



Heart of England Training Ltd

Health and Wellbeing

Policy 202



1. Introduction

Heart of England Training Ltd is committed to providing a working environment which actively promotes the positive health and wellbeing of all staff. We understand that our employees are our most valued resource and as a result their health and wellbeing is crucial to the effective running of all work activities. In addition to our legal health and safety duties, we will proactively promote good workplace health and enable, where able, good workplace wellbeing.

We encourage the development of a work environment that sees all employees taking a positive interest in their own, and others, health and wellbeing. Our commitment to maintaining a healthy, active and positive workforce includes:

- The promotion of positive wellbeing through the provision of up to date and informative materials and resources to help employees make healthy lifestyle choices
- The promotion of all health and safety policies and practice
- Reducing the opportunities for accidents and incidents
- Offer flexible working conditions
- Providing access to occupational health support (as required)
- Encouraging employees to take responsibility of their own health and wellbeing by helping to improve knowledge and behaviour
- Provide information on local sports and leisure facilities
- Run health and wellbeing events
- Support physical activity challenges for charity events

2. Stress

The Company is committed to identifying and tackling the causes of work-related stress and mental health issues and to provide appropriate support and consideration to staff suffering from such problems on a confidential basis where appropriate.

Psychological health problems can include stressors from an employee's personal life and the pressures and demands this entails which are often unavoidable. It can also include the pressure of working life, with each job bringing its own pressures and demands. A controllable level of pressure can be healthy and benefit performance, but excessive and sustained levels of stress may be damaging to your health.

The Company recognises that stress is a health and safety issue. The Health and Safety Executive define stress as "the adverse reaction people have to excessive pressure or other types of demands 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. What you can expect from Heart of England Training:

- Identify workplace stressors (as far as reasonably practicable) and conduct risk assessments to eliminate stress or control the risks.
- Provide confidential free counselling for staff affected by either work or external stress through an EAP (Employee Assistance Programme).
- Promote a culture of open communication, participation and encouragement.
- Provide a workplace free from harassment, bullying and victimisation.
- Address violence, aggression and other forms of inappropriate behaviour through disciplinary action
- Maintain a performance management framework, which includes objective setting and an appraisal process, to ensure the suitability of workloads and the development of appropriate skills, supported by a Personal Development Plan.
- Provide employees with clear roles and responsibilities; and
- Provide adequate training to ensure employees are able to carry out their roles.

4. What Heart of England Training expects from you:

Ultimately, you have primary responsibility for your own health and wellbeing and to ensure you take reasonable care of yourself.

- Comply with any safety instructions and assessments issued.
- Let your manager know about any aspect of work or your working environment which may be affecting your health.
- Plan and organise your work to meet personal and organisational objectives.
- Speak to your manager if you experience or are aware of a situation that may lead to a stress problem.
- Co-operate with support, advice and guidance you may be offered by Heart of England Training Ltd, including training and attending meetings with Occupational Health when required.

5. Managers:

- Ensure each member of staff is trained to perform their duties.
- Monitor workloads to ensure that staff are not put under excessive pressure.
- Monitor working hours to ensure staff members are not working excessively.
- Ensure good communication between team members.
- Promote a culture of zero tolerance for bullying and harassment.

6. Human Resources:

- Ensure all managers have adequate guidance on the Health and Wellbeing Policy and provide any necessary training.
- Give support to managers on any training needs identified within their team.
- Monitor the effectiveness of measures to address stress and identify trends by collating and reporting statistics.

7. Support & Assistance:

- EAP (Employee Assistance Programme) – Free and confidential advice line and counselling service which is available 24 hours per day.
- Occupational Health Practitioner – A referral will only be suggested after a discussion between you and your line manager. Discussions with the OHP are confidential, although a report will be provided to your manager and HR to ascertain your fitness for work and to identify any changes to your working arrangements that might help you to return to or remain in work.
- Your own GP. Any employee who considers that they may be suffering from stress or a mental health issue for reasons connected with their working conditions, workload or working relationships with colleagues, should approach their manager in the first instance. Any manager noting symptoms of stress and/or a mental health problem in an employee who reports to them or who is approached by an employee complaining of a work-related stress or mental health issue should promptly refer the employee to Occupational Health and advise HR.

This policy is reviewed annually by the company directors.

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