SAFE WORKING PROCEDURE

Managing Wellbeing at Work

STATEMENT:

In order to comply with legislation and fulfil statutory responsibility, the Council must make sure that:

- Adequate resources are provided to enable managers to manage the wellbeing of staff while at work.
- Workplace stressors which are likely to produce an adverse reaction in employees are identified and controlled.
- Confidential counselling is provided to employees affected by stress caused by either work or external factors that could affect their work.

SCOPE:

This Safe Working Procedure applies to:

- All managers including head teachers referred to as managers herein.
- All employees of Southampton City Council.

Version Control

This Safe Working Procedure is issued and managed by Corporate Health and Safety Service.

Version Number	Date	Amendments
Version 1.00	1998	
Version 2.00	Unknown	
Version 3.00	Unknown	
Version 4.00	Unknown	
Version 5.00	Oct 2005	
Version 6.00	Jun 2010	
Version 7.00	April 2019	Amendments made and links updated.
Version 7.01	April 2021	Minor amendments and web sites links updated
Version 7.02	July 2023	Periodic Review

Review Conducted	Next Review Date
April 2019	April 2021
April 2021	April 2023
July 2023	July 2025

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1.   Responsibilities

Service Directors/Headteachers are responsible for ensuring:

1.1. The Annual Staff Survey assists with the management of wellbeing in the workplace.

Senior Managers/Head Teachers are responsible for ensuring:

1.2. Facilities and resources are provided to prevent work related stress.
1.3. An action plan is in place for the prevention and control of work related stress.
1.4. The creation of a working environment in which employees and managers are proactive in the identification of opportunities to improve staff wellbeing at work.
1.5. Risk assessments consider psychological hazards and workplace stressors.

Managers/Headteachers are responsible ensuring compliance with the SWP and must:

1.6.   Treat employees with consideration, dignity, and promote a culture of mutual respect in the teams they manage.
1.7.   Deal with unacceptable behaviour and take decisive action when issues are brought to their attention.
1.8.   Attend training as needed in good management practice.
1.9.   Manage the risks to health by assessing the risks of psychosocial hazards and stressors in the workplace using the Health and Safety Executive six key management standards for work related stress: Demands, Control, Support, Relationships, Role and Change; Management Standards 1.10. Implement the actions identified in their risk assessments within their area of responsibility.
1.11. Ensure employees are aware of current procedures and that communication channels are in place, particularly when there are organisational and procedural changes.
1.12. Ensure employees are given appropriate training to be able to discharge their duties.
1.13. Monitor performance, workloads and absences to ensure employees are not overloaded.
1.14. Take action in the interests of all their colleagues where performance by a member of staff may cause stress to their colleagues.
1.15. Provide extra line management support to employees who are suffering from stress and complete an Employee Support Assessment if a stress problem has been identified.
1.16. Be vigilant and offer such additional support as may be possible to a member of staff who they know is experiencing stress outside work e.g. bereavement or separation.
1.17. Treat cases with the utmost confidentiality and ensure related documentation is subject to the provisions of the Data Protection Act (DPA).
1.18. Seek further advice when necessary from an Occupational Health advisor through the management referral system Management referrals
1.19. Consult with relevant Trade Unions on all proposed action relating to the prevention of workplace stress at the appropriate stages.

Employees must:

1.20. Treat colleagues and all other persons with whom they interact during the course of their work with consideration, respect and dignity.
1.21. Raise concerns with their line manager or safety representative if they feel there are work issues that are causing them stress and having a negative impact on their well-being.
1.22. Take responsibility for their own development skills as one of the means to enable them to work effectively in their team and so reduce of the risk of stress.
1.23. Seek assistance as early as possible if symptoms of stress are manifested.

1.24. Consider using opportunities for counselling when recommended or seek advice from their General Practitioner (GP).

1.25. Take advantage of opportunities for counselling and training when recommended, to include making use of the Council's Employee Assistance Programme.

2. Procedures

2.1. The Councils' Managing wellbeing at work micro site provides managers with useful information on the management of Stress including the Employee support assessment form.

2.2. The Health and Safety Executive have produced a short guidance for employers INDG430 How to tackle work-related stress.

2.3. Managers should use these guides and others detailed below to help inform the risk assessment process and compliance with legislation.

2.4. Southampton City Council has procured the services of an Employee Assistance Programme (EAP) a free and confidential counselling service for employees. For more information about this service visit the Employee Assistance Programme

3. Safe Working Procedures Relevant to This Document

3.1 Risk Assessment;

Note: Other safe working procedures may apply, and the assessor should consult the SWP index
Safe working procedures

4. Main Legislation Relevant to This Document

4.1 Health and Safety at Work etc Act
The Management of Health and Safety at Work Regulations

5. Contact Address's and Guidance Links

5.1 Health and Safety Executive
5.2 HSE Stress Micro Site
5.3 Management Standards
5.4 INDG430 How to tackle work-related stress
5.5 Stress Management Society www.stress.org.uk
5.6 Royal Society for the Prevention of Accidents http://www.rospa.com
5.7 Institute of Occupational Safety and Health www.iosh.co.uk/