



The Insurance
Institute of London
Chartered Insurance Institute

The Insurance Institute of London

CII CPD accredited - demonstrates the quality of an event and that it meets CII/PFS member CPD scheme requirements.

This webinar will count as 1 hour of CPD and can be included as part of your CPD requirement should you consider it relevant to your professional development needs. It is recommended that you keep any evidence of the CPD activity you have completed and upload copies to the recording tool as the CII may ask to see this if your record is selected for review.





THE INSURANCE INSTITUTE OF LONDON LECTURE

Workplace, wellness and rehabilitation

30TH NOVEMBER 2020

Introduced by Johnny Timpson

Financial Protection Technical & Industry Affairs Manager,
Scottish Widows Protect
Cabinet Office Disability Champion for the Insurance Industry
and Profession
Chair of the Access to Insurance (A2I) Working Group

Katharine Moxham

Spokesperson for Group Risk Development (GRiD)
Co-chair of A2I Workplace Workstream

Ron Wheatcroft

Technical Manager & Vice President,
Swiss Re Europe S.A.
Co-chair of A2I Workplace Workstream

Joy Reymond

Director, Council for Work & Health
Director, Work & Wellbeing
Representing the Vocational Rehabilitation Association

LEARNING OBJECTIVES...

1

To understand the impact of income shock on personal financial resilience and the role that insurance can and does play in supporting UK employees and businesses

2

To understand the role that group risk provision plays in supporting financial resilience, the size of the market & extent of unmet need

3

To understand where group risk benefits sit in the employee benefits package and health & wellbeing arena and the impact and effectiveness of vocational rehabilitation



WHY DO WE WORK?



**WHAT IF YOU WERE OFF WORK
SICK FOR A WHILE?**



STATUTORY SICK PAY

£95.85 a week for
28 weeks

SHORT TERM OCCUPATIONAL SICK PAY?

Maybe full pay for 3 or
6 months

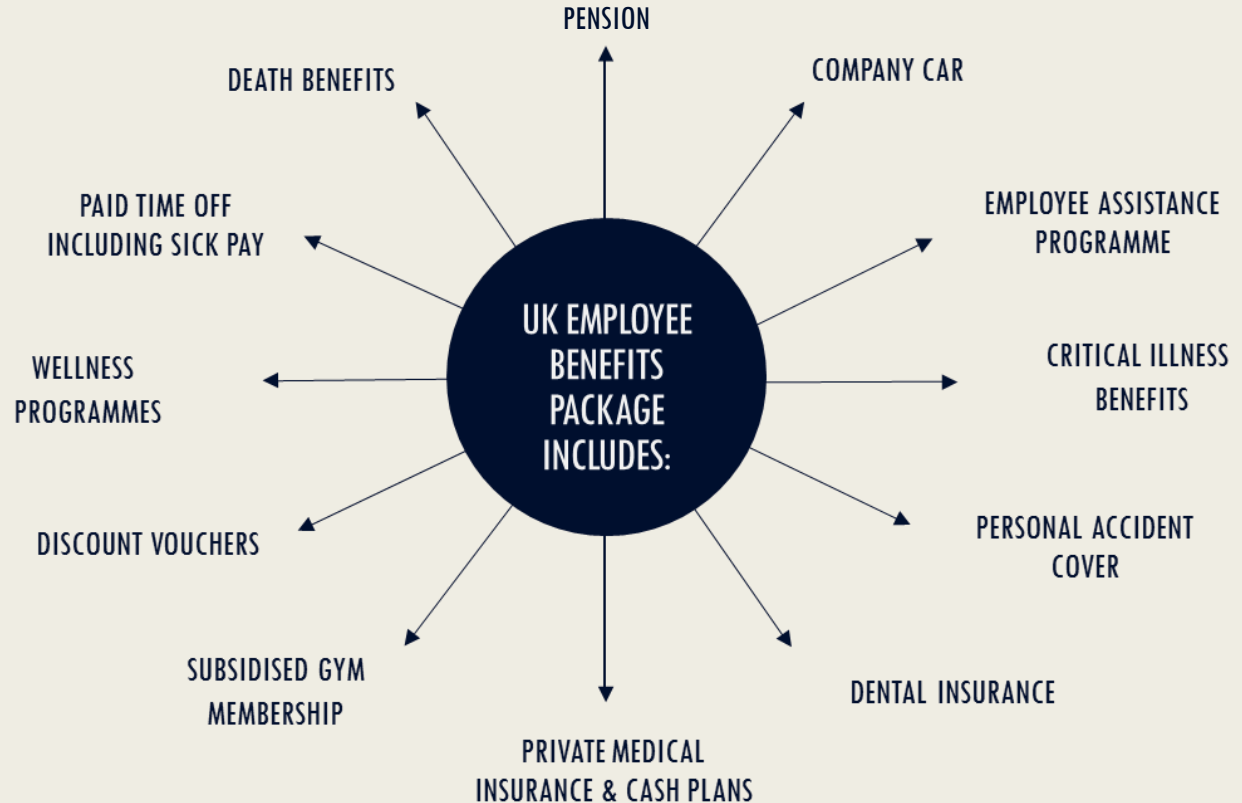
LONG TERM OCCUPATIONAL SICK PAY?

