



Newall Green Primary School

Aiming High To Reach Our Goals

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Staff Wellbeing Policy

Document Control	
Title	Staff wellbeing policy
Date	July 2025
Supersedes	This is a new policy as the old policy had children and adults together
Amendments	The token approach is out-lined in the policy.
Related Policies/Guidance	Appraisal policy Behaviour policy Capability procedure Staff code of conduct
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1. Aims

The Trustees of the Cherry Tree Trust, as part of their Health & Safety responsibilities recognise that staff wellbeing is important and they are committed to promoting high levels of health and wellbeing. We have investigated the adjustments we can make which may prevent a period of staff absence.

This policy aims to:

- Support the wellbeing of all staff to avoid negative impacts on their mental and physical health
- Provide a supportive work environment for all staff
- Acknowledge the needs of staff, and how these change over time
- Allow staff to balance their working lives with their personal needs and responsibilities
- Help staff with any specific wellbeing issues they experience
- Ensure that staff understand their role in working towards the above aims

2. Promoting wellbeing at all times

At NGPS we value all our staff. Employees have the right to a reasonable work-life balance which is why we offer a range of wellbeing provisions.

- We have evaluated the demands placed on individuals and seek solutions through collaborative working to reduce work load including planning, marking and feedback.
- We actively listen to staff and seek their viewpoints through various channels. Face-to-face discussions are encouraged during phase and staff meetings, while anonymous questionnaires provide an additional opportunity for open and honest feedback.
- We support staff within the school through line managers and colleagues, as well as via Health Assured, our Employee Assistance Programme.
- We promote positive working to avoid conflict.

- We encourage all staff to disconnect from emails and phone calls outside of normal working hours to promote a healthy work–life balance.
- We provide opportunities for discussion through school ‘Supervision’ sessions, which allow individuals to reflect on the pressures they are experiencing and consider them from a different perspective.
- We manage adjustments following a period of absence through return-to-work interviews, providing professional support to help employees successfully return to work after sickness absence.
- We have adopted the Woodland Academy Trust approach to supporting staff wellbeing by incorporating flexibility into the school timetable. Staff are issued wellbeing tokens that can be used to take allocated time off during the school day. This time is covered internally by colleagues within the school to ensure continuity of provision (see Appendix 1 for details).

2.1 Role of all staff

All staff are expected to:

- Treat each other with empathy and respect
- Keep in mind the workload and wellbeing of other members of staff
- Support other members of staff if they become stressed, such as by providing practical assistance or emotional reassurance
- Report honestly about their wellbeing and let other members of staff know when they need support
- Follow the school’s policy on out-of-hours working, including guidance on when it is and isn’t reasonable to respond to communications
- Contribute positively towards morale and team spirit
- Use shared areas respectfully, such as the staff room or offices
- Take part in training opportunities that promote their wellbeing

2.2 Role of line managers

Line managers are expected to:

- Maintain positive relationships with their staff and value them for their skills, not their working pattern
- Provide a non-judgemental and confidential support system to their staff
- Take any complaints or concerns seriously and deal with them appropriately using the school’s policies
- Monitor workloads and be alert to signs of stress, and regularly talk to staff about their work/life balance
- Make sure new staff are properly and thoroughly inducted and feel able to ask for help
- Understand that personal issues and pressures at work may have a temporary effect on work performance, and take that into account during any appraisal or capability procedures
- Promote information about, and access to, external support services
- Help to arrange personal and professional development training where appropriate
- Keep in touch with staff if they’re absent for long periods
- Monitor staff sickness absence, and have support meetings with them if any patterns emerge

- Conduct return-to-work interviews to support staff back into work
- Conduct exit interviews with resigning staff to help identify any wellbeing issues that led to their resignation

2.3 Role of senior staff

Our Senior Mental Health lead on the Senior Leadership Team is one of our Deputy Headteachers - Alec Smith, who leads the support for staff mental health and wellbeing.

