



## Hyndburn Borough Council

### Customer First Analysis

### Emotional Wellbeing Handbook (replacing Stress Policy)

#### 1. Purpose

- What are you trying to achieve with the policy / service / function?

A document outlining the support and preventative measures we offer or can signpost people to to prevent ill health through stress, anxiety and depression. Keeping sickness absence due to this cause to a minimum. Contributing to a supportive culture where employees are healthy, engaged and motivated to give their best efforts and work with colleagues in line with the Council's values.

- Who defines and manages it?

Managers and HR.

- Who do you intend to benefit from it and how?

All staff and by extension our customers.

- What could prevent people from getting the most out of the policy / service / function?

Lack of awareness.

- How will you get your customers involved in the analysis and how will you tell people about it?

Staff have been involved in the proposals and we would communicate through newsround, emails, posters and production of paper copies for distribution where appropriate.

#### 2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?

Reduction in stress-related absence. Feedback via employee surveys and from individual staff members who are supported by us.

We have sickness data broken down in detail, by department, gender, age, reason etc.

We will be conducting our next employee survey in 2016.

Employee data is broken down by all equality characteristics.

**3. Impact**

The data suggests that the provisions are available to all staff with no disadvantage to any particular group.

**4. Actions**

Agree and implement new Emotional Wellbeing Handbook.

Consider what training and other interventions will support the emotional wellbeing and resilience of employees.

Continue to monitor sickness absence, in particular that for stress / anxiety and depression.

Continue to promote the Employee Assistance Programme and access to counselling.

**Name: Kirsten Burnett**

**Service Area: HR**

**Dated: 3 September 2015**

**If applicable, please attach copy of – or website link to - the cabinet report for reference.**

**Don't forget to return your written record to HR.**