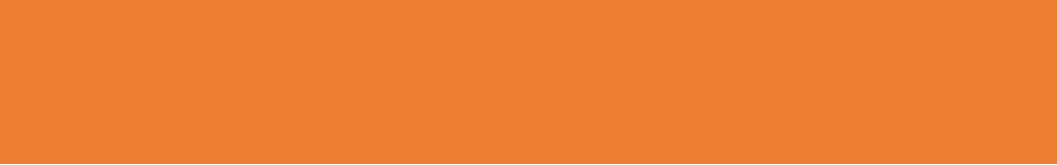
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Wales & Western Wellbeing Discussion Tool

Guidance Document & Form

**Employee**

Stress is something everyone experiences. Despite being unpleasant, stress in itself is not an illness. But there are connections between stress and mental health conditions including depression, anxiety, psychosis and post-traumatic stress disorder (PTSD).

NWR recognises the mental wellbeing means different things to different people. Moderate amounts of stress — the kind of short-term buzz we get from a sudden burst of hormones — can help us perform tasks more efficiently and can improve memory. Good stress is the type of emotional challenge where a person feels in control and provides some sense of accomplishment. It can improve heart function and make the body resistant to infection. Far from being something we need to eliminate from our lives, good stress stimulates us.

When the body struggles to cope with high levels of stress or stress sustained over a long period the body does give off signals when healthy tension has tipped over into bad stress. Mental fogginess, frequent infections, increased sensitivity to aches and pains are all signs of an overwhelmed immune system. Autoimmune diseases like psoriasis, arthritis and inflammatory bowel disease often flare up. If bad stress is not adequately controlled or becomes prolonged, the risk of common mental health problems increases.

This tool is evidenced based, using the Health and Safety Executive (HSE) stress standards, of which there are six: Demands, Control, Support, Relationships, Role and Change. NWR have added a seventh – Personal. You will find on pages 3 – 8 a descriptor for each of the six HSE standards. Please read each of them as some will apply to you and some may not.

Take this tool, sit somewhere quiet and fill in the applicable pages to you. It is good way to start a conversation as you will have written down any issues/concerns you have that maybe impacting on your wellbeing. You can ask a Mental Health First Aider, colleague, Union Rep to help you gather your thoughts when you write down your issues.

Take the time to think about what might help support/resolve your issues – often you will have some good ideas of what might help. Write them down on the page as well.

Once you have completed the tool, you need to give the form to your manager. Your manager will then arrange a meeting with you to look at your concerns and consider adjustments, actions etc. If you feel unable to talk to your manager, you will need to find another line manager as it is the manager who will understand your role/responsibilities and will be able to put in place adjustments.

For review meetings, consider completing another wellbeing tool as this will again, give you the opportunity to gather your thoughts and put in writing residual concerns. Discussions can then take place to support improvement in your wellbeing.

The form itself is kept by your manager and with your consent a copy may be sent on to HR or our OH Provider.

Read and sign on page.

**Manager**

Your colleague has taken the time to complete a Wellbeing discussion tool. This may have been because they wanted to, they were asked by our OH Provider or you may have asked them as a way of supporting them thorough a difficult period in their life.

When you offer this form to them take a few minutes to explain the benefits and what can be gained from it.

Once you have reviewed their paperwork, arrange a meeting with them. Pick a date, time and place that is agreeable to you both. Find somewhere private and quiet. Make sure you can dedicate enough time and that phones are turned off, interruptions are kept to an absolute minimum. As much as you can, try not to cancel/re schedule the meeting.

The meeting can take up to an hour.

Go through each of the pages with them, discussing what they have written and what solutions they may have considered.

In keeping with Health and Safety at Work etc. Act 1974, the Management of Health and Safety Regulations 1999 and the Equality Act 2010 this tool will enable you to risk assess, identify risk, consider adjustment, implement reasonable adjustment in the workplace, arrange follow up reviews as mutually agreed and sign post.

When considering adjustments, look at the short, medium and long term as a plan. Not everything will be achievable in a short period. Although rare, you may need to discuss that some adjustments are difficult and may take a lengthier time or are not achievable. The actions need to be patiently explained, the reason why the plan is as it is and the timescale for improvement. Document the specific areas on concern, any solutions/actions/adjustments agreed and what the timescales might be.

Sign post the colleague to any relevant support networks/resources appropriate to their needs – Mental Health First Aider, Counselling through NWR Employee Assistance Programme, OH Provider, GP, Samaritans, Railway Chaplin’s.

