

UKCEH SPECIFICATION FOR GOODS OR SERVICES

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Project Title:	SH076-20: Occupational Health Provider
Required Start Date:	01/01/2022
Project Manager:	UKCEH SHE Advisor and HR Business Partner
Date of issue:	16/07/2021

1. Introduction

The UK Centre for Ecology & Hydrology (UKCEH) is an independent, not-for-profit research institute, carrying out excellent environmental science across water, land, and air. Our science makes a difference underpinning environmental policies, commercial innovation, and conservation action all around the world. Our 500 scientists provide the data and insights that researchers, governments, and businesses need to create a productive, resilient, and healthy environment.

UKCEH operates from four locations in the United Kingdom, varying in size with the smallest being at Bangor, North Wales (approx. 50 staff), Lancaster (approx. 100 staff), Edinburgh (approx. 100 staff), and the largest at Wallingford, Oxfordshire (approx. 400 staff).

UKCEH requires a professional Occupational Health Provider(s) (OHP) to help ensure the health of UKCEH workers through preventative health surveillance and responsive management referral support. To do this, UKCEH require clear and unequivocal advice from the OHP and specialist physicians, as appropriate. Ideally, UKCEH would prefer a single provider to cover all its four sites; however, given the geographical spread UKCEH would also consider a consortia or individual sub-contractors.

UKCEH management of occupational health services is split between the People & Skills (P&S) and Safety, Health & Environment (SHE) teams. Specific requirements from the OHP relating to the individual needs of these departments are outlined in further detail below.

2. Background

UKCEH became an independent company limited by guarantee in December 2019 and has rolled over its OHP as part of a range of contract novations.

As this period has now ended, UKCEH is tendering for a new contract.

3. Scope of the Contract

The Contract will include the following key services. A more detailed description of requirements can be found in section 4 – Detailed Requirements:

- Pre-employment health screening
- Health/sickness referrals
- Health surveillance
- Fit testing and respiratory equipment advice
- Ergonomic/workstation DSE assessments
- Fitness medical screening
- New and expectant mother's assessments
- Specialist guidance and advice
- Advisory information for UKCEH employees
- All medical equipment and supplies required to deliver the Services will be provided by the OHP unless expressly agreed by UKCEH on a case-by-case basis

UKCEH may look to undertake an annual staff wellbeing survey or audit across all sites in the future.

UKCEH are open to a blended appointment model, with e-appointments where these are appropriate to the needs of the individual and on-site appointments where physical examination of the individual or workplace are required. UKCEH will provide on-site office accommodation and reasonable use of facilities, such as telephone for use by the OHP in providing the Services, where required. Visitor car parking will be provided, where available.

Please note that due to the geographical split of our sites – this contract may be awarded to multiple suppliers where that is the best value option.

4. Detailed Requirements

4.1 P&S Occupational Health Service Requirements and Outputs

4.1.1 Pre-Employment Health Screening

The OHP shall:

1. Carry out pre-placement health assessments to a specification agreed with P&S
2. Provide a suitable and secure process for the submission of pre-employment questionnaires (PEQs). UKCEH would encourage the use of a suitable on-line facility, but an off-line alternative can also be provided. The format and content of the questionnaire shall be as proposed by the OHP but must be agreed by UKCEH and tailored to a set of job categorisations, as fitness for employment will relate to the nature of work to be undertaken. UKCEH can share job descriptions to be read alongside the questionnaire.
3. Carry out pre-employment screening if indicated by the health questionnaire or management, including via telephone, virtual meetings or face-to-face assessments where necessary. This includes all necessary medical enquiries and other inputs.
4. Provide appropriate advice on fitness for the job to UKCEH, in writing, at the end of the screening process & identify any reasonable adjustments that may be required for the appointment to be confirmed. Fit to employ reports must be securely returned to UKCEH within three working days of receipt of the pre-employment questionnaire except where other actions are necessary such as where the Employee or prospective Employee exercises their right to the 21-day rule as defined in the Access to Medical Records Act. Fit to employ reports should include:
 - What the assessment is based on (e.g., PEQ plus further info, PEQ plus telephone or face to face consultation);
 - Whether the applicant is fit; unfit with supporting reasons; fit subject to certain restrictions; or fit for night work (if applicable); and
 - Whether the applicant qualifies for reasonable adjustments under the Equality Act 2010.