Maybe half pay for 12 months
(perhaps longer)

GROUP INCOME PROTECTION?

Up to 80% of salary, typically after 26
weeks for 2, 3, or 5 years or to 65/State
Pension Age

WHAT ELSE WOULD YOU FIND IN A BENEFITS PACKAGE?



AND MORE...



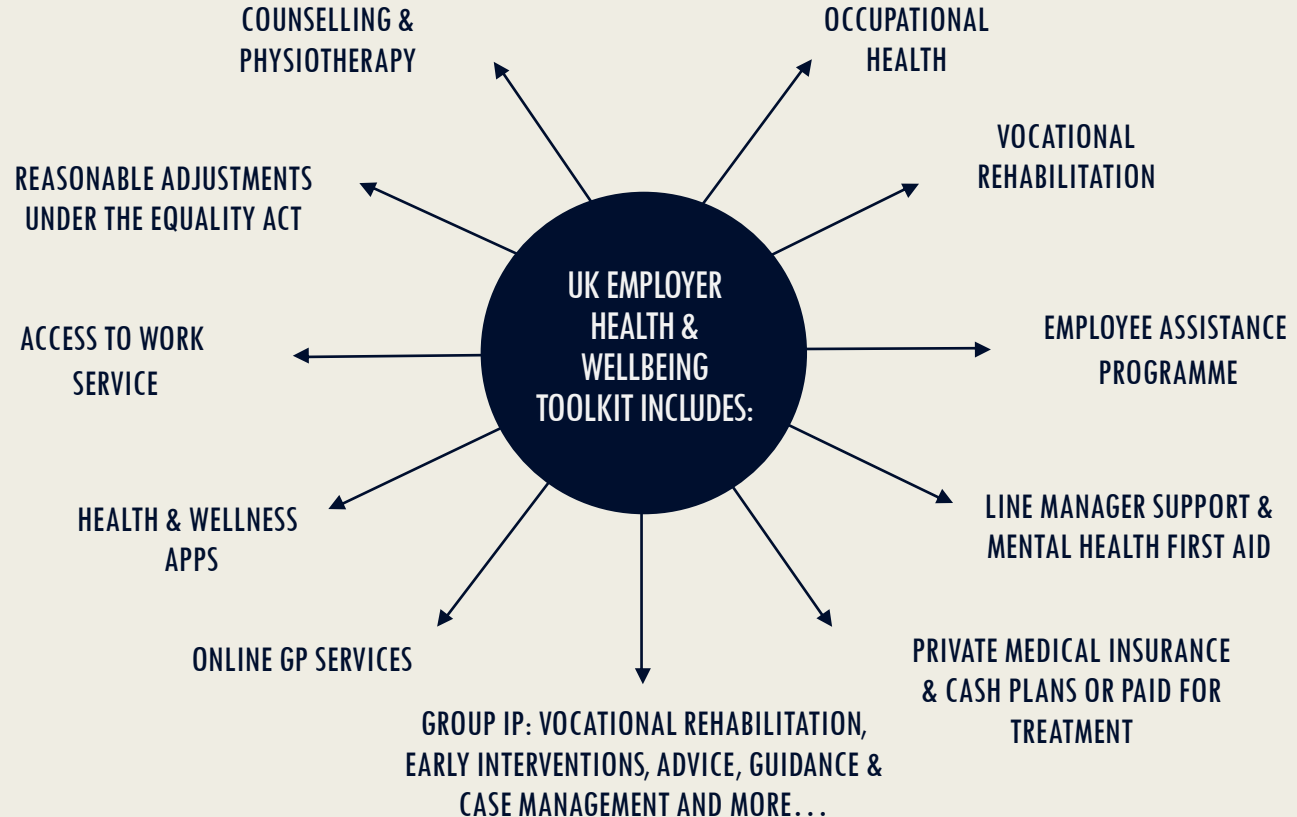
WHY?



