Cysgod y Coed

Staff Wellbeing Policy

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Version	**Date**	**Reviewer**	**Note of revisions**

Associated documents

All our policies are constructed using the Monmouthshire values:

Teamwork Openness Fairness Flexibility Kindness:

All our policies are co-constructed and informed by professional learning, pupil voice, parent carer voice, staff voice and subject to challenge and support by our Management Committee.

This policy makes clear how people should treat others and what may happen where things go wrong.

1. Statement of Commitment

Our setting is committed to promoting and protecting the wellbeing of all staff. We recognise that working within a Pupil Referral Service involves supporting children and young people with complex educational, behavioural, social, emotional and mental health needs. Staff are frequently required to manage challenging situations, respond to high levels of safeguarding concerns, and support pupils who may have experienced trauma, adversity and significant life challenges.

We acknowledge that this work can have an emotional impact on staff and may contribute to stress, compassion fatigue, secondary traumatic stress and burnout if appropriate support systems are not in place. The wellbeing of our staff is fundamental to maintaining a safe, effective and nurturing environment for pupils.

We are committed to developing a culture where staff wellbeing is valued, openly discussed, and supported through both preventative and responsive measures.

2. Aims

This policy aims to:

- Promote positive mental health and wellbeing for all staff.
- Foster a supportive and caring workplace culture.
- Recognise the emotional demands associated with safeguarding and complex casework.
- Provide opportunities for reflection, professional support and emotional processing.
- Reduce workplace stress where reasonably possible.
- Encourage staff to seek support early when needed.

- Ensure staff are aware of the wellbeing resources available to them.
- Promote healthy work-life balance and professional sustainability.

3. Principles

Our approach to staff wellbeing is based on the following principles:

- Wellbeing is a shared responsibility across the organisation.
- Staff should feel safe to discuss wellbeing concerns without fear of stigma or judgement.
- Regular opportunities for reflection and support are essential in emotionally demanding environments.
- Effective wellbeing support contributes to improved outcomes for pupils and families.
- Early intervention is preferable to crisis response.
- Leadership has a responsibility to model healthy working practices and promote wellbeing.

4. Recognising the Demands of the Role

Staff working within our setting may be exposed to:

- Frequent safeguarding concerns and child protection issues.
- Disclosures of abuse, neglect and trauma.
- High levels of emotional and behavioural need.
- Significant challenges relating to attendance, family circumstances and vulnerability.
- Managing incidents involving risk, conflict or crisis.
- Multi-agency working around complex cases.
- The emotional impact of supporting pupils who have experienced adverse childhood experiences.

We recognise that repeated exposure to such situations can affect emotional resilience and wellbeing. Consequently, staff support is viewed as an essential safeguarding measure for both staff and pupils.

5. Staff Wellbeing Support

5.1 Supportive Leadership and Management

Leaders and managers will:

- Promote an open culture where wellbeing can be discussed.
- Monitor staff wellbeing through supervision, meetings and informal check-ins.
- Consider workload and operational pressures when making decisions.

- Encourage staff to access support where appropriate.
- Respond promptly and sensitively to wellbeing concerns.
- Promote a healthy work-life balance.
- Be as flexible as possible with any requests for reasonable absences for family events
- Uphold staff's 'right to disconnect' i.e. not contact between 6 pm – 8 am and not at weekends
- Ensure staff are entitled to an individual Health and Safety Executive (HSE) Stress Risk Assessment upon request or following a period of stress-related absence from MCC.

5.2 Group Supervision

Recognising the emotional demands associated with safeguarding and complex pupil needs, staff will have access to a **Group Supervision Scheme provided through the Monmouthshire Educational Psychology Service**.

The purpose of group supervision is to:

- Provide a safe, confidential and supportive space for professional reflection.
- Support staff in processing the emotional impact of their work.
- Enhance understanding of complex pupil needs and behaviours.
- Promote resilience and wellbeing.
- Reduce feelings of isolation and professional stress.
- Facilitate collaborative problem-solving and peer support.

Staff will be provided guaranteed time during the working day for immediate emotional and operational debriefs following serious safety or behavioural incidents.

