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	Title: Health and Wellbeing Policy	

Version	Action	Author	Verifier	Comments	Date
V1	Original	Susan O'Neill	Dale Ball	Created	01/05/2023
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Authorised by:



Name: Dale Ball

Role: Head of People and DSL

1. Statement of Intent



PET-Xi are dedicated to enhancing a culture of wellbeing by introducing our Health and Wellbeing policy as a fundamental element of PET-Xi.

- We recognise that staff Health and wellbeing is important to the company's performance.
- PET-Xi is committed to making sure that our Policy is implemented so that each Individual is able to cope successfully with the demands in their lives.
- The purpose of the policy is to maintain a company ethos which supports staff health and wellbeing by making sure that all employees are treated fairly and consistently.

2. Aims of the policy

We aim to:

- Help ensure that our company promotes the health and wellbeing of all staff members, recognising the impact work can have on employees' stress levels, mental and physical health.
- Recognise that excessive hours of work can be detrimental to staff health and effectiveness and to agree on flexible working practices where possible without damaging opportunities for learners to succeed.
- Communicate the importance of a work-life balance to all staff, and to ensure that all policy updates are communicated regularly.

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- Respond sensitively to external pressure which affect the lives of staff members.
- Provide staff with training to deal positively with stressful incidents and provide them with a sense of confidence to deal with emergencies via training.
- Improve staff development, co-operation and teamwork by creating effective leaders.
- Make staff members aware of the channels which can be used to manage and deal with stress or work-related health and wellbeing issues.
- Identify and understand what wellbeing at work means to the Staff at PET-Xi and to ensure that those things remain a focus for the Executive Leadership Team (ELT).

3. Support Intent

The Executive Leadership Team (ELT) will encourage the creation and maintenance of an atmosphere where all staff members feel comfortable asking for help or raising concerns.

The ELT should be sensitive to any problems which may cause the employee stress-related issues and should act in a professional, fair, consistent and timely manner when a concern arises.

Where additional, professional advice is required, then Occupational Health Professionals and other avenues should be utilised.

Where necessary, staff should be encouraged to use the health and wellbeing app – Help@hand.


On joining PET-Xi and also moving to new roles the following support will also be offered:

- All new staff will be given an induction and ensure that they receive the staff induction pack/staff handbook.
- All new staff will be made to feel welcome and given as much support as possible.
- There will be reviews for new staff held throughout the first 3months of employment.
- Discussion of new roles and expectations alongside support for new role and related tasks


4. Arrangements for implementation

Arrangements for wellbeing and stress prevention through good management practices.

These include:

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- Recruitment and selection procedures, Clear job descriptions and person specifications to ensure that the 'right' person is recruited for the job.
- Formal accreditation such as Thrive at Work
- Agreed knowledge, skills and behaviours for managers, to be cascaded through to all levels of management and supervision.
- Training and Development procedures to ensure that individuals have the necessary skills and competencies to undertake the tasks/duties required of them.
- Promotion and reward procedures
- Managing performance procedures
- Capability and absence management & return to work procedures to ensure that individuals are supported back into work following illness.
- Suitable adaptations for disability
- Harassment and anti-bullying procedures
- Procedures for communicating with employees on the work of the company and issues affecting their work.
- Contact days with staff on maternity leave
- The arrangements will be updated and augmented as required and when deemed necessary by the findings of stress risk assessment.

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5. Roles and Responsibilities

MENTAL HEALTH FIRST AIDERS

MENTAL HEALTH AND WELLBEING SUPPORT

Talk to me I'm a Mental Health First Aider


					
Dale Ball T: 07485 352842 E: dball@pet-xi.co.uk	Claire Bates T: 07551 154775 E: cbates@pet-xi.co.uk	Jennifer Lisser-Griffin T: 07387 412958 E: jlisser-griffin@pet-xi.co.uk	Isabelle Hicks T: 024 7642 0310 E: ihicks@pet-xi.co.uk	Natasha Blacklock T: 07485 352831 E: nblacklock@pet-xi.co.uk	Susan O'Neill T: 07551 154778 E: sonnell@pet-xi.co.uk
					
Eowyn Shanahan-Dover T: 024 7642 0313 E: edover@pet-xi.co.uk	Leanne Kendall T: 024 7642 0313 E: lkendall@pet-xi.co.uk	Carol Egan T: 07485 352845 E: cegan@pet-xi.co.uk	Simon Fitzgerald T: 07551 154776 E: fitzgerald@pet-xi.co.uk	Sanjay Kambo T: 07387 108600 E: skambo@pet-xi.co.uk	Kerri Bowers T: 07387 412949 E: kbowers@pet-xi.co.uk

PEOPLE DEPARTMENT

The People Department will continue to develop policies and procedures to protect the health and wellbeing of employees, assist line managers in supporting individuals, and liaise as appropriate with Occupational Health, and other medical professionals, with the objective of helping employees to maintain good health and wellbeing. In addition, the People Department will run Employee Wellbeing events to signpost staff to the services and tools available to support their wellbeing.

SENIOR MANAGERS

Senior Managers will demonstrate leadership by active and visible participation in and promotion of wellbeing programmes.

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LINE MANAGERS

Line Managers must also ensure that they take steps to reduce the risks to employee 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/specification;
- Keeping employees in the team up to date with developments at work and how these might affect their job and workload.
- Ensuring that employees 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.
- Ensuring that work stations are regularly assessed to ensure that they are appropriate and fit for purpose.

MENTAL HEALTH FIRST AIDER


PET-XI has a number of trained Mental Health First Aider's amongst its workforce.

The role of a Mental Health First Aider in the workplace is to be a point of contact for an employee who is experiencing a mental health issue or emotional distress. This interaction could range from having an initial conversation through to supporting the person to get appropriate help. As well as in a crisis, Mental Health First Aiders are valuable in providing early intervention help for someone who may be developing a mental health issue.

Mental Health First Aiders are trained to:

- Spot the early signs and symptoms of mental ill health;
- Start a supportive conversation with a colleague who may be experiencing a mental health issue or emotional distress;
- Listen to the person non-judgementally;
- Assess the risk of suicide or self-harm;
- Encourage the person to access appropriate professional support or self-help;
- Strategies. This might include encouraging access to internal support systems such as: The Employee Assistance Programme; Escalate to the appropriate emergency services, if necessary

PROCESS FOR REFERRAL

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In the first instance any issues or concerns should be raised to your line management or the Head of People. However, if you feel you are unable to do this or have done this and need further support, a Mental Health First Aider should be contacted.

Any issues/concerns discussed will be treated as highly confidential, unless you are a risk to learners, staff or yourself.

The main role of a mental health first aider will be to listen to your issue/concern and sign post you to the relevant support that you may require. Support measures can be as follows:

- Help@hand welling app – this covers services such as an online GP, mental health support, physiotherapy, medical second opinions, employee assistance programme and wellbeing calendar.
- Occupational Health Assessment, this is provided on a case by case basis.
- Stress risk assessment.
- Reasonable adjustments in the workplace, this will be provided on a case by case basis and subject to the business need etc.
- Referral to your GP to obtain a medical report to support.
- Open safe communication channels.
- Workstation Assessment along with proactive Health and Safety.
- Supportive policy and procedure.

After implementation, the policy will be regularly reviewed by management, and adapted in accordance with feedback from staff, so that it remains responsive to changing needs.

Related Policies

- Safeguarding
- Absence Management/Sickness
- Safer Recruitment
- Equality, Diversity and Inclusion
- Health and Safety Policy