



HMPPS Wellbeing – Our Staff Support Directory

Welcome to our staff support directory, created as part of our People Survey commitment to *Making HMPPS a great place to work.*

The 2023-2025 People plan sets out key actions to improve people's experience and support retention and recruitment.

One of the commitments to help us make HMPPS a great place to work is for us to improve access to wellbeing services by developing and promoting our full range of staff support on offer and detailing the wellbeing services available.

This document also supports our wellbeing priority to:

Empower our people to recognise the available support services and understand how these services can help them.

If you need some support with your physical or mental wellbeing at work, there are many options available to you by navigating through this directory which can be found in the Wellbeing pages of the [HMPPS Intranet](#)

For any queries on the guide or to request an accessible Microsoft Word Version of this document please contact: HMPPSWellbeing@justice.gov.uk

How to use this tool:



This interactive tool has been designed so that you can quickly and easily access specific information around our employee offer. To navigate through the document simply click on the desired link or box below, which will take you to the relevant section.

Directory of Wellbeing Services

Employee Assistance Programme (EAP)

The HMPPS Employee Assistance provider (EAP) is PAM Assist offering a wide range of health and wellbeing support.

Occupational Health Services

The Occupational Health (OH) Service for HMPPS is provided by Optima Health offering support to line managers and the organisation. Services include promotion of overall wellbeing, prevention and minimising illness and injury, managing sickness absence and workplace adjustments

Support Services

Mental Health Allies

Staff Networks

Trade Unions

Care Team

Chaplaincy

Area Staff Support and Wellbeing Leads

New Colleague Mentors

TUBU
(Tackling Unacceptable Behaviours Unit)

Line Managers

Charity for Civil Servants

Workplace Adjustment Service

Peer Support Networks



Needs based Support

Domestic Abuse

Suicide and Self Harm

Support for terminally ill employees

Financial Wellbeing

IPD
(Individual Professional Development)

Reflective Sessions

Health and Safety

Work Life Balance

Management Support Helpline

Vaccinations

Bodily Fluid Exposure

Sexual Harassment

Other Resources

Post Incident Care

Post Incident Care Policy

TRiM
(Trauma Risk Management)

Hot Debriefs

Coroner's Court

Benefits

Eye Care

MoJ Rewards Portal

Gym Membership

Civil Service Sports Club

Cycle to Work

Blue Light Card

My Physio Checker

My Health Condition Management

Access the Workplace Wellbeing site: Here you'll be able to access your occupational health and wellbeing services, plus explore plenty of resources to support your overall health

CLICK



PAM Assist Wellbeing App: Link to download app.

Find out more about the app [here](#):

CLICK



Employee Assistance Programme



Our Employee Assistance provider (EAP), PAM Assist, offers a wide range of confidential telephone, virtual and in person support for staff on a wide range of topics.

The PAM Assist helpline 0800 019 8988 is open 24 hours a day, 7 days a week, 365 days a year.

To access the website, which is available at work or at home. To access the webpages please click in via www.pamassist.co.uk Please use the 'Activate ORG' tab at the top of the page (Username: HMPPS Password: HMPPS1) - the screen will then ask you to register and create a password. (do make a note of your password)

PAM Assist offers a wide range of services including the following:

- Counselling where clinically appropriate, mental ill health support, signposting to external sources of support if applicable. (All staff can access up to 6 free counselling sessions per year, where clinically appropriate)
- Health promotion and wellbeing including PAM Workshops and events
- Stress management
- Trauma debriefing and support delivered to individuals or groups of employees who have been involved in a traumatic incident.
- PAM Assist Therapy Solutions; Online Cognitive Behavioural Therapy (CBT)

PAM Assist also provide free use of the **PAM Assist Wellbeing app** – an online wellbeing tool that can be accessed via any electronic device (work or personal).

