

AGE FRIENDLY EMPLOYMENT

Ensuring older workers are supported and valued

GREATER MANCHESTER
**GOOD
EMPLOYMENT
CHARTER**

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Supporters' Network Webinar
GREATER MANCHESTER GOOD EMPLOYMENT CHARTER

SPEAKERS

Ian MacArthur, Head of the Charter Implementation Unit

Kim Chaplain, Associate Director for Work at Centre for Ageing Better

Stuart Lewis, Founder and CEO at Rest Less

Rachael Parr, Human Resources Director at Electricity North West



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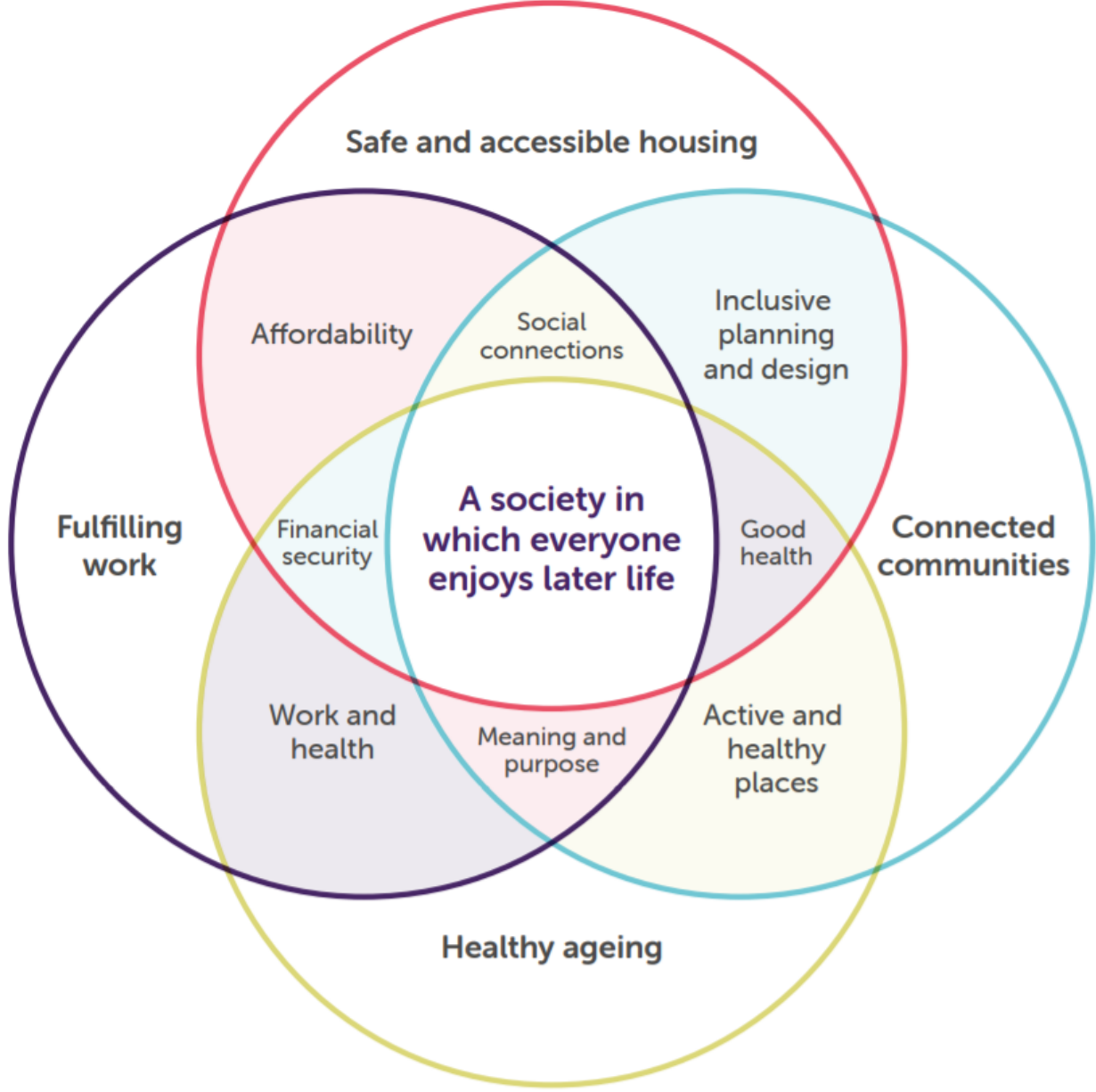


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Age Friendly Employment

Kim Chaplain Associate Director Work

A society in which everyone enjoys later life





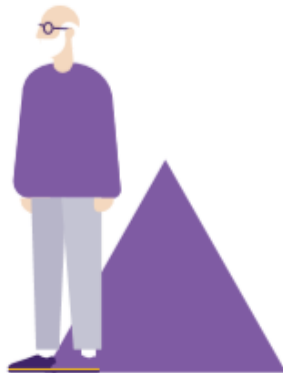
The older workforce is your workforce

- One in three workers in the UK are aged 50 and over
- Average employee in the UK now in their 40s
- Need to meet skills shortages and workforce planning

Between 2018 and 2025 there are forecast to be:

300,000

fewer workers under the age of 30 in the UK



1 million

more workers over the age of 50 in the UK



22%

Nearly a quarter of employers think that their organisation is unprepared for the ageing workforce.

