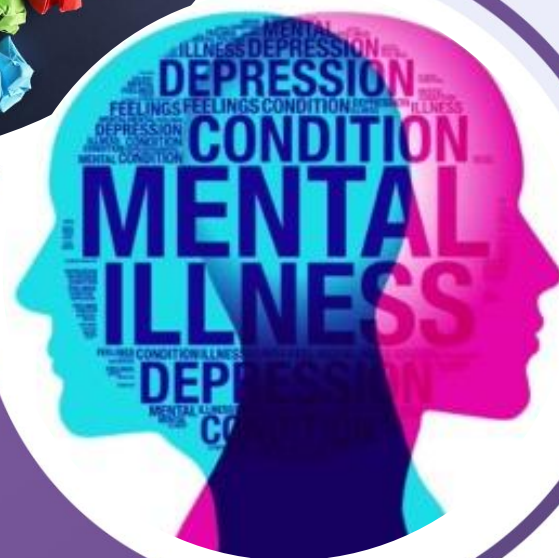


NEXT REVIEW: OCTOBER 26



Protocol Consultancy Services believes that having a Mental Health and Wellbeing Policy benefits both staff members and customers alike. Our Mental Health and Wellbeing Policy describes how we will look after our staff and customers' mental health and wellbeing.



1. Policy Statement

- 1.1** Protocol Consultancy Services believes that having a Mental Health and Wellbeing Policy benefits both staff members and customers alike. Our Mental Health and Wellbeing Policy describes how we will look after our staff and customers' mental health and wellbeing. This policy aims to provide protection for staff's wellbeing by encouraging clarity of procedures when a person discloses a mental health issue, and to give reassurance to staff members to be confident in their response to difficult situations. This policy defines the roles and responsibilities of staff members in such situations, and the fellow staff members and customers who are receiving support benefit from a consistent and informed response.
- 1.2** Protocol staff members can use this policy to find out how to support [themselves, their colleagues, those they line manage, customers] in relation to mental health. Employees have a duty of care towards their customers and colleagues, but also a duty of self-care to themselves to keep healthy and mentally well. Protocol Consultancy Services recognises that work pressures can result in poor mental health and wishes to promote a supportive workplace culture.
- 1.3** Protocol Consultancy Services recognises that it is required to provide employees with a safe and healthy work environment under [the Health and Safety at Work Act 1974, The Equality Act 2010].
- 1.4** This policy will be reviewed annually by using the indicators collated at the end of this document.

2. Response to the disclosure of mental health issues

- 2.1** Protocol staff members. Employers and learners who are experiencing issues with their mental health can find general information on sources of support in the Mental Health Directory of Services. If a member of staff is concerned about the mental health of a fellow staff member, they can raise these concerns with their line manager.
- 2.2** Staff members who are worried about the mental health or wellbeing of a colleague can raise concerns with their line manager. Managers who are concerned about a member of staff can contact Susan Tipton (MD). If an employee advises they are off sick due to their mental wellbeing, a manager should be advised.
- 2.3** Staff members who are concerned about the mental health or wellbeing of a learner can direct the customer to the Directory of mental health services available in their area.
- 2.4** Resources and information available to support people who are experiencing issues with their mental health include the directory of services, helpline, peer support.

3. Response to working exposure to trauma

- 3.1** Protocol Consultancy Services acknowledges that they have a duty of care to carry out risk assessments in work areas to identify scenarios that could give rise to staff experiencing trauma. Environments within Protocol Consultancy Services where there are workers who are particularly at risk of trauma due to the nature of their work include cumulative trauma such as regular exposure to bereaved persons, palliative care workers and vicarious trauma such as disclosure of traumatic events, support workers. If a staff member is concerned about the effects of trauma on a colleague or customer, they can make their line manager aware of their concerns.
- 3.2** Single incident traumas such as accidents, traffic collision can be reported to Occupational Health. Support after trauma is triggered by the events itself, request from staff member, request from manager. Support offered after a single incident trauma can be accessed by requesting support from managers, calling a helpline.

- 3.3** Regularly scheduled support offered after cumulative or vicarious trauma can include training and staff supervision. Support available on request can include helplines and counselling. Protocol Consultancy Services targets those vulnerable to experiencing trauma by monitoring those in 'at risk' roles, promoting training.

4. Change in work and life circumstances

- 4.1** A significant change in working circumstances such as redundancy, retirement etc. can create a need for support for staff members. Employees moving either to a new organisation or to a new role within Protocol Consultancy Services can be supported in their transition by discussions with their line manager or MD.
- 4.2** Staff members experiencing a change in their lives external to work such as becoming a parent, sickness or bereavement can access support through compassionate leave, maternity/paternity leave, flexible working, return to work meetings.