4.1.2 Health/Sickness Referrals

The P&S team require the OHP to respond to management referrals from P&S on a case-by-case basis.

These can be managed initially via phone/video consultation and in person where circumstance necessitates.

Where face-to-face appointments are required and cannot be accommodated within SHE clinic days (See 4.2), additional appointments should be booked. P&S management referrals on dedicated SHE clinic days may only be scheduled if all site SHE needs, outlined further below, will also be fulfilled as priority.

Typical examples (not exhaustive) of management referrals include long term absence return to work support, advice on phased returns, support regarding mental health for those who seek assistance...etc. and should conclude with the provision of OH reports recommending and advising managers on supporting employees return to work.

Health/sickness referrals should be able to be made via a suitable and secure mechanism and will primarily be made for the following reasons:

- a. Carry out workplace/activity assessments in an appropriate way relevant to the specific reason for referral, for those returning to work following ill-health/injury, advise the P&S team and line manager, as appropriate, of an effective rehabilitation programme making recommendations for any reasonable adjustments
- b. Carry out assessments for individuals referred by P&S team where managers have raised concerns about potential health issues, or capability to work, and providing reports back to P&S/managers
- c. Carry out medical assessments and recommendations in relation to Equality Act protected characteristics for workplace alterations to accommodate UKCEH Employees with disabilities and recommendations for on-going working practices and care of UKCEH Employees
- d. To provide ill health retirement consultations and written professional advice and medical expert opinion to P&S.

Ideally, the OHP would operate to the following requirements or provide a reasonable alternative:

- Within one day of receipt of a management referral from the P&S Team, the OHP should make an appointment with an OH Advisor available to P&S via electronic calendars. Alternatively, alternatively as agreed by UKCEH, provide access to an electronic booking system to be used by the P&S teams to make appointments.
- Communicate with the UKCEH employee and P&S team to confirm the appointment within three working days of the booking being made. A reminder about the appointment should be sent at least five working days prior to the appointment date.
- In the event of either party cancelling a scheduled appointment the OH advisor/physician shall offer a re-scheduled appointment within five working days of the original appointment.
- Communicate with the P&S team regarding cancellations and non-attendance.
- Undertake a medical assessment of a UKCEH employee; give a written opinion on capability for work, a prognosis of return to work, or an update on an on-going situation.
- Give advice to the UKCEH employee as appropriate to the referral.
- Undertake appointments by telephone or video facility in the first instance; with face-to-face follow-up where required at the individuals place of work, or in exceptional circumstances agreed by the P&S team, undertake appointments in the UKCEH employee's home. UKCEH accepts that some parts of the assessment may be limited in such circumstances.
- Supply a full opinion to the P&S team as soon as is practicable and in any event within three working days of the assessment. In the cases where other inputs are required there may be a delay, and in such cases the OHP shall inform the P&S team immediately in the form of an electronic report by email of the outcome or action(s) being taken by the OHP.
- Participate in a case conference with a member of the P&S team and/or a line manager before the appointment, or after the appointment, as requested by the P&S team (and within five working days of the request). These can either take place on the phone, online or as a face-to-face meeting.
- Provide all necessary inputs (e.g., GP, specialist opinion/reports) to provide the services described.
- Provide onward referral and manage the process as appropriate to an occupational health physician, psychologist, or physiotherapist, or to the UKCEH EAP service provider or Welfare Advisors.

4.2 SHE Occupational Health Service Provisions and Outputs

The SHE team require the OHP to provide dedicated clinic days to cover SHE requirements, including for routine health surveillance, DSE/workstation assessments, Respirator Fit testing and other SHE referrals, as indicated below. Ideally the OHP should provide a team of dedicated occupational health professionals to offer monthly clinic dates at each of our Edinburgh, Lancaster and Wallingford sites (12 'visits' per year) and a clinic date every other month at our Bangor site (6 'visits' per year). Traditionally we have always had on-site clinics, but we are open to the possibility of a mix of remote and on-site visits depending on appointment types.

The OHP shall be expected to provide information on their proposed system for managing the referral and appointment booking system. In preference this would be based upon a secure systems platform (See System Requirements below), but this is not essential.

4.2.1 Health Surveillance

Health Surveillance, as identified by risk assessment to meet legislative and UKCEH requirements, as instructed by UKCEH, the OHP shall undertake annual health surveillance assessments and monitor, trigger and undertake such activities for all relevant UKCEH Employees. Ideally, these will be undertaken during face-to-face clinic days, but UKCEH are open to these being carried out remotely by the OHP if it can be demonstrated all requirements are met, particularly during situations such as future COVID-19 lockdowns.

