



Stress Management Policy

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DOCUMENT CONTROL INFORMATION

Version	Date	Author	Status (A/D)	Description of Change
0.1	18/02/13	Matthew Hammonds	D	Draft policy
0.2	18/02/13	Julie Tiler	D	Draft policy
1.0	10/04/13	Matthew Hammonds	A	Approved policy for issue
1.1	Feb 19	Christine Brereton	A	Policy reviewed and remains fit for purpose. This policy will be merged into the new Employee Wellbeing policy once finalised and approved. Requesting to extend review date 1 year to allow for process. TMG Feb 19 approved request for 1 year review date on current policy.
1.2	Sept 2020	Risk Team	D	Extension to review of policy until Dec 2020 agreed by TMG
1.3	Feb 21	Louise Gornall	D	Document Formatted – Job Titles
2.0	Feb 2021	Risk Team	A	Approved at TMG
2.1	Oct 2022	Mussarat Suleman	D	Scheduled review. Minor changes to terminology and monitoring processes working alongside HR. Approved at JSG on 19 th Jan 2023 with action to prioritise development of mental health and wellbeing policy which will subsequently replace this.
3.0	April 2023	Risk Team	A	Approved at TMG
A = Approved D = Draft				
Document Author = Matthew Hammonds, HR Policy and Standards Advisor				
This document is controlled. If you would like to suggest amendments to this document please contact the document lead.				

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1. Introduction

This policy clarifies the position and governing principles relating to the management of stress within the Yorkshire Ambulance service (YAS). YAS is committed to providing high quality services, and as an employer, recognises that protecting and improving the mental health of our workforce is a crucial enabler for success. The Trust recognises it has a duty of care to protect the health of our workforce, both physically and mentally. This policy and accompanying management guidance outlines the framework specifically for preventing and managing stress within the Trust and clarifies the support and services available to our employees.

2. Purpose

- 2.1 This policy and the accompanying management guidance document have been created to minimise instances of work-related stress within the service and to ensure that proactive measures are taken to reduce the risk of work-related stress.
- 2.2 YAS recognises that due to the nature of the work carried out by its employees, in some instances work related stress is unavoidable. This policy is designed to ensure that clear guidelines are in place for managers to be able to provide appropriate support to employees who may suffer from work related stress.
- 2.3 This policy and accompanying management guidance are written in line with the Health and Safety Executive (HSE) Management Standards which define the characteristics, or culture of an organisation where the risks from work related stress are being effectively managed and controlled.

3. Definitions

Stress

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

4. Duties

4.1 Trust Board

- Has a duty to ensure that an appropriate level of resources and appropriate procedures are in place to support the prevention and management of work-related stress. The strategic and operational function of executing this duty has been delegated to the Director of People and Organisational Development.

4.2 Director of People and Organisational Development

- Will provide appropriate strategic direction to the Deputy Director of People & Organisational Development to ensure the organisation has appropriate stress prevention and management processes in place to reduce instances of work-related stress.

4.3 Head of Employee Health and Wellbeing

- Is responsible for ensuring the strategic direction of the prevention and management of stress is implemented appropriately within the organisation.
- Will support the design and implementation of appropriate documentation and training to ensure managers have the appropriate tools and resources to be able to proactively manage instances of work-related stress.
- Will ensure this documentation and training is reviewed at an appropriate frequency to ensure effectiveness of design and implementation.

4.4 Managers

- Should ensure good communication between management and employees, particularly where there are organisational and procedural changes.
- To use the annual appraisal process to review staff wellbeing and support.
- All managers within the Trust are responsible for ensuring that the frameworks that have been set out by the Deputy Director of People & Organisational Development are implemented within their specific areas of responsibility.
- Are responsible for ensuring the 6 HSE management standards are considered in their area of responsibility.
- Should ensure their employees are fully trained to discharge their duties.
- Should ensure that employees are provided with meaningful development opportunities.

