

CAERPHILLY COUNTY BOROUGH COUNCIL

CORPORATE MANAGEMENT ARRANGEMENT - EMPLOYEE WELL-BEING PROTOCOL PROCEDURE

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This publication is available in Welsh, other languages or formats on request.
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 document between Health and Safety and Human Resources Services.

1. INTRODUCTION

This document is in place to assist managers where a member of their team has been absent due to/or is experiencing work related well-being issues. This Management Arrangement will enable managers to work through the well-being protocol process and help facilitate the employees to return to work as quickly as possible. This approach is known as the well-being protocol and requires a joint approach between line management, human resources and health and safety.

This document must be used in conjunction with the Well-being Policy. The Well-being protocol is an additional tool to supplement the managing attendance procedures.

2. ARRANGEMENTS – Well-being Protocol

- 2.1 Where employees are absent from work due to work related well-being issues, or where an employee formally reports that they are suffering from work related well-being issues, a health and safety well-being referral form should be completed (see appendix A) and associated documentation provided. This form can be completed by the line manager, HR Officer or Occupational Health and must be forwarded to Health and Safety. A referral can also be made where line management has concerns regarding a member of staff and their well-being.
- 2.2 Once the referral form is received by Health and Safety, and it is confirmed that the condition is work related, then the well-being protocol will be initiated. Health and Safety will contact the appropriate HR Officer to arrange for the Well-being Questionnaire to be completed. The well-being questionnaire is to be completed during a welfare visit, or if the employee is in work they should be given 15 minutes to complete the form on their own. It is important that the individual completes the questionnaire on their own, as this will ensure that a true reflection of the current situation is gained. The questionnaire must be returned to the relevant HR Officer.
- 2.3 Once the completed Well-being Questionnaire is returned to Health and Safety, the results will be analysed and a well-being report will be produced specific to the individual. This report will specifically look at seven key areas of work (demand, control, management support, peer support, relations, role and change) and produce a report, which highlights which areas are high, medium and low risk with regards to the individual. The completed report will be supplied to the relevant HR Officer, who will then arrange a consultation meeting. Individuals involved in the consultation meeting are usually the employee, line manager, HR Officer, H&S Officer and if requested by the employee a trade union representative or colleague.
- 2.4 During the consultation meeting the Well-being Report will be discussed. The discussion will concentrate on the key work areas, which have been assessed as high or medium risk. The HR Officer in attendance will chair the meeting and ensure that comprehensive minutes are taken.
- 2.5 The discussions that occur at the consultation meeting and the control measures that are agreed form the basis of a well-being risk assessment for the individual. The risk assessment will be drafted by Health and Safety and provided to the HR Officer for further comment. A review date for the risk assessment will be set.

- 2.6 Once the risk assessment has been agreed the HR Officer will arrange for copies to be provided to the Line Manager and the employee. If the employee is to be referred to Occupational Health, or the request for the risk assessment originated from them, a copy will also be provided to them.
- 2.7 It is then the responsibility of the Line Manager and employee to implement and review the control measures etc as detailed within the risk assessment. Any updated risk assessment is to be sent to Human Resources and kept within the individuals files.
- 2.8 Where required human resources will arrange a formal review meeting, as detailed in the risk assessment. If the issues have been resolved, then the case will be closed, however if further controls are required, or existing control measures need to be extended then changes will be made to the risk assessment and a further review date set.
- 2.9 Human Resources will continue to arrange meetings as detailed in 2.8 until the case has been resolved.

APPENDIX A

Health and Safety Well-being Referral Form

Guidance Notes

Please read these notes carefully before completing the referral form.

The completion of this form, by an individual's Line Manager, Human Resources Officer or Occupational Health will initiate the well-being protocol process. The process aims to help the Manager/Nominated Officer deal with some of the management problems that arise when employees are absent or failing to perform adequately due to issues regarding their well-being.

This form should be completed when a member of staff notifies their line manager that they are suffering from, or has been absent from work due to: -

- Work related stress and/or excessive pressure
- Work related post traumatic stress issues
- Work related anxiety and/or depression

A referral can also be made where line management has concerns regarding a member of staff and their well-being.

Employee Details:

Name:	
Staff Number:	
Job Title:	
Service Area:	
Location of Work:	

Absence details:

First Day of Absence:	
Period(s) of Absence:	
Reasons for Absence:	
Background Details:	

Contact Detail:

Line Manager's Name:	
Line Manager's telephone number:	
HR Officer name:	
HR Officer telephone number:	

Referral Information:

Name of person making	
Job Title:	
Contact details:	
Signature:	
Date:	

Priority:	Response requested in _____ Weeks.
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