

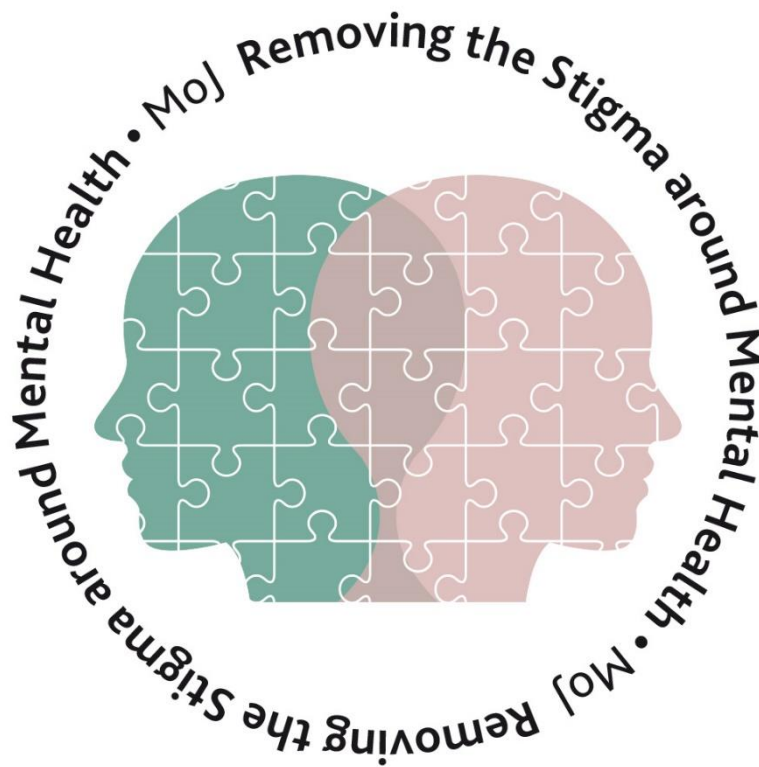


Ministry
of Justice

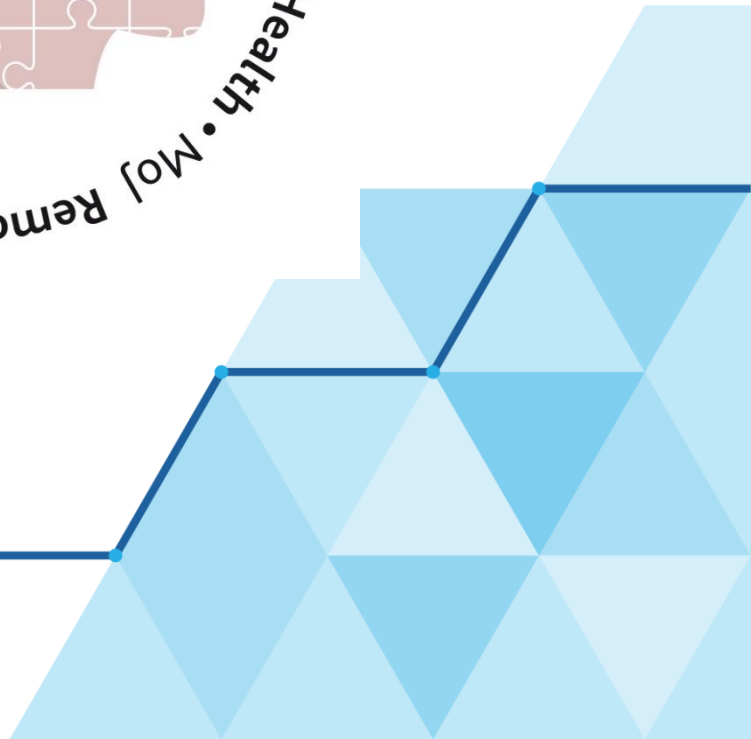


Mental Health Allies

Single Point of Contact (SPOC) Guide



July 2020



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What we are doing to support our people

- Encourage conversations to break the stigma around mental ill health
- Provide better support and increase capability for staff and managers
- Provide better awareness of relevant policies, resources & toolkits
- Embed the Mental Health Allies programme across the MOJ and HMPPS
- Promote the four strands of the Health & Wellbeing Be Well Strategy 2019-2021