Participation in group supervision is strongly encouraged and forms part of our commitment to maintaining a psychologically informed and supportive workplace.

Group supervision is not intended to replace line management, performance management or safeguarding procedures but serves as an additional wellbeing and reflective practice opportunity.

5.3 Counselling Support

All staff have access to **six free counselling sessions through Phillips Wellbeing**.

This confidential service is available to support staff experiencing personal or work-related difficulties, including:

- Stress and anxiety.
- Work-related pressures.
- Emotional wellbeing concerns.

- Bereavement and loss.
- Family or relationship difficulties.
- Other issues affecting wellbeing.

Staff can access this service directly and confidentially. No details of counselling discussions will be shared with the setting unless there are serious safeguarding concerns or where required by law.

To access Phillips Wellbeing, please speak confidentially the Head or another senior member of staff you feel more comfortable with

5.4 Peer Support

We encourage:

- Collaborative working.
- Team reflection and problem-solving.
- Informal peer support.
- Respectful and supportive professional relationships.

We recognise how much of a value support staff are to one another in our service; this is clear through feedback from our staff surveys. Staff are encouraged to look out for one another and to seek support when concerns arise. If staff are concerned about their peers, they should seek further advice from their Line Manager.

5.5 Professional Development

Appropriate training may be provided to support staff wellbeing, including:

- Trauma-informed practice.
- Managing challenging behaviour.
- Resilience and self-care.
- Stress management.
- Mental health awareness.
- Safeguarding and professional resilience.

5.6 Staff Voice, Feedback and Wellbeing Monitoring

The setting recognises that staff are best placed to identify both the strengths of our wellbeing provision and areas where further support may be required. We are committed to actively listening to staff and using their feedback to inform ongoing developments in wellbeing support and working practices.

To support this commitment, the setting will:

- Conduct regular staff wellbeing surveys to gather feedback on workload, morale, wellbeing and workplace culture.
- Provide opportunities for staff to share views through team meetings, supervision sessions and informal discussions with leaders.
- Encourage honest and constructive feedback in a supportive and non-judgemental environment.
- Use survey findings and staff feedback to inform action planning and service improvement.
- Share key themes and outcomes with staff, where appropriate, and communicate actions taken in response.
- Monitor wellbeing trends over time to identify emerging concerns and ensure appropriate support is available.
- Staff feedback is viewed as an essential part of maintaining a healthy, supportive and psychologically informed workplace. The Leadership Team is committed to ensuring that staff voices are heard, valued and reflected in decision-making wherever possible.

6. Responsibilities

Leadership Team

The Leadership Team will:

- Promote and monitor staff wellbeing.
- Ensure wellbeing considerations inform organisational decisions.
- Facilitate access to available wellbeing resources.
- Support participation in group supervision.
- Review wellbeing arrangements regularly.

Line Managers

Line managers will:

- Maintain regular wellbeing conversations with staff.
- Identify and respond appropriately to wellbeing concerns.
- Signpost staff to available support services.
- Promote attendance at group supervision opportunities where appropriate.

All Staff

All staff are expected to:

- Take reasonable responsibility for their own wellbeing.

- Seek support when needed.
- Participate positively in wellbeing initiatives.
- Support colleagues respectfully and professionally.
- Raise concerns if they believe their wellbeing is being adversely affected by work.

7. Confidentiality

Wellbeing discussions will be treated sensitively and confidentially wherever possible. However, confidentiality may need to be breached where there are safeguarding concerns, legal obligations, or significant risks to the individual or others.

8. Monitoring and Review

The effectiveness of this policy will be monitored through:

- Staff feedback.
- Wellbeing surveys where appropriate.
- Participation in wellbeing initiatives and supervision.
- Monitoring of absence trends and staff retention.
- Regular review by the Leadership Team.

This policy will be reviewed annually or sooner if required by changes in legislation, organisational arrangements or identified need.

This policy was approved by the Management Committee

Signed: … …. Chair of the Management Committee

Date: …14th October 2026……

Signed: ……J. Parkinson…… Head of Cysgod y Coed

Date: ……14th October 2026……