

# Staff Support – A Quick Guide



<b>Pages</b>	<b>Table of Contents</b>
<b>1</b>	<a href="#"><u>PAM Assist</u></a>
<b>3</b>	<a href="#"><u>Occupational Health</u></a>
<b>4</b>	<a href="#"><u>Structured Professional Support (SPS)</u></a>
<b>5</b>	<a href="#"><u>Management Support Helpline</u></a>
<b>6</b>	<a href="#"><u>Care Teams in Prisons</u></a>
<b>7</b>	<a href="#"><u>Staff Networks</u></a>
<b>8</b>	<a href="#"><u>Support from Unions</u></a>
<b>9</b>	<a href="#"><u>What is trauma?</u></a>
<b>10</b>	<a href="#"><u>Trauma Risk Management (TRiM) in Prisons</u></a>
<b>11</b>	<a href="#"><u>Mental Health Allies</u></a>
<b>12</b>	<a href="#"><u>Samaritans</u></a>
<b>13</b>	<a href="#"><u>Tackling Unacceptable Behaviour Unit (TUBU)</u></a>
<b>14</b>	<a href="#"><u>Domestic Violence</u></a>
<b>15</b>	<a href="#"><u>Debt Management and Advice</u></a>
<b>16</b>	<a href="#"><u>MIND</u></a>
<b>17</b>	<a href="#"><u>The 5 Ways to Wellbeing</u></a>



# Employee Assistance Provider – Our EAP is PAM Assist



Our Employee Assistance provider (EAP), PAM Assist, offers a wide range of telephone or online advice and support to staff on a wide range of topics.

- The helpline **0800 019 8988** is open 24 hours a day, 7 days a week
- All staff can access 6 free counselling sessions per year
- Access to the EAP website at work or at home

<https://hmpps.myhub.sscl.com/hmpps-connect/i-am-an-employee/Working-here/employee-assistance-programme-services>

To access the website, log in via Username: HMPPS Password: HMPPS1

The service is confidential, unless you are thought to be a risk to yourself or others or are allegedly involved in a serious crime. The employee assistance programme (EAP) offers support sessions to those involved in a traumatic incident. Sessions are confidential and aim to help you process your feelings and move forward. If you'd like to arrange a trauma support session call the EAP helpline on **0800 019 8988**.

Employee Assistance offers the following services:

- Counselling and information helpline
- Counselling for staff posted overseas
- Help with Harassment and bullying
- Health promotion and wellbeing
- Mediation
- Stress management
- Trauma support service

Employee Assistance Programme services also signpost to external sources of support if applicable. This support can relate to a wide range of issues including:

- Bereavement
- Childcare/elder care
- Debt
- Legal issues (only where these are causing distress)
- Relationships
- Retirement
- Sickness absence
- Alcohol and drug misuse
- Work life balance



HM Prison & Probation Service

# YOUR WELLBEING MATTERS

Changing lives is a challenge

PAM Assist can support you:

- ✓ Relationships
- ✓ Working Life
- ✓ Incident or Assault
- ✓ Money Matters
- ✓ Family Issues
- ✓ Crisis and Change
- ✓ Loss or Illness
- ✓ Health Concerns
- ✓ Legal Information



 **0800 019 8988**  
24 Hours a day, 365 Days a year

 **pamassist.co.uk**  
Username: HMPPS Password: HMPPS1

Call in confidence for free 24/7

Also available:  
Set up wellbeing goals for a better you



**pamlife.co.uk**  
Register your account using your organisation code  
**justice**

DOWNLOAD THE PAM LIFE APP



# Occupational Health

(Optima Health is the new name for OH Assist)



Occupational Health (OH) services are in place to support line managers and the organisation to:

- Promote physical and psychological well-being
  - Prevent or minimise the risk of illness and injury arising from work activity
  - Manage sickness absence and return to work plans after illness or injury
  - Consider adjustments which enable staff with disabilities to carry out their duties
- OHA and OHP referrals are currently by telephone.

