



PEMBROKE DOCK TOWN COUNCIL

Stress management policy

Introduction

The Town Council is committed to protecting the health, safety and welfare of its employees. Workplace stress is a health and safety issue and the importance of identifying and reducing the causes is acknowledged.

The policy applies to all employees and those designated as line managers are responsible for the implementation of the policy and the Town Council is responsible for providing the necessary resources.

Definition of stress

The Health and Safety Executive defines stress as 'the adverse reaction people have to excessive pressure or other types of demand 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.

The effects of long-term stress can be seen in physical, intellectual, emotional and behavioural signs.

Physical signs	Intellectual signs
Headaches Crying Tension Indigestion Breathlessness Nausea (feeling sick) Tiredness/can't relax Weight gain/loss Fainting Excessive sweating Frequent colds, flu, other infections Constipation/diarrhoea Palpitations	Difficulty in making decisions Inability to concentrate Worrying Bad dreams Impaired judgement Making mistakes Persistent negative thoughts

Emotional signs	Behavioural signs
Anger Irritability Moodiness Tension Sensitivity to criticism Drained, no enthusiasm Job dissatisfaction Reduced self-esteem Loss of confidence	Restlessness Disturbed sleep/insomnia Drinking more alcohol Smoking more Not looking after oneself Lying to cover up mistakes Reckless driving Anti-social behaviour Reduced sex drive

Policy

- The Town Council will work jointly with the Town Clerk to identify all workplace stressors using a risk assessment process designed to eliminate or control the risks from stress. This risk assessment will be reviewed at appropriate intervals
- The Town Council and the Town Clerk will familiarise themselves with good management practices relating to stress.
- The Town Council will provide its employees affected by stress caused by either work or external factors with confidential counselling.

Responsibilities

Line Manager (Those designated with this role)

- Conduct and implement recommendations of the risks assessment within their jurisdiction.
- Ensure good communication between the Town Council and its employees, particularly where there are organisational and procedural changes.
- Ensure employees are fully trained to discharge their duties.
- Ensure employees are provided with meaningful developmental opportunities.
- Monitor workloads to ensure that employees are not overloaded.
- Monitor working hours and overtime to ensure employees are not overworking.
- Monitor holidays to ensure employees are taking their full entitlement.
- Ensure that bullying and harassment is not tolerated within their jurisdiction.
- Be vigilant and offer additional support to an employee who is experiencing stress outside work, eg bereavement or separation.

[The Town Council may wish to engage professional support in relation to the conducting of a risk assessment or the provision of advice in relation to the management of employees who are suffering from the effects of stress)

Employees

- Raise issues of concern with the line manager or those engaged by the Town Council to provide professional support
- Accept opportunities for counselling when recommended.