

**Standard Operating Procedures**

**Sustaining Resilience at Work**

**Peer Support Programme**

**(StRaW)**

August 2025

**Document Profile**

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**Version Control**

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| **Date** | **Version** | **Summary of changes made** |
| August 2021 | 1 | New SOP |
| August 2025 | 2 | Updated to reflect changes to names of roles at FNHC – ‘practitioner’ to ‘buddy’ and ‘manager’ to ‘coordinator’ (StRaW products and information by March on Stress (Licenced training provider) will continue to refer to ‘practitioner and manager’).  Removal of spreadsheet containing dates and initials of staff who have accessed StRaW. |
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# Introduction

Sustaining Resilience at Work (StRaW) is a peer support system to identify and support staff who may be experiencing symptoms of psychological distress. It is not a counselling service and StRaW buddies and coordinators are not mental health experts. It is appropriate when:

* A colleague has prolonged exposure to a highly challenging role
* A colleague displays consistently ‘out of character’ behaviour
* There has been an unexpected change in work performance for no clear reason
* After significant adverse life events
* A colleague is experiencing a crisis

**StRaW is not a HR or performance management process** and is provided to support employees’ wellbeing. A StRaW assessment is confidential between the StRaW Buddy and the person who receives the support and that confidence will only be broken where there is a serious concern for safety. StRaW Buddy’s may discuss cases confidentially with a StRaW Coordinator with consent from the employee.

The organisation will support buddies and coordinators to maintain competence and abide by the standards below and Code of Conduct (Appendix 1) by arranging and providing ongoing continuous professional development and update opportunities.

**StRaW Standards:**

*StRaW Buddies (Practitioners) will:*

* Have completed a recognised StRaW Practitioner training course;
* Comply at all times with the StRaW code of conduct;
* Seek supervision from a StRaW Coordinator (Manager) or other suitably qualified person (e.g. healthcare professional) where they are not clear about any StRaW related work they carry out
* Stay ‘in date’ by:
  + Undergoing annual refresher training if they have carried out less than three StRaW interviews per year
* OR
  + Carrying out more than three StRaW interviews per year **and** completing a refresher training package every two years

*StRaW Coordinators (Managers) will:*

* Have completed a recognised StRaW Practitioners Course and StRaW Managers course;
* Ensure StRaW Practitioners within their organisation receive the supervision they require as they carry out their StRaW duties;
* Ensure that StRaW Practitioners within their organisation meet the standards as above and comply with the StRaW code of conduct;
* Continue to develop their knowledge and experience through continuous professional development (CPD) by attending, as a minimum, one occupational-health related event/training course during each two-year period in addition to a StRaW Manager refresher training once per two years;
* Ensure they receive StRaW Manager refresher training from a reputable, evidence-based StRaW training provider every two years.

# SOP 1 Accessing StRaW

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| ***Purpose*** |

To set out how employees may access StRaW.

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| ***Scope*** |

StRaW is available to all employees of FNHC and any other volunteer or staff member who works at FNHC (including co-located staff).

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| ***Core Requirements/Procedure*** |

Information about StRaW will be available to staff on notice boards, leaflets and on TEAMs

* Staff can self-refer if they feel that StRaW may help them.
* Line managers or colleagues may suggest that staff seek a StRaW assessment or offer to arrange a StRaW assessment with consent. Staff do not have to engage with the process if they do not wish to and can leave the process at any point.
* Staff can contact a StRaW Coordinator directly to arrange a StRaW assessment
* Any StRaW coordinator or buddy can be approached to arrange a StRaW assessment, they will contact a StRaW coordinator to confirm arrangements.

The StRaW Coordinator will allocate a StRaW buddy or coordinator based upon availability and preference of the employee (where possible).

The StRaW buddy/coordinator will then make arrangements directly with the employee. Arrangements will include the time and date and location of the meeting which should be private and comfortable.

Alternatively, if face to face meetings are difficult to arrange then StRaW assessments may be carried out virtually if agreed by both parties.

# SOP 2 StRaW Meetings

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| ***Purpose*** |

To provide an explanation of StRaW meetings.

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| ***Scope*** |

For anyone accessing StRaW

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| ***Core Requirements/Procedure*** |

StRaW assessment meetings should be carried out in a private location free from interruptions.

There are five phases to the meeting:

1. Introduction
2. Before
3. Now
4. Planning
5. Exit

The StRaW buddy/coordinator will use StRaW materials as aide memoirs to support the meeting and they will take some notes. Notes are taken so that there is a record of actions that can be discussed at any follow up meetings and to help the StRaW buddy/coordinator recall the initial discussion.

In most cases a follow up meeting will be arranged and agreed during the initial StRaW meeting, this will be with the StRaW buddy/coordinator who carried out the initial discussion.

Notes will be held confidentially by the buddy/coordinator and submitted to the StRaW coordinator in a sealed envelope with the dates of the meetings for safe storage upon the completion of the assessment and any follow up meetings.

A copy of the notes may be shared directly with the employee. The notes will be securely disposed of 12 months after the final StRaW meeting takes place.

# Appendix 1

**StRaW Code of Conduct**

Sustaining Resilience at Work (StRaW) is a process which aims to support people who have been exposed to occupational pressure and/or stress and may be experiencing a mental health impact as a result. It is not a medical initiative; however, StRaW Practitioners and Managers should abide by this code of conduct in the same way that medical practitioners abide by the rules of good medical practice

* StRaW interventions, including but not limited to risk assessments, should only be undertaken by individuals who have successfully completed a StRaW course delivered by a suitably qualified and current StRaW instructor according to the StRaW standards below
* StRaW interventions should only be carried out if the person doing so is comfortable with the duty and considers that the role they are undertaking is consistent with their personal levels of training, expertise, education & experience
* Confidentiality about StRaW work should be maintained at all times. StRaW workers should only speak about their StRaW work to StRaW colleagues or supervisors who ‘need to know’
* StRaW Practitioners and Managers should ensure that they inform people they support with a StRaW intervention about their approach to confidentiality and ensure they are aware of the sorts of situations in which confidentiality might be broken
* StRaW interventions should ensure that conversations that might increase occupational mental health issues in individuals are avoided wherever possible
* Appropriate notes relating to StRaW interventions should be recorded and stored securely, paying appropriate attention to data protection requirements and respecting the need to maintain confidentiality
* It is imperative that having conducted an initial assessment, StRaW Practitioners ensure that they complete any appropriate follow on actions such as provision of advice or mentoring or where appropriate following up to check on progress Where appropriate follow on actions cannot be completed for whatever reason, the Practitioner should ask their StRaW Manager to ensure that another StRaW Practitioner can be assigned to complete the required follow on actions
* Where a StRaW Practitioner/Manager does not feel able to carry out StRaW work, for an emotional or other reason, they should tell their supervisor about the limitation as soon as they can and should, under no circumstances, continue using StRaW to help others until they have recovered a good state of personal wellbeing themselves
* All StRaW work should be carried out with the aim of helping others whilst avoiding causing harm
* StRaW Practitioners and Managers should ensure they access appropriate supervision where they feel unsure about an issue.