

Assessment of Stress



Course Aim

This course supplements the 'Corporate Safety Management Training'.

The course aim is to ensure all managers have awareness of **how to undertake the assessment of stress** identified within the Safety Manual and to understand the different role of the 2 types of assessment templates that are available and **where the information is located**.



Course Objectives

By the end of this session you will understand:

- The Definition of Stress
- The Legal Framework
- Why Manage Stress
- Stress Management Documents
- Completing a Team Stress Assessment
- Completing an Individual Stress Action Plan



Definition of Stress



What is Stress?



“the **adverse** reaction people have to excessive pressure or other types of demand placed on them”.

What is the difference between stress and pressure?



Symptoms of Stress

There are recognisable indicators that may identify that an employee is potentially experiencing stress.

Signs may include:

- Changes in behaviour
- Physical ill health
- Persistent or recurrent moods



The Legal Framework



The Legal Framework

- The Health & Safety at Work Etc. Act 1974
- The Management of Health & Safety Regulations 1999
- The Equality Act 2010
- Civil Law duty of care



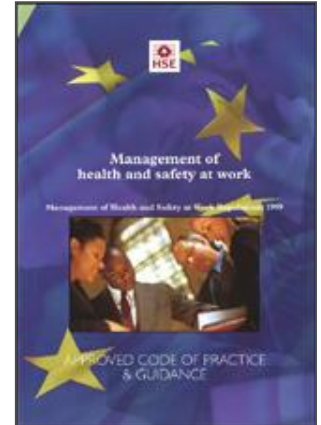
Health and Safety at Work etc Act 1974



Nottingham
City Council

Management of Health & Safety at Work Regulations 1999

A duty of care exists to assess **significant risks** to health & safety and, where these risks cannot be eliminated, implement control measures to minimise or reduce those risks.



- Identification of **stress hazards**
- **Assessment** of risks and **implementation** of **control measures**
- Ensuring that a suitable and sufficient **risk assessment** has been completed.



Health & Safety at Work Etc. Act 1974

Employer to ensure the health, safety and welfare of employees at work



- Plant and systems of work
- Use, handling, etc, of materials and substances
- Information, instruction, training & supervision
- Working environment
- Safety policy and arrangements

Why Manage Stress?



Why Manage Stress?

- Approx **25%** of NCC sickness absence figures
- Each case of stress related ill health leads to an average of **28 working days** lost (HSE)
- An estimated total of **12.5 million working days** were lost due to stress in (HSE)
- An average firm of 1000 employees could save **£250,000** a year (NICE) with robust stress management systems



NCC Stress Management Documents



Stress Management Documents

Safety Manual

- *Safety Policy & Arrangements – ‘Stress Assessment’*
- Risk Assessments (Team and Individual)
- Flowcharts
- Accident/Violence reporting
- Training package

People Management Handbook

- Stress Policy Statement
- Stress Policy Guidance



NCC Safety Manual

Quick links

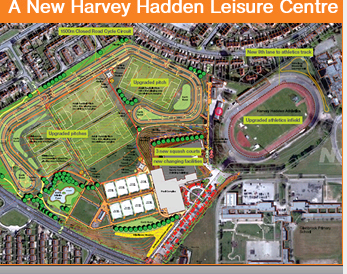
- Comments, Compliments & Complaints Online Feedback
- CARS Absence Reporting
- COPS Payment System
- Committee and Councillors
- Citizen First
- Condeco Room Booking
- Corporate Procurement
- HR & Transformation
- IT Services
- Oracle Self Serve
- OneWorld Web Login
- NOMAD (GIS Maps)
- People Management Handbook
- Performance Appraisals
- More Quick Links**
- Even More Quick Links**

News Feed

06 August 2013 10:41:32 AM

Have Your Say on Harvey Hadden plans

The public are being asked to give their views on further developments being proposed for Harvey Hadden Sports Complex and Park. The consultation runs until Saturday 24 August.



A New Harvey Hadden Leisure Centre

Have Your Say on Harvey Hadden plans

The Beach is Back!

Nottingham Outdoor Theatre Season 2013

phoneplus is back!

Phonebook quick search

surname or first name

Go

IT Service Desk Self Service Portal

Report a concern
Suspect a fraud?
Want to report a concern under the Whistleblowing policy?

Council Plan
2012-2015


"Have Your Say..." comments, compliments & complaints online form

Getting Nottingham ready for Oracle
Now here!

Nottingham City Homes

Intranet

IT Security

Corporate Safety Advice 
Raising standards Safely


Agency Worker Procurement

Intranet A to Z

A B C D E F G
H I J K L M N
O P Q R S T U
V W X Y Z


What's new

+ Add a message




Local Paralympic hero takes trip to the beach
Local Paralympian Richard Whitehead will make a guest appearance at Nottingham Riviera on Tuesday 6 August at 10am.

02 August 2013 2:48PM



Get local for fun times!
Summer is here, schools are out and many of Nottingham's neighbourhoods are getting set to have fun!