Senior staff are expected to:

- Lead in setting standards for conduct, including how they treat other members of staff and adhering to agreed working hours
- Manage a non-judgemental and confidential support system for staff
- Monitor the wellbeing of staff through regular surveys and structured conversations
- Make sure accountability systems are based on trust and professional dialogue, with proportionate amounts of direct monitoring
- Regularly review the demands on staff, such as the time spent on paperwork, and seek alternative solutions wherever possible
- Make sure job descriptions are kept up to date, with clearly identified responsibilities and staff being consulted before any changes are made
- Listen to the views of staff and involve them in decision-making processes, including allowing them to consider any workload implications of new initiatives
- Communicate new initiatives effectively with all members of staff to ensure they feel included and aware of any changes occurring at the school
- Establish a clear policy on out-of-hours working, including on when it is and isn't reasonable for staff to respond to communications, and provide clear guidance to all stakeholders
- Make sure that the efforts and successes of staff are recognised and celebrated
- Produce calendars of meetings, deadlines and events so that staff can plan ahead and manage their workload
- Provide resources to promote staff wellbeing, such as training opportunities
- Promote information about, and access to, external support services, and make sure that there are clear routes in place to escalate a concern in order to access further support
- Organise extra support during times of stress, such as Ofsted inspections

2.4 Role of the governing board

The link governor for staff wellbeing is Hannah Jones – Staff governor

The governing board is expected to:

- Make sure the school is fulfilling its duty of care as an employer, such as by giving staff a reasonable workload and creating a supportive work environment
- Monitor and support the wellbeing of the headteacher
- Ensure that resources and support services are in place to promote staff wellbeing
- Make decisions and review policies with staff wellbeing in mind, particularly in regard to workload

- Be reasonable about the format and quantity of information asked for from staff as part of monitoring work
- Ensure that staff are clear about the purpose of any monitoring visits and what information will be required from them

3. Managing specific wellbeing issues

The school will support and discuss options with any staff that raise wellbeing issues, such as if they are experiencing significant stress at school or in their personal lives.

Where possible, support will be given by line managers or senior staff. This could be through:

- Giving staff time off to deal with a personal crisis
- Signposting to in school support such as our school counsellor
- Arranging external support, such as counselling or occupational health services
- Completing a risk assessment and following through with any actions identified
- Reassessing their workload and deciding what tasks to prioritise

At all times, the confidentiality and dignity of staff will be maintained.

3.1 Help with non-work stressors

These organisations can help with advice and guidance on other stressors.

- **Alcohol:** Drinkline. Help for anyone worried about their own or someone else's drinking. 0300 123 1110
- **Bereavement:** [Cruse Bereavement Care](#). Help for bereaved people and people caring for bereaved people. 0844 477 9400
- **Carers:** [Carers UK](#). Advice and information for all carers. 0808 808 7777
- **Disability:** DIAL. UK network of disability information and advice services run by people with experience of disability 01302 310 123
- **Domestic violence:** [Women's Aid](#) and [REFUGE](#) offer a joint helpline for practical advice and support for people experiencing domestic violence. 0808 200 0247
- **Drugs:** National Drugs Helpline. For drug users, their families, friends and carers. 0800 77 66 00
- **FRANK:** helps you find out everything you want to know about drugs. For friendly advice in confidence.
- **Equality:** [EASS: Equality Advisory Support Survey](#) The Helpline (0808 800 0082) advises and assists individuals on issues relating to **equality and human rights**, across England, Scotland and Wales.
- **Emotional crisis:** Samaritans. Confidential, emotional support for anyone in a crisis. 116 123
- **Family:** [Family Lives](#). Helpline for the parents and carers of children. 0808 800 2222
- **Money:** National debtline. Help for anyone in debt or worried they may fall into debt. 0808 808 4000
- **Older people:** [Age UK](#). For older people, their families and people working with them. 0800 169 6565
- **Social welfare:** [Shelter](#). Helpline for anyone facing a housing emergency. 0808 800 4444
- [Citizens Advice](#) Free, confidential advice on many topics.
- **Young people:** [Childline](#). Help for children and young people in danger, distress or with any problem. 0800 1111
- **NSPCC:** For anyone worried about a child at risk of abuse. 0808 800 5000

3.2 Help with mental health problems

These organisations can help with information about common mental health problems.