There are currently approximately 130 staff where risk assessments identify the need for Health Surveillance – these may cover one or more of the following areas: skin, respiratory, visual acuity, noise, vibration.

- Bangor – approximately 25
- Edinburgh – approximately 30
- Lancaster – approximately 40
- Wallingford – approximately 35

4.2.2 Fit Testing and Respiratory Protective Equipment Advice

Provide the SHE team with written professional advice / specification on appropriate Respiratory Protective Equipment where a COSHH assessment determines it might be required and provide suitable qualitative or quantitative fit testing for RPE and training for individuals required to wear it.

4.2.3 Ergonomic/Workstation DSE Assessments

Undertake Individual Workstation Assessments (on-site or remotely, as appropriate) as referred by the SHE Team (based on DSE related issues raised with SHE or through online DSE assessment). Provide the SHE Team with written professional advice / specification of ergonomic solutions and reasonable adjustments based on outcome of assessment.

4.2.4 Fitness Medical Screening

Carry out a fitness medical to confirm individuals can carry out specific scientific project work, as required.

4.2.5 New and Expectant Mothers Assessments

Referral by the SHE team of new and expectant mothers, for assessment, as required by legislation. Provide P&S/SHE teams with written professional advice / recommendations if any reasonable adjustments are required

4.3 Other Requirements

4.3.1 Specialist Guidance and Advice

The OHP shall provide UKCEH with the following Occupational Health guidance and advice, being advice of a general nature and not related to a specific case:

- Guidance and advice on relevant changes in health legislation as they occur and on action needed to ensure compliance with the changes (e.g., reportable illnesses)
- Prompt guidance and advice on illnesses/health issues and any precautions/measures that should be implemented to minimise risk to the employee and others (e.g., changes to workplace exposure limits which impose new health surveillance requirements)
- Professional advice on internal procedures and policy documents, as requested by UKCEH. An overview on specific OH matters concerning current good practice in the workplace, as requested by UKCEH
- Professional advice and evidence on Employee personal injury claims, Employment Tribunals, and other litigious matters, as requested by the UKCEH
- Provide advice to UKCEH in emergency planning work for peacetime civil emergencies relating to health issues e.g., flu pandemic.

All such advice shall be provided within one month of the relevant announcement.

4.3.2 Advisory Information for UKCEH Employees

The OHP shall provide materials to explain the nature of the OH service to UKCEH managers and employees as requested by the SHE or P&S teams.

The OHP is not expected to make presentations directly to UKCEH Employees on health matters but is required to provide resources to the P&S or SHE teams in support of any OH awareness

raising events that may be undertaken by UKCEH or engagement activities that may be run in-house (e.g., on alcohol awareness, healthy eating, cancer awareness etc.)

System Requirements

The OHP shall be expected to provide information on their proposed system for managing the referral and appointment booking system. In preference, this would be based upon a secure systems platform with the following characteristics or reasonable alternatives:

- A secure web-based solution hosted by the OHP but accessible to UKCEH P&S and SHE Teams.
- A diary booking and management system for the time of the OH Advisor(s) and OH Physician, where onward referral required.
- An online and hard copy Pre-Employment Questionnaire
- Management reporting – both routine and on request
- A process for creating, reviewing, and updating referrals
- Workflow to manage alerts e.g., by email for key processes
- A secure and effective method to keep UKCEH Employees' non-medical information updated e.g., job title, department, and addresses. UKCEH will be responsible for providing this information. Alternatively, and if agreed by UKCEH a secure and effective method of extracting this information from the UKCEH's HR records.
- All processes to be accessible to specified P&S and SHE team members
- All processes to be user friendly
- All processes to be secure
- Training of P&S and SHE Teams in the use of the system at no additional cost

The OHP's systems shall:

- Be suitable for use by UKCEH Employees, specifically from within UKCEH's systems infrastructure.
- Provide secure storage of data and secure access to data to UKCEH's satisfaction.
- Be available for sufficient hours and provide suitable help facilities to allow UKCEH to use the Services described in an efficient and effective manner.
- Remain compatible with UKCEH IT software regardless of its version.
- Comply with all legislation, both current and future, relevant to occupational health practice including:
 - The General Data Protection Regulation 2018
 - The Access to Medical Reports Act 1988
 - The Access to Health Records Act 1990
 - The Equality Act 2010

Performance Requirements

The Services shall be provided as required to all UKCEH Employees and prospective UKCEH Employees.