Some colleagues want and/or may benefit from a follow-up meeting. This should be planned for as soon as possible (possibly at the end of any meeting). Time scales can be mutually agreed – a week, fortnight, month. Consider where and when as above.

Consider asking that another wellbeing tool is completed for any review meetings. This will give both you and your colleague a chance to assess improvements and potential sticking points for recovery.

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**Demands** – consider issues such as workload, work patterns, work-life balance, targets and deadlines, training, skills and experience, unclear priorities and working environment.

Is there anything relating to demands which you would like to discuss?

**Yes /  No**

If you answered **Yes**, please provide further details below, including any solutions you would like to discuss:

Click or tap here to enter text.

**Control** – consider how much say you have in how your job is done, the pace at which you work, when & how you take breaks, work and shift patterns, having your opinion considered, being included in decision making and being encouraged to use your skills & initiative

Is there anything relating to control which you would like to discuss?

**Yes /  No**

If you answered **Yes**, please provide further details below, including any solutions you would like to discuss:

Click or tap here to enter text.

**Support** – consider if you receive appropriate support and constructive feedback from management or colleagues, if there are any aspects of your job you find particularly difficult and would like more support, what type of additional support, is the current feedback or rewards enabling you to perform your best, are you aware of what support is available and how to access it?

Is there anything relating to support which you would like to discuss?

**Yes /  No**

If you answered **Yes**, please provide further details below, including any solutions you would like to discuss:

Click or tap here to enter text.

**Relationships** – consider if there are any unhealthy or unacceptable behaviours or relationships for you at work, if you would like to improve positive working relationships, if you have any experiences of bullying or harassment, if you are treated fairly, if communication with the team could be improved

Are there areas of your relationships at work you would like to discuss?

**Yes /  No**

If you answered **Yes**, please provide further details below, including any solutions you would like to discuss:

Click or tap here to enter text.

**Role** – consider if you are clear about your role and responsibilities at work, if there is any conflict or confusion about your role, if your targets and objectives are clear, if you understand the importance of your role within your team and the organisation, or if your health has changed so your ability to fulfil your role is now more difficult and if so what restrictions you have

Are there any areas of your role which you would like to discuss?

**Yes /  No**

If you answered **Yes**, please provide further details below, including any solutions you would like to discuss:

Click or tap here to enter text.

**Change -** consider if any changes to your work role have affected you, if you are provided with sufficient information and time to consider any changes to your role or the organisation, if you are provided opportunities to contribute to any change, if you receive adequate support through any change, or if you have any concerns about your future employment.

Are there any concerns relating to change which you would like to discuss?

**Yes /  No**

If you answered **Yes**, please provide further details below, including any solutions you would like to discuss:

Click or tap here to enter text.

**Non-Work Related / Personal Concerns**

Is there anything, either at home or outside or work which you would like to discuss or gain support for?

**Yes /  No**

If you answered **Yes**, please provide further details below, including any solutions you would like to discuss:

Click or tap here to enter text.

**Employee Mental Wellbeing Plan**

Date: Click or tap here to enter text.

| Mental Wellbeing Plan Details | | | |
| --- | --- | --- | --- |
| Specific area of concern | Solutions / Actions / Adjustments agreed / Guidance provided | Action owner | Review date |
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Date of Next Review Meeting: Click or tap here to enter text.

**Employee Mental Wellbeing Plan – Review**

Date: Click or tap here to enter text.

| Mental Wellbeing Plan – Review Details | | | |
| --- | --- | --- | --- |
| Specific area of concern and previous action agreed | Are any amends to the previous action needed? If so, provide details of further action to be taken below. If not, insert **n/a** | Action owner | Review date |
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Next Review Meeting Date (**n/a** if no further review is required): Click or tap here to enter text.

