



Employee Mental Health & Wellbeing Policy

Introduction

Swallow Hill Homes recognises that supporting the mental wellbeing of our employees is important for both individuals and the organisation. Mental wellbeing is a key factor in an individual's health and safety, social wellbeing and productivity. By promoting good mental health, positive benefits are realised by individuals, their families and broader society. The many different aspects of mental ill-health and stress are associated with a broader range of illnesses and disabilities within society today.

A positive, supportive culture for mental wellbeing is important for all employees and should therefore be applied across the organisation. Everyone can contribute to mental wellbeing in our workplace and, by doing so, deliver a wide range of benefits to employees, the organisation and others. In doing so, we can also support those who have experienced mental health problems within the world of work through better access to employment opportunities and ongoing help and assistance.

Legal Framework

This policy has been developed with reference to the following legislation and guidance:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Equality Act 2010
- Employment Rights Act 1996
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Protection from Harassment Act 1997
- Worker Protection (Amendment of Equality Act 2010) Act 2023
- HSE guidance on work-related stress and the Management Standards

The organisation recognises its legal duty to protect the health, safety and welfare of employees, including risks associated with work-related stress and mental ill-health. Work-related stress will be managed through suitable and sufficient risk assessment arrangements and by implementing reasonably practicable control measures where stress-related hazards are identified.

The Purpose of our Mental Health and Wellbeing Policy

This policy sets out the framework for our organisation to provide a positive environment that promotes and supports a positive state of mental health and wellbeing for our employees and those we work with.

The policy also aims to ensure those who are experiencing mental health issues are supported through a number of measures with respect, confidentiality and without discrimination.

Policy Scope

This policy applies to the entire organisation including employees and third-party contract staff. Where applicable, due consideration should be given to our policy and its goals when dealing with people outside of our organisation.

Policy Aims

Our organisation plans to implement this policy to achieve the following aims:

- To promote good mental health and wellbeing of all staff through effective communication of our policies and best practice.
- To increase the awareness of our workforce regarding issues associated with mental health and wellbeing and to develop the skills and knowledge of managers, supervisors, and staff to deal with these issues.
- To provide support to staff experiencing a mental health problem while in employment and upon return from any absence, whilst preventing discrimination.
- To identify and reduce workplace factors that may contribute to work-related stress and poor mental health.

Achieving the Policy Aims

The organisation will promote a culture of good mental health and wellbeing to all staff as follows:

- Through effective communication designed to raise awareness and understanding about mental health and wellbeing.
- By implementing measures at all levels of the organisation that provide a workplace and culture that promotes positive mental health and wellbeing.
- By listening to our staff and adapting workplace policies (as required) and implementing the policies and evaluating their effectiveness.

The organisation will provide knowledge and skills training to help management, supervisors and staff support their own mental health and wellbeing and that of others. This training will be designed to address the following:

- The promotion of understanding of the importance of mental wellbeing to all employees, including best practice.
- How to deal with issues around mental health and stress effectively.
- Ensure that any employee suffering from mental illness is treated fairly, with respect and confidentiality and without discrimination.
- Where appropriate, the organisation will train Mental Health First Aiders to support the goals and implementation of this policy. Mental Health First Aiders provide initial support, signposting and guidance only and are not a substitute for professional medical advice, diagnosis or treatment.

Providing support to our staff

Swallow Hill Homes undertakes to provide the following measures and ways of working to promote mental health and wellbeing.

- Offering flexible working arrangements where practicable.
- Considering reasonable adjustments to duties, working arrangements or working environments where appropriate.
- Supporting employees who work remotely, from home or alone, recognising that isolation may have a negative impact on mental wellbeing.
- Promoting available occupational health services, employee assistance programmes or



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other support services where available.

- Working with employees to create a culture where bullying, harassment, discrimination and racism are not accepted.
- Taking reasonable steps to prevent sexual harassment in the workplace, including considering risks, implementing suitable preventative measures and responding appropriately to concerns or complaints.
- Providing training for all employees to raise awareness of everyday contributory factors, such as stress and excessive workload, that undermine mental health.
- Ensuring that managers and supervisory staff are aware of their obligations to promote a good working environment for their staff and colleagues as defined within this policy.
- Implementing training and awareness programmes to create a culture where staff are able to talk openly about mental health problems and disclose difficulties without fear of discrimination or reprisal.
- Providing proactive support for individual staff who are experiencing mental health problems, inside and outside the workplace, in a positive manner.