- Anxiety UK: Anxiety UK works to relieve and support those living with anxiety disorders. 08444 775 774
- *Business Disability Forum: Business Disability Forum is an employers' organisation focused on disability as it affects business. They aim to enable companies to become disability confident by making it easier to recruit and retain disabled employees and to serve disabled customers.
***for employers only**
- Counselling Directory - set up by a team who know how difficult it can be to find support. Through their experiences of mental health issues, they learnt how having the right support and information can help transform lives. The website encourages those in need to seek help and contains information on the common reasons people turn to counselling, as well as articles, news, and events. To ensure the professionalism of its website, all counsellors have provide details of their qualifications and insurance cover or proof of membership with a professional body.
- Dealing with Depression: Dealing with Depression is an online forum that provides a friendly and safe place for people to share information and talk about their experiences of depression.
- Mental Health Helplines Partnership Project: The Telephone Helplines Association's website lists a number of different mental health telephone services.
- Mind Infoline: The Mind Infoline service is run by a dedicated team of specialists, responding to more than 20 000 enquiries a year. Topics range from types of mental distress, where to get help and drug treatments, to alternative therapies and who's who in mental health services and advocacy. 0300 123 3393 (Open Monday to Friday 9am to 6pm except for bank holidays) or text 86463
- NHS: The NHS in England and Wales offers people medical information and advice by phone or over the internet. They can also refer callers to various self-help and support organisations. 111. In Scotland, contact NHS 24 on 111
- Rethink Mental Illness' National Advice and Information Service: Rethink Mental Illness' National Advice and Information Service provides expert advice and information on issues that affect the lives of people coping with mental illness. 0300 5000 927 (Open Monday to Friday 9:30am to 4pm)
- SANeline: Support, information and advice for anyone affected by mental health problems (Open 6pm to 11pm every day) 0845 767 8000
- SANemail: SANemail runs alongside SANeline to provide an additional channel of support to those affected by mental health issues
- The Mental Health Foundation: The Mental Health Foundation provides information, carries out research, campaigns and works to improve services for anyone affected by mental health problems, whatever their age and wherever they live

Appendix 1 - The Token System

- Each year, each full-time staff member is given 10 tokens to spend as they choose. This could be to watch a sports day, to go Christmas shopping or just to have a lie in.
- Part time staff members' allocation will be on a pro rata basis (eg if you work 3 full days you are entitled to 6 tokens).
- Each token equates to one hour's worth of time and half a day off site equates to 3 tokens.
- All teachers, teaching assistants and support staff on the schools payroll qualify for the tokens.
- When thinking about using tokens, staff must first consult with their Key Stage Leader then fill in and give a Token Request Form and give to the Headteacher for authorisation.
- Staff should give not less than one week's notice prior to the intended date of token use.
- Tokens are issued and authorised at the discretion of the Headteacher.
- We will make every effort to arrange the requested token time but there may be times within the school calendar which make release time difficult. If the school business cannot be fulfilled due to the number of staff absent then token time will need to be rearranged.

Full day	6 tokens
Half a day	3 tokens
Children's Class Assembly	1 token
Children's / Grandchildren's School Events – e.g. sports day, afternoon teas, stay & plays etc	1 token per 1 hour absent
Accompanying partner to routine appointments	1 token per 1 hour absent
Tokens are pro rata (everyone has not started with 10)	5 days = 10 tokens 4 days = 8 tokens 3 days = 6 tokens 2 days = 4 tokens 1 day = 2 tokens LO's = 3 tokens
<i>Please remember, no flights or events to be booked before you have received a confirmation email!</i>	