**Helpful Resources**

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| **Resource** | **About** | **Contact** |
| **Human Resources** | HR Direct provides support and guidance for NWR line managers on HR processes including supporting employee attendance. All employee helpline is also directed by HR Direct and is available for guidance on NWR policies and processes. | Tel (HR Direct): 0800 054 5647  Tel (employee helpline): 0800 371 0115 |
| **Occupational Health Helpline and Resources** | Call the OH Helpline and select from one of the options:  Option 1: Medication enquiry line (Chemist on Call)  Option 2: For cause drug and alcohol call out  Option 3: Validium  Option 4: Administration and medical helpdesk  Option 5: RehabWorks – Physiotherapy  Option 6: Sharps and body fluid helpdesk | Tel: 0800 083 3324  Please quote the appropriate pin number when calling the hotline:   * Wales - 5049 * Western - 1925   Website: Visit STE’s occupational health and wellbeing pages on MyConnect.  [https://networkrail.sharepoint.com/sites/myconnect/ste/Pages/healthand wellbeing.aspx](https://networkrail.sharepoint.com/sites/myconnect/ste/Pages/healthand%20wellbeing.aspx) |
| **Employee Assistant Programme** | 24/7 confidential advice and information on a range of wellbeing areas.  Advice on finances, relationships, stress management, work pressures, healthy lifestyle and more. | Tel: 0800 358 4858 (24 hours)  Online: <http://vclub.validium.com/Account/Login>    User Name: NetworkRail  Password: onlinesupport |
| **Mental Wellbeing Hub website** | Central Network Rail website to find:   * Mental wellbeing campaign resource toolkit * NWR mental wellbeing standards and guidance * Details of support tools and services * Download the Mental Wellbeing Discussion Toolkit | Website: <https://ohw.hub.networkrail.co.uk/Pages/Mental-Wellbeing.aspx> |

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| --- | --- |
| Policy/Standard | Link |
| Death in Service/Serious Injury Policy and Procedure- NR/HR/POL/019 | https://networkrail.sharepoint.com/sites/myconnect/hr/Documents/Forms/AllItems.aspx?id=/sites/myconnect/hr/Documents/Policies%20%26%20Guides/Death%20in%20service%20policy.pdf&parent=/sites/myconnect/hr/Documents/Policies%20%26%20Guides |
| Domestic Abuse Policy | https://networkrail.sharepoint.com/sites/myconnect/hr/Documents/D&I/Domestic%20Abuse%20Policy%20final.pdf?csf=1&e=Pf8vCB&cid=b05dd7e1-99f5-4ac7-b362-df61f2f6946a |
| Drugs and Alcohol Policy - NR/L1/OHS/051 | http://networkrailstandards/StandardHeaderView.aspx?id=25523 |
| Equality, Diversity and Inclusion Policy and Procedure – NR/HR/POL/024 | https://networkrail.sharepoint.com/sites/myconnect/hr/Documents/Policies%20&%20Guides/Equality%20diversity%20and%20inclusion%20policy.pdf?csf=1&e=Qh59nn&cid=9bfbd19f-e92c-4ee8-a9ed-78b690f7c7d0 |
| Family Friendly Policy and Procedure – NR/HR/POL/003 | https://networkrail.sharepoint.com/sites/myconnect/hr/Documents/Policies%20%26%20Guides/Family%20friendly%20policy.pdf?csf=1&e=Yxm6qU |
| Flexible Working Arrangements Policy and Procedure – NR/HR/POL/30 | https://networkrail.sharepoint.com/sites/myconnect/hr/Documents/Policies%20&%20Guides/Flexible%20Working%20Arrangements%20Policy%20and%20Procedure.pdf? |
| Harassment Policy and Procedure – NR/HR/POL/006 | https://networkrail.sharepoint.com/sites/myconnect/hr/Documents/Policies%20%26%20Guides/Harassment%20policy.pdf?csf=1&e=HsEHfM |
| Individual Grievance Policy and Procedure – NR/HR/POL/007 | https://networkrail.sharepoint.com/sites/myconnect/hr/Documents/Policies%20%26%20Guides/Individual%20Grievance%20policy.pdf?csf=1&e=czWwfD |
| Assessing the Risk of Stress in the Workplace - NR/L2/OHS/053 | <http://networkrailstandards/StandardHeaderView.aspx?id=25861> |
| Reasonable Adjustments Policy and Procedure – NR/HR/POL/1 | https://networkrail.sharepoint.com/sites/myconnect/hr/Documents/Policies%20%26%20Guides/ReasonableAdjustmentPolicy.pdf?csf=1&e=cRcE0q |
| Speak Out Policy (Whistleblowing) | https://networkrail.sharepoint.com/sites/myconnect/lcs/Documents/Speak%20Out%20Whistleblowing%20Policy.pdf?csf=1&e=SzmCCE |
| Special Leave Policy and Procedure – NR/HR/POL/002 | https://networkrail.sharepoint.com/sites/myconnect/hr/Documents/Policies%20%26%20Guides/Special%20leave%20policy.pdf?csf=1&e=DmQDiS |
| Violence at Work Policy and Procedure – NR/HR/POL/016 | https://networkrail.sharepoint.com/:b:/r/sites/myconnect/hr/Documents/Policies%20%26%20Guides/Violence%20at%20work%20policy.pdf?csf=1&e=hBQsHb |

**Links to Our Policies and Standards**