WHY?



EMPLOYER HEALTH & WELLBEING TOOLKIT



WHAT IS GROUP RISK?

Group Risk is the umbrella name for 3 Employer sponsored benefits

- 1) **Group Life Assurance**
- 2) **Group Income Protection**
- 3) **Group Critical Illness**

HIGHLY VALUED BUT OFTEN
INEXPENSIVE

GIVES EMPLOYEES ACCESS TO
FINANCIAL PROTECTION

OFTEN INSURED

FEWER MEDICAL DETAILS &
'ONCE AND DONE'
UNDERWRITING

CAN LEGALLY CEASE AT
65/SPA

FREE OR REDUCED COST TO
END USER



FINANCIAL LIFELINES...

GROUP LIFE

- Provides a benefit on employee's death - tax free lump sum up to Lifetime Allowance (LTA)/taxable dependants' pension.
- Benefits in excess of LTA through "excepted" route



GROUP IP

- Provides a continuing income during employee's illness or injury – paid through payroll in normal way.
- Used to cover employer's promise of long term sick pay



GROUP CI

- Pays a tax free lump sum to employee on diagnosis of one of a defined list of serious medical conditions or on undergoing one of a defined list of surgical procedures



MARKET SIZE...

GROUP LIFE

- Over **9.9 million** people insured for death benefits **valued at over a trillion pounds**
- **40%** of all insured UK life cover (**30% of employed population**)
- Average cost **£133 per employee**



GROUP IP

- **2.6 million** people insured for annual income protection benefits totalling over **£94.7 billion**
- **75%** of all insured UK income protection cover (**8% of employed population**)
- Average cost **£313 per employee**



GROUP CI

- **610,045** people insured for benefits totalling **£44.1 billion**
- Newest and fastest growing group risk benefit – mainly through flexible benefit/voluntary arrangements
- Average cost **£200 per employee**



CLAIMS PAID...

GROUP LIFE

- **9,311** death claims paid in 2019, valued at over **£1.17 billion**
- The average claim was **£125,762**
- Main causes for claim: **cancer (42%)** and **heart disease (14%)**



GROUP IP

- **£493 million** in income protection benefits paid to a total of **15,773** people during 2019
- The average new claim paid in 2019 was **£26,430** pa
- Main causes for claim: **cancer (27%)** and **mental illness (22%)**



GROUP CI

- **£93.6 million** paid in critical illness benefits to **1,349** people during 2019
- The average claim was **£69,411**
- Main causes for claim: **cancer (65%)** and **heart attack (9%)**



GROUP IP — WHAT IS IT?

- Provides a continuing income during employee's illness or injury
- Used to cover Employer's contractual promise of long-term sick pay
- Employee stays on the payroll
- Can replace lost income for part-time/lesser role on return to work
- Can maintain Employer/employee pension contributions
- Payable after a waiting period up to age 65/SPA or for a fixed period
- Where fixed period, with or without lump sum
- No prescriptive governing legislation
- Embedded services for help & support



GROUP RISK EMBEDDED SERVICES...

FEATURES:



- Employee Assistance Programmes
- Early intervention for employee absence
- Absence/case management for vocational rehab
- Bereavement counselling
- Probate Support
- Medical second opinion
- Employer HR & legal advice
- Occupational Health
- Digital GP
- Online CBT, therapeutic exercises, health & wellbeing apps
- And more...

