A form titled "STATEMENT OF FITNESS FOR WORK FOR SOCIAL SECURITY OR STATUTORY SICK PAY". It includes fields for "Patient's name" (with sub-fields for Mr, Mrs, Miss, Ms), "I assessed your case on" and "and because of the following condition(s)", and "I advise you that". There are checkboxes for "you are not fit for work" and "you may be fit for work taking account of the following advice:". Below this, there are checkboxes for "a phased return to work", "altered hours", "amended duties", and "workplace adaptations". A "Comments" section is also present.

For further information on the services provided by The Howarth Partnership Ltd please contact Tracy Hopkins, Business Development Director on 01274 864 999 or visit the website at www.howarthpartnership.co.uk



FREE Lunchtime Seminar

Sick note to fit note

Join us at our **FREE** Lunchtime Seminar

The Kirklees Business Partnership (KBP), Better Health at Work (BHAW), The Howarth Partnership Ltd and Kirklees Regeneration & Economic Service are organising this seminar.

The seminar will include 2 short presentations delivered by The Howarth Partnership Company & BHAW followed by a Questions and Answer session.

WHEN: Tuesday 6th July 2010
TIME: 12.00 – 2.00pm
WHERE: Media Centre, Huddersfield
7 Northumberland Street
Huddersfield HD1 1RL
PARKING: local pay & display parking only

WHEN: Tuesday 5th October 2010
TIME: 12.00 – 2.00pm
WHERE: Batley Business Centre,
Technology Drive
Batley WF17 6ER
PARKING: on-site parking available

To secure a place, please email to justine@howarthpartnership.co.uk

Places fill up quickly, so book early to avoid disappointment.

We offer you a **FREE** lunch and a marvellous opportunity to network with other delegates and companies.





Kirklees Better Health at Work

Kirklees Better Health at Work team provide free and confidential advice and support to promote health, safety and wellbeing in the workplace.

It is estimated that stress affects 1 in 5 people in Kirklees

- **Could stress at work be costing you money?**
- **Would you like to know more about managing stress in the workplace?**
- **Do you want to know more about how you can support your staff?**

It is well recognised that increasing demands are being placed on many of us both at home and at work, in addition many support structures that people used to rely on are no longer there.

The Better Health at Work Team can help bridge this gap...Tel: 01484 416777

We can help by:

- **Working with you to help prevent stress at work becoming a problem.**
- **Providing coaching and counselling.**
- **Providing advice and information.**
- **Providing a variety of training courses on Stress Management. (Free for a limited period only)**
- **Facilitating an early return to work or preventing sickness absence. (98% of our clients demonstrated that due to our interventions they were able to make an earlier return to work, or that our support prevented them going off sick).**

Our service is endorsed by Kirklees NHS, the Health and Safety Executive and has gained national recognition for providing this service.



Comments from our clients:

caring

confidential

excellent

significantly improved productivity

very professional

wish I had known about this earlier

100% of clients said they would recommend our service to others.

Dates for your Diary:

7th July, 2010 - Dewsbury Rams Stadium option of morning session 9.30 – 11.30 or afternoon session 1.30 – 3.30 both FREE

Stress management in the workplace incorporating the HSE Stress Management Standards.

Dates for other courses available soon!!!!

For further details or to reserve a place contact Ros 01484 416777





Get to know your customers!

Customers are the most essential part of every business organisation. Customer care is vital for each company to help achieve them the success. Constant contact with your customer can help your company reputation, increase the changes of further sales, build good relationships and maximise your customers' satisfaction which mainly depends on:

- How well your service and products match with customer needs
- The price and quality of a product
- The value for money
- Your efficiency and reliability in orders
- Your professionalism, friendliness, support and attitudes of your employees
- The way you treat your customers and how well you keep them informed about new offers and services

To be successful in dealing with your customers, businesses have to get know each of their clients. The reveal significant information you should look at:

- Their order history
- Any records of the contact with your company (phone calls, meetings, emails, etc.)
- Direct feedback
- Changes in individual customers patterns
- Feedback from your customers about the products they buy from different companies
- Feedback about your exiting products and services
- Enquires and suggestions about introducing new products and services

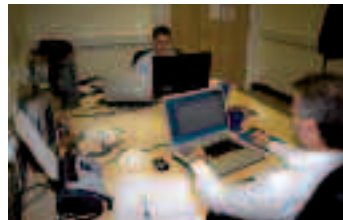
The significant influence on trading with your customers has also the way you respond to their demands and expectations, this include: sales renewal rates, the number of complains about your employees and services, the number of damaged and faulty goods returned by your customers, the volume of marketing materials sent out and responses, time taken from order to deliver goods and services. Keeping in touch with your customers leads to good relationships between the seller and clients. Customer's feedback allows you to see how the business is perceived in consumer eyes.