The graphic is a blue and orange banner for the PAM Assist Wellbeing App. It features the PAM Assist logo in the top left. The main text reads 'Employee Assistance Programme' and 'PAM Assist Wellbeing App'. Below this, it says 'Follow the simple steps below to download the PAM Assist Wellbeing App'. To the right, there is an illustration of a hand holding a smartphone displaying a QR code, with a '24/7' badge indicating 'All Days & Time'. At the bottom, there are five numbered steps: 1. Go to pam-assist.co.uk; 2. Insert your organisational code: HMPPS1; 3. Create your login account details using your email address and a secure password; 4. Validate your account via the notification email; 5. Login using the email address and password created when registering.

Employee Assistance Programme
PAM Assist Wellbeing App

Follow the simple steps below to download the PAM Assist Wellbeing App

1 Go to pam-assist.co.uk

2 Insert your organisational code: HMPPS1

3 Create your login account details using your email address and a secure password

4 Validate your account via the notification email

5 Login using the email address and password created when registering

Download the app using the QR code.





PAM Assist App – at a glance

Positively influencing and empowering users to take responsibility for their wellbeing and supporting stressed and scattered teams working from home.

Stepping Stones

An easy way to set goals, track progress and develop lasting, healthy habits.

Mind Matters

Your mindfulness hub – relaxation tools to help you find your calm.

Move Medicine

Your virtual gym to keep you fit and active, via guided workouts.

Guided, interactive courses

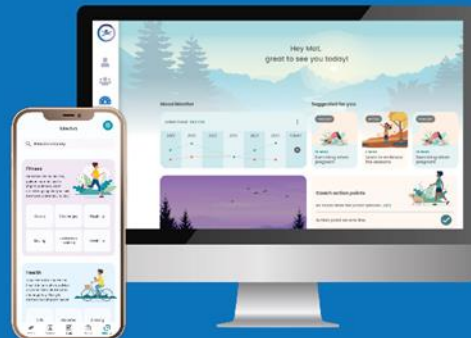
Multi-step courses for specific goals, designed by our in-house team of wellness experts.

Hundreds of expert resources

Benefit from our extensive media library of articles, videos, and podcasts.

Your unique PAM Assist Score®

Track your wellness journey with your unique PAM Assist Score®, generated by a thorough course of assessments developed by the professionals.



Here to listen

PAM Assist can support you as an individual but also as a line manager. To take advantage of this service call 0800 019 8988 or login to our portal pam-assist.co.uk with code HMPPS1





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

- Promote the physical and psychological well-being of its employees
- 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

OH appointments can either be with a specialist OH Nurse Advisor (OHA), Mental health Advisor (MHA) or an OH physician (OHP), depending on the nature of the health impacts on work. Appointments are undertaken either by telephone or virtually using Microsoft Teams via a computer or mobile device. Face to face appointments can be arranged if deemed clinically appropriate.

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 (for example working with Display Screen Equipment)
- Advise managers on whether any impairment is likely to be short term, long term or permanent.
- Provide reports to managers within two working days of the consultation, unless individuals request prior sight of the report.
- Details of any specific rehabilitation plan recommended will be given and advice on workplace adjustments, if appropriate, with clear timescales

Guidance for line managers, on how to make a referral to Occupational Health can be found on [my Hub](#).




HMPPS Workplace Wellbeing




Tap yourself into health and install the Workplace Wellbeing app onto your phone

Your wellbeing doesn't clock-off at the end of your shift... so why not install the Workplace Wellbeing app onto your phone to make it even easier to stay inspired at any time of day?




Download to an iOS device

- 1 Visit <https://workplacewellbeing.com/>
- 2 Tap the share icon  at the bottom of the screen.
- 3 Scroll down the list of options and tap Add to home screen. (If you don't see this option, scroll to the bottom and tap Edit Actions, then tap Add next to the Add to Home screen action. After that, you'll be able to select it from the Share Sheet.)
- 4 Type a name for the app, we recommend using WW to keep it short and simple.
- 5 Tap Add in the top-right corner of your screen.

