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The Wellbeing Policy outlines procedures, responsibilities, and support available to uphold Pentreath’s Wellbeing Strategy and should be read in conjunction with the Wellbeing Strategy, Health & Safety, Hours of Work and Leave, Sustainability Policy and Family friendly Policies. Please refer to the Stress Policy for guidance on stress management and risk assessment.

**Pentreath Wellbeing Policy**

Wellbeing means different things to different people at different times, but in theory is made up of two main categories, physical and mental health of an individual.

*"Health and wellbeing is about being emotionally healthy as well as physically healthy. It is feeling able to cope with normal stresses and living a fulfilled life. It can be affected by things like worries about money, work, your people around you and the environment you live in. Your wellbeing is also affected by whether or not you feel in control of your life, feeling involved with people and communities and feelings of anxiety and isolation"(National Institute for Health and Clinical Excellence (NICE)).*

Addressing workplace mental health and wellbeing can help strengthen the positive, protective factors of employment, reduce risk factors for mental ill health and improve general health. It can also help promote the employment of people who have experienced mental ill health and support them once they are at work.

The aim of the strategy is to work with our staff to integrate health and wellbeing into day-to-day activities, enabling us to create a positive and healthy working environment. Through the strategy we will provide a framework, using a proactive and engaging approach to enhance the health and wellbeing of our staff. This will be achieved through wellbeing initiatives, staff support mechanisms and joint working between staff, supervisors and staff representatives, and local partners to identify and address areas for improvement.

We will ensure that supervisors have the key skills, knowledge and ability to support staff to improve their health and wellbeing. We will also ensure that we increase the awareness of our staff as to what is important in ensuring their own health and wellbeing. There are a number of effective policies and procedures already in place to support staff health and wellbeing, including the stress policy, hours of work and leave, Family Friendly Policies and Supervision policy. We will continue to regularly review policies to ensure that they support this strategy.

**Pentreath Strategic Principles**

Pentreath will embed the following 5 principles to develop and sustain a Healthy, Happy Workplace:

1. **Commitment** – Pentreath is committed to providing a happy and healthy workplace and encouraging engagement from all staff
2. **Involvement** – all staff have the opportunity to contribute and be involved in rolling out Healthy workplace initiatives
3. **Monitoring** - implement a clear process to ensure effectiveness and continual improvement
4. **Evaluation** - we will evaluate the Health and Well-being needs of staff and implement changes to improve awareness and engagement
5. **Sustainability** - maintain a healthy workplace culture ensuring that the workplace brings value to staff

Pentreath Wellbeing Mission

For staff to feel happy and valued at work.

To always support and encourage healthy workplace practices. To provide a supportive culture where staff are encouraged to talk openly about their wellbeing. For all staff to have a shared responsibility for supporting wellbeing. To foster wellbeing through living Pentreath values.

**Pentreath’s values are at the core of everything we do**



**Roles and Responsibilities in upholding the Wellbeing Strategy**

**Everyone** has a responsibility for fostering wellbeing:

**All Staff** have a responsibility for their own health and wellbeing, as well as that of their colleagues and peers.

* + Be supportive of others and be open to support.
  + Be trauma informed
  + Recognise early signs of becoming unwell with your wellbeing and seek support from your supervisor, HR or professional.
  + Make time for activities and interests that keep you well
  + Consider completing a wellbeing action plan with your supervisor (appendix 1)

**Supervisors** must recognise the impact of good people management and have responsibility for the health and wellbeing of staff whilst at work. As such it is essential managers are aware of the need to engage in, drive and support the strategy by:

* + Developing and maintaining an open management culture; nurturing supportive teams
  + Be trauma informed
  + Know about support and training available to staff
  + Build good working relationships to help spot the signs of decline in staff wellbeing and escalate early concerns
  + Consider completing a wellbeing action plan with staff (appendix 1) which will be shared with HR
  + Consider completing a stress risk assessment with staff which will be shared with HR

**Human Resources** will give guidance on workplace wellbeing and provide training and support for staff and supervisors.

