



Factsheet: Health and wellbeing

Definition

Wellbeing is a balance of physical and mental health, a fulfilment of the professional and personal goals.

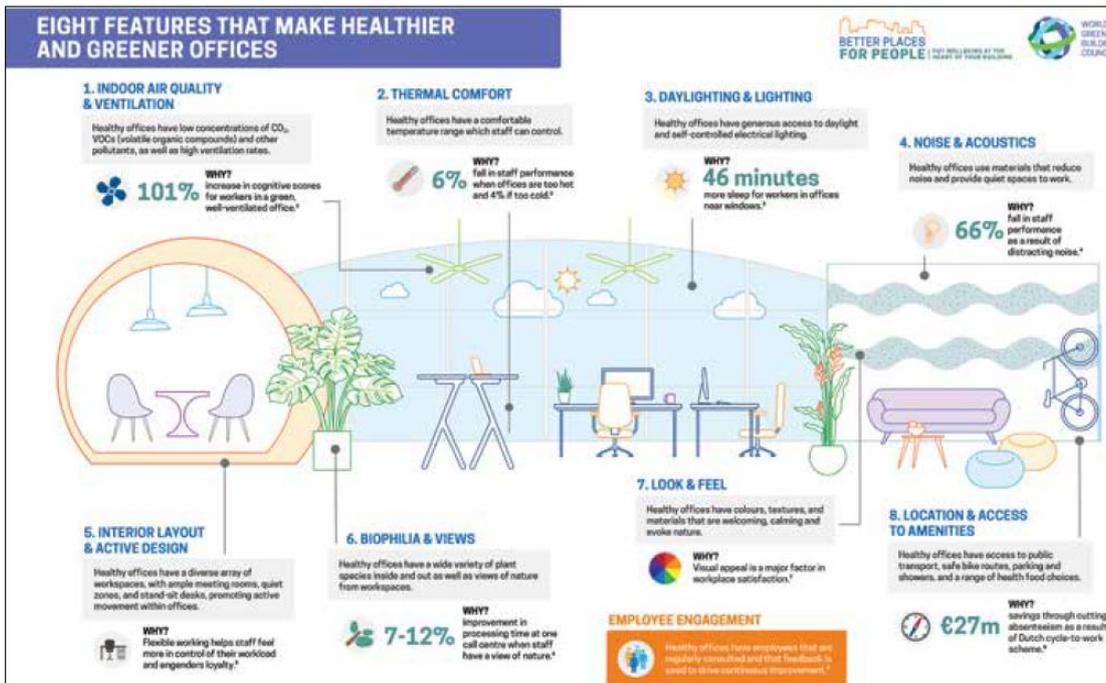
Employees with improved physical and mental health increase productivity and engagement, and lower absenteeism. Good wellbeing can also have monetary benefits such as reduced recruitment costs. Companies are increasingly looking at wellbeing as a means of improving their performance.

Wellbeing programmes should be a two-way street: they should reciprocate and ensure the employees are heard and feedback is used for improvement. The involvement of senior management on wellbeing has proven to be successful as employees feel more valued. If senior management back wellbeing, then staff are more likely to have confidence in the programme.

How does it affect our profession?

The FM is increasingly playing a part in staff wellbeing. The setup of a workplace has a huge impact on wellbeing because comfort level and the enjoyment of working can come from the environment provided. This has been especially true during the COVID pandemic. The FM can also signpost staff towards internal initiatives to improve wellbeing.

Background and context



Increasingly, high-performance buildings are being designed and built to achieve environmental as well as human health goals. In its 2016 report Building the Business Case, the World Green Building Council highlighted eight key office features that help promote health in the workplace.

CBRE's research found a positive relationship between healthy building design features, employee satisfaction, and employee productivity.

Healthy Offices Research at a Glance

		Improved performance		Percentage of participants who felt more energized	Percentage of participants who felt happier	Percentage of participants who felt healthier
		(based on objective experiment)	(based on interviews)			
Natural space	More plants on the work floor	+10%	+10%	76%	78%	65%
Right lighting	Circadian lighting	+12%	+18%	71%	76%	50%
Healthy nutrition	Healthy alternatives to sugar and caffeine	+45%	+20%	78%	66%	52%
Mental balance	Meditation, yoga, power naps, and massages at work	+30%	+16%	66%	63%	53%
Physical exercise	Less sitting, more exercise	+12%	+11%	65%	36%	71%

Source: CBRE, "The Snowball Effect of Healthy Offices," <https://cbre.nl/uberflip.com/1/823602-the-snowball-effect-of-healthy-offices/9>.

How has it developed in 2020?

- Central Government released its Social Value guidelines
- Supporting COVID-19 recovery, including helping local communities manage and recover from the impact of COVID
- Lockdown management
- Wellbeing improvements are being understood from the new shift to an increase in remote working.

Particular focus on mental health awareness and the relationship between air quality and wellbeing.

Legislation, policy and standards (UK and global)

The New Social Value Model – PPN06/20

This makes consideration of Social Value mandatory in central government procurement with a minimum weighting of 10%. It also defines Social Value as relating to five key policy themes and eight policy outcomes, one of which relates to wellbeing: 'Improve health and wellbeing; improve community integration'.

Standardised reporting metrics are provided for each of the criteria; these can be used to develop contract-specific KPIs to ensure consistency and accuracy of reporting.

Tools and Frameworks

Well Standard: <https://www.wellcertified.com/>

Fitwel: <https://www.fitwel.org/>

BREEAM: <https://www.breeam.com/>

LEED: <https://www.usgbc.org/leed>

Best practice, insight, guidance and resources

Leadership attributes

- Regular two-way dialogue with staff, including occupancy studies to optimise working conditions, productivity and wellbeing.
- The organisation understands its sickness and turnover rates and targets its improvement.
- Board members promote and participate in an initiative calendar, and recognised standards are utilised to frame improvements.
- The company is able to show wellbeing engagement with staff during the COVID lockdown to ensure wellbeing and take learnings to clients to enhance service offerings.

Best practice in managing wellbeing

- Occupational Health and Wellbeing Strategy.
- Safe and healthy working environment, improve wellbeing, retention, engagement, productivity, and satisfaction, and reduce work-related ill health.
- KPI scorecard (including lost time injury data)
- Multiple services available, including employing mental health nurses and counselling support.
- Health surveillance (pre and during work), musculoskeletal physio services, disability assessment/occupational therapy and access to assessment processes, mental health support and training (MHFA/TRIM network), access to primary care and vaccinations.
- Absence data used to build the health and wellbeing programme.
- Wellbeing working group.
- Three year targets.

UN Sustainable Development Goals

Wellbeing is intrinsic to a number of the 169 targets described in the United Nations Sustainable Development Goals (UN SDGs), including:

- Goal 3: [Good health and wellbeing](#)

- Goal 8: [Decent work and economic growth](#)
- Goal 9: [Industry, innovation and infrastructure](#)

Key events and webinars

- [IWFM webinar: 'Extinguishing burnout' with Vicky O'Farrell](#)
- [IWFM webinar: 'Leading for resilience and resourcefulness post COVID-19' with Marcus Child](#)

IWFM contacts

- Sustainability SIG Chair, Greg Davies: email greg.davies@assurityconsulting.co.uk; tel 07979 745563
- Communities team: communities@iwfm.org.uk