Customers will be happy, to share their feelings towards your products or services, when they feel, that you treat them well and individually, simply by rewarding them for their loyalty:

- **free product samples**
- **money off vouchers**
- **discounts**
- **buy one get one free offer**
- **loyalty cards**

Business premises in Kirklees

- Do you want to choose the length of the lease so you'll never be tied down?
- Would you like to have access to practical support and advice from on-site management teams?
- Do you want business premises with easy access to major motorways?



Finding the right location is a vital part of starting or expanding your business.

We offer light manufacturing, catering or office units varying in size, allowing you to grow your business without relocating. All our premises are in great locations based in and around Huddersfield, Dewsbury and Batley.

We also offer*:

- Incubation suites
- Hot-desking services
- Graduated rents
- Free on-site parking
- Reception desk offering a range of secretarial services
- Secure 24/7 access

* not all facilities are available at every business and enterprise centre

For further information or to arrange a tour of one of our business and enterprise centres please contact us on 01484 223850 (for Huddersfield) or 01924 326172 (for Dewsbury and Batley) or email us at economic.development@kirklees.gov.uk



Business facilities to rent in Kirklees

RENT A DESK PROJECT

The rent a desk facility provides 8 workstations at Bretton Street and 3 workstations at Batley Business Park with the potential to increase this number. This project was established to provide low cost affordable desk space in a sharing and learning office environment. We are able to support those businesses working from home not ready to take on full office space but wishing to develop their business by moving into a professional business environment. It also enables us to support our existing local businesses affected by the recession who wish to continue in business but need to re-evaluate their structure and downsize. It provides an environment that nurtures and encourages entrepreneurship, the sharing of best practice, business ideas and partnership working with neighbouring businesses. Tenants benefit from on site management support, reception services, and use of meeting rooms across our district at other centres, networking and access to business advisors / partner agents.

BOBBIN AND SEW



This project has been developed to help young people and Graduates from the Creative Art and Design sector who are unable to find employment locally to consider setting up a business. Students/ individuals would have access to using a fully furnished sewing facility with industrial sewing machines, pattern/cutting tables and equipment. This set up is similar to the rent-a-desk project but essentially the aims are the same to encourage new start businesses in the creative arts whilst supporting and retaining the knowledge and experience of young talent in Dewsbury. The project provides people from a diverse background a foot on the ladder in a shared supportive environment, access to business opportunities and a chance to transform their

idea without the need for large pots of money to invest in capital equipment.

UK ONLINE CENTRE

The UK Online Centre at Bretton Street is a great example of a community resource resulting from collaboration between the public, private and community sectors. Using our facility the ICT project aims to get people online to access government services and carry on learning in a more flexible way. It engages with local people by providing free access to computers, free internet access, free online ICT courses and information, advice & guidance.

HOT DESKING FACILITIES

8 hot desk workstations at Bretton Street provides all the advantages of the rent-a-desk facility but in a more flexible working environment for those individuals and businesses on the go geographically who want a professional, safe working environment. It offers a place to stop in between meetings or simply the facility to access modern IT and a computer for those people in the community that do not have either means or access at home. This works on a flexible booking system.

VIRTUAL MAILBOX

Business postal address from £20 a month at Ray Street Enterprise Centre, Batley Business Park and Bretton Street Enterprise Centre free on site parking plus additional communal facilities benefit from on site management support, reception services, use of meeting rooms across our district at other centres, networking and access to business advisors / partner agents.

Unit sizes vary from 8sqm to 265sqm, dedicated business incubation space with graduated rents.

For any further information or arrange a tour of one of our business and enterprise centres please contact us on 01484 223 850 (for Huddersfield) or 01924 326 172 (for Dewsbury and Batley) or email us at economic.development@kirklees.gov.uk

Are you a health or social care provider?



