



WELLBEING AT WORK: POLICY FOR STAFF

1. Mind in Croydon recognises that Wellbeing at work is a health and safety issue and that the organisation has a responsibility to take all reasonable measures to promote wellbeing and prevent issues such as stress at work. In order to promote Wellbeing, Mind in Croydon will:
 - develop a culture that encourages employees to talk about wellbeing issues they may have, whilst equipping managers to respond
 - support colleagues, by providing information and sharing knowledge and resources on managing wellbeing where appropriate
 - encourage employees to undertake learning and development activities to develop their awareness of wellbeing and wellbeing-related issues
 - monitor attendance and encourage employees to take regular breaks from work, as well as using their leave entitlement throughout the year
 - championing wellbeing within teams and departments, and challenging ways of working that impact wellbeing
 - providing an environment which is conducive to employees engaging around the issue of wellbeing
 - encouraging all leaders within the organisation to be positive role models, championing and shaping a culture where the importance of wellbeing is recognised and supported

2. Employees' wellbeing may be affected in many different ways:
 - Wellbeing may be affected by the **situation** at work, e.g. staff shortages, conflict with another staff member, too much work, a crisis or traumatic event.
 - Wellbeing may be affected from working with very distressed people
 - Wellbeing may be compromised by stresses in the employee's personal life which are unrelated to work but which affect work performance

Mind as the employer will need to react in different ways according to the cause of the impact on wellbeing suffered by the employee.

3. Employees have a duty not to endanger themselves or others (i.e. to look after themselves) and to co-operate with their employer in meeting statutory requirements.

4. Mind in Croydon will ensure that risk assessments that it undertakes will seek to identify workplace stressors and put in place systems to eliminate or minimise such stressors in accordance with relevant Health and Safety legislation.

5. **External Employee Assistance Programme (EAP)**
This service is provided to all Mind in Croydon employees. The service is based around a free, confidential telephone link which can be accessed 24 hours a day, 7 days a week including Bank Holidays and an online offer. The service is provided by Health Assured an independent, professional organisation with many years' experience of providing services of this nature. It is totally confidential, and no information of a personal nature will be shared with anyone else within Mind in Croydon, unless staff choose to tell them. A call to the External Employee Assistance Programme will give immediate telephone counselling help and professional advice on a full range of personal or work-related problems. The EAP can be contacted on 0800 028 0199 www.healthassuredeap.com.

6. Mind in Croydon employees are expected to report **work-related** stress or a significant drop in their wellbeing to their line manager, the Head of HR or the Chief Executive. This information will not be passed on to other staff without the permission of the staff member concerned. It may,

however, be necessary to bring it to the attention of the Chair and/or Chief Executive if the stress or its cause has a bearing on the interest of Mind in Croydon as a whole (e.g. if the situation is affecting other staff or service users).

7. The person to whom this is reported will do everything they reasonably can to offer support to the employee and to deal with the problem reported to them. Attention will be given to assessing the cause of poor wellbeing at work and introducing measures to reduce or prevent stress. The advice and assistance of the Counselling Service may be sought in this.
8. In the event of a traumatic event occurring at work, e.g. an assault, the opportunity of counselling will be offered and, if required, arranged and funded by Mind in Croydon. Time off work for recuperation may also be offered. Such incidents may be reported to the Finance, Risk and General Purposes Committee of Mind in Croydon in order that appropriate action can be considered.
9. Where a member of staff is suffering from poor wellbeing resulting from their **personal** life and feels that they could benefit from counselling every effort will be made to assist them to arrange counselling. However, in this situation Mind in Croydon does not have the resources to meet counselling fees on behalf of staff although staff can access the **External Employee Assistance Programme**.
10. Where poor wellbeing causes deterioration in job performance this will be treated as a health problem and the sufferer will be encouraged to seek help under the terms of this policy. There will be no discrimination against individuals suffering from this.
11. Information can be made available to employees on the causes and effects of poor wellbeing. A useful resource is the website mind.org.uk. By entering such keywords as stress, work wellbeing etc, staff can access a number of authoritative and useful resources to help.
12. Efforts will be made to offer alternative employment to employees who are unable to continue in their job because of stress-related illness but this may not be possible as Mind in Croydon manages a number of tightly staffed, specialist projects and has limited resources.
13. Efforts will be made to alter working arrangements, including the office environment, hours, type of work etc. to enable employees suffering from a stress related illness to continue in employment. As in paragraph 12, however, this may not be possible because of Mind in Croydon's limited resources and the specialist nature of its projects.
14. In order to prevent stress related to caring responsibilities, employees are reminded that they are entitled to unpaid parental leave where they have children under a certain age (currently 18 years) and to unpaid leave in respect of emergencies relating to dependants. Full details are available from the Head of Human Resources.
15. This policy will be reviewed at three-yearly intervals.

Reviewed and Updated by the Board of Mind in Croydon – Feb 2023