

**Ark**<sup>®</sup>  
People  
Housing  
Care

## Stress at Work

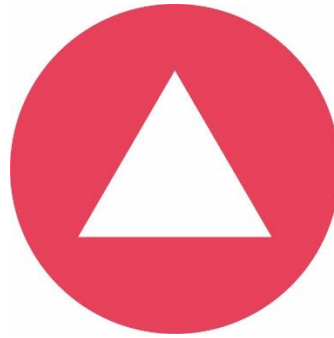
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<b>Effective date:</b>	December 2022	<b>Review date:</b>	November 2025
<b>Approved by P&amp;PRG:</b>	November 2022	<b>Approved by BoM:</b>	December 2022
<b>Owner:</b>	Brian Gunn	<b>Job Title:</b>	H&S Manager
<b>To be issued to:</b>	Board of Management Ark Management All Staff		
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### Version Control

Date	Owner	Version	Reason for Change
August 2022	Brian Gunn	V4	New policy format and review

### Summary of Changes

Section	Change
Whole Policy	Review and change to new format



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## 1.0 Ark`s Values

Arks values are true to the core purpose of the organisation and the services we deliver. They determine our behaviours towards one another and what we should expect in our relationships with one another. Working within the following values will guide and help us deliver our vision and mission of Ark being an organisation where everyone is equal:

### Trust

We have confidence in our people to deliver excellent services and trust in them to do so. We will develop trusting and honest relationships and our customers will feel assured that they can rely on us to deliver.

### Respect

We treat everyone fairly and we listen. We are respectful of each person with whom we come into contact and expect our people to respond professionally and treat others as they would wish to be treated.

### Understanding

We will operate with empathy and compassion and approach each situation with an open mind. We will question and challenge to ensure we achieve the right outcomes for customers and our people.

### Equality

We believe everyone is equal and expect our people to create positive experiences where everyone feels valued and included.

### Integrity

We will do the right thing and take responsibility for our actions. We will work together to uphold the highest standards of behaviour and practice.

## 2.0 Purpose

Although there is no legislation dealing specifically with work-related stress, employers do have a legal duty to provide a safe system of work.

Failure to provide reasonable adjustments to a person suffering with stress can have consequences, in terms of loss of working time, loss of management time in dealing with stress and turnover of staff.

### 3.0 Policy Statement

This policy describes how Ark as an employer, recognises it has a duty under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

This policy and accompanying procedure describes how Ark will respond to work related stress and the circumstances surrounding stress, the definition of stress, the relationship between work and non-work related stress and how these are often combined.

### 4.0 Scope

All Board of Management members and employees, agency staff and visitors are required to abide by this policy, and the procedure which supports it.

### 5.0 Legal/Regulatory Framework

The key piece of legislation underpinning this policy is the Health and Safety at Work Act 1974.

In terms of regulatory expectations, Standard 1.3, of the Scottish Housing Regulator's Regulatory standards of Governance And Financial Management requires each RSL should ensure that it complies with its constitution and its legal obligations, and Requirement 3, have assurances and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.

### 6.0 Responsibilities

#### 6.1 Board of Management

Ark's Board of Management is responsible for consideration and approval of this policy, and for ensuring that its decisions are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

#### 6.2 Executive Team

Ark's Board of Management is responsible for consideration and approval of this policy, and for ensuring that its decisions are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

#### 6.3 Senior Leadership Team

Ark's Senior Leadership Team is responsible for review of the policy, and for ensuring that this policy is implemented and followed within each function.

## 6.4 Managers

Ark Managers will be responsible for the effective implementation of this policy within their area of responsibility. They must also ensure that each member of their team, through induction, and team meetings, is made aware of this policy and participates in relevant training, as necessary.

## 6.5 All Staff

All Ark employees are required to familiarise themselves with this policy and comply with its provisions as well as undertake any training implemented as part of the rollout of this policy.

## 6.6 Third Parties

Ark will ensure that this policy is complied with, when third parties, such as agency or temporary staff are employed by Ark.

## 7.0 Stress at Work

Ark are committed to providing a supportive working environment that maintains and promotes the health and well-being of all our employees. This includes the organisational environment through effective and sensitive management, enabling individuals to cope successfully with the demands and pressures of work and providing support for employees whose health and well-being are affected by work related stress.

## 8.0 Related Policies & Procedures

This policy should be read in accordance with:

- HS21 Extra Duty of Care.

## 9.0 Equality Impact Assessment (EIA)

An Equality Impact Assessment has been completed in relation to the development of this policy.

## 10.0 Data Protection Impact Assessment (DPIA)

A Data Protection Impact Assessment has been completed in relation to the development of this policy.

## 11.0 Stakeholder Consultation

In developing this policy the following groups were consulted:

- Ark Board of Management;
- Ark Executive Team;
- Ark Senior Leadership Team;
- Ark Policy Review Group; and
- Ark Employees.

## 12.0 Monitoring and Review

### 12.1 Monitoring

Ark's Health and Safety Adviser, on behalf of Ark's Executive and Senior Leadership Teams, will monitor implementation of this policy on an ongoing basis and ensure that relevant decisions within Ark are taken in line with the obligations and expectations set out in this policy.

### 12.2 Review

This policy will be reviewed within 3 years from the date of approval by our Board of Management, in accordance with Ark's policy review framework.