Download to an Android device

- 1 Visit <https://workplacewellbeing.com/>
- 2 On the pink button at the top of the screen, tap Install
- 3 You will then see a pop-up message asking you to install the app, tap Install

Just a few taps away... from a healthier day!

 Workplace Wellbeing

Please note: To access all features and content this app requires a secure internet connection.

Occupational Health | HMPPS Workplace Wellbeing site

Support information can also be accessed via the Optima Health Workplace wellbeing site at work or from your personal mobile 24/7:

Here you'll be able to access your occupational health and wellbeing services, plus explore plenty of resources to support your overall health and wellbeing including self-referral access to physio's, employee rewards, health condition management and podcasts.

WPW Overview

<https://vimeo.com/754176969/ffbe673940>

Manager Demonstration –


<https://vimeo.com/754176634/7dbfd63124>

What is My Physio Checker?

My Physio Checker is a new online way to get help for your condition. Available 24/7 on your mobile device, it usually takes less than 10 minutes to do. It directs you to the right treatment in the same way a clinician would.

Use My Physio Checker to support your joints, bones or muscles

My Physio Checker is a new 24/7 physio health tool that allows you to get a clinical assessment of your condition online. The tool has been clinically validated to ensure that the assessment and support provided is aligned to a visit with a clinician in-person. From back pain to arthritis, use this tool to access instant support, at a time that is convenient to you.



Access instant support, whenever you need it...

 **Take a look**

<https://hmpps.workplacewellbeing.com/physio-tool>

 Workplace Wellbeing

From back pain to arthritis, use My Physio Checker to access instant support, at a time that is convenient to you.

[My Physio Checker | HMPPS \(workplacewellbeing.com\)](https://workplacewellbeing.com/)



What is My Health Condition Management?

My Health Condition Management is a new online way to get help for your condition. It can support you to manage type 2 diabetes, obesity, asthma or heart conditions.

Use My Health Condition Management to access instant support

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A simple way to help manage your health...

Take a look
hmpps.workplacewellbeing.com/health-condition-mgmt

Workplace Wellbeing

The infographic features a light purple background with a teal wave at the bottom. It includes icons of a smartphone, a green blood pressure monitor, and a purple glucose meter displaying '6.0'. A pink heart with a white pulse line is also present. A QR code is located in the bottom left corner.

Available 24/7 on your mobile device, it usually takes less than 10 minutes to complete an assessment online. The tool will then direct you to the right treatment – in the same way a clinician would.

[My Health Condition Management | HMPPS \(workplacewellbeing.com\)](https://workplacewellbeing.com/MyHealthConditionManagement/HMPPS)



Mental Health Allies



Mental Health Allies are a staff led group of volunteers who have been trained to provide information and support to staff and managers.

They offer 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.

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






Contact a local mental health ally: A list of mental health allies is provided on the link above.

If you do not want to contact an ally directly, you can email
MentalHealthAllies@justice.gov.uk








Staff Networks


Our networks are here to support you and allow you to bring your whole self to work.

Network	Description	Contact
 DAWN Disability, Advocacy, Wellbeing Network	DAWN – (DAWN - (Disability, Advocacy & Wellbeing Network.) supporting colleagues who are differently abled and/or require workplace adjustments, providing advice for managers and allies.	Find more information about DAWN: Mailbox: DAWN_HMPPS@justice.gov.uk X: @HMPPS_DAWN SharePoint: One Stop Shop MS Teams Page: DAWN Teams
 PiPP Pride in Prison and Probation	PiPP – (Pride in Prison and Probation) covering sexual orientation and gender identity	PIPP_HMPPS@justice.gov.uk Twitter: @HMPPS_PiPP
 RISE Racial Inclusion & Striving for Equality	RISE – (Racial Inclusion & Striving for Equality) covering race (Black, Asian and minority ethnic)	RISE_HMPPS@justice.gov.uk Twitter: @HMPPS_RISE
	TrEST – (Transgender Employee Support Team) All contacts are confidential, and support is provided to pre / during / post transition transgender staff and their managers.	TrEST@justice.gov.uk
 FSN Female Support Network	Female Support Network This network is built on encouraging confidence in each other and offers support in using the correct tools and	FemaleSupportNetwork@Justice.gov.uk



