

Stress Management and Wellbeing Policy



Frobel Education's Executive Board oversee policy and procedure for its educational services:



Last Reviewed: September 2026

By: Executive Board

Date of next review: September 2027

Introduction

What this policy covers

This policy applies to employees and workers.

The Organisation has developed a wellbeing and stress management policy to manage its obligations to maintain the mental health and wellbeing of all staff. It covers the Organisation 's commitment to employee and worker health, the responsibilities of managers and others for maintaining psychological health, health promotion initiatives, communicating and training on health issues, the range of support available for the maintenance of mental health, and organisational commitment to handling individual issues.

Objectives

The aim of this policy is to describe the Organisation 's commitment to the mental health and wellbeing of staff in its broadest, holistic sense, setting out how the organisation fulfils its legal obligations, the responsibilities of different functions and specialists and the range of services available to help staff maintain health and wellbeing. The Organisation recognises that wellbeing and performance are linked. Improving staff's ability to handle pressure and to balance work and home life will ultimately lead to improved individual and organisational performance.

Organisational commitment

The Organisation has legal obligations under health and safety legislation to manage risks to the health and safety of its staff. In addition to reducing safety risks, this means operating the business in a way that minimises harm to its staff's mental health, for example by ensuring that the demands of jobs are not unacceptable and having policies and procedures in place to support individuals experiencing mental ill health at work.

The Organisation will put in place measures to prevent and manage risks to staff wellbeing, together with appropriate training and individual support. It will also seek to foster a mentally healthy culture by incorporating these principles into line manager training and running regular initiatives to raise awareness of mental health issues at work.

Responsibilities

Organisation

The Organisation has a legal duty of care to employees and workers to ensure health at work, as set out in the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999. The organisation will ensure that its policies and practices reflect this duty and review the operation of these documents at regular intervals.

Line managers

Line managers will put in place measures to minimise the risks to staff wellbeing, particularly from negative pressure at work. Managers must familiarise themselves with the Health and Safety Executive's stress management standards, and use these to mitigate psychological risks in their teams. For example, managers should ensure that staff understand their role within the team and receive the necessary information and support from managers and team members to do their job. Managers must also familiarise themselves with the Organisation 's policies on diversity and tackling inappropriate behaviour in order to support staff, for example on bullying and harassment issues.

In particular, line managers must ensure that they take steps to reduce the risks to staff health and wellbeing by:

- ensuring that the right people are recruited to the right jobs and that a good match is obtained between individuals recruited and job descriptions/specifications

- keeping the team up to date with developments at work and how these might affect their job and workload
- ensuring that staff know who to approach with problems concerning their role and how to pursue issues with senior management
- making sure jobs are designed fairly and that work is allocated appropriately between teams and
- ensuring that work stations are regularly assessed to ensure that they are appropriate and fit for purpose.

Human Resources

The HR department will develop Organisation -wide policies and procedures to protect the wellbeing of staff, assist line managers in supporting individuals, and liaise as appropriate with occupational health and other medical professionals, with the object of helping employees and workers to maintain good psychological health.

Occupational health

Occupational health professionals will provide a comprehensive service designed to help staff to stay in work, or to return to work, after experiencing mental health problems. This will include preparing medical assessments of individuals' fitness for work following referrals from line managers and the HR department, liaising with GPs and working with individuals to help them to retain employment.

Occupational health professionals will play a critical part in developing rehabilitation plans for employees and workers returning to work after absences related to mental ill health, and work with GPs and line managers on designing jobs and working environments to ensure that rehabilitation is successful. Occupational health professionals will also design and implement health promotion and lifestyle behaviour management programmes, including initiatives on managing pressure and ongoing health conditions at work.

Employee Assistance Provider

The provider of external employee assistance services, NatWest Mentor, will alert the Organisation 's management to clusters or "hotspots" of psychological risk in the organisation, drawing on anonymised data provided by calls to its 24-hour helpline and information from face-to-face counselling with employees and workers.

Employees and workers

You must take responsibility for your own health and wellbeing, by adopting good health behaviours (for example in relation to diet, alcohol consumption and smoking) and informing the Organisation if you believe work or the work environment poses a risk to your health. Any health-related information disclosed by you during discussions with managers, the HR department or the occupational health service is treated in confidence.