Broadly speaking, the role of the OH practitioner is to consult with you to:

- Assess the relationship between your health and work
- Signpost work focused interventions which may help you remain in work, or return to work where appropriate (e.g. counselling, physiotherapy)
- Provide advice to managers on whether you are fit for work and /or the current functional ability
- Consider a specialist Evaluation to establish your functional ability
- Provide advice on how to manage health problems related to work (e.g. working with Display Screen Equipment) and advise line manager
- If work duties are affected, offer advice to managers on whether any impairment is likely to be short term, long term or permanent
- Suggest specific rehabilitation plans and advise on workplace adjustments, if appropriate, with clear timescales
- Provide reports to managers within two working days of the consultation

Guidance for line managers, on how to make a referral to Occupational Health can be found on myHub (formerly myServices):

<https://hmpps.myhub.ssi.com/hmpps-connect/i-need-to-manage/staff-working-here/occupational-health>

# Structured Professional Support (SPS)

HMPPS staff work with individuals who can be difficult, demanding and challenging at times.

Some work is of a more intensive nature and may involve dealing with complex cases - potentially including unpleasant material (which may cause distress to those reviewing and discussing it).

Regular and structured support is available to these staff to ensure that work does not impact adversely on their personal life or emotional wellbeing.

In prisons, SPS is available to all staff.

## What is Structured Professional Support?

Structured Professional Support takes the form of centrally funded individual or group sessions at either HMPPS or supplier premises and is delivered by qualified People Asset Management personnel. The sessions aim to both reduce the likelihood that staff will experience adverse effects as a result of working on programmes with offenders or high-risk cases, and to increase the likelihood of the experience of positive effects as a result of this work.

Structured Professional Support is not counselling. Counselling is available for dealing with professional and general work-related issues through the Employee Assistance Programme.

## How do you book sessions?

Referrals for SPS sessions must be made via PAM Assist's secure portal called OHIO or made by telephone by calling **01925 596 245**.

## Who can you contact for more information or to discuss bookings?

PAM Assist: **01925 596 245** or [Wellbeing.CS@pamwellbeing.co.uk](mailto:Wellbeing.CS@pamwellbeing.co.uk)



# 0800 019 8988

24/7 support to help managers, team leaders and supervisors to confidently manage the day to day needs of their employees

When you experience conflict, challenging behaviour or performance issues within your team, or you are supporting an employee through a bereavement or other significant loss or health issue, PAM Assist can provide guidance on managing the situation appropriately and sensitively whilst maintaining clear and appropriate boundaries at work. This helps to maintain the effectiveness of the team and, importantly, enables you to focus on the work-related tasks whilst supporting your member of staff to access the right support for their more personal issues.

Every call is entirely confidential - whatever the issue may be, it will take just a few minutes of your time to call the EAP helpline to find out how PAM Assist advisors can help you or your member of staff.

Please visit:

[https://hmpps.myhub.sscl.com/\\_data/assets/pdf\\_file/0004/20101/A-Managers-Guide-to-EAP-PAM-Assist-HMPPS-003.pdf](https://hmpps.myhub.sscl.com/_data/assets/pdf_file/0004/20101/A-Managers-Guide-to-EAP-PAM-Assist-HMPPS-003.pdf)

# Care Team



The aim of the Staff Care Teams in Prisons is to:

- Provide a \*confidential service to any member of staff in response to any issues arising from incidents at work.
- Provide a listening service to any member of staff who wishes to speak about an incident that may have occurred in or out of work.
- Respond to any work-related incident following referral from:
  - a) Any individual member of staff
  - b) Any Line Manager
  - c) Any concerned individual/family member of a member of staff
- Provide a confidential service that is outside the line management structure and where attendance is voluntary.
- Work in conjunction with PAM Assist, our Employee Assistance provider.
- Be available at any time.

Issues raised will be varied and may include both work and/or personal issues or crisis. In addition, to respond initially to support any member of staff and appropriately refer for further support to other agencies.

The prison Staff Care Team IS NOT A COUNSELLING SERVICE. The principal aim of the Staff Care Team is to provide 'on-site' support in times of need and to access additional expert support when the need is identified.

The support services of the Staff Care Team will be available to all members of staff, full or part-time, regardless of specialism, grade or rank. This will include both unified and non-unified grades. The service will also be available to contracted staff.

The service provided will not be confined to specific incidents. Any situations or circumstances that cause distress will be considered legitimate.

