



# London Design & Engineering UTC

## Staff Well-Being Policy

Prepared by	Ema Mendes Martins, HR Manager, LDE UTC
Acknowledgements	Judicium
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## Version Control Table

Version	Date	Amended by	Rationale
1.0	21/11/2019		Version approved by the Board
1.1	18/03/2021	Ema Martin Mendes	Policy revised to include College Well-Being initiatives. All changes are in red.
2.0	25/03/2021		Version approved by the Board
2.1	10/12/2022	Ema Martin Mendes	Enhanced policy by adding sections on stress, Mental ill health, Resolving cases of stress/mental ill health at work, Absence due to stress, Confidentiality and Further Guidance as well as other smaller clarifications and amendments.
3.0	15/12/2022		Version approved by the Board
3.1	10/12/2024	EMM and Judicium	The scope of the policy was revised to set out the intent and drive behind this policy.
4.0	19/12/2024		The version approved by the Board

### **Guidance on version Control:**

*The above is an example of how to complete the Version control table.*

*Versions are 0.1, 0.2 etc until such point as the document is approved. Then it becomes version 1.0.*

*Subsequent edited versions become 1.1, 1.2, or if it's a major update, 2.0. Do not worry about the numbers going up and up its about getting the policy right – it's all fine.*

# STAFF WELL-BEING POLICY

## Policy Coverage

THE POLICY APPLIES OR COVERS THE FOLLOWING GROUPS			
Type of Learner	Tick (✓)	Type of Stakeholder	Tick (✓)
Key Stage 3 (KS3) Carousel		Teaching Staff	✓
Key Stage 4 (KS4) GCSE		Education Support Staff	✓
Key Stage 5 (KS5) Level 2		Administrative Support Staff	✓
Key Stage 5 (KS5) Level 3		Directors	
Key Stage 5 (KS5) A Levels		Employers	
Apprentices		Visitors / Contractors	

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## 1. Policy Aims

This policy aims to:

- Support the well-being of all staff to avoid negative impacts on their mental and physical health
- Provide a supportive work environment for all staff
- Acknowledge the needs of staff, and how these change over time
- Allow staff to balance their working lives with their personal needs and responsibilities
- Help staff with any specific well-being issues they experience
- Ensure that staff understand their role in working towards the above aims

The UTC is committed to protecting the health, safety and well-being and of all those who work for us and endeavour to maintain a working environment in which everyone treats one another with dignity and respect and is able to co-operate with and trust their colleagues.

This policy applies to employees of the UTC only. It does not form part of any employee's terms and conditions of employment and is not intended to have any contractual effect. The UTC reserves the right to amend this policy at any time.

## 2. Scope and Purpose of the Policy

We are committed to identifying, tackling and preventing the causes of work-related stress and to providing appropriate support and consideration to staff suffering from stress, on a confidential basis where appropriate including:

- Promoting a culture of open communication, participation and encouragement;
- Through training, effective planning and allocation of workloads and ensuring feedback is provided on performance; we want staff to develop their skills and confidence and to feel able to raise any concerns they have about their work or working environment;
- Using staff development, staff support systems and policies reflecting current good practice to help staff understand and recognise the causes of stress and to address work-related stress and the impact of external stressors at work;
- Providing a workplace free from harassment, bullying and victimisation;
- Addressing violence, aggression and other forms of inappropriate behaviour through disciplinary action;
- Ensuring risk assessments include or specifically address workplace stress;
- Maintaining an appraisal process to ensure the suitability of workloads, supported by a capability procedure;
- Facilitating requests for flexible working where reasonably practicable following our Flexible Working Policy;
- Following comprehensive change management procedures;
- Providing support and services, such as occupational health, for staff affected by or absent by reason of stress.

Recognition of stress and mental ill health as a genuine problem requires management support and action. Those working at management and supervisory level have a specific responsibility to:

Participate in the culture of open communication, encouragement and without judgment, encouraging good communication between management and staff;

- Ensure that the staff they line manage receive training to undertake their duties;
- Ensure staff are given meaningful developmental opportunities;
- Effectively plan and allocate workloads and provide feedback on performance;
- Monitor workloads and reallocate work where necessary to prevent overload or underutilisation;
- Discourage work related contact with staff outside normal working hours or whilst on holiday;
- Monitor working hours and overtime to ensure no member of staff is overworking;
- Monitor holidays to ensure staff are taking their entitlement;
- Ensure bullying and harassment is not tolerated within their area;
- Be vigilant with members of staff suffering stress outside of work (e.g. bereavement or separation) and offer them additional support;
- Ensure that the staff they manage understand the standards of behaviour expected of them and others and act on behaviour that falls below those standards;
- Carry out and implement (or organise the implementation of any) recommendations of risk assessments;
- Ensure personal data of staff members, including information about their mental health, is handled in accordance with data protection principles and our policies dealing with privacy.