	information to challenge, report and respond to sexually inappropriate behaviour from prisoners.	
 Supporting the Workplace in Menopause	SWIM is to help everyone affected by menopause, in any way to feel supported at work	Menopause support (sharepoint.com)
	Supporting Carers in HMPPS If someone needs you to do things for them because of a physical or mental health condition, illness, disability, or old age you are considered a carer.	Information for carers (sharepoint.com)
	MoJ Carers Network The Carers Network provides support and guidance to those with caring responsibilities by highlighting MoJ policies as well as external organisations that can help	Information for carers (sharepoint.com) Carers Network - Ministry of Justice HQ Intranet
	Frontline Staff Network Bringing the frontline to the forefront of policy making and supporting staff moving from the frontline to HQ.	Frontline Staff Network - Ministry of Justice HQ Intranet
	Championing Women in the Workplace HMPPS recognises the importance of advocating for the rights and needs for women at work.	Women in the workplace (sharepoint.com)
Networks outside of HMPPS	Additional networks across the MoJ and wider Civil Service are also available	Civil Service Civil Service staff networks - GOV.UK (www.gov.uk)



		Ministry of Justice Staff networks - Ministry of Justice HQ Intranet
	<p>We raise awareness of domestic abuse and the MoJ domestic abuse guidance. We provide a safe space for colleagues to disclose abuse and support them to access the appropriate support.</p>	Safe Space Forum - Ministry of Justice HQ Intranet



Trade Unions



Trade unions can provide support and information about employment rights and law, grievances and discipline and support staff wellbeing. There is more information available on the different trade unions and how to access support. The link will also sign post you to guidance on how to join a trade union.



Care Teams

Care Teams are a source of staff support predominately in prisons (and some probation regions) to signpost to services that may be beneficial. Trained to provide support to any colleague involved in an incident or when conducting official duties i.e. attending Coroners Court. Care Teams also offer discreet and confidential support on a range of wellbeing or personal issues, and for those on long term sickness absence.

The aim of the staff Care Team is to provide a confidential* service to any colleagues in response to any issues arising from incidents at work (*the Staff Care Team has a duty to pass on information that could affect the prison security or the safety of others).

The services of the Care Team will be available to all members of staff, full or part-time, regardless of specialism, grade, or rank, including unified and non-unified grades. The principal aim of the Care Team is to provide 'on-site' support in times of need and to access additional expert support when the need is identified.

A rota will be available in prisons for the duty care team member.



Chaplaincy



There are chaplaincy teams in every prison establishment, they are on site 365 days a year providing support for prisoners and staff. Chaplains are experts in general pastoral support, which they offer to staff across HMPPS whenever it is asked for, as well as faith support when it is requested.

Often this is when there has been a traumatic incident, either within or outside the work environment. Possibly a loss or bereavement, relationship issues, work experiences etc. Chaplaincy can offer a safe, quiet space and a friendly listening ear. Care is at the centre of everything chaplains do.

To contact chaplaincy in establishments just give them a call or visit them on site. You can also contact by email chaplaincyhqenquiries@justice.gov.uk



Area Staff Support and Wellbeing Leads

A network of Area Staff Support & Wellbeing Leads support the Area Executive Directors and link to the central wellbeing team. They act as an area lead single point of contact and connect local services to form a strong support network for individuals. They link with local staff support teams such as People Leads, Care Teams, MHAs, Chaplaincy, TRiM practitioners, HR wellbeing leads and wellbeing champions to ensure prison, probation and HMPPS HQ staff have access to support.