The Staff Care Team will advertise its role and membership widely in staff areas.

The Staff Care Team will strive to be in attendance at any debrief following an incident at the establishment. The role will include a brief address to those participating as to the availability of the Staff Care Team support post incident.

*\*The Staff Care Team has a duty to pass on information that could affect the prison security or the safety of others.*



# Staff Networks

How to get in contact:

DAWN – (Disability, Advocacy, Wellbeing Network) covering disability

[DAWN@justice.gov.uk](mailto:DAWN@justice.gov.uk)

Twitter: @HMPPS\_DAWN



**DAWN**  
Disability, Advocacy,  
Wellbeing Network

PiPP – (Pride in Prison and Probation) covering sexual orientation and gender identity

[PiPP@justice.gov.uk](mailto:PiPP@justice.gov.uk)

Twitter: @HMPPS\_PiPP



**PiPP**  
Pride in Prison  
and Probation

RISE – (Racial Inclusion & Striving for Equality) covering race (black, Asian and minority ethnic)

[RISE@justice.gov.uk](mailto:RISE@justice.gov.uk)

Twitter: @HMPPS\_RISE



**RISE**  
Racial Inclusion &  
Striving for Equality

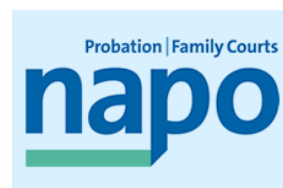
<https://intranet.noms.gsi.gov.uk/groups/staff-networks>



## Support from Unions

POA	<a href="https://www.poauk.org.uk/index.php?poa-benefits">https://www.poauk.org.uk/index.php?poa-benefits</a>
PCS	<a href="https://www.pcs.org.uk/about-pcs/member-benefits">https://www.pcs.org.uk/about-pcs/member-benefits</a>
PGA	<a href="https://prison-governors-association.org.uk/membership-benefits/">https://prison-governors-association.org.uk/membership-benefits/</a>
Unite	<a href="https://unitetheunion.org/why-join/member-services/">https://unitetheunion.org/why-join/member-services/</a>
Prospect	<a href="https://www.prospect.org.uk/member-benefits/">https://www.prospect.org.uk/member-benefits/</a>
Unison	<a href="https://www.unison.org.uk/tag/national-probation-service/">https://www.unison.org.uk/tag/national-probation-service/</a>
Napo	<a href="https://www.napo.org.uk">https://www.napo.org.uk</a>
FDA	<a href="https://www.fda.org.uk/home/Aboutus/about-us-fda.aspx">https://www.fda.org.uk/home/Aboutus/about-us-fda.aspx</a>
GMB	<a href="https://www.gmb.org.uk/extra">https://www.gmb.org.uk/extra</a>

There is also the POA confidential stress and support counselling phone line, offering a free service to members – available 24/7  **0800 107 6585**



# What is trauma?



## Types of trauma

**Type 1 trauma** – A single, one-off, unexpected event.

**Type 2 trauma** – This may be gradual, such as lots of smaller events building up on top of each other, resulting in a detrimental impact on an individual's mental health.

## What is traumatic stress?

Traumatic stress is the pattern of emotional, cognitive and behavioural responses which occur in response to a wide range of traumatic events.

It is best to think about traumatic stress as being **acute** (occurring soon after the event, usually within the first month), or **chronic** (which is more long-term).

Traumatic stress has been described as 'a normal person's normal reaction to an abnormal event'.

## **Common reactions to traumatic events:**

- recurrent/unwanted thoughts and feelings
- feeling emotionally numb/on edge
- anger/short tempered
- poor concentration
- guilt, anxiety, grief

NICE guidance on the management of traumatic stress suggests that good practice is to have a period of 'active monitoring' for the month after a potentially traumatic event (PTE) as immediate referral for counselling is not always helpful. Whilst actively monitoring, an organisation should provide simple supportive measures and should not, in the main, suggest staff take extensive periods of sick leave or resort to healthcare focused interventions (such as 'counselling') unless absolutely necessary.

Most individuals exposed to PTEs will recover without needing professional help. Often there can be a considerable delay between exposure to a PTE and seeking help because of the stigma associated with seeking mental healthcare support.

