

CAERPHILLY COUNTY BOROUGH COUNCIL

EMPLOYEE WELL-BEING MANAGEMENT POLICY

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Mae'r cyhoeddiad hwn ar gael yn Gymraeg ac mewn ieithiodd neu fformatau eriall ar gais.

NOTE

Wherever the designation "manager" is used throughout this policy, it is taken to mean Head of Service, Head Teacher, Line Manager, Supervisor and the Officer in charge or anyone who has responsibilities for employees in the course of their work.

This is a joint Policy between Health and Safety and Human Resources.

1 INTRODUCTION

The Management of employee well-being is a key consideration for the Authority, in terms of employee health, staff morale, sickness absence management and general employee relations and as such this policy is collaboration between Human Resources, Occupational Health and Health and Safety.

There are a multitude of definitions of stress from a wide variety of sources and this policy recognises and accepts this. The Health and Safety Executive (HSE) defines stress as “the adverse reaction people have to excessive pressure or other type of demand placed on them.” This makes an important distinction between pressure which can be positive, and stress which can be detrimental to health.

This policy aims to outline the protective and preventative measures that Caerphilly County Borough Council will take to promote well-being and manage pressure and stress.

Whilst this policy deals with workplace well-being, the Council recognises that external pressures such as caring for an elderly/ terminally ill relative or domestic violence may have an effect on an individuals’ ability to cope with work or the working environment and must be considered when dealing with individuals.

2 POLICY STATEMENT

The management of well-being is a key priority for the Authority and it is committed to promoting employee well-being and preventing and reducing work related stress for all of its employees as much as is it possibly can.

The Authority will seek to identify all workplace stressors and will conduct risk assessments to eliminate or control the risks to employees’ health and well-being arising from work related activities. These risk assessments will be regularly reviewed.

The Authority recognises that demands placed upon it to provide quality services, in the face of change, may cause pressure and place increasing demands on its employees.

It is accepted that some pressure can stimulate and enhance performance. However, long term or excessive pressure/ is counter productive and can have a negative effect upon creativity, achievement and health.

In fulfilling its obligations towards its employees, the Authority is committed to identifying and reducing levels of harmful pressure through:

- Training and developing managers and supervisors to promote well-being and manage stress in their work area.
- Providing confidential counselling for employees affected by stress caused by either work or external factors.
- Utilising the CCBC Well-being Indication tool and undertaking risk assessments of individuals where circumstances dictate.

3 SCOPE

This policy has been agreed with the trade unions. The policy applies to all Council employees including all school based staff.

This policy will be reviewed at least every 2 years to ensure it is in line with current legislation and HSE guidance. The effective date of this policy is XXX.

4 LEGISLATION AND CCBC POLICY

4.1 This policy along with its supporting corporate management arrangements is designed to ensure the Authority meets its legal obligation as stated in:

- Under the Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Disability Discrimination Act

Relevant Caerphilly County Borough Council Policies (some of which may also have been adopted by the Governing Body) include:

- Managing Attendance
- Grievance Procedure
- Disciplinary Procedure
- Work-life balance which includes leave of absence and carers policies
- Domestic Violence policy
- Corporate Health and Safety Policy
- Risk Assessment Policy

5 RESPONSIBILITIES

5.1 The Chief Executive will:

- Be ultimately responsible for compliance with this policy within Caerphilly County Borough Council

5.2 Directors will:

- Be responsible for ensuring the effective implementation of this corporate policy, corporate management arrangements and associated directorate arrangements within their service areas
- Ensure that effective resources are made available for the effective operation of this policy, including training

5.3 Managers will:

Promote well-being in their work areas and be aware of changes within their staff, which may indicate an issue. If an issue is suspected or arises then action must be taken as detailed within the Corporate Management Arrangements. This may include:

- Undertaking risk assessments, which consider the proactive measures to be undertaken to promote well-being and implement any recommendations. (refer to Corporate Management Arrangement XXX)

- Ensuring there is good communication between themselves and staff, particularly where there are organisational and/or procedural changes
- Ensuring employees are fully trained to undertake their duties.
- Monitoring workloads to ensure employees are not overloaded
- Monitoring working hours to ensure employees are not overworking, and ensure employees are taking their full annual leave entitlement
- Ensuring that bullying and harassment is not tolerated and that appropriate action is taken to tackle it
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside the workplace e.g. bereavement or separation
- Where necessary seek advice from Care first to assist them in management of issues.
- Where necessary undertake (in consultation with the employee)a management referral to Care First.
- Undertaking 1-1 and PDR's to monitor staff and ensure that they have the ability to approach you to discuss issues.
- Completing an employee referral to Occupational health (OH1) where required or following and individual having time off due to work related stress/ pressure or anxiety.
- Referring those individuals who have work related stress/anxiety issues to Health and Safety in order to enable a well-being risk assessment to be carried out.

5.4 Employees:

- Are encouraged to be aware when excessive pressure is having a negative effect on either their physical or mental health and take positive steps to get help e.g. contact Care First.
- Will raise issues of concern with their line manager, occupational health and/or health and safety officer.
- Will co-operate with the Authority in undertaking risk assessments.
- Will accept opportunities for counselling when recommended.
- Will accept help and changes that are recommended to alleviate the situation.

5.5 Occupational Health will:

- Work closely with the managers, in the promotion of well-being and the management of stress where someone has either been off sick with perceived stress or a related illness e.g. anxiety or depression, or has been identified through appraisal or interview, as suffering from the effects of stress or anxiety. Human Resources and Health and Safety will be involved as and when circumstances dictate.
- Support individuals experiencing the effects of stress and advise them and their manager on planned return to work.
- Refer to counselling services as appropriate
- Provide report's on the referrals to the counselling service to the HR Strategy Group and to the Corporate Health and Safety Committee

- Report trends in management (OH1) referrals due to stress to managers and Human Resources and Health and Safety.
- Work with the Health and Safety Unit and Human Resources to ensure this policy is reviewed at least every 2 years.
- Assist Health and Safety Officer in undertaking risk assessments where required and Support Managers in implementing the recommendations of the well-being risk assessment

5.6 Human Resources will:

- Provide continuing support to managers and individuals in a changing environment and encourage referral to counselling services, occupational health and/or health and safety where appropriate.
- Will assist in the monitoring the effectiveness of measures to address stress by collating sickness absence figures and assisting via managing attendance in returning individuals to the workplace.
- Where appropriate support managers in implementing the recommendations of the stress risk assessment.
- In consultation with Health and Safety facilitate appropriate Stress Management training, which will be made available to all Managers and supervisors
- In consultation with Health and Safety facilitate appropriate Stress Awareness training, which will be available to all employees on request.

5.8 Health and Safety Officers will:

- Develop in consultation with Human Resources and Occupational Health a well-being strategy to co-ordinate activities across the Authority.
- Establish and facilitate a well-being focus group involving key officers.
- Provide advice and information on legislation or guidance relating to Well-being, Pressure and Stress Management.
- Encourage referral to counselling services, occupational health and Health and Safety where appropriate
- Monitor and review the effectiveness of measures to reduce stress and audit compliance with this policy.
- Work with Occupational Health and Human Resources to ensure this policy is reviewed at least every 2 years.
- On receipt of a Health and Safety Referral form, completed well-being questionnaire, where appropriate arrange for a well-being risk assessment to be undertaken.
- Where appropriate support managers in implementing the recommendations of the stress risk assessment.
- In consultation with Human Resources facilitate appropriate Stress Management training, which will be made available to all Managers and supervisors.
- In consultation with Human Resources facilitate appropriate Stress Awareness training, which will be available to all employees on request.