



Pontypool Community Council
Cyngor Cymuned Pont-Y-Pŵl

STRESS MANAGEMENT POLICY

Introduction

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

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 Community Council will work jointly with the 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 Community Council and the Clerk will familiarise themselves with good management practices relating to stress.
- The Community 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 risk assessment within their jurisdiction.
- Ensure good communication between the Community 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 Community 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 Community Council to provide professional support
- Accept opportunities for counselling when recommended.