5. Training

- 5.1** Protocol Consultancy Services recognises that mental health and wellbeing training is important for staff members to access to fulfil their duty of self-care and duty of care to their customers. All Mental Health and Suicide Prevention training is available to all staff members. Information about availability of training can be found on the Protocol Consultancy Services website, noticeboard, emails, and Moodle. Training can be taken during work hours with the line manager's permission or during company-wide training days. Protocol Consultancy Services takes the approach that 100% of staff should complete Essential Wellbeing Training and Mental Health First Aid training. (All key staff have completed Awareness of Mental Health Problems L2).

6. Promotion of Good Mental Health

- 6.1** The workforce at Protocol Consultancy Services is made aware of mental health, wellbeing and stress through various events. Protocol Consultancy Services is committed to running activities during Mental Health Awareness Week in May, Suicide Prevention Week in September, and the Mental Health Arts and Film Festival in October. Protocol Consultancy Services supports staff members who wish to promote mental health and wellbeing as part of activities set up during these campaigns. Protocol Consultancy Services has also signed up to the See Me at Work and Healthy Working Lives initiatives and seeks to become an employer which supports good mental health and address stigma through these initiatives.

7. Monitoring

- 7.1** Protocol Consultancy Services has developed an action plan to further improve its support for its employee's mental wellbeing. It monitors the progress of these actions and the overall health of the mental health and wellbeing of its workforce by analysing the indicators detailed below.

Action	Indicator	Target	Progress	Comment	Future Actions
---------------	------------------	---------------	-----------------	----------------	-----------------------

<i>Staff know how to respond appropriately to a person disclosing poor mental health</i>	<i>Percentage of workforce trained/refreshed in Mental Health and Suicide Prevention</i>	<i>50% trained by May 2026</i>	<i>75 % trained by October 2026</i>	<i>1000 % achieved target by Dec 26</i>	<i>Continue to roll out refresher training. Ensure 100% of Line Managers are trained.</i>
<i>Staff are encouraged to talk openly about mental health and associated issues</i>	<i>Protocol Consultancy Services seeks to encourage the White Ribbon campaign</i>	<i>Organisation membership ongoing Nov 25</i>	<i>Refresher Training for all staff Nov/ Dec 2025</i>	<i>Achieved accreditation Oct 21 and revisited annually</i>	<i>Continue to run annual support days for White Ribbon in Month of November each year</i>
<i>Pre Apprenticeship Learners</i>	<i>Percentage of Learners introduced to training Workshop</i>	<i>100% groups to have training session</i>	<i>All SP groups receive White Ribbon and MH training as part of PCS initiative Healthy Eating and wellbeing reviewed Oct 25</i>	<i>Added to Traineeship Curriculum for Pre Apprenticeships from</i>	<i>session included and 1st for EPA website included</i>
<i>Website to have appropriate links</i>	<i>MHS MIND websites etc to be linked on website</i>	<i>2 good websites</i>	<i>Completed</i>	<i>Additional links added Oct 25 Take Heart to be added Jan 26</i>	<i>Monitor and add web links accordingly.</i>

8. Glossary

- 8.1 Mental health:** Mental health is defined as a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community. **Self-harm:** Self-harm is when somebody intentionally damages or injures their body. It's usually a way of coping with or expressing overwhelming emotional distress.
- 8.2 Mental wellbeing:** Mental wellbeing describes your mental state - how you are feeling and how well you can cope with day-to-day life.
- 8.3 Trauma:** A specific event or events that triggers an intense emotional response of helplessness, terror or horror. An individual will usually exhibit symptoms such as flashbacks, persistent anxiety, sleep disturbance, distraction, nervousness and a desire to avoid stimuli associated with the event.
- 8.4 Cumulative trauma:** Trauma created by the combined effects of stressors such as demeaning work conditions, worker/job mismatch, prejudice, unclear job expectations, impossible workloads, abusive treatment by peers or superiors, emotionally draining interactions with difficult people, and job insecurity.
- 8.5 Vicarious trauma:** Stress and personal damage caused by helping or wanting to help a traumatised person.
- 8.6 Single incident trauma:** Trauma from a single catastrophic event, such as violence in the workplace.

Policy published date	August 2018
Date of last review	October 2025
Next review due	October 2026
Person responsible for policy and review <i>Susan A Tipton</i>	Sue Tipton