



Neath Port Talbot
Castell-nedd Port Talbot
County Borough Council Cyngor Bwrdeistref Sirol

Stress Management Policy

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Stress Management Policy

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1.0 INTRODUCTION

This policy sets out the ways Neath Port Talbot County Borough Council (NPTCBC) will comply with its duties and responsibilities as defined in the Health and Safety at Work etc Act 1974 (HSW) and the Management of Health and Safety at Work Regulations 1999 (MHSW).

2.0 AIMS OF THE POLICY

The aim of the policy is to minimise the risk of work-related ill health by adopting the Health and Safety Executives Stress Management Standard.

To promote the principles of good, effective management and respect for individual employees to create and maintain a psychologically healthy work environment, in which pressures are acknowledged and controlled, allowing employees to thrive whilst achieving their goals.

3.0 DEFINITIONS

For the purposes of this policy, the following definitions are being adopted:-

- *Stress*, is the adverse reaction people have to excessive pressure or other types of demand placed on them.
- *Work-related stress*, is a state, which occurs when there is an imbalance between demands placed on the individual and the individual's ability to cope.
- *Demands*, ordinary and urgent requests made with authority for information/action.
- *Pressure*, the moral force to satisfy demands. To a certain level pressure can be stimulating/motivating and lead to optimal performance, but pressure beyond that level results in distress, fatigue and deteriorating performance.

The point of optimum performance varies between individuals and varies within an individual over time.

4.0 ROLES AND RESPONSIBILITIES

4.1 Chief Executive/ Corporate Directors

Overall responsibility for the implementation of the policy rests with the Chief Executive and Corporate Directors.

4.2 Heads of Service

Heads of Service will be responsible for ensuring that the health and safety arrangements developed and implemented to satisfy the requirements of this policy

Heads of Service are responsible for:

- Ensuring that all line managers are appropriately trained and that all risk assessments are conducted.
- Reviewing risk assessment findings with line managers.
- Monitoring sickness absence and accident statistics, ensuring where stress is identified, that action is taken to reduce it to a minimum.
- Monitoring overtime data to ensure that employees hours of work are reasonable
- Maintaining confidentiality at all times.

4.3 Governing Bodies of Schools Maintained by Education Authority

There is a shared responsibility for health, safety and welfare between the LEA, governing body and Headteacher.

4.4 Managers/ Team Leaders/ Headteachers

Each Manager/ Team Leader/ Headteacher will ensure that departmental instructions are implemented within their section.

Managers / Team Leaders are responsible for:

- Attending training in good management practice and health and safety
- Conducting and implementing recommendations of risks assessments

- Ensuring that good communication between management and employees is maintained particularly where there are organisational and procedural changes
- Ensuring that employees are fully trained to discharge the duties and responsibilities of their posts
- Providing a supportive work environment, and monitoring holidays to ensure employees are taking their full entitlement
- Ensuring employees are provided with meaningful developmental opportunities
- Monitoring workloads, working hours and overtime to ensure that employees are not overloaded with work or overworking
- Ensuring bullying and harassment is not tolerated
- Referring employees to the Occupational Health Unit (OHU) via the Directorate Personnel Officer
- Maintaining confidentiality at all times

4.5 **Directorate Personnel Officers:**

Directorate Personnel Officers are responsible for:

- Providing guidance to managers on the stress policy.
- Collating appropriate sickness absence statistics to monitor the effectiveness of the stress management measures
- Advising managers on training requirements
- Providing support to managers and employees in a changing environment and encouraging referral to occupational workplace counsellors where appropriate
- Referring employees to the OHU
- Maintaining confidentiality at all times.

4.6 **Employees**

Employees are responsible for:

- Raising issues of concern with their line manager, trade union representative or personnel officer

- Undertaking training when requested to do so
- Where appropriate co-operating in undertaking the risk assessment
- Accepting advice from the OHU or external support agencies when recommended
- Maintaining confidentiality at all times.

4.7 Trade Union Representatives

Trade Union representatives are responsible for

- Bringing any stress related issues to the attention of line managers and directorate personnel officers
- Ensuring that trade union health and safety representatives conduct regular inspections and consult with members in relation to stress related issues as appropriate
- Co-operating with the risk assessment process
- Maintaining confidentiality at all times.

4.8 Occupational Health Unit

The OHU will refer employees to workplace counsellors or specialist agencies as required, support individuals who have been off sick with stress and advise those employees and their managers on a planned return to work.

4.9 Corporate Health & Safety Section

The Corporate Health & Safety Section will provide advice and guidance in order to ensure compliance with legislation and associated guidance, conduct audits and review the effectiveness of the measures to reduce stress, provide feedback on any new changes or updates in the field of stress at work. Reviewing and updating the Stress policy when necessary.

5.0 LEGAL IMPLICATIONS

5.1 To meet the requirements of the HSW and MHSW. NPTCBC will:

- Provide training to managers and employees.
- Assess work environments and tasks.
- Provide a supportive work environment.

- Provide employees with opportunities for meaningful development
- 5.2 The key pieces of legislation that need to be considered with regard to this policy are:
- The Health and Safety at Work etc Act 1974.
 - The Management of Health and Safety at Work Regulations 1999.

6.0 REVIEW

The implementation of this policy will be the subject of periodic review.

7.0 CORPORATE PROCEDURES

NPTCBC shall implement this policy through the guidance outlined in the Corporate Procedure CP/--/--.