

Twilight Hours After School Club

Staff Wellbeing Policy

At Twilight Hours we recognise that people are our most precious resource and we place a high priority on maintaining the well-being of our employees.

We have a legal responsibility to ensure the health, safety and welfare of our staff and we will do what we can to create a safe working environment which is also positive and supportive.

This policy accepts that work-related stress is ‘the adverse reaction a person has to excessive pressure or other types of demand placed on them’ as defined by the Health and Safety Executive. This makes an important distinction between pressure which can be a positive state if managed correctly, and stress which can be detrimental to health.

This policy recognises that stress can arise from the actions or behaviour of managers, other staff, the children and their parents/carers. The Health and Safety Executive have produced a number of Management Standards which cover the primary sources of stress at work which need to be properly managed. These are: -

- **Demands** - this includes issues such as workload, work patterns and the work environment
- **Control** - how much say the person has in the way they do their work
- **Support** - this includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues
- **Relationships** - this includes promoting positive working to avoid conflict and dealing with unacceptable behaviour
- **Role** - whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles
- **Change** - how organisational change (large or small) is managed and communicated in the organisation

Responsibilities

Owners - Debbie Steeples and Katherine Shimwell will: -

- Conduct and implement risk assessments and keep these updated
- Ensure good communication with Managers and other Staff
- Ensure staff are fully trained
- Have a clear induction plan
- Offer meaningful developmental opportunities
- Monitor workloads to ensure that no staff are overloaded
- Monitor holidays to ensure that staff are taking their full entitlement
- Complete training around Health and Safety and Management Practice
- Ensure that bullying and harassment is not tolerated at Twilight Hours
- Offer support to staff who are experiencing stress outside of work
- Support individuals who have been off sick with stress
- Encourage Managers and Staff to input to the decisions made at Twilight
- Create a working environment where stress triggers are avoided, minimised or mitigated
- Organise annual appraisals of all staff
- Organise opportunities for staff to build relationships outside of work hours
- Conduct welfare checks on staff either personally or via the Managers
- Organise regular Manager Meetings both individually for welfare checks and as a group to gain valuable input for changes and also to discuss new initiatives etc

This policy was adopted by: Twilight Hours ASC	Date: 03/07/2020	Policy No: SW 001
To be reviewed:	Signed:	
Policy Name: Staff Wellbeing Policy	Signed:	

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Managers should: -

- Ensure the Risk Assessments are followed and report any discrepancies or suggestions
- Report any concerns they observe about the well-being of staff to the Owners
- Be alert to any bullying or harassment at work
- Be aware of staff issues with the division of the workload
- Create an environment where they can be approached by staff members to discuss issues
- Treat individuals reporting issues with consideration and dignity then ensure that the issues are addresses with other senior staff
- Conduct regular welfare checks on the staff and report back any concerns
- Support the Owners with their responsibilities as shown above
- Be aware of the indicators of stress - behavioural, physical, mental and emotional

Staff should: -

- Take up the opportunities to input into decisions and offer suggestions for improvements
- Treat colleagues with consideration, respect and dignity
- Raise concerns with their Manager or the Owners if they feel there are work issues which are causing them stress and having a negative impact on their well-being
- Work effectively in their assigned roles, thereby helping to avoid stress to their colleagues
- Ask for help when they feel under pressure or are stressed and be honest about their wellbeing
- Take responsibility for their own training and development to enable them to work to the best of their abilities

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