Where an employee is experiencing mental health issues, the organisation will provide support in the following ways:

- Proactively making employees aware of third-party organisations that may be able to provide information, advice and support in these situations.
- Offering continued employment where practicable, subject to appropriate adaptations to the role.
- In situations where the staff member experiences a period of absence from work due to mental ill-health, working with the employee to develop a "Return to Work Plan" that provides the best opportunity for the employee to return to work as soon as is reasonably practicable.
- Ensuring that the employee is treated fairly and without discrimination.
- Considering and implementing reasonable adjustments where practicable, particularly where a mental health condition may be considered a disability under the Equality Act 2010.
- Encouraging staff to seek appropriate help through the NHS or a mental health support organisation.
- Identifying and remediating any factors within the workplace that are contributing to negative mental health issues.
- Dealing with mental health-related issues in a sensitive manner, respecting the employee as an individual and acknowledging their right to confidentiality.
- Being mindful of the organisation's responsibilities under the Equality Act 2010.

This policy recognises that reducing stress in the workplace is a key component of supporting mental health and wellbeing. Our organisation shall promote the principles and activities below through workforce training and ongoing staff communication.

- Workload demands and expectations placed on employees should be effectively communicated, be achievable and accepted by all parties.
- We will promote an environment where staff are encouraged to feedback to their line management about factors in their job roles that may induce stress, such as excessive workload or overly stretching performance targets.



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- We will assess work-related stress risks and implement reasonably practicable control measures where workplace stress hazards are identified.
- Provide adequate support and training to enable the employee to meet the requirements of their role.
- Provide sufficient communication to keep employees adequately informed about any information that may impact the organisation and their roles.
- Ensure that managers and supervisors are aware of their responsibilities towards their staff, including setting and managing performance in a manner that is consistent with this policy.

Confidentiality

Swallow Hill Homes recognises that information relating to an employee's mental health is sensitive personal information and may also constitute special category personal data under UK GDPR. Such information will be handled confidentially and in accordance with applicable data protection requirements.

Information regarding an employee's mental health will only be shared where necessary, with appropriate consent where possible, and strictly on a need-to-know basis in accordance with the Data Protection Act 2018 and UK GDPR.

Confidentiality may only be breached where there is a legal obligation to do so or where there is a significant risk of harm to the employee or others.

Responsibilities

Directors:

- Ensure that this policy receives the necessary support and prioritisation to achieve its aim.
- Participate in the annual review of this policy and its effectiveness (See Monitoring and Review)
- Ensure that managers and supervisors are aware of, and implementing, their responsibilities.

Managers and supervisors:

- Ensure that staff are made aware of this policy, at induction and how to access it afterwards.
- Actively promote a culture of good mental health and wellbeing through the implementation of this policy.
- Manage and review the effectiveness of this policy on staff, and feedback to senior leadership as appropriate.
- Identify and address signs of work-related stress, mental ill-health or wellbeing concerns within their teams.
- Consider reasonable adjustments and support measures where appropriate.
- Maintain appropriate confidentiality when dealing with mental health matters.

All employees:

- Read and understand this policy, including changes, seeking clarification where required.
- Support our aim of providing a culture of good mental health and wellbeing through their activities and when considering others.



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- Take care of their own health and wellbeing, including mental health.
- Ensure that their actions do not affect the health and safety and general wellbeing of other people in the workplace.
- Raise issues or concerns and seek help from their line manager or an appropriate senior manager or Director.
- Raise concerns regarding excessive workloads, workplace stressors or other factors that may negatively affect mental wellbeing.
- Participate in wellbeing initiatives, training and support measures where appropriate.

Communication

Swallow Hill Homes will ensure that all employees receive a copy of this policy during the induction process and have continued access to the policy throughout the length of their employment. Employees should remain informed as the policy changes and be empowered to actively contribute and provide feedback to this policy.

Monitoring and Review

Swallow Hill Homes will review this policy annually or more frequently as required, for example to address issues highlighted through employee feedback or to react to legislative changes. The policy should objectively assess whether the stated policy aims have been met and review the effectiveness of the measures within this document.

Effectiveness of the policy will be assessed through:

- Feedback from the workforce, including complaints, appraisals/performance reviews, return to work surveys and exit interviews as appropriate.
- Staff turnover, retirement and sickness statistics.
- Outcomes of any mental health issues supported through this policy.
- Trends relating to stress-related absence, occupational health referrals, employee wellbeing surveys and workforce feedback will be monitored, where available, to assess the effectiveness of this policy.

Emergency Contacts

NHS	Medical information and advice	111
SAMARITANS	Emergency telephone number	116 123
MIND	Infoline	0300 123 3393

Useful Resources

Anxiety UK - www.anxietyuk.org.uk
ACAS Help and advice - www.acas.org.uk/mentalhealth
NHS Choices (Moodzone) - www.nhs.uk/conditions/stress-anxiety-depression
RETHINK - www.rethink.org
The Mental Health Foundation - www.mentalhealth.org.uk
Workways - www.workways.org.uk



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The Equality Act 2010 https://www.legislation.gov.uk/ukpga/2010/15/contents

Rob Bailey, Director, 05-09-2026

Employee Acknowledgement of receipt of SHH Mental Health & Wellbeing Policy last updated 05-09-2026

(To be completed by staff member)	
I have read and understood this policy.	
Name	
Job title	
Signature	
Date	