Health promotion initiatives

The Organisation will develop and run a range of health promotion initiatives designed to raise awareness of health and lifestyle issues affecting mental health and wellbeing. Occupational health professionals and the HR department will have primary responsibility for leading these programmes, but line managers and staff will be expected to participate. These programmes will be evaluated to determine their effectiveness. The programmes are available on staff NatWest Mentor Account. If you need guidance or support to access this service, please see HR in Central Services. Programmes and initiatives cover:

- stress management

- disability awareness
- bullying and harassment
- handling violence and traumatic incidents at work
- lifestyle behaviours, with voluntary screening (for example in relation to alcohol, drugs and smoking) and
- physical activity and fitness.

Staff will also be encouraged to establish clubs and groups designed to foster wellbeing, for example lunchtime walking or dancing clubs.

Training and communication

Line managers and staff will regularly discuss individual training needs to ensure that staff have the necessary skills to adapt to ever-changing job demands. An examination of training needs will be particularly important prior to, and during, periods of organisational change.

Managers and staff are encouraged to participate in communication/feedback exercises, including stress audits and staff surveys. You are expected to be aware of the importance of effective communication and to use the media most appropriate to the message, for example team meetings, one-to-one meetings, electronic communications and organisation-wide methods. The Organisation will ensure that structures exist to give employees and workers regular feedback on their performance, and for them to raise concerns.

The Organisation will consider special communication media during periods of organisational change.

Occupational Health Support

Line managers and staff can contact the Organisation 's occupational health service via HR Central Services. A comprehensive occupational health service is available, from individual health screening to the design of return-to-work plans for those rehabilitating after a period of long-term sickness absence.

Workplace wellbeing services provided by the occupational health team include:

- workstation assessments
- pre-employment screening
- fitness-for-work assessments
- eye tests for users of visual display screen equipment
- in-work screening for health risks, including for coronary heart disease
- vaccination service
- post-incident support
- designing and advising on health promotion initiatives and
- health and safety training.

If you believe that your work, or some aspect of it, is putting your wellbeing at risk you should, in the first instance, speak to your line manager or the HR department. The discussion should cover workload and other aspects of job demands, and raise issues such as identified training needs.

A referral to the occupational health team will be made if this is considered appropriate after your initial discussion with your manager or the HR department. Discussions between you and the

occupational health professionals are confidential, although the occupational health team is likely to provide a report on your fitness to work, and any recommended adaptations to the working environment, to the HR department.

Other measures available to support employees and workers in maintaining health and wellbeing include:

- an employee assistance programme
- procedures for reporting and handling inappropriate behaviour (for example bullying and harassment)
- a life challenges management support
- special leave arrangements
- opportunities for flexible working
- support for workers with disabilities and
- the Organisation 's grievance policy.

We are committed to protecting the health, safety and welfare of our employees. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors. This policy will apply to everyone in Frobél Education. Managers are responsible for implementation and Frobél Education is responsible for providing the necessary resources. Definition of stress The Health and Safety Executive define 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.

Policy

Frobél Education will identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.

Frobél Education will consult with Trade Union Safety Representatives on all proposed action relating to the prevention of workplace stress.

Frobél Education will provide training for all managers and supervisory staff in good management practices.

Frobél Education will provide confidential counselling for staff affected by stress caused by either work or external factors.

Frobél Education will provide adequate resources to enable managers to implement Frobél Education’s agreed stress management strategy.

Central Services

Provide specialist advice and awareness training on stress.

Train and support managers in implementing stress risk assessments.

Support individuals who have been off sick with stress and advise them and their management on planned return to work.

Refer to workplace counsellors or specialist agencies as required.

Monitor and review the effectiveness of measures to reduce stress.

Inform the employer and the Health and Safety Management Committee of any changes and developments in the field of stress at work.

Central Services

Give guidance to managers on the stress policy.

Help monitor the effectiveness of measures to address stress by collating sickness absence statistics.

Advise managers and individuals on training requirements.