The leads work with sites and groups to recognise when they need support, identify suitable services and engage with these services so that they can continue to work in the challenging environment of our prisons and probation offices.

Find your local Area Staff Support & Wellbeing Lead: HMPPSWellbeing@justice.gov.uk



New Colleague Mentors and Buddy Scheme

Prison Staff

Prison Staff

New colleague mentors (NCMs) support the wellbeing of all new staff. They provide a welcoming and supportive onboarding, induction, and early career journey experience for colleagues by providing ongoing guidance and advice throughout their first year. New Colleague Mentors will:

- Act as an ally and friendly face to new colleagues.
- Put processes in place to provide new colleagues with the necessary equipment, uniform, access to Information Technology.
- Provide general orientation and practical support.
- Meet regularly with new colleagues and be a point of contact for information, advice and moral support.
- Support with administrative/management tasks as required or requested.
- Arrange and facilitate 2 weeks induction and training for new colleagues.
- Complete quality assurance checks on mentoring scheme products and process and obtain, review, and evaluate effectiveness of mentoring scheme processes.

NCMs are in place within all prison sites, and they will establish, run and maintain a buddy scheme within their prisons.

The Buddy Scheme is an informal onboarding and knowledge sharing scheme used to support new colleagues or those moving to Prison Service workplaces for the first time. It supports them with familiarising themselves in a new work environment. The Buddy Scheme will be peer to peer led (pairing of an existing colleague with a new colleague).



Tackling Unacceptable Behaviours Unit (TUBU)



Tackling Unacceptable Behaviours Unit (TUBU) helpline

Who is it for: All HMPPS Staff

Who runs it: Trained colleagues in HMPPS's Tackling Unacceptable Behaviours Unit (TUBU)

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

The helpline is aimed at people experiencing bullying, harassment, discrimination, victimisation who perhaps don't know where to turn.

The call handlers will listen to, support and signpost you to existing professional support, services, or policies.

We will not advise you on what action to take, but help you explore your options.

All calls are confidential, but TUBU can offer to intervene and escalate your concerns to a senior leader (with your consent) if, for example, you are too afraid or upset to speak to them directly but do want to raise the issue. This will ensure that local support is provided to you and that appropriate action is taken.

Confidentiality

Callers do not have to give their name or personal details if they do not wish to do so. The helpline will not record your name (and you can choose not to disclose it) or any other personally identifying information. If we do have to pass on information, we will tell you, and it will only be in limited circumstances if you share information that indicates the law may have been broken, or if there is a risk of harm to you or others.

Benefits

- **Listening** - The TUBU staff helpline offers a safe place to talk about what's happening and you will be listened to without judgement.
- **Reassurance** - Call handlers listen, empathise, and are non-judgemental. They will help you explore your options and suggest sources of support if appropriate.
- **Support** - The helpline is a confidential space to talk about what's happening to you and our trained call handlers will help you identify what your options are (for example we might ask you if you think mediation could help, particularly if you don't want to make a formal report), signpost you toward specialist or professional support if that's appropriate and make sure you know about other relevant support that could help.



In some circumstances, if you want to report your concerns formally, but feel unable to take the first step, we can offer to intervene, with your consent, and start the conversation locally for you, by contacting the relevant senior leader.

Tackling Unacceptable Behaviours Unit (TUBU) Mediation Service



Mediation - This service will seek to resolve workplace conflict.

Who is it for: All HMPPS Staff

Who runs it: HMPPS's Tackling Unacceptable Behaviours Unit (TUBU) manage the service.

Mediators are HMPPS staff, who have been professionally trained and accredited. They are independent and impartial. They have a genuine interest in helping to resolve the situation. Mediators are not management representatives; they won't take sides or judge who is right or wrong and will never impose a solution.

HMPPS has trained workplace mediators, but if there are insufficient mediators available TUBU can access the Civil Service Mediation Service, composed of mediators from across the Civil Service.