## 3. Roles and Responsibilities

### 3.1 Role of all staff

All staff are expected to:

- Familiarise themselves with and comply with this policy and act in accordance with its aims and objectives
- Treat each other with empathy and respect
- Keep in mind the workload and well-being of other members of staff
- Where possible, be watchful of any indication of changes of behaviour in colleagues and promote sympathetic alertness to colleagues who show signs of stress
- Support other members of staff if they become stressed, such as by providing practical assistance or emotional reassurance
- Report honestly about their well-being and let other members of staff know when they need support
- Speak to their Line Manager a senior member of staff as early on as possible if they are experiencing an increase in stress or mental health difficulties or are aware of a situation that may lead to stress/a mental health concern
- Contribute positively towards morale and team spirit
- Use shared areas respectfully, such as the staff room or offices
- Take part in training opportunities that promote their well-being

- Take an active role in risk assessments or College surveys asking for feedback
- Co-operate with support, advice, and guidance they may be offered by their Line Manager or a senior member of staff
- Accept opportunities for counselling or other forms of therapy when recommend

### **3.2 Role of line managers**

Line managers are expected to:

- Maintain positive relationships with their staff and value them for their skills, not their working pattern
- Provide a non-judgemental and confidential support system to their staff
- Take any complaints or concerns seriously and deal with them appropriately using the school's policies
- Monitor workloads and be alert to signs of stress, and regularly talk to staff about their work/life balance.
- Make sure new staff are properly and thoroughly inducted and feel able to ask for help
- Understand that personal issues and pressures at work may have a temporary effect on work performance, and take that into account during any appraisal or capability procedures
- Communicate work-life balance practices to all staff and manage pressures which may affect staff and anticipate likely problems, taking action to reduce the effects of these pressures where possible
- Promote information about and access to external support services
- Help to arrange personal and professional development training where appropriate
- Keep in touch with staff if they're absent for long periods
- Monitor staff sickness absence, and have support meetings with them if any patterns emerge
- Conduct return to work interviews to support staff back into work
- Carry out a risk assessment, where necessary, and especially when concerns have been raised, as soon as possible

Foster a supportive work environment, operating in a fair and consistent manner.

### **3.3 Role of senior staff**

The Vice Principal – Personal Development, leads on College well-being.

Senior staff are expected to:

- Senior member of staff are responsible for informing all staff of this policy and their role in its implementation
- Lead in setting standards for conduct, including how they treat other members of staff and adhering to agreed working hours

- Manage a non-judgemental and confidential support system for staff
- Monitor the well-being of staff through regular surveys and structured conversations
- Pay attention to any indication of changes in performance or behaviour in staff and promote sympathetic alertness to staff who show signs of being under stress
- Make sure accountability systems are based on trust and professional dialogue, with proportionate amounts of direct monitoring
- Regularly review the demands on staff, such as the time spent on paperwork, and seek alternative solutions wherever possible
- Make sure job descriptions are kept up-to-date, with clearly identified responsibilities and staff being consulted before any changes
- Listen to the views of staff and involve them in decision-making processes, including allowing them to consider any workload implications of new initiatives
- Communicate new initiatives effectively with all members of staff to ensure they feel included and aware of any changes occurring at the College
- Make sure that the efforts and successes of staff are recognised and celebrated
- Produce calendars of meetings, deadlines and events so that staff can plan ahead and manage their workload
- Provide resources to promote staff health and well-being, such as training opportunities, including practical sessions to deal with mental, physical and emotional wellbeing issues, and that they are given the appropriate time and resources to undertake this
- Promote information about and access to external support services
- Organise extra support during times of stress, such as Ofsted inspections
- HR Manager to arrange exit interviews with resigning staff to help identify any well-being issues that lead to their resignation.

### **3.4 Role of the Board of Directors**

The Board of Directors is expected to:

- Make sure the College is fulfilling its duty of care as an employer, such as by giving staff a reasonable workload and creating a supportive work environment
- Monitor and support the well-being of the headteacher
- Ensure that resources and support services are in place to promote staff well-being
- Make decisions and review policies with staff well-being in mind, particularly in regards to workload
- Be reasonable about the format and quantity of information asked for from staff as part of monitoring work
- Ensure that staff are clear about the purpose of any monitoring visits and what information will be required from them



## 4. Arrangements

### 4.1 What is stress – A Definition?

Stress is the adverse reaction experienced in response to excessive pressures or demands. Stress is not an illness but, sustained over some time; it can lead to mental and/or physical illness and can adversely affect an individuals' performance or behaviour.

