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**“Working to Empower the Community”
in Lancashire and Cumbria**

Pamela Beswick - Chief Executive Officer

Community
Legal Service



Help Point

Health and Wellbeing Team Policy

Vision

The organisation will place the health and wellbeing of its team at the centre of its policy and practice and will respond rapidly to the needs of team members who develop health problems.

Values and principles

- The whole team is an important asset of the organisation: the organisation should provide ongoing support for all team members.
- The efficiency of the organisation will be improved if the team maintains good physical and emotional health. Programmes should address the physical and emotional health of all employees.
- The team should be supported to access treatment and support related to their wellbeing. It is cost-effective for the organisation to ensure the early treatment of employees with depression and other stress related illness.

Objectives

- To decrease absenteeism as far as possible, by eliminating organizational factors that contributes to poor physical or emotional well being health.
- To improve the productivity of the organisation by providing better emotional support to employees after critical incidents.
- To minimize the disability of workers by ensuring that illness is recognized early and support to access effective treatment is made available.

The health and safety executive will oversee a process that ensures that.

- Primary level: minimizing workplace stress through effective job and workplace design. (Health and Safety Policy).
- Secondary level: identifying organizational “hotspots” for stress and providing individuals with personalized assessment and advice. (Signposts Supervision Policy).
- Third level: providing remedial support to those suffering from stress and helping them to get back into the workplace (Staff Handbook).

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Registered in England and Wales



North Lancashire
Teaching Primary Care Trust



INVESTOR IN PEOPLE

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Signposts recognise the main areas to be addressed to ensure the well being of the team.

- **Physical:** improving your physical well-being, e.g. exercise, nutrition, sleeping habits, releasing stress from the body.
- **Emotional:** developing positive emotions, e.g. humour, assertiveness, forgiveness, dealing with anger.
- **Spiritual:** having a sense of connection to something larger than oneself, e.g. a sense of meaning and purpose, inner reflection and personal values.
- **Intellectual:** keeping one's mind active, alert, open, curious, and creative; continuous learning activities.
- **Social:** spending time with family and friends, recreational activities, activities with work colleagues; balancing the demands of life is one of the challenges to maintaining a good sense of social well-being.

Signposts Will

- **Redress the effort/reward balance:** e.g. ensure that staff feel valued, promote positive messages related to work performance, ensure equity in remuneration, and involve staff in discussing what sort of rewards they would value.
- **Improve communications and staff involvement:** e.g. ensure effective communication strategies particularly during times of change and consult regularly with staff in planning and decision-making.
- **Enhance social support:** e.g. promote supportive management practices, develop peer support programmes, ensure appraisal processes are positive, provide opportunities for social networks to develop in the workplace, develop effective policies to deal with harassment and bullying.
- **Increase job control and latitude for decision-making:** ensure task variety, provide opportunities for people to have some choice in how they perform their work, and encourage staff input into policies and procedures.
- **Assess job demands:** e.g. review staff workloads regularly, encourage staff not to work long hours, implement flexible working hours, and ensure people take regular breaks.
- **Clarify job role:** e.g. ensure workers have a clear understanding of their role, and reduce role ambiguity and role conflict.
- **Review the work environment:** e.g. create a productive work environment by reducing excessive noise, ensuring adequate lighting, etc.
- **Clarify organizational structure and practices:** e.g. provide clear information about the structure, purpose and practices of the organization, ensure that selection, training and staff development activities are appropriate, and match employee's skills, knowledge and abilities to the needs and nature of their job.

Individual Team members may be offered a support package or back to work programme (see Staff Handbook), this may include, the designation of a suitable co-worker who is appropriately informed and trained and may give better results than support offered by a supervisor or an outside person. Information about an employee's health issues should only be released with his or her consent. (See Confidentiality Policy).

Clear communication with the employee regarding their responsibilities is essential, and may include arrangements for a reduction in hours and existing responsibilities. The strategies to be implemented will depend on the nature of the health issues identified and the resources available and must take into account the needs of the individual.

Any support package will be designed and implemented by the line manager in partnership with individual and must be authorised by the Chief Executive officer.

Signposts has a commitment to the promotion of healthy eating:

- Everyone working within the organisation should receive consistent information on healthy eating options and the policy and practice of the organisation should reflect this across all its work:
- All settings must provide access to fresh drinking water throughout the day and fresh fruit should be available.
- Physical Activity increases the levels of emotional and physical well being, all team members are able to access membership to VVV fitness and leisure at a corporate rate, a supporting letter can be requested for those not in paid employment.

Other relevant Signposts Documents:

- Staff Handbook
- Volunteer Handbook
- Equal Opportunities Policy
- Health and safety Policy (Including sharps appendix)
- Smoke, Alcohol and Drug Free policy
- Lone Working Policy

Chief Executive

Reviewed September 2011