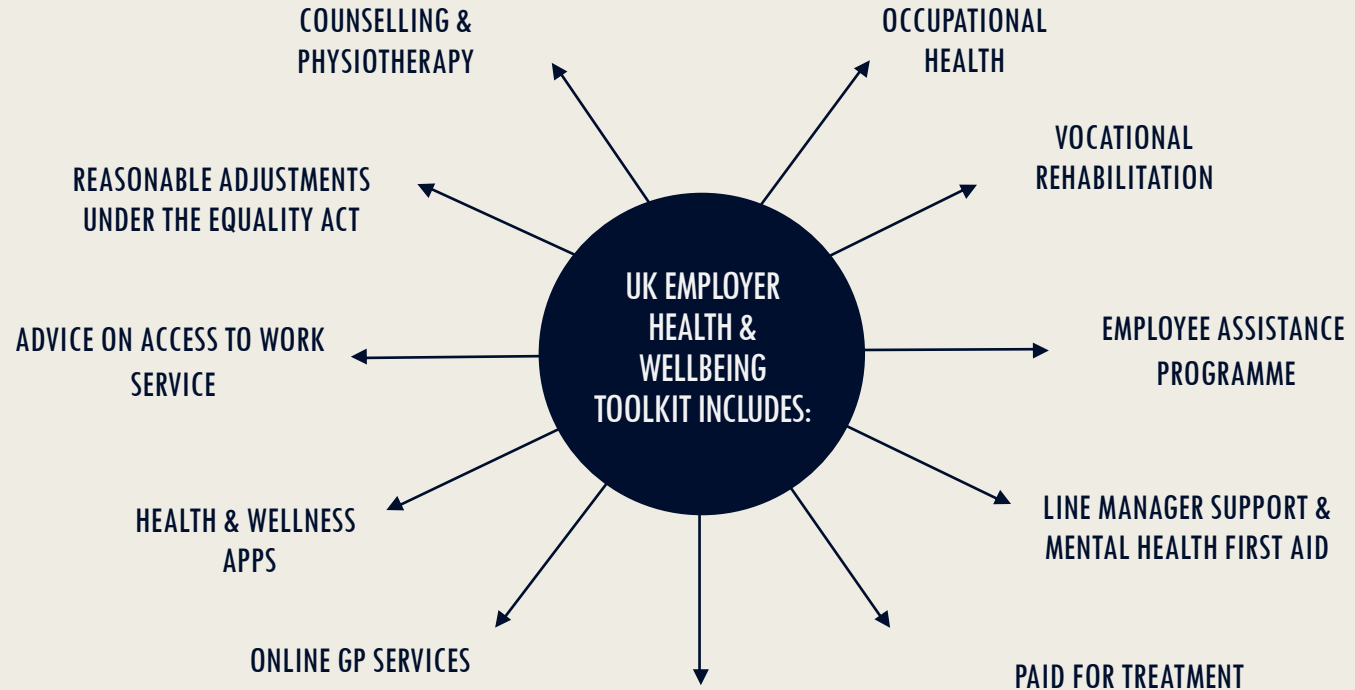
BENEFITS:



- Access to free, confidential advice and counselling
- Interventions from day 1 of absence to support return to work
- Fast access to physio and CBT experts to support employee & help a return to work
- Financial/legal advice dealing with probate and associated issues
- Access to medical experts for second opinion on diagnosis and treatment
- Access to business-related advice.
- Access to occupational health therapists
- Telephone/online access to GPs for advice on range of health and medical concerns
- Online access to CBT
- Access to relaxation, meditation, mindfulness apps



EMPLOYER HEALTH & WELLBEING TOOLKIT



VOCATIONAL REHABILITATION



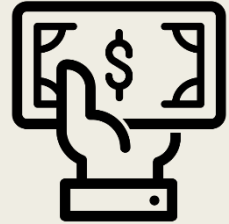
WHAT ARE YOUR MOST VALUABLE ASSETS?



YOUR HOME AND OTHER
VALUABLE POSSESSIONS?