# TRiM

## → Trauma Risk Management ←

Trauma Risk Management (TRiM) originated in the UK Armed Forces and the model is based on 'active monitoring', which means keeping a watchful eye on individuals who have been exposed to a traumatic event. TRiM benefits organisations legally (by providing a duty of care); economically (by keeping people at work) and morally (by looking after people).

TRiM is a trauma-focused peer support system, designed to help people working in prisons who have experienced a traumatic or potentially traumatic event. TRiM will be rolled out nationally throughout the prison service in order to support people who have been exposed (directly or indirectly) to a potentially traumatic event.

TRiM Practitioners are non-medical staff who have undergone specific training to enable them to understand the effects that traumatic events can have upon people. They are not counsellors or therapists, but understand confidentiality and are able to listen and offer sensible practical advice and assistance with no critique or stigma.

If you have been involved in a potentially traumatic event, no sooner than 72 hours after the event occurring (up to a maximum of 7 days post-incident), a TRiM practitioner will come to see you. This time delay is in order for your mind to process the traumatic event. The TRiM practitioner will sit down with you and have a frank and friendly talk with you. Following this, you will be invited to a one month follow up to discuss how you have been since the initial discussion. TRiM is not mandatory; if an individual wants to decline the assessment they may do so, however, there are many benefits from accepting the invitation.

### Peer support following trauma, for personnel who have been exposed to potentially traumatic events at work

If your establishment hasn't gone live with TRiM yet, you can contact the **TRiM, Safety Group Mailbox** for support:

[TRiM.SafetyGroup@justice.gov.uk](mailto:TRiM.SafetyGroup@justice.gov.uk)



# Mental Health Allies



The Mental Health Allies (MHA) programme has been active in MoJ for over two years and there are currently 925 trained allies across the MoJ. The roll out of the programme in HMPPS is in its infancy with around 133 trained allies at present.

Allies are recruited from volunteers and their role is to provide a confidential and non-judgemental 'listening ear' to colleagues who may be experiencing problems; Promote mental wellbeing, raise awareness of mental health and challenge the associated stigma; signpost to information and relevant professional support and share expertise and provide support to other Allies across the programme.

Mental Health Allies are complimentary to existing support available through care teams in prisons, wellbeing champions in probation and more formal routes like PAM Assist.

**To access support from an MoJ Mental Health Ally please talk to your HRBP or email:**

[MentalHealthAllies@Justice.gov.uk](mailto:MentalHealthAllies@Justice.gov.uk)

# SAMARITANS



Every six seconds, Samaritans respond to a call for help. No judgement. No pressure. They are there for anyone who needs someone.

Samaritans is a unique charity dedicated to reducing feelings of isolation and disconnection that can lead to suicide.

They are there 24/7, before, during and after a crisis.

Whether it's an 'are you ok?' at just the right moment, or the midnight support of a trained volunteer; whether it's better training in the workplace or campaigning for more investment in national and local suicide prevention – they are there.

Samaritans works to make sure there's always someone there, for anyone who needs someone.

Every life lost to suicide is a tragedy, and Samaritans' vision is that fewer people die by suicide.



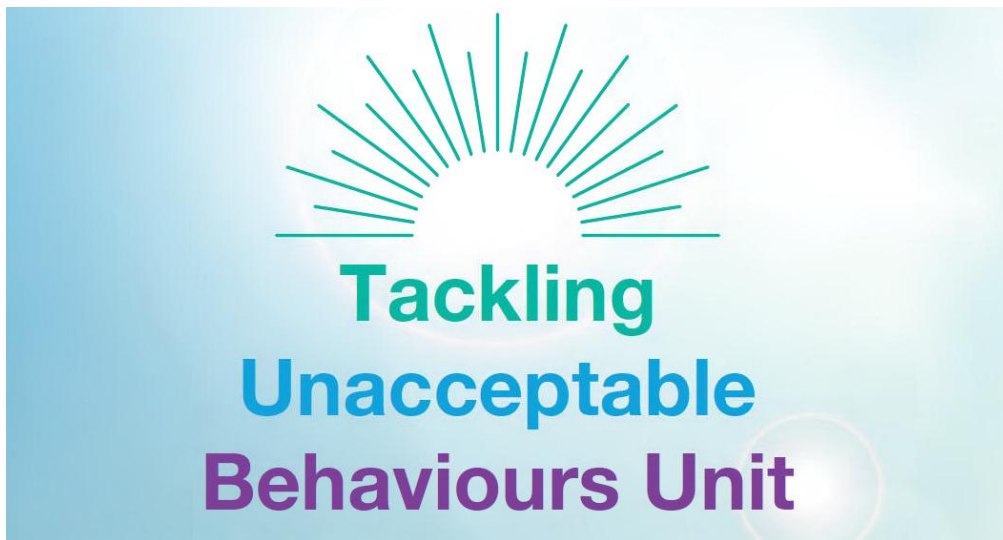
## What to do if you're not feeling okay