Our Priorities



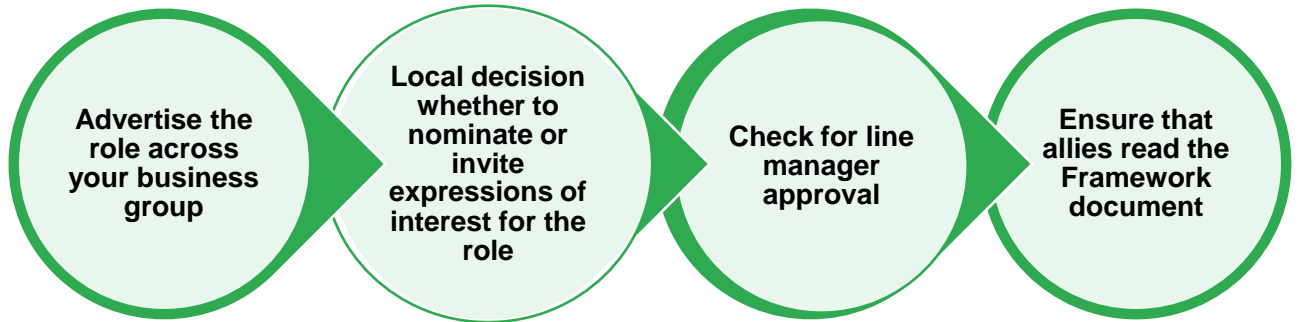
The role of a SPOC

Key roles and responsibilities:

The role of a SPOC is key in establishing, progressing and championing the mental health allies programme. It is a prominent role with clear expectations above that of an ally. A SPOC will actively participate and co-ordinate ally activities and events in a specific business group and adopt a collaborative approach to building relationships with local champions including Diversity & Inclusion, Health & Wellbeing, Engagement, Capability leads. This guide has been developed to assist and articulate the responsibilities as outlined below:



Recruitment



Training and Induction

MHAs face to face and virtual workshops are delivered by PAM Assist, SPOC or an MOJ trained trainer to equip allies in the role.

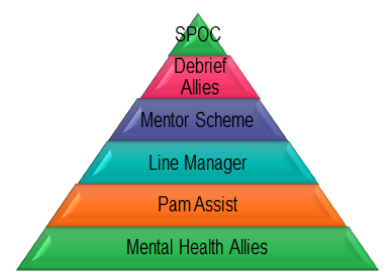
The Induction is conducted by the SPOC to outline the expectations in the relevant business group and raise awareness of local action plans.

The mentoring scheme offers an extra layer of support to allies in their role, as well as a development opportunity- whether as a mentor or mentee.

Implementation and Next Steps



Support for Mental Health Allies



The wellbeing of mental health allies (MHAs) undertaking this volunteer role is important. There are various avenues of support that provide a valuable opportunity to share knowledge, understanding and experience. Allies can build on their current skills and gain valuable advice from a more experienced person.

Building your network of support will give you an opportunity to discuss specific matters or concerns which will support you in the role, both on a one to one basis or as part of a wider network.

Single Point of Contact (SPOC)

- The SPOC will set regular touch points, share information and updates, coordinate local activities, promote calendar days, organise local notice boards and drive your local action plan forward.

Debrief Allies

- Debrief allies have been trained by the Samaritans and can be contacted if you have been exposed to an upsetting or distressing incident and need time to reflect and put the events into perspective.

Mentor Scheme

- The mentoring scheme for allies is a confidential process that is about being committed and having mutual trust, setting goals and challenges, giving encouragement and constructive feedback.

Line Manager

- Your line manager will offer support when needed. During 1-1s you can use the opportunity to discuss the role, your activities and how this impacts on you.

Pam Assist (EAP)

- EAP offers a wide range of support to staff including confidential advice on personal, social or work-related problems.

Mental Health Allies

- As a programme of allies you can support one another, share ideas and seek guidance whilst respecting confidentiality.

Information and Resources



MHAs Intranet Page

The mental health allies have a dedicated [intranet page](#) where you can find a full list of mental health allies and their contact details, the framework document, details of the mentoring scheme, identify SPOCs (Single Point of Contact) for each business group and links to internal and external websites.

MHAs Framework Document

The [framework](#) provides a detailed description of the role that includes the role of an ally, do's and don'ts, confidentiality and what to do in an emergency situation. Allies should read the document prior to volunteering for the role.

Be Well Strategy

The [Health and Wellbeing Strategy 2019-2021](#) contains a range of support tools for employees and managers and consists of four strands:

- Healthy Mind
- Healthy Lifestyle
- Healthy Finances
- Healthy Environment

Mentoring Scheme

Learn about the [MHAs Mentoring Scheme.ppt](#) then contact the lead to register your interest in participating at louise.colledge@Justice.gov.uk

MHA Toolkit

MHAs are encouraged to build a 'toolbox' of resources for their local area in addition to the regional and national resources. Take active steps to become aware of local charities and support groups. The [Hub of Hope](#) can help you to do this. This knowledge will enable you to offer a wider selection when signposting to specific services in the local area.