You need to be registered with Care Quality Commission

From April 2010 existing regulations of health and adult social care have been changed. All care and social care providers are required by law to register with Care Quality Commission (CQC). All care providers have to prove that they practise all standards of safety and quality, whenever they provide the services and that will be also checked by the CQC while registering.

Benefits from the new registration: guarantee that care providers meet all health and quality standards, respect people rights and dignity; the same set of standards will apply across the sector; monitoring and checking all the registered care providers will allow to identify potential problems at early stadium.

Activities that require registration:

- Personal care
- Accommodation with nursing or personal care
- Accommodation for people who require treatment for substance misuse
- Accommodation and nursing or personal care in the further education sector
- Treatment of disease, disorder or injury
- Surgical procedures
- Assessment or medical treatment for people detained under the Mental Health Act 1983
- Diagnostic and screening procedures
- Management of supply blood and blood-derived products
- Transport services, triage and medical advice provided remotely
- Maternity and midwifery services

- Termination of pregnancies
- Services in slimming clinics
- Nursing care
- Family planning services

All services providers will have to prepare a statement including every single type of activity they provide and location they operate in.

Remember: It is a serious offence, to provide any regulated activity without being registered

For more information, please visit the Care Quality Commission website
www.cqc.org.uk

Telephone: 03000 616161 or email: enquires@cqc.org.uk



Sell 2 Kirklees



Sell 2 Kirklees is a partnership between the Kirklees public sector buyers. The Kirklees public sector partners have committed to provide registered businesses with opportunities to access contracts for goods and services up to £15,000.

The service is FREE of charge to all suppliers. After the successful registration your service details and Suppliers Registration Questionnaire will be available to nine public sectors, such as: Kirklees Council, University of Huddersfield, Kirklees Neighbourhood Housing, Greenhead College, Kirklees Active Leisure, Huddersfield New College, Kirklees College, West Yorkshire Fire and Rescue and West Yorkshire Police. All these public sectors will be able to access your details, whenever they have a requirement for the goods or services you specified an interest in. They will also be able to search through the database of suppliers and ask you for a quote for a particular piece of work.



To register or access more information please visit www.sell2kirklees.co.uk or telephone 01709 331 078



Sell
2 Kirklees



Employment - European Commission takes action against UK!

The European Commission is taking action against the UK for what it believes, to be incorrect implementation of two pieces of European law on employment.

The Commission has sent what is known as a “reasoned opinion” to the UK Government, claiming that the Directives on gender equality and discrimination, based on religion or belief, disability, age or sexual orientation, have not been transferred into UK law correctly.

In case of the legislation on gender equality, it has a number of concerns, including the fact, that –in its view- the definition of indirect discrimination is too narrow, as it does not cover potential discrimination, and also that the exceptions to the principle of non-discrimination on the basis of sex for certain jobs are too wide.

The Commission’s concerns about the second Directive, include the fact that there is no clear appeals procedure in the case of disabled people and the exceptions to the principle of non-discrimination on the basis of sexual orientation for religious employers are broader, than that permitted by the Directive.

The “reasoned opinion” is the second stage of proceedings for potential infringement of EU law. The UK now has two months to reply. If this response does not address the Commission’s concerns to its satisfaction, the letter may refer the matter to the European Court of Justice.

For further information about these Directives and their implementation in the UK, please contact Enterprise Europe Yorkshire on 0800 052 8156 or email: info@ee-yorkshire.com.



The Prince’s Trust in Kirklees

Today around one in ten 18-24 years-olds in Kirklees are unemployed, costing the economy £180,000 a week in job seekers allowance alone.

The Prince’s Trust works to combat the barriers that prevent young people from moving on with their lives, giving them the skills and motivation to get a job.

The Trust works with young people who have struggled at school, have been in care, are long-time unemployed or have been in trouble with the law and supported 3,500 young people in Yorkshire and The Humber last year, with eight in ten of them going on to work, education or training.

