



## **Staff Welfare Policy**

### **Statement**

The Company recognises all their employees to be the most valuable resource and that the health and welfare of all employees is essential in achieving the Company's mission.

The well-being of all employees is of a primary concern by investing in the health and welfare of employees the Company is investing in the efficiency and effectiveness of the organisation.

The company is committed to producing a caring and supportive working environment which is conducive to the welfare of all employees, and which enables them to develop towards their full potential.

### **Aim**

To provide a framework for the provision of staff welfare support.

### **Roles of Responsibility**

All staff have a role to play with regards to their own health and well-being at work and are advised to raise any matters of concern. Staff have a responsibility to be sensitive and responsive to the welfare of other colleagues at work.

Staff who have a concern regarding their welfare should address this initially to their line manager/supervisor or directly to Operational Lead.

Staff also have a responsibility to co-operate as far as possible with any initiatives, recommendations, introduced in relation to their welfare and to follow any guidance provided by medical/health professionals.

The Company recognises the importance of the professional relationship between line managers and staff, they have primary responsibility for the welfare at work of the staff under their supervision. They should respond to staff in a supportive manner taking into account their feelings and difficulties, in an atmosphere of trust and confidentiality. They should provide support and ensure all staff are treated in a fair, sensitive and confidential manner, at all times they are to be aware of company welfare policy.

Confidential advice and support will be provided to staff that have personal, family, medical or work related problems with a view to assisting them to identify solutions. It is not the role of the welfare officer to provide ongoing counselling for staff, the role is to:

- Provide quality listening and helping service, offering support and information
- Intervene and facilitate where appropriate in assisting to resolve welfare problems
- Signpost other areas of specialist support, information and advice.
- To assist with contacting external organisations medical/health professionals and

other relevant agencies and to maintain up to date knowledge of welfare discipline

### Information, advice and support

Information, advice and support will be provided through Line Management, the range of information and advice available will include:

- Company policies and procedures relating to staff health and welfare
- Legislation relating to health and welfare of staff
- Occupational health services/medical referrals
- Contact details for support groups and organisations to tailor to the individuals welfare needs e.g. CRUSE (bereavement), RELATE (relationship and family matters), mental health, FRANK (substance abuse) AA (alcohol anonymous) SAMARITANS (general).

### Confidentiality

Individual consultation is a confidential service; line managers are also required to conduct meetings in a confidential manner. However, if the Line Manager believes that it is in the interest of the member of staff to consult with another person, the permission from the member of staff will be obtained.

Full confidentiality cannot be extended to disclosures that identify:

- A breach in company regulations (fraud)
- A breach of criminal law
- A situation where an individual may possibly be at risk of harming either themselves or other people

### Monitoring, evaluation and review

The implantation of the policy will be subject to regular monitoring, evaluation, and using effective indicator tools and will be strategically reviewed or modified to as required in the light of changing circumstances.

### CONFIDENTIAL SUPPORT NUMBERS

NHS Mental Health Services	<a href="http://www.nhs.uk/servicesdirectories">www.nhs.uk/servicesdirectories</a>
Cruse Bereavement Care	0844 477 9400 / 0808 808 1677
Relate (relationships)	0300 100 1234
FRANK (substance abuse/drugs)	0800 77 66 00
AA (alcohol anonymous)	0845 769 7555
Samaritans	08457 90 90 90