Provide continuing support to managers and individuals in a changing environment and encourage referral to occupational workplace counsellors where appropriate.

Employees

Raise issues of concern with your Safety Representative, line manager or occupational health.

Accept opportunities for counselling when recommended.

Safety representatives

Safety Representatives must be meaningfully consulted on any changes to work practices or work design that could precipitate stress.

Safety Representatives must be able to consult with members on the issue of stress including conducting any workplace surveys.

Safety Representatives must be meaningfully involved in the risk assessment process.

Safety Representatives should be allowed access to collective and anonymous data from HR.

Safety Representatives should be provided with paid time away from normal duties to attend any Trade Union training relating to workplace stress.

Safety Representatives should conduct joint inspections of the workplace at least every 3 months to ensure that environmental stressors are properly controlled.

The Health and Safety Management Committee

The Health and Safety Management Committee will perform a pivotal role in ensuring that this policy is implemented.

The Health Safety Management Committee will oversee monitoring of the efficacy of the policy and other measures to reduce stress and promote workplace health and safety.

The Executive Board

Makes arrangements and provision for the Employee Assistance Programme and funds wellbeing initiatives such as values awards, staff letters of commendation and community celebration e

Responsibilities

Managers and Central Services

Conduct and implement recommendations of risks assessments within their jurisdiction.

Ensure good communication between management and staff, particularly where there are organisational and procedural changes.

Ensure staff are fully trained to discharge their duties.

Ensure staff are provided with meaningful developmental opportunities.

Monitor workloads to ensure that people are not overloaded.

Monitor working hours and overtime to ensure that staff are not overworking.

Monitor holidays to ensure that staff are taking their full entitlement.

Attend training as requested in good management practice and health and safety.

Ensure that bullying and harassment is not tolerated within their jurisdiction.

Be vigilant and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation.

Frobel Education provides an Employee Assistance Service, via NatWest Mentor

For full details and benefits, see HR or log in to your account.

Family Care Benefit

NatWest Family Care benefit enables you to fund care support from people you know and trust.

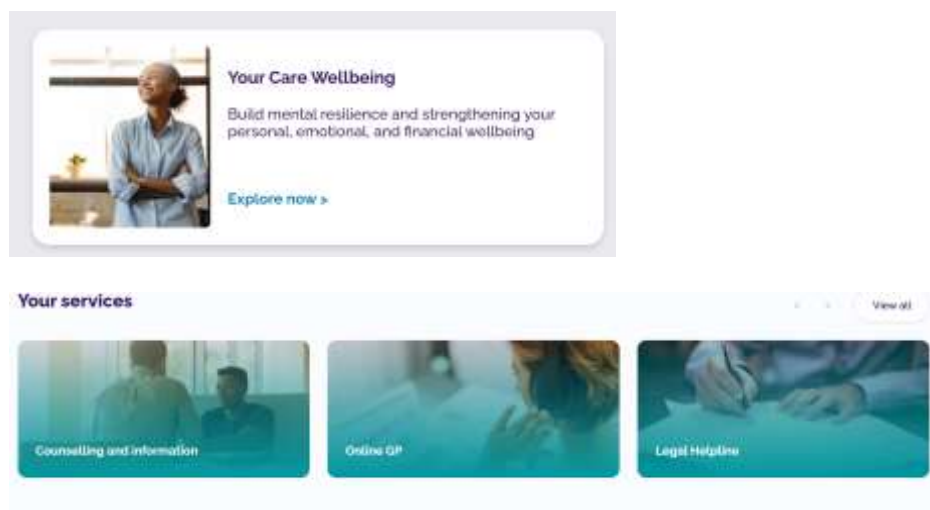
If you're in need of care for a family member or pet, you can browse a network of care providers and support helplines through one comprehensive platform to find vetted care solutions via a geotargeted search engine or extensive resource library.

Not only does this mean you won't have to miss work if the unexpected happens, but you'll also enjoy peace of mind knowing that your loved ones are in safe hands.



Your Care and Wellbeing Hub

Services include an online GP. Online counselling and online legal advice service.



Signed by Executive Board:

Date: 1st September 2026

Date of next review: September 2027