**Sustainable Wellbeing Team** will support the development of health and wellbeing through activities and communication.

***Staff Representatives*** promote good communication between staff and management. Staff are invited to contact any Staff Rep to raise a concern or suggestion, or to have support when attending informal/formal meetings in the workplace. They will always remain impartial and will treat any conversation in the strictest confidence. ​​​

**The Health and Safety Officer** must be meaningfully consulted on any changes to work practices or work design that could precipitate stress, please refer to the stress policy.

**The Senior Leadership Team and Human Resources** will oversee the delivery of the strategy by monitoring KPI’s and reviewing annual surveys and stress data; digitalised where possible.

**Trustees** have oversight of the wellbeing strategy with board meetings having a standard agenda item on health and safety and KPIs, with annual staff surveys and stress surveys being presented for discussion and scrutiny.

**Health and Wellbeing Key Performance Indicators**

The following Health and wellbeing performance indicators will be used:

* + - Staff satisfaction levels
    - Staff stress levels
    - Sickness absence rates
    - Staff retention
    - Feedback from Sustainable Wellbeing Team

Evidence of performance against the health and wellbeing indicators will come from a number of evidence sources including:

* + - Staff Survey
    - Stress Survey
    - Stress risk assessments completed
    - Wellness action plans completed
    - Sickness absence performance indicators
    - Occupational health trend information
    - Staff support accessed
* Staff turnover
  + - Exit meetings (when leaving the organisation)
    - Induction evaluation
    - Feedback from the Sustainable Wellbeing Team

**Pentreath workplace initiatives, activities, procedures and tools in place to support staff health and wellbeing**

**Health**

* Physical health - Promotion of managing health conditions (Pentreath Knowledge Shares), Access to Health MOTs, managing disability (return to work meetings, phased returns and reasonable adjustments), occupational health support, Access to Work, staff assistance programme, Disability Confident Award, Sustainable Wellbeing Team, employee support in work time can be accessed.
* Physical safety - Safe working practices, personal safety training, first aiders, fire wardens.
* Mental health - Stress management and risk assessments (see stress Policy), training staff to have courageous conversations, managing mental ill health (return to work meetings, phased returns and reasonable adjustments), occupational health support, Counselling, staff assistance programme, Mindful Employer Signatory Status, Sustainable Wellbeing Team, Mental Health First Aiders, Positive Workplace Cultures Training, employee support in work time can be accessed.

**Creating a healthy workplace**

* Working environment - Open and inclusive culture, Positive Workplace Culture Training, Living Pentreath values.
* Good line management – Always making time for staff, supervision, appraisals, effective people management policies, training for line managers, sickness absence management.
* Work demands - Job design, job roles, job quality, workload, working hours, job satisfaction, work-life balance.
* Autonomy - Control, Creativity, Staff reps, whistleblowing.
* Change management - Communication, involvement, leadership.
* Pay and reward - Fair and transparent remuneration practices, Living Wage Foundation, non-financial recognition.
* Ongoing continuous professional development – opportunities to access continuous professional development through Knowledge shares, training,
* Flexibility to enable people to balance work and family life - Family Friendly Policies, Hours of Work and Leave Policy including additional above and beyond the standard leave entitlement such as every member of staff is gifted one extra day for birthday leave and 3 days for Christmas closure leave.
* Protection from adverse working conditions that can damage health – Health and Safety Policy, Stress Survey

**Values/Principles**

* Leadership - Values-based leadership with an ‘open door’ culture, clear mission and objectives, health and wellbeing strategy, governance
* Ethical standards - Corporate social responsibility, living Pentreath values
* Community investment - Community partnership and collaboration, commitment to offering student placements and school work experience, working collaboratively with partners to deliver projects focused on improving wellbeing and employability of local community. Providing training to upskill and educate communities and organisations in Cornwall offering free training to our partners where applicable.
* Inclusion and diversity - Valuing difference, training for staff and managers, EDI Strategy, trauma informed approach, Safer Recruitment practice
* Open feedback loops with management along with Staff Reps to provide a neutral feedback point to ensure staff feel comfortable to speak out