Teams

The [MHAs teams page](#) is a sharing tool where you will find links to resources, supportive guidance and policy and a full list of allies. It is a platform for sharing best practice and connecting with other allies.

Key Calendar Dates

January	Be Well strategy launch provisional launch date 8th Jan	All strands	MoJ launch of Be Well strategy - What's your New Year's Resolution? (staff select strand they are focussed on and share their resolution). CSEP to launch a Financial wellbeing toolkit could consider launching in April as part of the financial wellbeing activity.
6th February	Time to Talk Day	Healthy Mind	Campaign supported by CSEP. MoJ Mental Health Allies to lead, with support from H&W Champions.
April	Stress Awareness Month	Healthy Mind	Campaign supported by CSEP. MoJ Mental Health Allies to lead on promoting this campaign, with H&W Champions support.
18 -24th May	Mental Health Awareness Week	Healthy Mind	Campaign supported by CSEP. MoJ Mental Health Allies to lead this campaign, with H&W Champion support.
10th September	World Suicide Prevention Day	Healthy Mind	Share campaign material and CS blog interview with a suicide prevention expert, focusing on the high risk category of middle-aged men.
10th October	World Mental Health Awareness Day	Healthy Mind	Campaign supported by CSEP. MoJ Mental Health Allies to lead for MoJ, with H&W Champion support.
4th November	National Stress Awareness Day	Healthy Mind	MoJ Mental Health Allies to lead on campaign, with Workplace Wellbeing Support.

Additional Information

Employee Assistance Programme (EAP) - <https://intranet.justice.gov.uk/guidance/hr/support-and-wellbeing/employee-assistance-programme/>

Mental Wellbeing pages of the intranet <https://intranet.justice.gov.uk/guidance/hr/support-and-wellbeing/mental-wellbeing/>

- Remploy Workplace Mental Health Support Service
- BDF “Mental Health at Work”
- BDF “Managing Difficult Conversations”

Attendance Management guidance <https://intranet.justice.gov.uk/guidance/hr/sick-absence/attendance-management-policy/>

Performance Management guidance <https://intranet.justice.gov.uk/guidance/hr/performance-management/>

Staff networks <https://intranet.justice.gov.uk/guidanc>

Disability Support pages of the intranet <https://intranet.justice.gov.uk/guidance/hr/support-and-wellbeing/disability-support/>

- Ability Manual
- Disability Quick Guides
- Workplace Adjustment Passport (& guidance)
- Access to Work eligibility

Talent Schemes for disabled employees <https://intranet.justice.gov.uk/guidance/equality-and-diversity/learning-zone/>

MoJ Inclusion & Diversity Strategy <https://intranet.justice.gov.uk/guidance/equality-and-diversity/diversity-strategy/>

Further links:

[Mental Health Allies](#)
[Stress](#)
[Disability Support Pages](#)
[Civil Service Workplace Adjustment Service \(CSWAS\)](#)
[Workplace Adjustment Passport](#)
[Support and Wellbeing](#)
[Anti-bullying and harassment advisors](#)
[Pam Life Leaflet](#)
[Pam Assist Leaflet](#)
[Safe Space Forum](#)

Useful contacts:

The Charity for Civil Servants – 0800 056 2424
NHS Direct - 111
Samaritans - 116 123
Pam Assist 0800 0198988

[Remploy](#)
[Mind](#)
[Time to Change](#)
[Samaritans](#)
[Hub of hope](#)

Be Well Posters to print and place on notice boards and/or toilet doors

Be Well **Mental Health Allies**

What we eat may effect how we feel. A balanced nutritional diet will improve your physical and mental health



Mental Health Allies are there to support you
MentalHealthAllies@Justice.gov.uk

Be Well **Mental Health Allies**

Talking about your feelings can help you stay in good mental health and deal with times when you feel troubled



Mental Health Allies are there to support you
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Be Well **Mental Health Allies**

Regular exercise can help to boost your overall wellbeing and improve your ability to concentrate, sleep and perform



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**Be ♥
Well**

Mental Health Allies

We often drink alcohol as a coping mechanism, but talking is a better way to manage difficult feelings

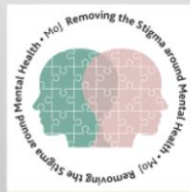


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**Be ♥
Well**

Mental Health Allies

**If you feel stressed and are struggling to cope, ask for help.
Seeking support can improve your wellbeing**



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