


Preventing Stress at Work Policy		
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Preventing Stress at Work Policy.

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Introduction.

Going to work is generally good for us, but only if our health, safety, and welfare are protected. Preventing ill health because of work-related stress is part of creating a good working environment.

People confuse pressure with stress. We all experience pressure regularly. It can motivate us to perform at our best. It is when we experience too much pressure and feel unable to cope that stress can result. Stress is not an illness; it is a state that is brought on by excessive pressure. Work-related stress is defined as “the adverse reaction people have to excessive pressure or other types of demand placed on them.”


Aim and Scope.

The Management Standards as stipulated by HSE approach requires managers and employees to work together to improve areas of concern and will have a positive effect on well-being. The management standards approach has five steps:

1. Identify the stress risk factors.
2. Decide who might be harmed and how – gather data.
3. Evaluate the risks – explore problems and develop solutions.
4. Record the findings – develop and implement action plan/s.
5. Monitor and review – the action plan/s and assess effectiveness.

Related Policies and Procedures.

- Preventing Stress at Work Procedure.

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- Preventing Stress at Work Risk Assessments.

Related Legislation.

- The Health and Safety at Work Act 1974.
- The Management of Health and Safety at Work Regulations 1990.

Context.

The HSE stress management standards list six key areas which, if not managed effectively can be stressors and have a negative impact on work performance. These are:

1. Demands.

a). Workload.

Going to work is generally good for us, but only if our health, safety, and welfare are protected. People get confused about pressure and stress. We all experience pressure regularly – it can motivate us to perform at our best. It is when we experience too much pressure and feel unable to cope that stress can result.

b). Conflicting priorities.

When the workforce has a set of priorities which enables them to complete tasks, having to set those aside for what is considered lower priority matters due to instructions from a management source which is often unfamiliar with the everyday working of the establishment, causes stress. Also, employees who have family commitments expected to regularly work beyond their hours of work can cause great stress


c). Unrealistic deadlines.

Any deadlines that are expected should be risk assessed. If the deadline is unrealistic then the employee/manager has the right to refuse to meet them, providing a reasonable deadline in its place.

d). Emotional demands.

Should work practice continuously interfere with home life, or an employee/manager must succumb to emotional blackmail/pressure/bullying from a person giving instructions or is threatened by disciplinary procedures unless an unrealistic deadline is undertaken, then the long-term outcome would mean that their work output will deteriorate, and the work will be done less efficiently.

2. Control.

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Managers and employees need to have a reasonable amount of control to organise the way they work.

3. Relationships.

The Avon Centre is committed to maintain a positive working environment. TAC will ensure that there are procedures in place for managing conflicts and dealing with unacceptable behaviour.

4. Support.

TAC is committed to supporting and encouraging management and workers and provide them with adequate information and support. TAC is committed to providing systems to respond to any individual concerns.

5. Role.

TAC tries to ensure that Trustees, Managers, and employees understand their roles and that these roles do not conflict.

6. Change.

Change within an organisation is always difficult. When any major change is anticipated then TAC is committed to risk assess the stress it may cause, ensure that the timeframe to complete the change is reasonable, and provide sufficient consultation. Management and employees are to engage frequently during periods of change and TAC will provide systems to respond to individual concerns.

TAC is committed to demonstrate good practice through:


- a step-by-step risk assessment approach.
- allow assessments of the current situation using surveys and other techniques,
- Promote active discussion and working partnership between all levels of management and employees,
- Identifying risk factors for work related stress, focus on the underlying causes, and aim to prevent them.
- Provide a yardstick to gauge performance in tackling the key causes of stress.

TAC is committed to maintaining a safe working environment by adopting the HSE Management Standards approach.

Step 1. – Identifying the risks.

- Demands are to be reasonable.
- Managers and employees have sufficient control in the way they do their work.
- Management and employees support each other.
- Management and employees are aware of their roles within the organisation.
- The management of change is risk assessed.
- Positive relationships are promoted at the Centre.

Step 2. – Gathering data.

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Considering if anyone is at risk by any sudden change of personality; becoming withdrawn; absences; making uncharacteristic mistakes.

Step 3. – Evaluate the risks.

Explore problems and develop solutions.

Step 4. – Develop and implement an action plan.

Step 5. – Monitor and review.

Duties of the Organisation.

TAC recognises the need to respond positively to work related stress issues. As far as possible TAC will ensure that:

- its demands are reasonable,
- the imposed workload is not unreasonable,
- its management and employees are not expected to work beyond their contracted hours,
- managers and employees at moments of difficulties at work or in their private lives, will receive as much support as is reasonably possible,
- make any deadlines reasonable.

Duties of Employees.

To alleviate any work-related stress, it is vital that employees:

- are open about their concerns.
- must be honest with colleagues and managers,
- Assist management in attempting to resolve any problems,
- Be prepared to make any reasonable adjustments,
- Be prepared to compromise.
- Report any behaviour that may cause stress to others.

Useful Resources

- [Health Talk Online](#)

Healthtalk comes from a unique partnership between a charity called [DIPEX](#) and [The Health Experiences Research Group](#) or 'HERG' at The University of Oxford's Nuffield Department of Primary Care.

The website is managed by the charity and the research that appears on the site is produced by the HERG team