There is an important distinction between working under pressure and experiencing stress. Certain levels of pressure are acceptable and normal in every job. They can improve performance, enable individuals to meet their full potential and provide a sense of achievement and job satisfaction. However, when the pressure becomes excessive, it produces stress.

Pressures outside the workplace (whether the result of unexpected or traumatic events such as accidents, illness, bereavement, family breakdown or financial worries) can result in stress. They can also compound normal workplace pressures.

The College recognises that what triggers stress, and the capacity to deal with stress, varies from person to person. Individuals react to similar situations in different ways. By way of examples, causes of work related stress may include:

- Demands - e.g. where the individual cannot cope with the demands of their job;
- Control - e.g. where an individual cannot control the way they do their work;
- Support - e.g. where the individual does not receive enough information or support;
- Relationships - e.g. where there are difficulties with relationships at work, or they feel they are being bullied or harassed;

Role - e.g. where an individual doesn't fully understand their role or responsibilities;

Change - e.g. where an individual is not engaged when the College is undergoing a period of change.

### 4.2 Signs of stress

A reaction to excessive stress will vary from individual to individual but common signs of stress in a team at work may include:

- Arguments;
- High staff turnover;
- Increased reports of stress;
- Increased sickness absence;
- Decreased performance; and
- Increased complaints and grievances.

Signs of stress in an individual may include:

- Higher levels of absence;
- Arriving later for work;
- Being twitchy or more nervous;

- Being short-tempered towards colleagues
- Mood swings;
- Being withdrawn;
- Loss of motivation, commitment and confidence.

An individual who is stressed may notice changes in the way they think, feel or act, such as:

- Feeling negative;
- Being indecisive;
- Feeling isolated;
- Feeling nervous;
- Tearfulness;
- Reduced patience;
- Reduced tolerance of others;
- Being unable to concentrate;
- Eating more or less than usual;
- Smoking, drinking or taking drugs to “cope”;
- Having difficulty sleeping.

### **4.3 Mental ill health**

This can emerge suddenly, for example after a particular event or gradually, worsening over time. It covers a range of more common mental health issues such as anxiety and depression to more serious issue such as bipolar disorder or schizophrenia.

Some conditions can be persistent and may be classed as a disability, while others come and go, giving the individual ‘good days’ and ‘bad days’. While someone may be diagnosed with a mental health condition, with the right support they can still enjoy positive mental health.

We consider it important to better understand mental health because mental ill-health is very common.

- An individual with positive mental health is more likely to work productively, interact well with colleagues and find it easier to adapt to change.
- An individual who feels unable to talk to their manager about their mental health may attend work when they are unwell, which can have an impact on individual and team productivity.
- Individuals who feel supported by their employer are more likely to be able to stay in work or more easily return to work after a period of absence.

## 5. Managing Specific Well-Being Issues

### 5.1 Resolving cases of stress/mental ill health at work

If you believe you are suffering from stress or mental ill health, you should discuss this with your Line Manager/a senior member of staff. If you feel unable to do so, you should contact the HR manager or a member of the College's Senior Leadership Group. In addition, if as a manager, you know that a member of your staff has a mental health condition, you should meet with them informally to encourage them to talk. If they do not want to, encourage them to talk to someone else or an approved healthcare professional or Occupational Health.

Once an issue affecting your health comes to the attention of one of the above, steps will be taken by the College will support and discuss options with any staff that raise well-being issues, such as if they are experiencing significant stress at College or in their personal lives.

Where possible, support will be given by line managers or senior staff. This could be through:

- Giving staff time off to deal with a personal crisis
- Referral for medical advice and/or a medical report to be provided by the Occupational Health provider or our medical advisers and or an approved healthcare professional treating the member of staff concerned including guidance on any adjustments that may assist the member of staff;
- Arranging external support, such as counselling
- Completing a risk assessment and following through with any actions identified
- Reassessing their workload and deciding what tasks to prioritise, reallocation of work, monitoring of future workload or possible redeployment or other reasonable adjustments that may assist the member of staff including adjustment of hours temporarily
- Reintegration into the workplace and keeping staff informed of any developments at work in agreement with you, including social events, whilst they remain off work;
- Having an open door policy so that staff can approach an agreed manager whenever they feel the need to talk at all;
- Inform staff of any assistance or other support that may be available;
- If you are on sickness absence, discussion of an appropriate return to work programme.

The Occupational Health provider will continue to be used appropriately to help staff overcome problems associated with work-related stress as well as other stress and the impact that has on their ability to do their duties.

At all times, the confidentiality and dignity of staff will be maintained.

### 5.2 Absence due to stress

If you are absent due to stress or mental ill health you should follow the sickness absence reporting procedure contained in our Sickness Absence Policy.

