

Name of Policy	Date Effective		Signature
Wellbeing and Stress Management Policy	01/04/2022	01/04/2023	

Introduction

Today, every UK business has a duty of care requirement to look after the health and safety of employees and learners, including their wellbeing. In light of this, promoting and protecting staff and learner's wellbeing in the workplace is important for every business. There are many factors that influence the health and wellbeing of staff and learners. Understanding and overcoming these issues can result in a range of benefits for both individuals and the wider business. Mental wellbeing is relevant for all employees and learners, which means everyone can play a part in improving wellbeing.

Stress is defined by the Health and Safety Executive as 'the adverse reaction people have to excessive pressure or other types of demands placed upon them.' This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Anxiety is what we feel when we are worried, tense or afraid, particularly about things that are about to happen, or which we think could happen in the future. Occasional anxiety is normal, but if feelings of anxiety are very strong, or last for a long time, they can be overwhelming.

In today's challenging times many factors can have an impact on mental health and wellbeing. The COVID pandemic resulted in the disruption to family routine, financial insecurity, and health fears which put a huge strain on some people's ability to cope in stressful situations and the effects will be felt for a very long time. Whatever the situation, it is important to look at what we can do to limit the toll on our mental health and wellbeing and on that of others.

Supporting the wellbeing and mental health of our learners

FW Solutions are committed to supporting the wellbeing of our learners so that they can achieve their learning objectives in times of stress or anxiety. In addition to the face to face or remote one to one support and guidance provided to individuals by our Teaching and Learning Co-ordinators, learners are also encouraged to visit the support websites listed on our IAG (Information, Advice and Guidance) and Learner Welfare pages where they can access resources to help to them look after their mental health and wellbeing.

FW Solutions Ltd provides the following support to our learners:

- Teaching and Learning Co-ordinators call their learners outside of teaching and assessment for a regular 'catch up'.
- Learners are reminded to be mindful of internet safety practices
- Learners are encouraged to exercise, eat healthily and get plenty of sleep
- FW Solutions' social media campaign on wellbeing includes tips on how to manage stress and anxiety and practise relaxation techniques

- Whilst Social Media is important for keeping in touch, overuse can be detrimental to mental health. TLCs discuss limiting Social Media and occasional 'digital detox' with their learners
- TLCs discuss alcohol intake with learners to ensure alcohol does not become a crutch for dealing with difficult situations
- Learners can discuss family situations with TLCs at any time and give IAG appropriately
- Learners with mental health issues that are affecting work and learning are encouraged to complete a learner wellness review and action plan (WRAP) with their TLC and strategies implemented with their employer.
- A list of useful web links is available on our website where learners can access resources to help them look after their mental health and wellbeing. Resources and IAG can be accessed in the 'Student Welfare' tab of the Learner Hub.

Supporting the wellbeing and mental health of our staff

Ensuring the health and wellbeing of all our staff is of paramount importance to everyone at FW Solutions. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

FW Solutions Ltd:

- Will identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be reviewed regularly.
- Provide staff with a workplace mental health first aider (Elizabeth Bevan) and staff wellbeing review and actions plans (WRAP).
- Will support staff to understand teaching, assessment and review processes with the Company 'Steps to Success' procedure.
- Will provide training in good management practices and ensure staff are fully trained to discharge their duties.
- Will provide confidential advice and counselling through the Simply Health benefit for staff affected by stress caused by either work or external factors.
- Provide a range of other support in the 'my wellbeing' area of the Simply Health company benefit
- Will monitor workloads and promote a healthy work life balance
- Will provide adequate resources to implement the stress management initiatives.

Flexible working

FW Solutions' core value is flexibility and flexible working is at the heart of our ethos. Please refer to the Flexible Working and Working from Home Policy.

Confidential telephone calls to vulnerable team members

Our Mental Health First Aider is always available for a telephone or video call to any member of the team who needs it. Mrs Elizabeth Bevan 01423 638167 or email e.bevan@fwsolutions.net

Wellbeing newsletter

Our team receives wellbeing newsletters that contains useful tips and advice on healthy eating, exercise, anxiety and stress management, and web links to access to resources on how to look after your mental and physical health and wellbeing. In addition, our wellbeing team also sends out video links to encourage the team to practise relaxation techniques such as guided mindfulness meditation which can help to calm their mind when experiencing anxiety.

Policy Review

Overall responsibility for this Wellbeing and Stress Management Policy within FW Solutions Ltd and the implementation thereof lies with Sandra J Hardy, Managing Director.

This policy will be reviewed annually or as required according to guidance by Sandra Hardy, Managing Director, Rebecca Warden, Business Development Director, Elizabeth Bevan, Mental Health First Aider and Janet Williams, Office Manager.

This Wellbeing and Stress Management Policy is Version 2 and was adopted in 01/04/2022.

This Wellbeing and Stress Management Policy is due to be reviewed on 01/04/2023.

Useful links



Practical advice for taking care of your mental health and wellbeing, support for work, benefits and housing
<https://www.mind.org.uk>



If you are struggling with your mental health
<https://youngminds.org.uk/>

How to look after your mental health using exercise

<https://www.mentalhealth.org.uk/publications/how-to-usingexercise>



If your worry feels overwhelming and takes over your day, setting specific "worry time" to go through your concerns each day can help you to focus on other things. Watch the video for more advice.

<https://www.nhs.uk/oneyou/every-mind-matters/anxiety/>