What the service helps with: Mediation is a process available to all staff to help resolve issues or disagreements with colleagues. It is voluntary, confidential and informal.

An impartial person - called a 'mediator' - works with everyone involved to help find a way forward.

Types of cases where mediation has helped include:

- Work relationship difficulties and interpersonal conflict
- Communication breakdown
- Differences in working style
- Perceived discrimination, harassment or bullying.

Confidentiality

Mediation is confidential, and the information discussed will not be disclosed to anyone outside the mediation process, including line management, without the permission of all the participants. However, mediators have a legal duty to pass on to the appropriate authorities any information disclosed regarding criminal offences or harm to the participants in question or someone else. They will discuss this with the participant(s) if this is the case.

Benefits

- Encourage people to speak and listen to each other's point of view.
- Identify issues that need to be resolved.



- Encourage people to come up with practical ideas for improvement.
- Aim for a positive resolution with those involved, making the appropriate changes.

Mediation is an informal process, and it can help people to resolve issues more quickly than formal process.

It does not stop you taking other actions, like a grievance, in the future.

How to access it: In the first instance, speak to your line manager (or another manager you can trust) to discuss mediation. They will speak with the other party to see if they agree to enter mediation. Once consent has been confirmed, the manager will complete a referral form and forward this to TUBU.



Line Managers

Toolkits

Resources to support conversations about wellbeing can be found here: [Toolkit for wellbeing conversations - Ministry of Justice HQ Intranet](#) The Toolkit includes an action plan quick guide, information for staff and line managers and guided conversations.

Optima Health Workplace Wellbeing site also has a range of support to help managers support staff [Manager's Toolkit | HMPPS \(workplacewellbeing.com\)](#)

The site also includes guidance notes for Managers and staff to help understand and manage a range of illnesses and conditions and how they can be supported. [Guidance Notes | HMPPS \(workplacewellbeing.com\)](#)

Crime in Prison Staff Assault Guidance is a toolkit for managers supporting staff who have been victims of assault or sexual assault. It is designed to provide a consistent and professional response to how we co-ordinate that support - [Staff assault guidance - crime in prisons - September 2024.docx](#) for further information please contact crimeinprison@justice.gov.uk

Suicide Prevention HMPPS encourage all staff to access and undertake the [Zero Suicide Alliance training](#). The training will assist all colleagues within HMPPS to gain skills and knowledge as to how to assist a colleague that may be experiencing mental distress and or experiencing a mental ill health crisis. Further information on the campaign can be found on MyHub: [Her Majesty's Prison and Probation Service | Reach Out Save Lives \(HMPPS Connect\) \(sscl.com\)](#)

Attendance Management the HR Policy Team have created four animations to assist managers by simplifying key areas of the Attendance Management policy in an engaging video format. The four animations are: Keeping in Touch During a Sickness Absence, Welcome Back to Work, Our Responsibility to Make Adjustments and Adaptations and Manager Discretion in Supporting Attendance. [Managing Sickness Absence \(HMPPS\) Attendance management - Ministry of Justice HQ Intranet](#)

PAM Assist support for Managers. Managers can access confidential 24/7 support to help confidently manage the day-to-day needs of their employees by calling PAM Assist on **0800 019 8988**.

[A-Managers-Guide-to-EAP-PAM-Assist-HMPPS-003.pdf \(sscl.com\)](#)

The helpline can be used to obtain advice on issues like managing conflict, challenging behaviour, or performance issues within a team. It can also be used for help with supporting an employee through a bereavement or other significant loss or health issue.



Diversity and Inclusion Learning Hub On this page you will find links to a range of quality assured learning available locally or through MyLearning.

[Diversity and Inclusion learning library](#)

HMPPS Insights have created a catalogue of products to support colleagues with Wellbeing, Resilience and Managing Change, including Recognising Burnout, Resilience in the workplace, detaching from work at home, psychological techniques for protecting against stress and more.

