

# **FERRYHILL TOWN COUNCIL**



## **POLICY**

### **STRESS**

## **1. INTRODUCTION**

1.1 Ferryhill Town Council is committed to protecting the health, safety & welfare of its employees. It recognises that workplace stress is a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors.

## **2. DEFINITION OF STRESS**

2.1 The Health & Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

## **3. POLICY**

3.1 The Town Council will:

- Be aware of the potential for stress in making decisions which place requirements on the workforce.
- Ensure that work related stress and health issues are treated seriously and responded to positively.
- Have good, open, communication between employees, and between employees and management
- Consult staff in decisions that may affect them
- Support staff emotionally and practically
- Encourage staff to “buy into” their work, i.e. they understand what they are trying to achieve and are made to feel proud of their achievements
- Recognise problems and solve them promptly
- Adopt a sensible approach to working long hours and taking work home (outside of flexible working practice) remaining mindful of other FTC policies and procedures, i.e. Lone Working Policy etc.

## **4 RESPONSIBILITIES**

### **4.1 Managers**

- Ensure good communication between management and staff, particularly where there are organisational and procedural changes.

- Ensure sufficient supervision and support to enable staff to be clear of their roles and responsibilities and have the appropriate tools and resources to achieve them.
- Ensure staff are fully trained to discharge their duties.
- Monitor workloads to ensure that people are not overloaded or overworking
- Ensure that bullying and harassment are not tolerated
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside work, e.g. bereavement.

#### 4.2 Council

- Be aware of the signs of stress on employees, particularly senior staff, which may include decisions not being implemented, delays in providing reports, mistakes etc
- Be realistic in placing demands on staff, especially where reduced resources may have an impact
- Provide details of the confidential Counselling Service provided.
- Monitor and review the effectiveness of measures to reduce stress.

#### 4.3 Employees

- Receive information on stress and its symptoms
- Inform their Manager if they feel stressed
- Accept opportunities for counselling if appropriate
- Talk to colleagues about any issues affecting their health.