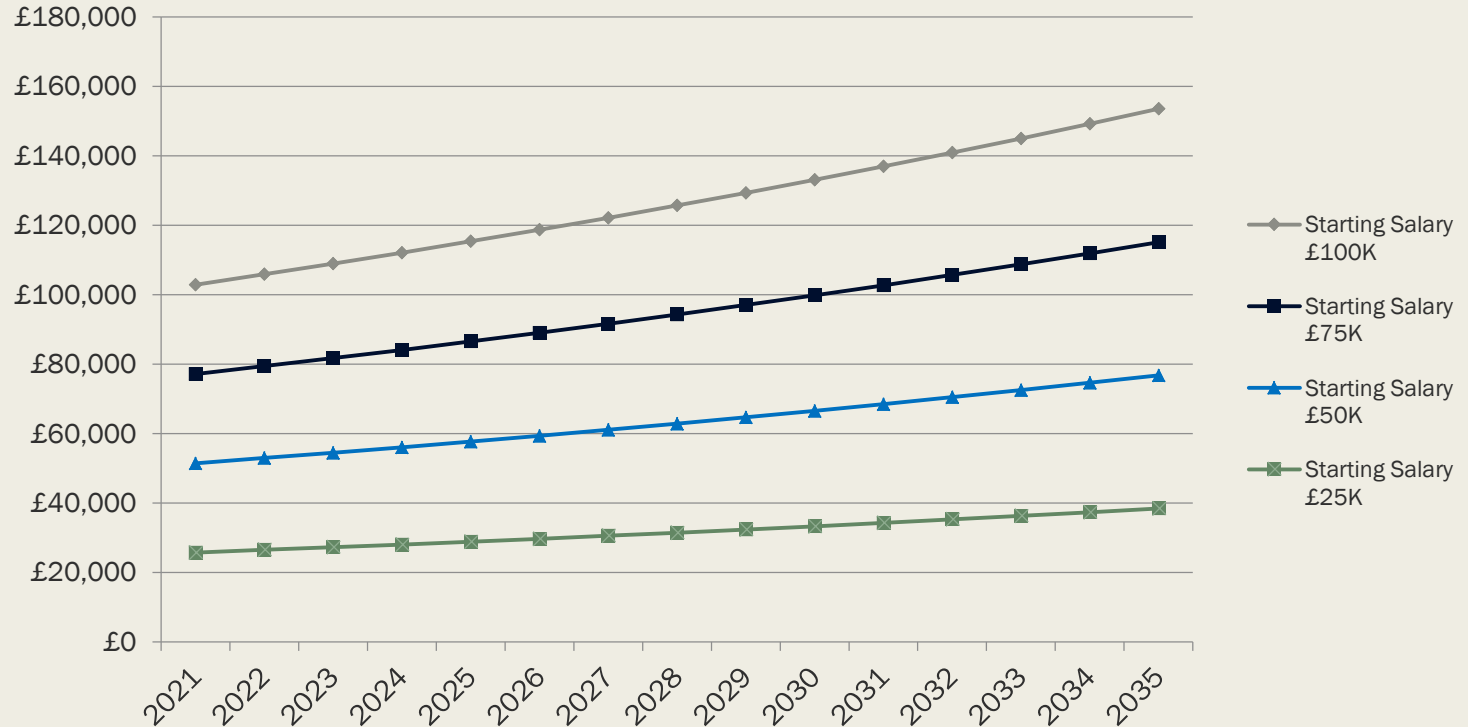
YOUR EDUCATION AND THE
SKILLS YOU HAVE ACQUIRED
THAT MAKE YOU JOB-
WORTHY?



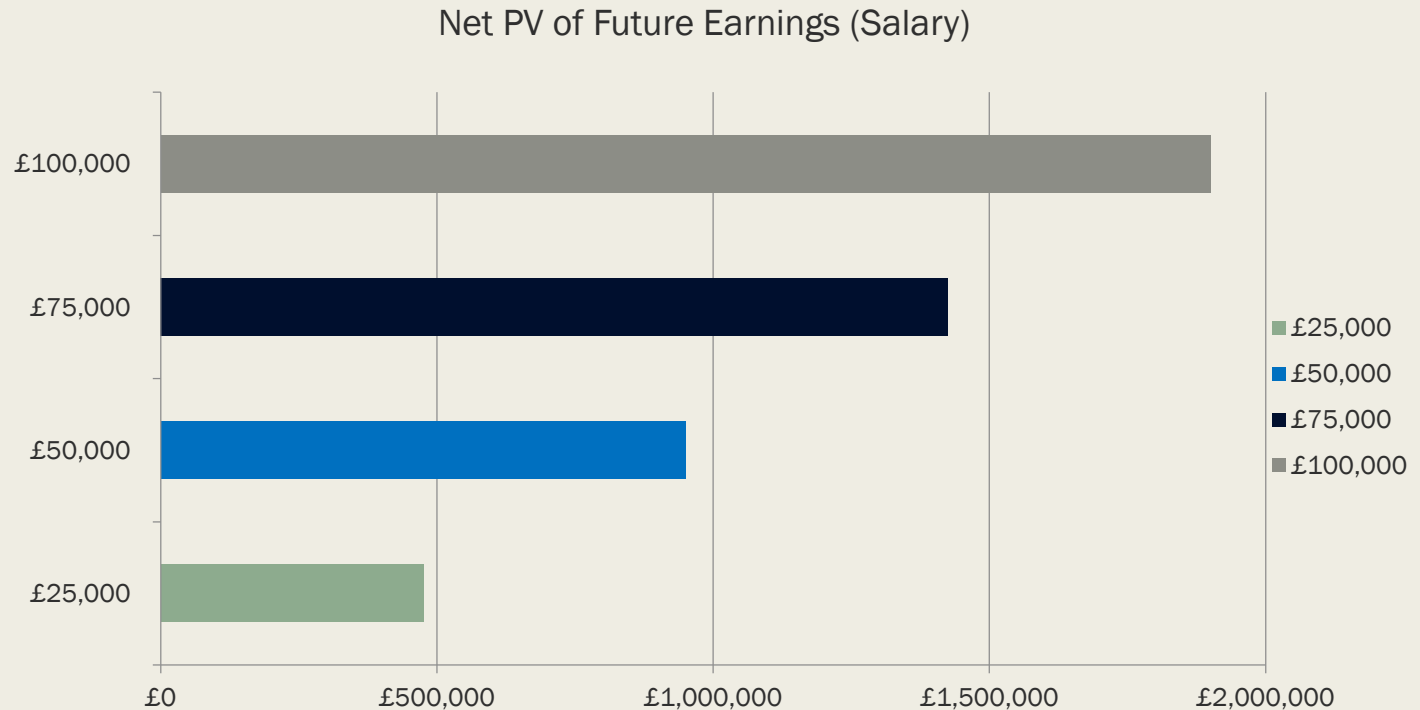
YOUR FUTURE INCOME
FLOW?