What you can do to get involved

There are many ways to get involved with the work The Prince’s Trust does. Here are just some of them:

- Be a Prince’s Trust Champion – from as little as £10 a month, you could help transform a life
- Take part in The Trust’s corporate fundraising challenge, Million Makers

- Volunteer your time with a range of volunteer vacancies from leaving care and business mentors to fundraising and events supporters

More information about The Trust’s programmes and events can be found at www.princes-trust.org.uk or by calling the regional office on 0113 236 8399.



Vehicle load safety

Unsafe loads on vehicle injure more than 1,200 people a year and cost UK businesses millions of pounds in damaged goods.

Planning your load

Planning how to secure your load is an important step and can save your workers life:

- Prepare a loading plan for each journey: how the load will be secured, the location and layout of each delivery site, including unloading equipment and facilities and share it with your employee
- Use the correct equipment to load your vehicles safely
- Vehicles must never be overloaded. Overloaded vehicles might become unstable, difficult to steer or less able to brake
- Before you set off, check that steps or handholds are in good condition
- On refrigerated vehicles, check the floor for ice or water and follow any instructions you are given to reduce the amount of water
- Wear non-slip and well-fitting safety footwear
- Keep the soles of your footwear clean
- Keep up skills and dirt
- Keep the load area tidy and – pick up loose ropes and packaging
- Follow your employee guidance on lifting and moving loads
- Make sure that the driver knows how the load has been secured, what he should do if the load shifts during the journey, who will unload the vehicle and what equipment will be required
- Keep any personal protective equipment in a good condition and report any faults or excess wear

The consignor – the person responsible for sending the load is also responsible for ensuring that the load is loaded safely and does not present a danger to others.

PLANNING AHEAD AND BEING CAUTIOUS CAN SAVE YOUR MONEY PREVENT ACCIDENTS AND SAVE PEOPLES LIVES.



Myth: You don't need to secure your load if you're just driving down the road

Businesses reduce carbon



Why save carbon?

Looking not only at the environmental side, businesses can also benefit from reducing the amount of carbon they produce. By reducing the carbon emission, your business can save a lot of money that can result in increasing a number of customers, encouraging more people to work for environmental friendly business; your company will stay ahead the government regulations and become an employer of choice.

In July 2009 UK Government published the Low Carbon Transition Plan, setting out how the UK will move to a low carbon economy and avoid a dangerous climate change. The results of climate changing can be seen as hotter summers, milder winters and more often flooding. Nowadays, human is constantly contributing to climate change, mainly through producing greenhouse gases. These gases, mostly carbon dioxide are being released into the earth's atmosphere, causing a warming effect. Climate change can affect your business in a couple of ways for example: unpredictable weather can result in water shortages or flooding (causing problems in getting insurance).

The climate change levy – is a method designed to improve your business efficiency, you may already pay this in your energy bill. You can decrease the amount of levy, by using renewable energy sources, such as: wind, solar, biomass, geothermal energy and hydroelectric power.

Businesses which want to switch to renewable energy sources, can apply for a number of grants and loans, available to help them. The most common form of reducing the carbon footprint and the effect on climate is reducing and saving energy.

Here are some TIPS recommended for businesses:

- Replacing traditional light bulbs to energy efficient ones – traditional light bulbs waste about 95% of the energy they use. Each efficient light bulb could save up to £40 over its lifetime: all inefficient light bulbs will be phased out by SEPTEMBER 2012
- Investing in a new saving machinery and plant
- Turning down or off radiators which are not located in used areas
- Avoiding positioning your thermostats in direct sunlight or near equipment that gives off heat

- Using electronically powered tools
- Setting your hot water supply to 60°C – heating energy to a higher temperature, will waste unnecessary energy
- Keeping doors closed on freezers and regularly defrosting them
- Keeping your doors seals and ensuring that your system is at the right temperature
- Make sure that every electronic equipment is off, when not in use
- Turning off the computer and screen (can result in saving over £50 a year)
- Switching lights off in empty rooms & when living the building
- Cutting carbon emission from transport – using more efficient cars
- Designing low carbon products and using suppliers of low carbon products
- Making the most of natural, day light & using blinds to direct sunlight upwards
- Maintaining existing light system and machinery
- Educating your employees and encouraging them to save energy
- Purchase high efficiency monitors
- Finding and fixing all leaks

We all want to live in a healthy and environmental friendly world, so let's help the earth by simply saving the energy!

You have the power

