**Contract Ref: THIR/Q/17/422A**

**Occupation Health Service**

**The Specification**

**THIRTEEN HOUSING GROUP LTD**

**NORTH SHORE**

**NORTH SHORE ROAD**

**STOCKTON ON TEES**

**TS18 2NB**

**The Specification**

**1 Introduction**

1.1 At Thirteen we are a caring landlord, housing developer and a social purpose business that uses our commercial expertise to meet our priorities. Thirteen are the largest landlord group in the North East, owning and managing more than 33,000 properties in the Tees Valley area.

Our 1,500 employees reach out to more than 70,000 customers, putting them at the heart of everything we do to help us shape the business. We strive to be our best and constantly make improvements.

Our reason for being is to provide good quality homes and support for those in housing need. We have a wealth of experience and capacity, strong partnerships and we are dynamic and flexible in finding solutions.

1.2 Further information is available on the Group’s website [www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)

**2 Scope**

2.1 The Group is looking to procure a proactive and responsible Occupational Health Service to support the management of employee wellbeing.

**3 The Requirements**

3.1

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| **Service** | **Specification** |
| Pre-employment health declaration | No specific format as long as covers all main areas covering the job role, functionality and disability  Screened in house (by Thirteen)  If health issue then referred for appointment. |
| Occupational Health Appointments and Reports | Must give independent and professional diagnosis, prognosis and useful advice and recommendations regarding employees who are unable to work due to long-term or short-term intermittent health problems or who are in an employee relations process.  We are looking for a commercial viewpoint. |
| Referral form to complete referrals on either online or word format and e-mailed. |
| The provider to handle the appointments system and liaison with the employee. |
| Appointments will be at a Thirteen Group office location |
| Must have access to a Doctor / Physician when necessary. |
| Timescales: Based on current referrals (+3%) we are currently 100 referrals a month. This means we need to have half a day per fortnight so 2 half days per month appointment time. |
| Appointments; Face to face appointments offered but have the ability to undertake a telephone consultation when required. |
| Reports to be e mailed to the HR contact and be structured including, diagnosis, prognosis, and where relevant what treatment, recovery, and return to work norms look like for similar cases.  Must be clear and concise. |
| Must receive the report within 48 working hours via e-mail. |
| Health screening, surveillance and work station assessments. | Be able to provide health surveillance for employees who have long-term health conditions or undertake night work. |
| Injections | Must be able to offer guidance on what job roles require injections and be able to offer the injections and they manage this on a recall basis. |
| Substance and Alcohol Testing | Able to offer this |
| Flu injections | Able to offer this |
| Confidentiality and Data Protection | Must see protocols around this. |
| Information sharing | Must be able to develop processes around this. |

**4 Performance Requirements**

4.1 Pre-employment sign off within 5 working days

Occupational Health Report receipt within 2 working days

**5 Performance Measurement**

5.1 Monthly review meetings for the first quarter to assess performance, then changing to quarterly on the basis that the service has bedded in and working well.

Expectation that monthly performance figures are received via e mail report.

**6 Implementation**

6.1 Insert information on mobilization, methodologies, processes etc. to deliver contract requirements.

**7 Contract Management**

7.1 Insert contract management procedures, frequency of performance meetings etc.

**8 Contract Pricing**

8.1 The contract pricing will remain fixed for 3 years which includes the option to extend if taken of the contract agreement.

8.2 For the avoidance of doubt, the risk of any increased costs arising from a change of law will fall on the contractor.