SO, FOR YOUR INCOME, WHAT'S AT RISK?



THE PRESENT VALUE OF YOUR POTENTIAL EARNINGS FOR THE NEXT 15 YEARS



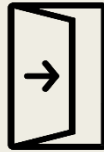
A GP VISIT IS A RISK EVENT...

**“WRITING A SICK NOTE CAN BE AS DISABLING AS A DIAGNOSIS
OF BREAST CANCER”**

- DAME CAROL BLACK



HOW LIKELY IS ALL OF THIS ANYWAY?



600,000

PEOPLE EXIT THE WORKFORCE EACH YEAR



300,000

PEOPLE EXIT THE WORKFORCE EACH YEAR
IN THE UK DUE TO MENTAL HEALTH
PROBLEMS



1/3

OF ALL SICK NOTES ARE FOR MENTAL
HEALTH PROBLEMS



TIMING IS EVERYTHING!

95% OF PEOPLE OFF
SICK RETURN TO
WORK WITHIN A WEEK



1 WEEK

AFTER 4 WEEKS, THIS DROPS
TO **80%**



4 WEEKS

AFTER 6 MONTHS, IT'S
50%



6 MONTHS

AFTER 12 MONTHS, JUST
5-10% EVER RETURN
TO WORK



12 MONTHS



REDUCING THE RISK: UNNECESSARY SICKNESS ABSENCE

1. Understanding the sick note risk:

Better medical training on:

the relationship between work and health, and
how to have the 'Work Conversation'

2. Understanding the therapeutic value of working

3. Understanding the risk of doing nothing in the workplace

Developing and delivering services that bring together the employee, the employer and the doctor – This is VR



VOCATIONAL REHABILITATION

WHAT IS IT?

- VR is anything that helps someone stay in work, recover in work, and return to work.
- It is an idea and a principle, as much as a process.

KEY PRINCIPLES

- Good work is good for people.
- Get people back to work, in the way that is most suitable for the employee and their employer.
- Customised to the individual and their employer



WHAT HAPPENS WHEN AN EMPLOYEE IS ABSENT?

- *'Who we are'* is linked to *'what we do'*
- Out of sight-out of mind!
 - Feeling forgotten or unwanted
 - Lacking in confidence
- Financially insecure
 - Feeling vulnerable, scared, apprehensive
- Feeling resentful, restless, anxious, displaced
- Having to deal with new problems when we are not 100%
 - e.g. the health system, insurance



PROBLEMS FOR EMPLOYERS...

- Management often feel uncomfortable when dealing with disability
- Few know what help is available and what constitutes an appropriate intervention
- Few have sufficient procedures in place to deal with absence
- Limited resources

Common employer dilemmas when an employee is absent

- What am I supposed to do?
- What am I NOT supposed to do?
- Who can I turn to for advice and guidance?
- What if my employee can no longer work full-time?
- What's a reasonable adjustment? - and what is unreasonable?



VOCATIONAL REHABILITATION CONSULTANTS

WHAT EXACTLY DO THEY DO?

Some cases fix themselves. Many require expert case management.

There is no Google Maps for VR.

