

Employee Wellbeing Policy and Procedure

1. Purpose

Suffolk Artlink recognises that the wellbeing of employees and volunteers is essential to sustaining our charitable mission.

As a small charity, we rely on strong teamwork, mutual support, and healthy working practices. This policy sets out how we promote wellbeing, prevent work-related stress, and support staff when difficulties arise.

We aim to create a workplace where people:

- Feel safe, valued, and respected
- Can speak openly about wellbeing
- Maintain a healthy work–life balance
- Receive support early when challenges occur

2. Scope

This policy applies to:

- Employees
- Volunteers where appropriate

3. Our Wellbeing Approach

We recognise that small charities often face:

- Limited staffing capacity
- Emotional, community-facing work
- Funding uncertainty
- Staff holding multiple responsibilities

Because of this, wellbeing is addressed through everyday management practice, not only formal processes.

Our approach focuses on:

- Early conversations rather than formal escalation
- Flexibility where operationally possible
- Trust, openness, and mutual responsibility

4. What We Mean by Wellbeing

Wellbeing includes:

- Mental and emotional health
- Physical health and safety
- Reasonable workload and role clarity
- Supportive relationships at work
- Financial and job security concerns where relevant
- Work–life balance

5. Principles

Suffolk Artlink commits to:

- Treating mental health equally with physical health
- Encouraging staff to raise concerns early
- Managing workloads realistically
- Avoiding a culture of overwork or unpaid overtime
- Supporting recovery following illness or stress
- Maintaining confidentiality wherever possible

6. Roles and Responsibilities

Trustees will:

- Promote a positive organisational culture
- Ensure staffing levels and expectations are reasonable
- Support the Director's (officer) wellbeing
- Monitor organisational risks affecting staff welfare

Managers will:

- Hold regular check-ins or supervision meetings
- Monitor workload and working hours
- Encourage annual leave and rest breaks
- Notice early signs of stress or burnout
- Offer supportive adjustments where possible
- Seek external advice when needed

All staff and volunteers are expected to:

- Take reasonable care of their own wellbeing
- Raise concerns early
- Respect colleagues' boundaries and wellbeing
- Take breaks and annual leave entitlement

7. Everyday Wellbeing Practices

Because we are a small organisation, wellbeing is supported through simple practices:

- Regular informal and formal check-ins
- Clear priorities when workloads increase
- Flexibility around working hours where feasible
- Hybrid or remote working where appropriate
- Encouragement to disconnect outside working hours
- Team communication that is respectful and inclusive

8. Recognising Wellbeing Concerns

Wellbeing concerns may show through:

- Increased absence or lateness
- Reduced concentration or motivation
- Withdrawal from colleagues
- Visible stress, fatigue, or overwhelm
- Changes in behaviour or mood

Managers and colleagues should respond early and supportively.

9. Wellbeing Support Procedure

Step 1 — Raising a Concern

An employee may speak with: The Director (officer), their line manager, a trustee (if the concern relates to management).

Concerns can be raised informally.

Step 2 — Supportive Conversation

The purpose is to understand:

- What support is needed
- Whether work factors are contributing
- Practical steps that may help

This is not a disciplinary process.

Step 3 — Agreeing Support

Support may include:

- Temporary adjustment of duties or priorities
- Flexible working arrangements
- Additional supervision or check-ins
- Adjusted deadlines
- Phased return following illness
- Signposting to external support services

A brief note of agreed actions may be kept.

Step 4 — Review

- Agree a review date
- Adjust support if circumstances change
- Escalate only where necessary

10. Mental Health and Stress

We recognise that charity work can be emotionally demanding.

The organisation will:

- Encourage realistic expectations of staff capacity

- Avoid long-term excessive workloads
- Discuss pressures openly during supervision
- Treat stress as a health matter rather than poor performance

11. Reasonable Adjustments

Where an employee has a disability or long-term health condition, we will consider reasonable adjustments such as:

- Flexible hours
- Adjusted responsibilities
- Remote or hybrid working
- Additional breaks
- Phased return to work

12. Sickness Absence and Return to Work

Following wellbeing-related absence:

- A supportive return-to-work discussion will take place
- Adjustments may be agreed temporarily
- The focus will be recovery and sustainable return

13. Confidentiality

Wellbeing discussions are confidential.

Information will only be shared with consent, or where necessary for safety or legal obligations.

14. External Support

As a small charity without internal HR or occupational health services, staff may be signposted to:

- GP or NHS services
- Mental health charities and helplines
- Local support organisations

15. Creating a Healthy Culture

We aim to build a culture where:

- Asking for help is encouraged
- Boundaries are respected

- Annual leave is taken
- Overtime is exceptional, not expected
- Successes and contributions are recognised

16. Monitoring and Review

The Board of Trustees will review this policy triennially.

Date	Signed	Role
20/07/2026	Alistair Winch	Company Secretary on behalf of the Board of trustees