(IFF survey of 500 employers/Ageing Better October 2017)

(Mercer's Workforce Monitor, March 2018)



Age-diversity presents huge opportunities for everyone



- Employers value a mixed-age workforce
- Older workers transfer vital knowledge and skills
- Help solve complex problems - bringing together a mix of ideas, skill strengths, and experiences
- Better match profile of customers and services

How to be an age-friendly employer



1 Be flexible about flexible working

- Hire flexibly
- Widen the range of flexible working options available – formal and informal
- Help people navigate the system
- Help managers manage flexibility



2 Hire age positively

- Conduct age-positive recruitment campaigns
- Minimise age bias in recruitment processes
- Develop returner or re-entry programmes



3 Ensure everyone has the health support they need

- Create an open and supportive culture around managing health at work
- Ensure full, equal and early access to support, including small, simple changes
- Make sure support is sustained over time



4 Encourage career development at all ages

- Ensure that development, training and progression is available equally to all ages
- Provide career guidance at mid-life and beyond, including retirement plans
- Help people to take stock, manage transitions and plan holistically for the future



5 Create an age-positive culture

- Monitor and share workforce data by age
- Equip line managers with the knowledge and skills to manage age-friendly practices
- Encourage interaction and networking among staff of all ages

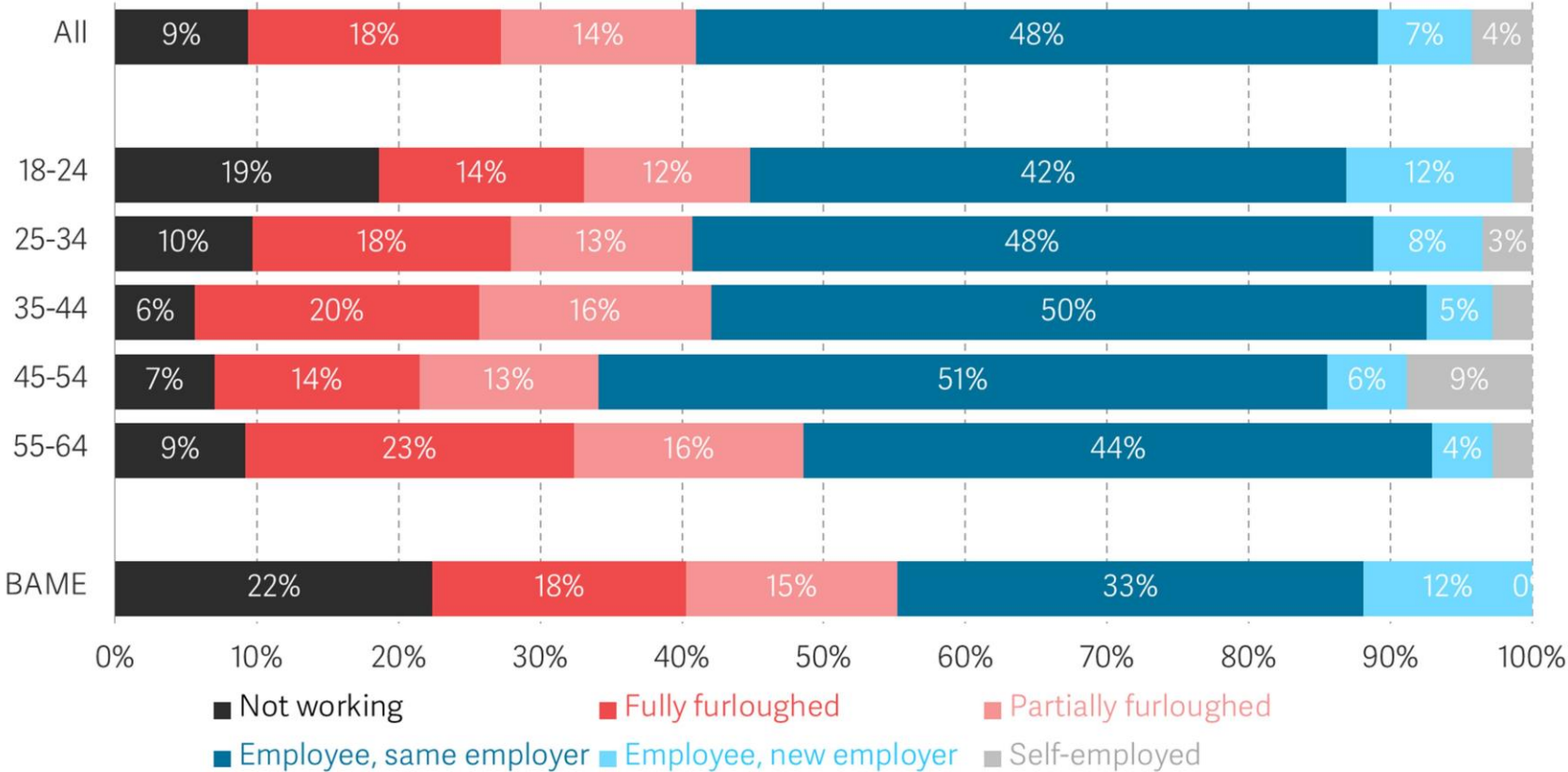
Furlough numbers

- As of 31st July, 2.7 million people age 50+ were furloughed.
 - That means that one in four 50+ workers were furloughed
 - That means that 28% of everyone furloughed was age 50+
- As of 30 September, over 500,000 people age **55+** were furloughed
 - That means that 20% of everyone furloughed was age 55+

By September, furloughed 55-64s were the least likely to be back at work



Status in September of workers who were furloughed during the lockdown period (March to June): UK, data collected 17-22 September 2020



Source: RF analysis of YouGov, Adults Age 18 to 65 and The Coronavirus (COVID-19) – September wave.

The coronavirus pandemic and older workers

- A significant minority of older people working immediately before the crisis are now retired: 6% of those aged 66–70 and 11% of those aged 71 and older.
- One in eight (13%) of older workers have changed their retirement plans as a result of the pandemic
 - 8% planning to retire later (tend to have seen their pensions value decrease, and/or working from home)
 - 5% planning to retire earlier (tend to be wealthier and/or those furloughed)

Summary



- Covid has disrupted the labour market but the workforce is still ageing
- Longer working lives, mean doing things differently
- We need options to flex up and flex down at different stages across the life course
- The Age Friendly 5 Criteria and embedded in the charter
- Toolkits will support actions needed



Being an Age Friendly Employer

Rachael Parr
HRD, Electricity North West