But, **with all parties' input**, it does follow key steps to develop a pathway

- Assess current situation
- Identify goals
- Identify barriers (what the person lacks/needs to get back to work)
- Collaboratively build a solution - a plan of how to get there from here
- Implement - co-ordinate everyone's efforts, support and mediate where necessary
- Monitor and evaluate outcomes



KEY CRITERIA FOR SUCCESSFUL VR

BE EARLY, NOT LATE

CONNECT THE PLAYERS,
BUILD TRUST

DISTIL & SHARE
KNOWLEDGE OF THE
CASE

WIDEN THE SEARCH FOR
SOLUTIONS

ACTIVELY MANAGE THE
CASE

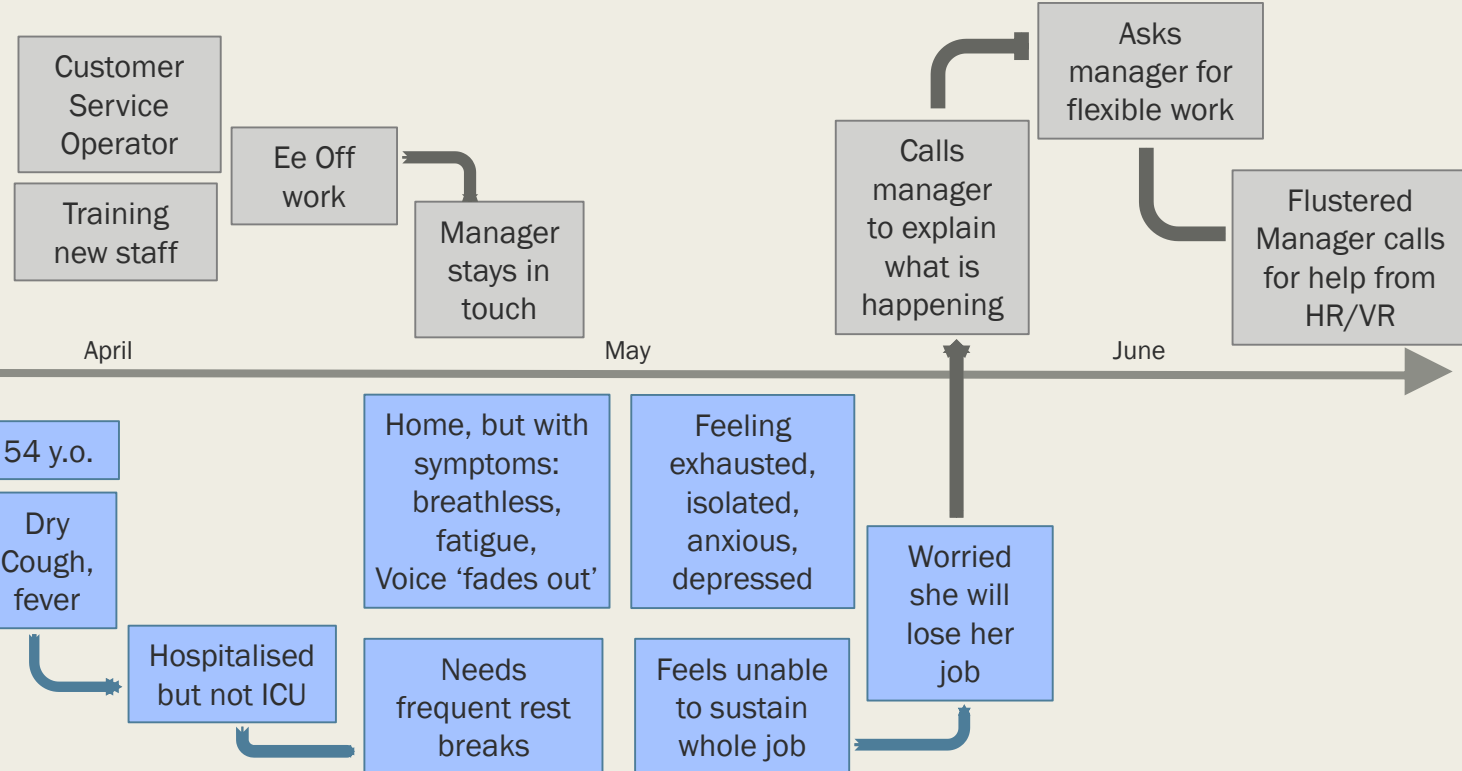
PACING; BUILDING
EXPERIENCE OF SUCCESS

COLLABORATIVE
APPROACH TO
SOLUTION-FINDING

CONSTANT REVIEW —
WILLINGNESS TO RESET

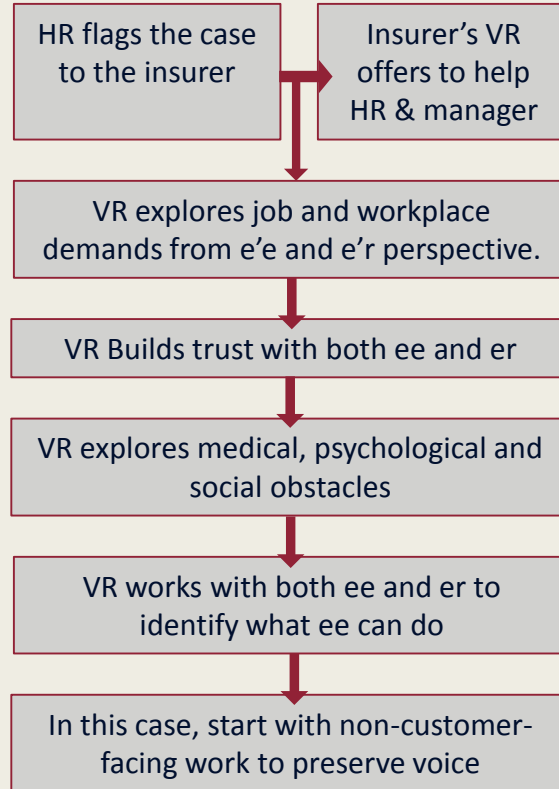


RETURN TO WORK CASE STUDY: PART 1 HOW IT STARTED

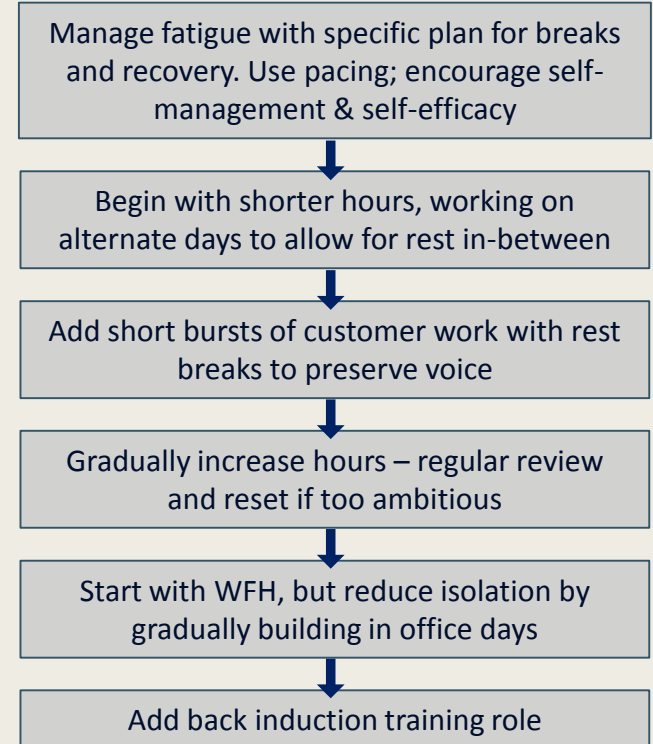


RETURN TO WORK CASE STUDY: PART 2 THE VR PARTNERSHIP

EXPLORATION & PLAN DEVELOPMENT:



IMPLEMENTATION & WEEKLY REVIEW



RETURN TO WORK PLAN

Employee:	Mrs. Jones	Line Manager:	Mr. Singh
Job Title:	Customer Service Operator	Employer:	Busy Call Centre
Date of Plan:	1/6/20		
<i>Key Features</i>			
Stepped approach			
Review every week			
Pacing Activity (home and work)			
Rest Schedule			
Flexible hours			
Start below capacity – build experience of success			
Build back additional activities (A through D)			
Reset where necessary			



AGREED DUTIES

Category	
A	Minimal physical activity; take rest breaks as needed. Very basic administration online admin duties assigned by manager. No phone calls or client facing work, no work targets.
B	As above plus coaching new starters and trainees. Line manager to assign additional tasks one at a time (no multi-tasking). Customer contact via emails only
C	As above plus in-office on non-consecutive days. Turn off email out-of-office message. 1 hour a day of outbound telephone work, to be split across the day as comfortable.
D	Increase telephone work in line with comfort, with an aim to be able to complete full range of tasks. Incoming calls to be recommenced, with assistance from team members as necessary (breaks from hunt line etc). Add physical tasks but keep to a minimum and take a break if any sign of breathlessness.



ANY QUESTIONS?



USEFUL RESOURCES

<https://grouprisk.org.uk/>

<https://vrassociationuk.com/resources-for-individuals/>





The Insurance
Institute of London
Chartered Insurance Institute

Feedback

Many thanks for attending this webinar.

Please take a moment to complete this Feedback Form. Your comments will enable us to ensure that future CPD activities satisfy the needs of our members. CPD certificates will be available to download from the event page within 24 hours of the event date.

To access the survey, scan this Quick Response code with your QR reader app on your mobile phone.

