

ACAS Helpline

Helpline for FREE support and advice

Whether you are an employer, employee or representative, you can call the national ACAS helpline for free and impartial advice.

ACAS provide comprehensive information about employment rights and regulations, best practice and offer clear and confidential guidance about any kind of dispute or query about relationship issues within the workplace.

Helpline numbers

Monday-Friday, 08:00-20:00: **08457 47 47 47**

Monday-Friday, 08:00-20:00 (Minicom users): **08456 06 16 00**

Saturday, 09:00-13:00: **08457 47 47 47**

<http://www.acas.org.uk/>

Health and Wellbeing at work

Responsibility for health and wellbeing at work belongs to both employers and employees. The key factors that can determine whether workers will have a positive or negative relationship with work are:

- the relationships between line managers and employees
- whether employees are involved in organisational issues and decisions
- job design
- availability and acceptability of flexible working
- awareness of occupational health issues.

<http://www.acas.org.uk/index.aspx?articleid=1972>

ACAS offers advice on dealing with common issues such as musculoskeletal disorders, stress, mental health, and alcohol and drug problems. However it does not have information about statutory health and safety responsibilities: for more information about this, visit www.hse.gov.uk (opens in a new window).

Stress

The Health and Safety Executive (HSE) define stress as 'the adverse reaction people have to excessive pressures or other types of demand placed on them'. Many factors, both inside and outside of the workplace, which can lead to stress. As well as anxiety and

depression, stress has been associated with heart disease, back pain and gastrointestinal illnesses.

In the workplace, it can be easy for managers to confuse positive pressure, which can create a buzz, and the harmful effects of pressure that is beyond a person's ability to cope. Outside the workplace, factors such as relationship, family or debt problems can create stress or turn the otherwise normal pressures of work into excessive ones for particular individuals.

ACAS Advisory booklet - Stress at work

This booklet investigates stress in the workplace and offers employers helpful advice.

The booklet is available to download from the ACAS website:

<http://www.acas.org.uk/index.aspx?articleid=782>

Also see: [Health and the workplace](#)
 [Alcohol and drugs policies](#)