



**PATCHWAY TOWN COUNCIL**  
Callicroft House, Patchway, Bristol, BS34 5DQ  
[www.patchwaytowncouncil.gov.uk](http://www.patchwaytowncouncil.gov.uk)

### **Stress Policy**

Patchway Town Council is committed to protecting the health, safety & 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.

The Health & 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.

#### **The Town Council will:**

- Ensure that work related stress and health issues are treated seriously and responded to positively.
- Have good, open, communication between employees and between employees and management
- Consult staff in decisions that may affect them
- Support staff emotionally and practically
- Encourage staff to “buy into” their work, i.e. they understand what they are trying to achieve and are made to feel proud of their achievements
- Recognise problems and solving them promptly
- Adopt a sensible approach to working long hours and taking work home (outside of flexible working practice) remaining mindful of other Patchway Town Council policies and procedures i.e. Lone Working Policy.

#### **The Town Clerk will:**

- Ensure good communications between management and staff, particularly where there are organisational and procedural changes.
- Ensure sufficient supervision & support to enable staff to be clear of their roles and responsibilities and have the appropriate tools & resources to achieve them.
- Ensure staff are fully trained to discharge their duties.
- Monitor workloads to ensure that people are not overloaded or overworking.
- Ensure that bullying and harassment are not tolerated
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside work, e.g. bereavement.

#### **Health & Safety Officer Will:**

- Conduct and implement recommendations of risk assessment within their jurisdiction.
- Provide information on stress and its symptoms
- Monitor and review the effectiveness of measures to reduce stress

#### **Employees will:**

- Receive information on stress and its symptoms
- Inform their Manager if they feel stressed
- Accept opportunities for counselling if appropriate

Adopted: 16<sup>th</sup> May 2023  
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