



Stress Management Policy

Ilfracombe Town Council

1 Introduction

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

2 Definition of stress

The Health and Safety Executive (HSE) 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

The Council aims to:

- Identify all workplace stressors and, where possible and appropriate, implement suitable measures to control the risks from stress.
- Provide the required training for appropriate staff in good management practices.
- Provide confidential counselling for staff affected by stress caused by either work or external factors.
- Ensure that adequate resources are available for suitable stress management controls.

4 Responsibilities

Line manager's will:

- Conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.
- Conduct and implement the recommendations of risk assessments within their jurisdiction.
- Ensure good communication between staff, particularly where there are organisational and procedural changes.
- Ensure staff are fully trained to discharge their duties.
- Ensure staff are provided with developmental opportunities.
- Monitor workloads to ensure that staff are not overloaded.
- Monitor working hours and overtime to ensure that staff are not overworking.
- Monitor holidays to ensure that staff are taking their full entitlement.
- Attend training as required in good management practice and health and safety.
- Ensure that bullying and harassment is not tolerated within their jurisdiction.
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation.

- Support individuals who have been off sick with stress.
- Inform the Council through the Staffing Committee of any changes and development in the fields of stress at work.
- Help monitor the effectiveness of measures to address stress by collating sickness absence statistics.
- Advise individuals on training requirements.
- Give guidance on the Stress Management Policy.
- Provide continuing support to individuals in a changing environment and encourage referral to counsellors and other specialist agencies where appropriate.

5 Employees responsibilities

- Report issues of concern to line manager/Town Clerk.
- Recognise that they may be a source of stress to others, accept responsibility and take genuine action to deal with this.
- Attend appropriate training so that they are better able to recognise and manage stress.
- Seek and accept opportunities for support and also stress relief counselling when recommended.

Policy reviewed: 14/2/22

Adopted: 09/12/19

Next review: 14/2/24

Stress Indicator Tool

A stress risk assessment is a step by step approach designed to identify what is contributing to an individual's stress in the work environment. The questionnaire below has been developed by the Health and Safety Executive and is based on research, identifying a number of potential stressors in a workplace.

These outcomes should be used as part of a further discussion with the employee's line manager (or Town Clerk if appropriate) and contribute to the completion of a stress action plan, addressing the issues raised.

All information will otherwise be treated as confidential.

Please write clearly and check all boxes below are completed.

Name of employee:	
Job Title:	
Workplace:	
Contact email:	
Contact telephone no.:	
Name of manager:	
Contact email of manager:	
Date of completion:	

Please note, additional notes or comments cannot be incorporated in to the results.

Any unanswered questions will be completed as 'sometimes' or 'neutral' as appropriate.

Instructions: It is recognised that working conditions affect worker well-being. Your responses to the questions below will help us determine our working conditions now, and enable us to monitor future improvements. In order for us to compare the current situation with past or future situations, it is important that your responses reflect your work in the last six months.

	Never	Seldom	Sometimes	Often	Always
I am clear what is expected of me at work					
I can decide when to take a break					
Different groups at work demand things from me that are hard to combine					
I know how to go about getting my job done					
I am subject to personal harassment in the form of unkind words or behaviour					
I have unachievable deadlines					
If work gets difficult, my colleagues will help me					
I am given supportive feedback on the work I do					
I have to work very intensively					
I have a say in my own work speed					
I am clear what my duties and responsibilities are					
I have to neglect some tasks because I have too much to do					
I am clear about the goals and objectives for my department					
There is friction or anger between colleagues					
I have a choice in deciding how I do my work					
I am unable to take sufficient breaks					
I understand how my work fits into the overall aim of the organisation					
I am pressured to work long hours					
I have a choice in deciding what I do at work					
I have to work very fast					
I am subject to bullying at work					

I have unrealistic time pressures					
I can rely on my line manager to help me out with a work problem					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I get help and support I need from colleagues					
I have some say over the way I work					
I have sufficient opportunities to question managers about change at work					
I receive the respect at work I deserve from my colleagues					
Staff are always consulted about change at work					
I can talk to my line manager about something that has upset or annoyed me about work					
My working time can be flexible					
My colleagues are willing to listen to my work-related problems					
When changes are made at work, I am clear how they will work out in practice					
I am supported through emotionally demanding work					
Relationships at work are strained					
My line manager encourages me at work					

Thank you for completing this questionnaire.