You can get in touch about anything that's troubling you, no matter how large or small the issue feels. Call now, free, on **116 123** 📞

We're here to listen, no judgement, no pressure, and help you work through what's on your mind. We'll never tell you what to do.

If you need advice or specialist support for a specific issue, such as a bereavement or domestic abuse, we've put together a list of specialist organisations, including their contact details, which you may find helpful

→ <https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/other-sources-help/>



**HMPPS does not tolerate bullying, harassment, discrimination or victimisation.**

We must all work together to stop these unacceptable behaviours. The new Tackling Unacceptable Behaviours Unit (TUBU) has been set up to help address these serious issues and drive the right behaviours to positively change our culture and enable everyone to be their best.

TUBU launched a confidential staff helpline on 24 August. The line provides a listening ear and signposting to available support and services.

TUBU will:

- Encourage early resolution for conflict
- Promote a learning and improving culture
- Ensure that where formal routes of grievance and investigation are required, these are effective, procedurally fair and just
- Help us better understand the experience of staff
- Enable all of us to learn from good practice
- Inform future policy and strategic approaches to bring positive changes to our culture
- Ensure we enable people to be their best

**Are you being bullied or harassed at work?  
Are you facing discrimination or victimisation?  
Don't know what to do, or where to turn?**

**To contact the Tackling Unacceptable Behaviours Helpline, call 0300 131 0052, Monday-Friday, 9am-5pm (excluding Bank Holidays).**

**A safe place to talk.  
You don't have to go through this alone.**

**Domestic violence**, also called domestic abuse, includes physical, emotional and sexual abuse in couple relationships or between family members.

Domestic violence can happen against anyone, and anybody can be an abuser. You do not have to wait for an emergency situation to find help. If domestic abuse is happening to you, it's important to tell someone and remember you're not alone.

You can:

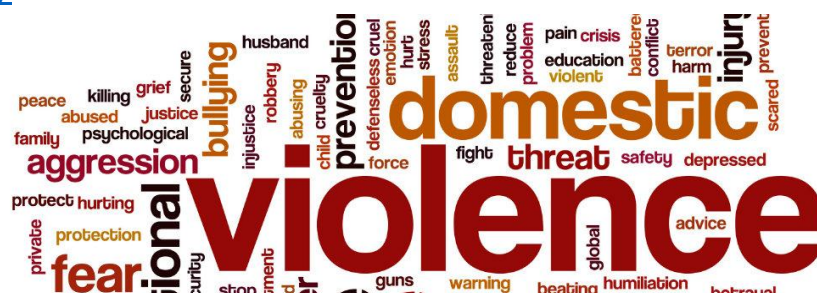
- ➔ talk to a doctor, health visitor or midwife
- ➔ women can call The Freephone National Domestic Abuse Helpline, run by Refuge on **0808 2000 247** for free at any time, day or night. The staff will offer confidential, non-judgemental information and support
- ➔ men can call Men's Life Advice on **0808 8010 327** (Monday and Wednesday, 9am to 8pm, and Tuesday, Thursday and Friday, 9am to 5pm) for non-judgemental information and support
- ➔ men can also call ManKind on **0182 3334 244** (Monday to Friday, 10am to 4pm)
- ➔ If you identify as LGBT+ you can call Galop on **0800 999 5428** for emotional and practical support
- ➔ anyone can call Karma Nirvana on **0800 5999 247** (Monday to Friday 9am to 5pm) for forced marriage and honour crimes. You can also call **020 7008 0151** to speak to the GOV.UK Forced Marriage Unit
- ➔ in an emergency, call **999**

You can also email for support. It is important that you specify when and if it is safe to respond and to which email address:

- women can email [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk). who will respond to your email within 5 working days
- men can email [info@mensadvice.org.uk](mailto:info@mensadvice.org.uk)
- LGBT+ people can email [help@galop.org.uk](mailto:help@galop.org.uk)

The Survivor's Handbook from the charity Women's Aid is free and provides information for women on a wide range of issues, such as housing, money, helping your children, and your legal rights.

