



**Newquay**Council

**Corporate**Service

**Name of Policy:**

**Stress Management**

**Date of Inception:**

**06 May 2026**



## Stress Management Policy

Page 2 of 8

This is a Policy or Procedure document of Newquay Town Council and as such must be fully adhered to by both councillors and employees.

| Policy/Procedure File Status |                |                         |              |
|------------------------------|----------------|-------------------------|--------------|
| <b>Version</b>               | 2.1            | <b>Approving Body</b>   | Full Council |
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| Date            | Version   | Author/Editor  | Comments                                         |
| 30.03.2015      | 1.0 Draft | Town Clerk     | First draft pre committee                        |
| 12.08.2016      | 1.1 Draft | Town Clerk     | Second draft following committee member feedback |
| 15.06.2020      | 2.0       | Town Clerk     | Minimal Review                                   |
| 19.02.26        | 2.1       | People Manager | Minimal Review                                   |
|                 |           |                |                                                  |
|                 |           |                |                                                  |

| Review Record |                          |                 |                                                           |                |
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| Date          | Type of Review Conducted | Stage Completed | Summary of Actions Taken or Decisions Made                | Completed By   |
| 15.06.2020    | Minimal Review           | 15.06.2020      |                                                           | Town Clerk     |
| 02.08.2023    | Full Review              | 02.08.2023      | Changing references of Staffing Committee to HR Committee | RFO            |
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**Contents**

1.0 Policy Background..... 4

2.0 Policy Statement ..... 4

3.0 Policy Objectives ..... 5

4.0 Definition..... 5

5.0 Roles and Responsibilities ..... 5

6.0 Specific and relevant policies..... 7

7.0 Alternative Formats ..... 7

8.0 Freedom of Information..... 7

## **1.0 Policy Background**

- 1.1 Newquay Town Council is committed to protecting the health, safety and welfare of its employees. It recognises that workplace stress is a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors.
- 1.2 This policy applies to all staff. Managers are responsible for implementation and Newquay Town Council is responsible for providing the necessary resources.

## **2.0 Policy Statement**

- 2.1 Newquay Town Council recognises that it has a responsibility to manage stress related risks effectively in order to protect its employees, assets, liabilities and community against potential losses, to minimise uncertainty in achieving its goals and objectives and to maximise the opportunities to achieve its vision.
- 2.2 The Council is committed to risk minimisation and proactive management of risk in all aspects of its operations, whether strategic, legal, financial, verbal or manual in nature.
- 2.3 The Council is aware that some risks can never be eliminated fully, and it has in place a strategy that provides a structured, systematic and focussed approach to managing risk.
- 2.4 Risk management is an integral part of the Council's management processes.

### 3.0 Policy Objectives

3.1 The objectives of this strategy are to:

- 3.1.1 Assist management to identify all workplace stressors in order to control the risks from stress.
- 3.1.2 Outline the roles and responsibilities of management, members and officers.

### 4.0 Definition

The Health and Safety Executive define stress as *"the adverse reaction people have to excessive pressure or other types of demand 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.

### 5.0 Roles and Responsibilities

#### Councillors

- To ensure the Governance & Resources Committee remains empowered to support the Chief Executive as the Council's Head of Paid Service.
- To be mindful of workloads and keep under review the level of staff resources to meet increasing demands of the Council.

#### Chief Executive

- Provide continuing support to managers and staff in a changing environment.
- To ensure the effective management of staff as far as is reasonably possible to minimise stress as much as possible or to manage it if it is unavailable. This includes instructing staff as appropriate.
- Is delegated to take any and all steps they deem appropriate to protect staff and the Council from any sources of stress or inappropriate pressures that have a bearing on the health, safety or well-being of staff or volunteers. This may include introducing new security measures, new procedures and working practises or removing affected persons from particularly stressful situations.

- To authorise the appointment of suitably qualified persons to conduct any reviews (organisational/service/individual) in order to identify unknown stressors and how to best manage them.
- To observe the dignity at work policy at all times and to take such action as may be appropriate to ensure such policies are observed.
- Is delegated and expected to report any code of conduct issues from members to the Council, the Cornwall Council Monitoring Officer and Standards Board, the Police and to HR advisors as deemed appropriate by the Chief Executive.

### **People Manager**

- Give guidance to managers on the stress policy.
- Help monitor the effectiveness of measures to address stress by collating sickness absence statistics.
- Advise managers and staff on training requirements.
- Provide continuing support to managers and staff in a changing environment.
- Report any resource issues to the Mayor/Deputy Mayor or the Governance & Resources Committee.
- To authorise the commissioning of occupational health for staff if deemed appropriate to help manage staff health, safety and wellbeing.
- To observe the dignity at work policy at all times and to take such action as may be appropriate to ensure such policies are observed.

### **Managers**

- Conduct and implement recommendations of risks assessments within their jurisdiction.
- Ensure good communication between management and staff, particularly where there are organisational and procedural changes.
- Ensure staff are fully trained to discharge their duties.
- Ensure staff are provided with meaningful development opportunities.
- Monitor workloads to ensure that people are not overloaded.
- Monitor working hours and overtime to ensure that staff are not overworking.
- Monitor holidays to ensure that staff are taking their full entitlement.

- Attend training as requested in good management practice and health and safety.
- Ensure bullying and harassment is not tolerated within their jurisdiction.
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation
- To be aware of and deal with people in accordance with the Council's Equality Policy and associated Equality Act legislation.

### **Employees**

- Raise issues of concern with your line manager, or in the case of Chief Executive, Chair of the Governance & Resources Committee.
- Accept opportunities for counselling when recommended.

## **6.0 Specific and relevant policies**

6.1 The following policies and procedures are relevant to this policy:

- Health & Safety Policy
- Lone Working Policy
- Staff Handbook
- Dignity at Work Policy
- Relevant Risk Assessments

## **7.0 Alternative Formats**

7.1 Equality Act 2010 – copies of this document in large print (A3 Format) or larger font size can be made available for those with sight impairment on request from the Council Office or by telephoning 01637 878388 or e-mailing the Town Council Office on [info@newquay.gov.uk](mailto:info@newquay.gov.uk)

## **8.0 Freedom of Information**

12.1 In accordance with the Freedom of Information Act 2000, this Document will be posted on the Council's Website [www.newquaycouncil.co.uk](http://www.newquaycouncil.co.uk).

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