



Housing Sector

A Story of Success

The Problem

Our client in the social housing sector requested help with manual handling training for their Neighbourhood Team. However, these people had been on traditional training several times and were completely disengaged.

PHSC's Solution

We prepared some "generic" manual handling assessment forms, and used this as the basis for the training. We started with an informal training session which covered the key aspects of what an assessment should consider, so the team could consider how planning a job better could make their work quicker, easier and less physical.

We then took the team to one of their work areas and in groups we looked at different manual handling tasks they conduct, identifying common problems they experience every day but just accept as "part of the job". We considered alternative ways of doing the job and we then wrote these down, whilst enjoying a coffee.

We finished off by sharing our findings between the groups to ensure the whole team understood and had buy-in, and then we considered the practicalities of physical handling, using the equipment they currently had. This involved some practical input too.

Conclusion

By the end of the session, both the manual handling assessments had been completed with full involvement and buy-in from the team. Common problems that they had never thought could or would be addressed had been highlighted and either removed, or reduced by making simple recommendations for change.

The practical manual handling aspect of the training became much more relevant, engaging and addressed the real problems that the team face. The standard "bend your knees and keep your back straight" approach was not used and as a result the team became fully involved and cooperative.

Our client achieved completion of their risk assessments, full buy-in from their team, and training that was relevant to the work and absorbed effectively by the learners.