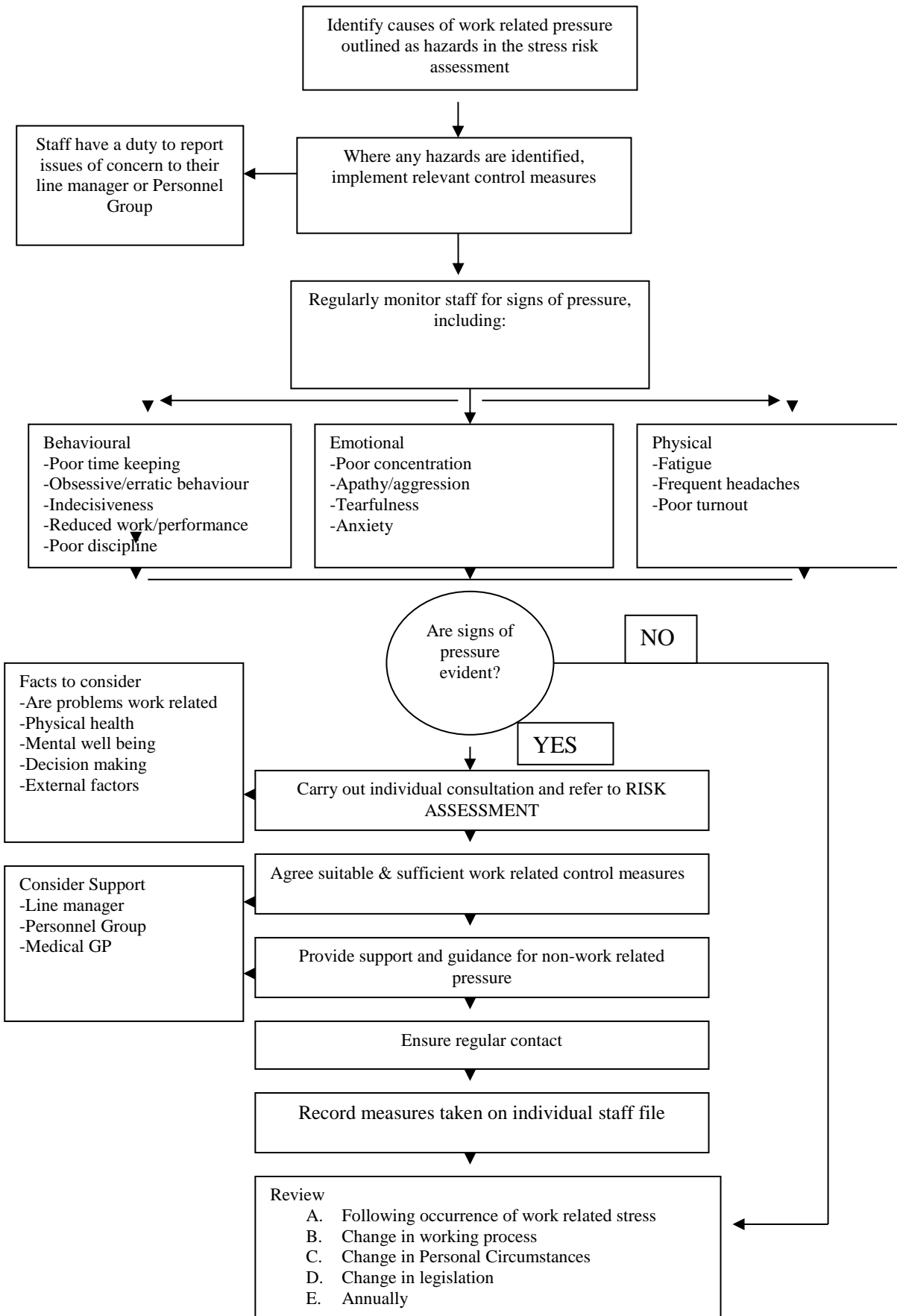


STRESS MANAGEMENT FLOWCHART



STRESS POLICIES ADDENDUM

Suggested list of "do"s and "don't"s:

- Remember no Councillor can demand that staff pursue a course of action without Council approval – they will always try and help, but do not push!
- Consider the workload that staff have that you know about – keep an eye on the rolling council calendar.
- Imagine what would happen if all your colleagues made the same demands on staff time in the same week...
- Think before you call in to the Office, and always ask if it is convenient – we will endeavour to be honest; "I've got five minutes" probably means we are quite busy!
- Always try and anticipate problems to avoid pressure down the line.
- Staff are not councillors. If they advise against something, they are probably thinking of potential issues, not what they want; consider if their ideas may have merit.
- Avoid bringing matters to staff which are not PC issues.
- Encourage residents to deal with NCC and BCKLWN directly if web-friendly
- We are not secretaries.
- Get agenda items in early.
- Remember to avoid the Friday before Full Council, or the day after (agenda prep and minutes).
- Vexatious resident policy needed.

RISK ASSESSMENT – WORK RELATED STRESS

Hazards	Who is at Risk? C-lerk A-dmin Cl-eaner	Control Measures	Risk Rating <i>Likelihood (1)</i> <i>X</i> <i>Consequence (2)</i>			Additional Controls	Residual Risk Rating
			1	2	Risk		
Specifically stress-related		Existing measures				New measures – bold=actioned	a x b = c
Pace of work and workload	All						
Harassment\Bullying – by Council							
Harassment\Bullying – by public	All						
Exposure to abuse, violence or aggression.							
Poor Physical Environment	All						
Inappropriate equipment	All						
Low support levels\Feedback							
Ambiguity of role							
Lack of Training							
Lack of Competence							
Non-Participation in decision making.							
Poor Communication							
External pressures							

Existing measures? - • Management & Personnel Induction • Training & Development Training • Regular Meetings • Briefings • Harassment, Bullying awareness training • Correct Staffing levels • Clear Roles & Responsibilities Good management support

New measures: • Encourage personnel to report stress related injuries • Stress policy in place and all staff to be made aware of its contents

Assessment undertaken by:

Date:

Reported to Council:

Date:

Reviewed:

Date:

Next Review due:

Date:

Actions taken

Risk Matrix

High	Common, regular or frequent occurrence.	3	3 Med	6 High	9 High
Medium	Occasional occurrence.	2	2 Low	4 Med	6 High
Low	Rare or improbable occurrence.	1	1 Low	2 Low	3 Med
Risk Matrix Likelihood X Consequence			1	2	3
			Minor injury or illness.	Serious injury or illness.	Fatalities, major injury or illness.
			Low	Medium	High
High	Improve control measures; consider stopping work. Conducting work at this level of risk is to be reported immediately.				
Medium	Review control measures and improve if reasonably practicable to do so, consider alternative ways of working.				
Low	Maintain control measures and review if there are any changes.				

These addenda (flowchart, suggested list, and risk assessment) were agreed along with the main policy on 6/11/2019

Simon Bower
 Clerk, 11/11/2019