The individuals used by the OHP to provide the Service shall develop and sustain a good understanding of UKCEH and its services, including the variety of roles and their varying job requirements and competencies. The OHP shall ensure that its staff are appropriately professionally experienced and qualified. For the OH Physician, this means Membership of the Faculty of Occupational Medicine or equivalent and they must hold a Diploma in Occupational Medicine and have at least three years' experience of advising on occupational health issues. For the OH Advisor, this means a diploma or degree in OH Nursing or equivalent. Where an Occupational Health Nursing Diploma is held at least two years relevant experience is required. Where no specific Occupational Health qualification is held at least three years relevant experience is required.

A qualified OH Physician or Advisor who is able to demonstrate a high level of clinical competence in the OH field shall always perform medical assessments.

For each specific case, a member of the P&S or SHE team will be identified as UKCEH lead and the OHP shall be instructed by UKCEH lead or a designated substitute. It is anticipated the OHP will then make an appointment for the individual, usually with an OH Advisor in the first instance, with referrals onto an OH Physician where appropriate. It is anticipated cases relating to ill-health retirement will be provided with an appointment directly with an OH Physician.

Scheduled 'on-site' SHE clinic dates will be agreed 3 months in advance so that these may be published to UKCEH employees. It is preferable for clinics to fall on different weekdays each month in order to better operate the service. Either party must provide advance notice of a change of clinic date two weeks in advance. The OHP should provide cover for annual leave/sickness of the attending OH Advisor/Physician and if this is not possible, the session should be rescheduled as soon as possible, ideally within one week, or by agreement banked for future use.

Whilst we understand a team of OH Advisors and OH Physicians will be involved in providing the services outlined in this specification it is desirable for 'Management Referrals' to be assigned to a named individual for the duration of the referral, rather than having to speak with a different OP Advisor / OH Physician each time contact is made, to help ensure best support and continuity of care for UKCEH workers during these circumstances. It is accepted this cannot be 100% guaranteed due to OHP staff absence and turnover.

The OHP shall provide medical information, opinion, and advice. The OHP shall not provide opinion or advice on management decisions of UKCEH.

If possible, the OHP should provide appointments with an OH Advisor or Physician of the same gender as the individual, when requested by that individual, and agreed by UKCEH and with reasonable notice.

The OHP shall allow for the attendance of support workers or signers at meetings with people with hearing or learning difficulties, when requested by the individual and agreed by UKCEH. Normally an employee will not be accompanied by other third parties e.g., family members, but some exceptions could be agreed by the OH Physician or OH Advisor when necessary.

Ideally, the OH Advisors provided by the OHP should be qualified to give vaccinations and take blood tests. However, this is not an essential service required by UKCEH.

The OHP shall support UKCEH in the event of any health-related Employment Tribunal claims. This shall include preparation meetings with UKCEH solicitors, case conferences, appearing as witnesses and ensuring their availability on the dates set by the courts.

Mandatory Requirements

The OHP shall:

- Provide forms, for example pre-employment, referral and all other documentation required to fulfil the Contract. Such forms shall comply with the needs of UKCEH and all statutory requirements. UKCEH reserves the right to use some or all its own forms.
- Use effective administrative procedures, which ensure a timely response which meets performance criteria to the satisfaction of UKCEH. This includes having administrative support available during normal office hours.
- Monitor and maintain an accurate database of UKCEH cases and operational details and ensure that actions are completed in a timely and effective way.
- Provide formal written reports to the SHE Team, P&S and managers, consistent with confidentiality requirements, on:
 - Recommendations for reasonable adjustments
 - Health surveillance and individual fitness
 - Timely quarterly and annual reports to H&S Advisor and P&S Manager on service use, number of referrals made, and appointments attended, pre-employment screenings completed, nature of conditions and any trends, complaints or management issues which arise using consistent metrics and statistics (at UKCEH organisational level and broken down by site and department, if appropriate). Please note time allocated for on-site Clinic days shall not be utilised for collating quarterly or annual reporting information.
- Monitor and report on Key Performance Indicators.