Stay connected...



www.enwl.co.uk



About Electricity North West

We're the North West's 'distribution network operator'.

We maintain the overhead power lines and underground cables that transport electricity to your door.

We don't generate electricity, and our name isn't on the top of your bill, but around 16% of a typical household electricity bill goes to fund the network we operate.

We're the only distribution network operator in the North West, and we're held to account by Ofgem - the UK's energy regulator. Our business plan for 2015-2023 contains more than 40 performance targets that we have agreed to deliver, and our spending is closely controlled to make sure we offer excellent service and value for money.



5 million



2.4 million



25 terawatt
hours



£12 billion of network assets / 56,000km of network /
96 bulk supply substations / 363 primary substations / 34,000 transformers

ENWL Employee Demographic



Total number of employees = 2047		
Total number of employees aged 50 plus	666	33%
Total number of 50 plus employees - Female	143	21%
Total number of 50 plus employees - Male	524	79%
Total number of employees aged 70 plus – all male	9	0.4%

Number of employees	Role type	Percentage (%)
160	Business Support and Clerical	24%
146	Managerial	22%
208	Operational	31%
152	Engineering	23%

Benefits to Electricity North West of being Age-Friendly



Older workers transfer vital knowledge and skills – particularly helpful to our apprentices

Age diversity helps to match to the profile of a lot of our customers and improves customer service

Strategic Partner for vulnerable customer and community work is Age Concern

Life experience is great experience and brings diversity of problem solving

How do we sustain being an Age-Friendly Employer



Flexible working opportunities available

- Part-time
- Removal of contractual obligations for standby and out of hours working

Career Development and Skills Training

- Technology Support – getting the right devices / cross generational support

Recruitment

- Blind CVs
- Recruitment champions to eliminate unconscious age bias
- Conscious Inclusion training for managers

Communication and Engagement

- Positive relationships with Trade Unions
- Employee engagement surveys reported by age groups

Health

- Annual health checks for all operational colleagues to identify any health issues
- Reasonable (and sensible!) adjustments for colleagues to keep them in work
- Support for menopause

Reward

- Pensions advice and support through career
- Pre-retirement planning
- Pre-retirement leave
- Long-service awards and celebration event
- Free eye tests



Slower change programme – more engagement to get new ways of working
5 generations challenge

Wider diversity challenge – lower attrition.
Attracting from other diverse channels cultural fit

Physical capability
managers not always keen to address challenges and have difficult conversations

Increased business costs – Pensions costs and salary costs of long service colleagues

THANK YOU!

HAPPY HOLIDAYS FROM THE CHARTER!



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