02 August 2013 11:13AM




Double Green Award Accolade for Forest Recreation Ground
The Forest Recreation Ground has scooped a prestigious Green Flag Award for being one of the best parks across the country. It has also received a Green

Communications & Marketing

Corporate Safety Advice


Corporate Safety Advice is considered to be the provider of competent health & safety information and technical support for Nottingham City Council and sits within Corporate Services, based at Loxley House.



Safety Manuals

This section contains both the Corporate and Departmental Safety Manuals. The Safety Manual contains Corporate safety policy documentation and associa...


- Safety Policy Statements
- Safety Policy & Arrangements
- Health & Safety Forms
- Departmental Safety Manuals



Corporate Safety Advice Training

or all health & safety training provided by Corporate Safety Advice.


- People and Facility Manager Training (Mandatory)
- Colleague Safety Training
- E-Learning Safety sessions
- Safety Training Booking System



Accident Violence Reporting

Information on the 'Accident' and 'Violence' reporting mechanisms for Nottingham City Council.


- Accident, Near Miss or Work Related Ill Health Reporting
- Violence Management
- Incident Investigation
- On Line Incident Reporting



Corporate Safety Advice On-line Safety Systems

On-Line Safety Systems


This contains the various on-line safety systems that Corporate Safety Advice manage and run on behalf of Nottingham City Council



Corporate Safety Advice Who Are We

Corporate health, safety & welfare is supported within Nottingham City Council by Corporate Safety Advice and other Council colleagues.

The Team Stress Risk Assessment

Team Stress Risk Assessment		
Section 1 : Summary		
Team:	Manager :	
Trigger for completion of assessment :		
Using Information on this form is the Risk:		
Low / Medium / High (circle relevant category)		
Summary / additional comments :		
Date of Assessment :	Target date for implementation Of remedial measures :	
Date for review of Assessment :	Signature of Manager :	
Section 2 : Arrangements		
With regard to the following stressors:		Comments / Actions
<ul style="list-style-type: none">➤ How do you get feedback from your staff?➤ What arrangements are in place for your staff to inform you of their concerns?		
Stressors :		
<ol style="list-style-type: none">1. Demands – Workload, work pattern and work environment, including exposure to physical hazards;2. Control – how much say the person has in the way they do their work;3. Relationships – includes promoting positive behaviors to avoid conflict and dealing with unacceptable behavior;4. Change – how organisational change is managed and communicated;5. Role – how well people understand their role in the organisation and whether they have conflicting roles;		
Support : whether people feel equipped with the necessary skills, information and support to carry out their job effectively;		

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Team Assessment

Should be completed when either:

- The manager has concerns (increased sickness, conflict, grievances, decreased performance, symptoms of stress, staff feedback, high staff turnover etc)
- The team is about to or has recently experienced significant changes such as restructure, relocation, change in roles and demands
- More than 1 member of a team has completed an Individual Stress Action Plan



Team Assessment

General Principles

- Completed by manager **with** team
- **Majority** of team must agree the contents and sign and date
- Individual stress action plan to completed for anyone with any remaining significant concerns
- Identifies what further action (if any) is needed
- Implement any action necessary
- Escalate up the management chain if beyond your control



Team Assessment


3 sections (Summary, Arrangements & Performance on each Stressor)

Section 2: covers communication channels (formal and informal)

Section 3: 5 categories (Demands, Control, Relationships, Change, Role)



The Individual Stress Action Plan

Individual Stress Action Plan Part 1 – For completion by the employee		 Nottingham City Council	
What is your view of the current situation?	Please try to provide evidence of specific examples	Planning for the future	
		The most significant issues that the individual wishes to be addressed	Individual's proposals about how each of these issues should be addressed

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Individual Stress Action Plan

Complete when:

The manager identifies that an individual is showing **symptoms of stress**

Where the manager considers the work may present an **additional or high risk of stress** to the Individual

Where individual concerns are identified in the **'Team Stress Risk Assessment'**.

The individual reports stress and completes an **'Accident Report Form'**



Individual Stress Action Plan

Part 1: Completed by employee alone (with information or support as required)

Column 1: employee's own perception

Column 2: backed up by evidence

Column 3: prioritised

Column 4: wish list



Individual Stress Action Plan

Part 2: Completed by manager in the presence of employee once Part 1 has been completed, returned and considered

Column 1: Prioritised list from Part 1

Column 2: Management action

Column 3: Where employee's needs cannot be accommodated

Column 4: Diary in a review date



Support available from:

Corporate Safety Advice

How to complete the forms

Wellbeing and Health Improvement Team

Refer individuals suffering stress (cannot refer teams as a whole)

Human Resources

Advice and support on specific cases



Topics Covered

1. Definition of Stress
2. The Legal Framework
3. Why Manage Stress
4. Stress Management Documents
5. Completing Team Stress Assessment
6. Completing Individual Stress Action Plan

Any further Questions?