### 5.3 Well-Being Initiatives

The UTC offers the following well-being initiatives to staff:

- **Staff well-being committee (SMILE):**

Members of staff have set this committee up to support the well-being amongst the staff. Events/team outings are often arranged.

- **Multi-faith Chaplaincy:**

The Haven room located on site is a space which has been created to help you think about how faith, spirituality and values shape who we are and the choices we make in life. It is a place where you can talk to someone, a place to unwind or if you want to make a difference in your community, the Chaplains can help.

- **Occupational Health Service:**

LDE work with an external company to provide a high-quality Occupational Health service.

- **Advise and counselling service:**

Our free Employee Assistance Programme (EAP) is a confidential 24/7 telephone line manned by accredited counsellors who are there to help staff with any matters they are worried about (work based or in their personal lives). This service also offers some face-to-face counselling where needed and other excellent benefits.

- **Cycle2work scheme:**

Cycle to work is a government initiative that was introduced in 2001 to encourage more people to commute to and from work by bike, enabling people to make healthier choices and reducing the UK's carbon footprint. The initiative also allows you to make huge Tax and National Insurance savings on the cost of a new bike and safety accessories. These savings are achieved via salary sacrifice and managed by the LDE UTC.

- **Discounted Gym:**

A discounted gym membership at UEL SportsDock is available for all LDE UTC staff.

- **Flexible working and Working from Home:**

We are happy to be able to offer flexible working to our staff and most staff members take advantage of this and work from home 20% of the week in some shape or form.

LDE UTC also have a well-being working group where ideas to improve well-being are discussed and actions taken to improve well-being within the College. Staff can access further information about the Well-being Working Group Padlet, found [here](#).

## 5.4 Confidentiality

Confidentiality is an important part of this policy. Every member of staff is responsible for observing the high level of confidentiality that is required, whether they are suffering from stress or mental ill health, supporting a colleague who is suffering from stress or mental ill health because they are otherwise involved in the operation of a policy or procedure dealing with stress or mental ill health.

Breach of confidentiality may give rise to disciplinary action in accordance our Disciplinary Policy and Procedure.

However, there are occasions when matters reported by a member of staff suffering from stress or mental ill health may have to be put to third parties. For example, where duties need to be reallocated within a team or where, as the result of reported bullying or misconduct, a disciplinary investigation and/or proceedings take place. If this is the case, matters will be discussed with the member of staff concerned and an appropriate means of

communication agreed before any action is taken.

The College will monitor the development and dissemination of good practice, the Recognition of the symptoms of stress and mental ill health, awareness of and effectiveness of this policy to ensure it is achieving its stated objectives.

Staff are invited to comment on this policy and suggest ways in which it might be improved by contacting HR in the first instance.

## 6. Conclusion

This policy reflects our serious intent to accept its responsibilities in all matters relating to the well-being of its employees. The clear lines of responsibility and organisation describe the arrangements which are in place to implement all aspects of this policy.

## 7. Further Guidance

Further guidance can be obtained from organisations such as the Health and Safety Executive (HSE) or Judicium Education. The following are some examples. The Health and Safety lead in the College will keep under review to ensure links are current.

- HSE
- <https://www.hse.gov.uk/>
- HSE – Preventing Work-Related Stress in Schools
- <https://www.hse.gov.uk/gohomehealthy/assets/docs/EducationTalkingToolkit.pdf>
- NASUWT – Information on a whole range of issues related to stress and wellbeing
- [www.nasuwat.org.uk](http://www.nasuwat.org.uk)
- National Education Union (NEU) – Tackling stress
- <https://neu.org.uk/advice/tackling-stress>
- Acas – Information on stress, and employer and employee rights, in the workplace
- [www.acas.org.uk](http://www.acas.org.uk)
- NHS 111 – National Health Service advice and guidance on health matters
- <http://www.nhs.uk/111>

## 8. Further Resources

- National Children’s Bureau - Schools Wellbeing Partnership
- <https://www.ncb.org.uk/what-we-do/together-we-deliver-better-childhood/transforming-mental-health-wellbeing/schools>
- Education Support
- <https://www.educationsupport.org.uk/>
- World Health Organisation
- <http://www.worklifebalancecentre.org>

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- <http://www.worklifebalancecentre.org>

## 9. Monitoring Arrangements

This policy will be reviewed every two years by the HR Manager. At every review, it will be approved by the full Board of Directors or the Finance, Operations & Audit Committee.

## 10. Links to Other Policies

This policy is linked to our:

- Staff Appraisal policy
- Staff Managing Sickness Absence policy
- Staff Capability policy
- Staff Code of Conduct
- Disciplinary Policy and Procedure