Are responsible for carrying out appropriate risk assessments where necessary within their area of responsibility to identify the causes of work-related stress and to put measures in place to ensure reduction and management of risk.

- Where feasible to monitor workloads to ensure that people are not overloaded.

4.4 Occupational Health

- Will provide appropriate support and advice to managers in the prevention and reduction of work-related stress.
- Will ensure employees who are suffering from work related stress are supported appropriately through appropriate interventions.

5. Stress Management Process

There are a number of comprehensive processes in place for preventing and managing work related stress in Yorkshire Ambulance Service NHS Trust. For further information please see 'Preventing and Managing Stress in the workplace, Management Guidance.'

6. Consultation Process

Senior managers recognised Trade Union representatives and members of the JSG have been formally consulted about the development and review of this policy and management guidance through the JSG consultation procedures. The final policy will be communicated following ratification by the Trust Management Group (documented in minutes) through an insert in the Trust's Staff Update, manager's briefings, and update of the Trust intranet and document library.

7. Approval Process

This policy (ref: Stress Management Policy) has been reviewed by the Policy Development Group (PDG) and Joint Steering Group (JSG) and has been recommended to the Trust Management Group (TMG) for approval.

8. Dissemination and Implementation

Once ratified by the TMG this policy will replace the old version on the Trust intranet. This policy will then be notified to the target audience named on the front page of the policy as follows:

- Executive Directors. Communication directly by e-mail and discussion at TEG meetings
- Associate Directors, senior operational and support managers. Communication directly by e-mail and to notify Directors through line management briefing.
- All employees. Trust communications channels including Staff Update.

This policy can be located via the staff library (policies) on the Trust's intranet, from any Human Resource representative, line manager or a Trade Union representative.

9. Monitoring Compliance

- 9.1 Specific questions are asked in the staff survey in relation to stress management practices within the Trust, the summary responses are then reported into the Trust Board via the Health and Wellbeing Group.
- 9.2 The table below outlines monitoring processes that are in place to ensure compliance with this policy and the associated management guidance.

Standard	Monitoring
Duties	<ul style="list-style-type: none"> ▪ The duties of the key members of staff highlighted in this document is monitored through their annual appraisal process which includes objective setting as appropriate. ▪ Achievement of the objectives in relation to the appraisal will be monitored through the 6 monthly review process.
How staff can access information on the management of work-related stress	<ul style="list-style-type: none"> ▪ Information on how to manage work related stress is available through the Employee Assistance Programme (EAP) and the resilience hubs. ▪ Monthly management reports are provided to the Head of Employee Health and Wellbeing who then reports them to the Health and Wellbeing Group.
How workplace stressors are identified	<ul style="list-style-type: none"> ▪ Risk assessments of workplace environments are carried out by managers in each of their areas of responsibility where relevant need has been identified, and then discussed with the relevant HR support to inform the development of an appropriate action plan. Where trends and patterns emerge, these will be fed into the Health and Wellbeing Group for review. ▪ The risk assessment document can be found in the accompanying guidance document 'Preventing and Managing Stress in the Workplace Management Guidance.'
How the organisation carries out risk assessments for the prevention and management of work-related stress	<ul style="list-style-type: none"> ▪ Risk assessments are carried out in individual areas based on the 6 HSE management standards which are detailed in the 'Preventing and Managing Stress in the Workplace Management Guidance.' ▪ The organisation has a Post Incident Care (PIC) programme in place to contribute to the management of work-related stress in conjunction with the risk assessment process. ▪ Where necessary, staff are encouraged to discuss concerns with their line manager and have the option to utilise the Health and

Standard	Monitoring
	Wellbeing Passport to capture agreed reasonable adjustments.

10. Associated Documentation

This document should be read in line with the following Trust documents:-

- Dignity at Work Policy and Procedure
- Managing Attendance Policy and Procedure
- Preventing and Managing Stress in the Workplace Management Guidance
- Issue Resolution Policy
- Health and Wellbeing Passport