**Collective/Social**

* Staff voice - Communication, consultation, involvement in decision making, staff reps, staff suggestions, staff survey. Staff Reps attend Board meetings to ensure the voice of the staff.
* Activities – Sustainable Wellbeing initiatives, Staff Training days, World Mental Health Day activities, activities being inclusive, development of Mental Health hub at Royal Cornwall Show, celebrating staff fundraising
* Positive relationships - Management style, team working, supervisions, appraisals, healthy relationships with peers and managers, team meetings, mutual respect, Positive Workplace Culture training, informal and continuous organic peer learning.

**Personal growth**

* Career development - Mentoring, coaching, performance management, training (formal and informal), succession planning.
* Emotional - Positive relationships, unfiltered access to Recovery College Cornwall syllabus, positive workplace culture, staff assistance package including Smart Health and access to Clear for counselling or a therapist of choice, financial wellbeing.
* Lifelong learning - Appraisals, access to training, formal and informal learning, challenging work.
* Creativity - Open and collaborative culture, knowledge shares, manager and co-ordinator away days, staff training days, various quality groups such as the client experience group and the sustainable wellbeing team, all ideas are considered and valued from staff.

### Positive lifestyle choices

* Physical activity – Organisational Walks, lunchtime activities including craft sessions, wellbeing walks and litter picks, encouragement of out of work activities, cycle to work scheme, Healthy Cornwall Life MOT,
* Healthy eating – Staff assistance package, promoting healthy choices for example at Staff Update day, Sustainable Wellbeing Team

### Financial wellbeing

* Fair pay and benefit policies - Pay rates above the National Living Wage, Salary bands, Family friendly policies, clear and easy to access financial information on the intranet, pension clinics, annual pay review, budgeting spreadsheet, benefits advice
* Staff financial support- Staff assistance programme offering debt counselling, signposting, benefits advice, access to debt support via the People in Mind project

**Evaluation**

It is important to monitor the effectiveness of this policy, Key performance indicators will be monitored and reported to the Management Team and Board of Trustees were relevant.

The annual staff survey will also assess the impact of the company’s commitment to Health and Wellbeing, along with the Sustainable Wellbeing Team feedback form.

Staff suggestions are regularly reviewed by staff reps and fed back to staff with responses to suggestions made.

Sustainable wellbeing initiatives will be monitored to ensure continued effectiveness and engagement.

Annual review of KPIs.

**Appendix 1: Wellness Action Plan**

**Staying mentally healthy at work**

**Name:**

**Date:**

**Pentreath’s values are at the core of everything we do**

***Approachable - Inspiring - Empowering***

***Inclusive - Knowledgeable***

**This Wellness Action Plan will be held confidentiality in your HR file**

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| **What helps you stay mentally healthy at work?**  For example, taking an adequate lunch break away from your workspace, getting some exercise before or after work or in your lunch break, natural light at your workspace, opportunities to get to know colleagues |
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| **Are there any situations or behaviours that can trigger poor mental health for you whilst working?**  For example, conflict at work, organisational change, tight deadlines, something not going to plan, difficulties in contacting colleagues whilst they are working remotely |
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| **What can you, your manager or colleagues put in place to proactively support you to stay mentally healthy at work and minimise these triggers?**  For example, regular feedback and catch-ups, flexible working patterns, explaining wider organisational developments. |
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| **How might experiencing poor mental health impact on your week?**  For example, you may find it difficult to make decisions, struggle to prioritise work tasks, difficulty with concentration, drowsiness, confusion, headaches |
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| **Are there any early warning signs that might be noticed by your manager or colleagues when you are starting to experience poor mental health?** |
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| **What actions would you like to be taken if any of these early warning signs of poor mental health are noticed by your manager or colleagues?**  For example, talk to you directly about it, contact someone that you have asked to be contacted |
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| **Is there anything additional you would like to share that would support your mental health at work?** |
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