

Introduction

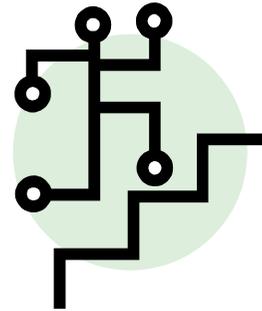
The **Age Action Alliance** is a network of organisations from civil society and the public and private sectors working in partnership to celebrate the lives of older people and their contribution to society. The Alliance's vision is to promote collaborative working which helps to improve older people's lives.

The **Age Action Alliance's Healthy Workplaces Group** focuses on helping employers to improve the health and productivity of their ageing workforces.

The group comprises a range of organisations from the business community, voluntary sector and government, bringing together expertise on age, health and employment.

The **Group** has produced this leaflet to offer practical tips for employers on supporting older workers in order to increase business performance and significantly reduce costs. There is also an Employer Resource Pack which is available on the Age Action Alliance website.

Improving older people's lives ... together



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Healthy & Productive Workers

*Supporting your older
workers increases
business performance
and significantly reduces
costs.*

Why you should support older workers

It is worth supporting both Older and Younger Workers. Older Workers generally:

- Remain with the same employer longer – it can cost c.£2,000 to replace someone
- Have strong people skills and customer service based on years of life experience
- Have less short term sickness and fewer accidents
- Are able to use their broad range of skills and experience to mentor new recruits
- Are good at managing/coping with stress
- Some people develop health conditions as they age, action by employers and individuals can improve performance at work

Why now?

- By 2024 half the adult population will be aged 50 plus and a 1/3 of the UK workforce will be over 50¹
- People are living and keeping fit for longer: most of today's 65 year olds will live beyond 80 and some will live beyond 110²
- More than 50% of workers aged over 55 are planning to work beyond the state pension age³

¹ONS Population Projections

²Government Actuary Department

³CIPD 2010

What can I do?

Top 10 Tips

1. Monitor your workforce age mix, recruitment and retention to retain older employees.
2. Encourage employees to look after their health and seek regular health checks.
3. Invite external providers to provide advice, support and health checks. External support may be useful for more complex issues
4. Monitor the health of your employees by looking at absence, accident and incident trends and take the action necessary to support them at work.
5. Carry out regular Risk Assessments and provide reasonable adjustments where required.
6. Seek employee feedback through surveys, group discussions and performance reviews.
7. Offer flexible working and flexible retirement opportunities to enable employees to balance work, home & caring responsibilities.
8. Provide assistance with later life planning including financial planning.
9. Train managers in how to manage their ageing workers including caring issues.
10. Put clear succession plans in place to help employees as their future needs and health changes.

How will I know if I've got it right?

Measuring Success - In order to target support/ monitor progress towards achieving a healthy productive workforce of all ages:

- Workforce Profile - What is the age distribution of employees at each level of the organisation?
- Recruitment - How age diverse are job applicants, those on the shortlist, being interviewed or appointed to jobs?
- Retention - How does the age mix of the organisation compare with the ages of those leaving?
- Absence - What are the short and long term absence trends, the causes, ages and job roles of those absent?
- Accident/Incidents - What are the ages and job types of those involved, the frequencies and types of occurrences?
- Performance Management - How is performance rated across the age ranges at each level in the organisation?
- Training and Development - What is the age range and job type of employees attending internal and external training?
- Flexible Working - What is the age of employees taking up the options available?