If you are worried that you are abusive, you can contact the free Respect helpline on **0808 802 4040**. All should visit: <https://www.womensaid.org.uk/the-impact-of-covid-19-on-women-and-children-experiencing-domestic-abuse-and-the-life-saving-services-that-support-them/>





# Debt Management and Advice

Are you suffering from debt-related stress? How do you feel when you think about your money problems? Concerned? Frustrated? Overwhelmed? It doesn't have to be this way. You can take practical steps to face your debt and stress at the same time.

The mental Health Foundation have put together some information on debt and how it can affect your wellbeing <https://www.mentalhealth.org.uk/a-to-z/d/debt-and-mental-health>



National debt line is the UK's leading debt advice charity. National Debtline is a debt advice charity run by the Money Advice Trust. They are a free and confidential debt advice service for people in England, Wales and Scotland. They have helped millions of people deal with their debts. Their team of expert debt advisers care about improving your situation and will help you to take control of your debts. Call: 08088084000

Dealing with money issues can sometimes be off-putting, but if you don't understand how things like credit or mortgages work, you could end up losing out financially or getting yourself deep in debt. Citizens advice will give you the information you need to make the right choices, including help to deal with your debt problems, how to avoid losing your home and how to get your finances back into shape. Call: 03444111444



Gov.uk website has advice on what to do if in debt and how to get advice.

If you owe people money (your 'creditors') you can make arrangements to pay your debts. Your options depend on the amount of money and assets you have. The website goes through the options.

The Charity for Civil Servants, have put together a range of resources to help you think about and take action to improve your own financial capability. Financial Capability is about enabling you to make informed decisions about your money and finances. It's designed to provide you with the tools needed to improve your financial wellbeing, both now and in the future. It looks at what influences our behaviours around money; attitudes and motivations; skills and knowledge; allowing you to take action and to make the most of the money you have available.





The Blue Light Infoline is just for emergency service staff (including HMPPS), volunteers and their families.

Our team provides information on a range of topics including:

- staying mentally healthy for work
- types of mental health problem
- how and where to get help
- medication and alternative treatments
- advocacy
- post traumatic stress disorder (PTSD)
- existing emergency service support
- mental health and the law



Contact us, we are open Monday to Friday, 9am to 6pm (except for bank holidays):

 0300 303 5999 (local rates)

 [bluelightinfo@mind.org.uk](mailto:bluelightinfo@mind.org.uk)

 Text: 84999

**What can I do if the helplines are closed?**

If you need mental health information and our helplines are closed, please visit our Mental health A-Z or contact NHS 111.

For a listening ear or just someone to talk to the Samaritans are open 24 hours a day, 7 days a week. You can call them on 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)

# The 5 Ways to Wellbeing



## **Connect**

Connect with the people around you: family, friends, colleagues and neighbours at home, work, school or in your local community. Think of these relationships as the cornerstones of your life and spend time developing them. Building these connections will support and enrich you every day.

## **Be active**

Go for a walk or run, cycle, play a game, garden or dance. Exercising makes you feel good. Most importantly, discover a physical activity that you enjoy; one that suits your level of mobility and fitness.

## **Take notice**

Be observant, look for something beautiful or remark on something unusual. Savour the moment, whether you are on a bus or in a taxi, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

## **Keep learning**

Don't be afraid to try something new, rediscover an old hobby or sign up for a course. Take on a different responsibility, fix a bike, learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy. Learning new things will make you more confident, as well as being fun to do.

## **Give**

Do something nice for a friend or stranger, thank someone, smile, volunteer your time or consider joining a community group. Look out as well as in. Seeing yourself and your happiness linked to the wider community can be incredibly rewarding and will create connections with the people around you.