

Title of Document	Wellbeing Policy
Name of Department	People Team

What type of document is this?	Policy	
Which Helping Hands POL/SOP/W.I does this document relate to?		Reference number of POL/SOP/W.I

Which Operational Priority/Priorities does this document link to?	Governance Framework	Superior Client Care	People, Performance & Culture	Business Growth

Custodian of document	Chief People Officer	Committee/Group responsible for this document	Policy Committee
Approval date and committee chairperson signature	25.03.25	When is its next scheduled review?	25.03.28

Who does it apply to?	All Helping Hands staff					
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	Yes	Does it apply to third party contractors?	Yes

Purpose of the Policy	<p>The purpose of this policy is to:</p> <ul style="list-style-type: none"> <li>Promote a progressive, engaging, and healthy working environment</li> <li>Support the experience of employees who work as part of our community.</li> <li>Creating a healthy work life balance</li> </ul>
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## ROLES AND RESPONSIBILITIES

Role	Responsibility
Chief People Officer	Is responsible for reviewing and updating this policy and ensuring that the policy is communicated across the company through the Senior Management Team(s).
Helping Hands Managers	Is responsible for implementing and embedding this policy within all teams across the company.
Helping Hands Employees	Is responsible for adhering to this policy as directed by line managers.

### 1. Introduction

We are committed to promoting a progressive, engaging, and healthy working environment which supports the experience of employees who work as part of our community. We believe strongly in creating a culture where employees can achieve a healthy work life balance, whilst enabling them to gain access to appropriate support and opportunities when experiencing the effects of life changing events, financial pressures, and physical or mental health conditions.

This policy applies to employees employed by us. It does not apply to workers, contractors, consultants or any self-employed individuals working for the organisation.

This policy does not form part of any employee's contract of employment, and we may amend it at any time as necessary.

### 2. Confidentiality

Each matter will be treated with respect and sensitivity, all absence matters must remain confidential.

### 3. Wellbeing

Our goal is to create a workplace culture where employees feel comfortable to talk, seek help and are supported by promoting positive mental and physical health.

We are responsible for ensuring, so far as reasonably practicable, the health, safety and welfare of all our employees.

We continue to evolve our well-being offering and associated policies to ensure that we promote and support health and wellbeing at every level.

#### 4. Individuals

Employees support our wellbeing approach by:

- Taking personal responsibility for their own health and safety and the health and safety of the people with whom they come into contact.
- Taking regular breaks, and building healthy working habits into their day.
- Alerting line managers to health and safety and wellbeing problems affecting their work.
- Taking advantage of counselling and training opportunities; and
- Getting involved in our wellbeing initiatives.

#### 5. Line Managers

Line managers support our wellbeing offering by:

- Monitoring workloads to ensure that they are manageable.
- Monitoring working hours and holidays to ensure that individuals work appropriate hours and take regular breaks.
- Providing good working conditions.
- Becoming familiar with our policies and procedures that are likely to affect wellbeing, including those concerning equality, diversity and inclusion, bullying and harassment and flexible working.
- Engaging individuals on changes that may have an effect on their health and wellbeing.
- Becoming familiar with employee-support services, for example helplines, online material, occupational health services and counselling.
- Encouraging individuals to participate in wellbeing initiatives.
- Liaising with the relevant professionals, including the People team, occupational health and other medical professionals to ensure the successful rehabilitation of any individual who is on sick leave; and
- Maintaining the confidentiality of any individuals that they are supporting.

## 6. Wellbeing support

We encourage all colleagues to take personal responsibility for their own health and wellbeing. There after the immediate support to them is their line manager and the team they are part of. We will continue to talk about and introduce initiatives aimed at raising awareness of mental health and lifestyle that can impact wellbeing.

Our employee assistance programme gives employees access to a confidential 24/7 employee assistance programme that employees can utilise for support with life changes, mental and financial wellbeing. Should employees wish to discuss any of life's challenges they are able to provide practicable advice.

To use our EAP to speak with an independent advisor on a confidential basis, access information is below:

[www.carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk).

**Username:** HH

**Password:** employee

Employees can also take advantage of savings through discounts offered by the blue light card.

We are regularly reviewing our wellbeing offering, and employees are encouraged to share any suggestions that could be implemented with their line manager or the People Team at [hrrhub@helpinghands.co.uk](mailto:hrrhub@helpinghands.co.uk)

## 7. Requesting support

Healthy, positive, and supportive working environments provide employees with routes to request support to manage their wellbeing. If an employee feels that their role or any aspect of it is affecting their wellbeing, we encourage them to have a conversation with their Line Manager in the first instance. If an employee feels they are unable to do this, they can always speak to a member of the People Team at [hrrhub@helpinghands.co.uk](mailto:hrrhub@helpinghands.co.uk)

Once an issue affecting health is brought to the attention of the Line Manager or the People Team, we will discuss with the employee what steps can be taken to address that issue which may include a variety of actions.

In certain situations, we may consult with Occupational Health to receive further advice on suitable support. Employees should seek support from their Line Manager or the People Team on [hrrhub@helpinghands.co.uk](mailto:hrrhub@helpinghands.co.uk)

## 8. Data Protection

We will process any personal data collected in accordance with our **data protection policy**. Data collected from the point of which we become aware of the issue is held securely and accessed by, and disclosed to, individuals only for the purpose of the necessary support.

### TRAINING

Is training required?	No
Details of training	N/A

### COMPLIANCE

How is compliance with the POL going to be monitored	Monitoring and potential review of the policy will be guided by Employment Law and Company changes.
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## EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Positive / Negative N/A	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	N/A	
• disability?	N/A	
• gender reassignment?	N/A	
• pregnancy and maternity (which includes breastfeeding)?	N/A	
• race (including nationality, ethnic or national origins or colour)?	N/A	
• marriage or civil partnership?	N/A	
• religion or belief?	N/A	
• sex?	N/A	
• sexual orientation?	N/A	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	N/A	
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	N/A	
• What alternatives are there to achieving the document's aim without the impact?	N/A	
• Can the impact be reduced by taking different action?	N/A	
• Is there an impact on staff, client or someone else's privacy?	N/A	<i>If yes, privacy impact assessment required</i>

What was the previous version number of this document?	02
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Changes since previous version	<ul style="list-style-type: none"> <li>Rewritten policy as the previous policy did not provide policy around well-being.</li> <li>Policy note states who it applies to</li> <li>Policy is more aligned to Helping Hands values</li> <li>Policy signposts people to Occupational Health services as well as Employee Assistant Program and Line Managers.</li> </ul>	
Who was involved in developing/reviewing /amending the POL?	People Services Director	
How confidential is this document?	Restricted	Can be shared freely within Helping Hands but NOT outside

References	Employment Law
Associated Documents	