



North

Yorkshire County Council

Improving Health and Attendance

Stress Management Policy

Status of policy:

- Status of Policy: Reviewed April 2012
 - *To be used in conjunction with [A Guide to Managing Stress and Wellbeing](#)*
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Access: If you require this information in an alternative format, such as large type, audio cassette or Braille, please contact HRSST on 01609 798319

Stress Management Policy

Introduction

- 1.0 North Yorkshire County Council is committed to the maintenance and improvement of employee health and well being. We will therefore promote a positive workplace culture that seeks to minimise the harmful effects of stress, provides effective support for all staff and helps each individual to achieve an appropriate work-life balance.

Background

- 2.0 Stress occurs when the demands placed upon an individual, either directly or in relation with others, exceed their perceived ability to meet or cope with those demands. It can seriously impair an employee's health and their ability to contribute fully to the needs of the organisation.
- 2.1 As a responsible employer and in recognition of our legal responsibilities, we must all take a positive and understanding approach to the management of stress in line with current best practice.
- 2.2 We also recognise the importance of integrating our approach to stress management with other policies and initiatives under the umbrella of the People Strategy. This includes:
- Corporate Health and Safety Policy
 - Attendance Management and the development of associated support services
 - Resolving Issues at Work Policy
 - Employee assistance programmes e.g. Staff Care Network
 - Appraisal and staff development processes and the overall management of change
 - Causes of stress outside the workplace can also have a detrimental effect and the way we help employees achieve an appropriate work-life balance is therefore particularly important

Aims

- 3.0 A rolling programme of action has been introduced to ensure that all practicable measures are taken to manage stress, including in particular:
- risk assessments and stress audits to identify work related potential causes of stress
 - appropriate support for those suffering from work related stress
 - ongoing monitoring of resources and workload
 - the development of a programme of learning and development for managers and employees on stress, causes, prevention and management
- 3.1 The programme and progress made will be subject to regular monitoring and review by the Health and Wellbeing Portfolio group, support staff and union representatives.
- 3.2 Individuals should expect that any issues raised will be taken seriously and that

information they disclose will be treated with respect and confidentiality.

Responsibilities

- 4.0 The Chief Executive and Directors are responsible for ensuring that the policy is fully implemented in NYCC and is progressed corporately with the support of the Management Board.
- 4.1 Assistant Chief Executive, Human Resources and Organisational Development is responsible for monitoring and assisting with the development and implementation of the policy.
- 4.2 All managers are responsible for ensuring that potential causes of stress at work are identified and managed, that work-life balance issues are recognised and that work life balance strategies are explained and that any adverse effects of stress are identified and managed. Appropriate remedial action should be taken as early as possible, including consideration of new ways of working and other alternatives.
- 4.3 All employees should be made aware of the information and training materials developed regarding the causes and symptoms of stress and the early warning signs to identify stress in themselves and others. This includes initial discussions with their manager and/or specialist support services as appropriate and cooperation with the advice and guidance they may be given.

This policy will be reviewed annually.

This policy should be used in conjunction with:

- [*A guide to Managing Stress and Wellbeing*](#)
- [*Corporate Health and Safety Policy*](#)
- [*"Managing Stress for Managers" course via Learning Zone*](#)