- Provider should establish, maintain, and archive confidential health records in accordance with GDPR and information security requirements, as outlined in Section 8.
- Details of the requirements in this Section shall be agreed between UKCEH and the OHP prior to the commencement of the Contract. The OHP shall ensure that the service provided is simple for UKCEH to administer.
- Upon termination/cessation of the contract the OHP will be required to pass on all employee records in its possession in any form whatsoever to UKCEH and/or any subsequent OHP that UKCEH appoint, subject to the requirements of Data Protection legislation and any other relevant legislation/regulation.

5. Service Levels and Key Performance Indicators (KPIs)

As part of their response the OHP should provide their recommended Service Levels and KPIs to form the Contract.

6. Contract Management and Review

The OHP shall monitor performance against a set of KPIs to be agreed with UKCEH prior to commencement of the Contract.

The OHP shall maintain a system for monitoring complaints and their resolution and make such information available to UKCEH.

The OHP shall attend formal review meetings to be arranged by UKCEH, initially every three months, at which the OHP shall present a review of performance.

The OHP shall seek to drive continuous improvement to more effectively meet UKCEH objectives.

All complaints should be investigated by the OHP and a written response given to UKCEH Management or management and staff, as appropriate, within 10 working days.

At the formal review meetings held between UKCEH and the OHP, any complaints encountered in the previous period should be logged, reviewed with respect to validity, resolution and the corrective action required.

The OHP shall keep a written record of all complaints received and of the action taken in relation to the complaint. Such records shall be kept available for inspection by UKCEH at any time on request.

The OHP should provide a single point of contact for all services provided, from a person of sufficient authority.

UKCEH will provide a single point of contact for contract management purposes.

Itemised invoices must be submitted monthly including any necessary back up information to enable the prompt processing of invoices e.g., list of employees who have had a PEQ, number of clinics, vaccination details etc.

7. Sustainability

UKCEH expects that the OHP will consider environmental sustainability within the service provision of this Contract and outline how negative environmental impacts will be mitigated when performing the services.

8. General Data Protection Regulation (GDPR) and Data Protection Impact Assessments (DPIA)

The OHP is expected to provide details of their compliant data protection policy, including details of how often this is reviewed and any data protection standards the OHP works to such as ISO 27001 or Cyber Essentials

The OHP is expected to provide a Data Protection Impact Assessment outlining how personal data associated within this contract flows between systems and the security in place. This should include consideration of:

- How the data is documented: how it is collected; where it is stored; how long it is kept and for what purpose(s); how it is deleted? etc.
- How does your organisation quantify the reasons for holding personal data and redefine them if required?
- How do you review the security of your data systems (and any third parties' providers) for compliance?
- How do you undertake a risk analysis and document your findings?
- How do you consider whether additional measures should be taken to enhance security, for example, encryption and/or other ways of anonymising data? (Any sharing with third parties must be documented).
- How do you ensure staff receive regular and appropriate training on how to handle personal data?
- The rights of data subjects and how you will ensure that these are upheld
- How data breaches are dealt with

9. Contract Period

This Contract is for a minimum of two years after which a 12-month extension is available based on an annual review (2+1+1).

10. Site Details

UKCEH Bangor
Environment Centre Wales
Deiniol Road
Bangor
Gwynedd
LL57 2UW

56 active staff members

UKCEH Edinburgh
Bush Estate
Penicuik
Midlothian
EH26 0QB

114 active staff members

UKCEH Lancaster
Lancaster Environment Centre
Library Avenue
Bailrigg
Lancaster
LA1 4AP

121 active staff members

UKCEH Wallingford
Maclean Building
Benson Lane
Crowmarsh Gifford
Wallingford
Oxfordshire
OX10 8BB

329 active staff members

Please note that from 1st of September 2021, UKCEH is operating a hybrid working structure with the majority of staff only required to be on site for 2 days of the week. This may change in the future and some laboratory-based staff will be in more frequently.

11. Transition

The OHP shall provide all that is required, particularly resources and information, to ensure that implementation of the new contract and necessary hand over from the existing OHP is successful, within agreed timescales.

Upon termination/cessation of the contract the OHP will be required to pass on all employee records in its possession in any form whatsoever to UKCEH and/or to the OHP following this Contract that UKCEH appoint, to ensure that necessary hand over of confidential records and outstanding cases within agreed timescales, subject to the requirements of Data Protection legislation and any other relevant legislation/regulation.