[Insights Group - Managing change, wellbeing & resilience \(sharepoint.com\)](#)

Supporting staff after a death under supervision – Guidance for Line Managers (Probation Staff) The document is available on EQuIP (log in required).

[Login \(justice.gov.uk\)](#)

Performance Management

Performance Management Policy and Toolkit:

[Performance management](#)

Wellbeing conversations:

[Having a great wellbeing conversation](#)

[Using our toolkit for wellbeing conversations](#)



Charity for Civil Servants



The Charity for Civil Servants has a range of support available including.

- [Thrive App](#) – digital therapy and mental health support at the touch of a button.
- [Burnout](#) – burnout is a state of physical and mental exhaustion caused by excessive and prolonged stress.
- Therapeutic support from [Anxiety UK](#) - anxiety is a normal reaction to stress, although for some people it can have a debilitating effect on their lives. If assessed as suitable for support from Anxiety UK, Civil Servants may be able to access membership to Anxiety UK subject to a financial application.
- [Wellbeing at Work](#) – wherever your role is based, it is important to look after your wellbeing.
- [Mindfulness](#) – mindfulness resources and courses for general wellbeing and specific health conditions
- [Wellbeing Toolkit](#) – all the Charity's health and wellbeing resources in one place
- [Grief Works App](#) – support for grief when you need it; immediate 24/7 support.
- [Carers](#) – Caring for someone can come with many challenges and rewards. Here is how to find the care and support you need.
- [Money and debt advice service](#) - If you need some financial assistance because of an unexpected circumstance, C4CS may be able to help. C4CS can also provide advice on how to budget and manage your debts through their Money Advice Service.
- [Law Express App](#) - Get access to information and support on a range of legal issues relating to family, probate, debt and more.

**CHARITY
FOR CIVIL
SERVANTS**

And a whole host of other support including financial support and information, relationship support and counselling. Support is available for all serving and former civil servants.



Workplace Adjustment Service



His Majesty's Prison and Probation Service (HMPPS) has a duty to make workplace adjustments for staff with disabilities and aims to create an environment which enables them to participate fully in working life.

A workplace adjustment can be made for staff with a disability or long-term condition, or a short-term illness, injury or other need e.g. gender reassignment, menopause. Providing reasonable workplace adjustments for those who need them removes barriers and helps staff to thrive at work.

Workplace Adjustments means changing the way employment is structured through any of the following ways.

- Changing the way things are done such as changing a policy on working hours
- Making changes to the physical environment, such as providing access to and within a building
- Providing aids and services such as assistive IT software

[A workplace adjustment](#) passport is a great tool to aid conversation and employees to document what adjustments they may require.

Adjustments can be made to support you wherever you work, and in more than one location (e.g. two workplaces or workplaces and home).

Managers and the department have a legal duty to put in place reasonable workplace adjustments under the Equality Act 2010.

MOJWAS can be contacted for further advice MOJWAS@justice.gov.uk



Peer Support Networks



Prison Staff

The peer support networks are online communities on Microsoft Teams, where you can talk to people at your job level to share advice and experiences. They have peer support networks for different functions and roles in a prison.



Needs based support:



Domestic abuse

If you are experiencing any form of domestic abuse, there is a range of support available. You are encouraged to speak to your line manager about any work-related issues. Your manager can work with you to draw up a safety and support plan. If you do not want to talk to your manager, the department's guidance on domestic abuse offers a range of alternative support including external organisations and charities.

Safe Space Forum

A MoJ staff-based support forum for anyone experiencing domestic abuse. They provide signposting to colleagues and guidance for Line Managers who are supporting people they manage who might be affected by domestic abuse. You can contact:

SafeSpaceForum@justice.gov.uk

Sources of Support for Suicide and Self Harm Awareness and Prevention

Awareness and Best practice:

Sources of support	Link
Suicide Prevention Guide for Managers	
Zero Suicide Alliance training	https://www.zerosuicidealliance.com/training
Understanding Suicide Training; future learn	https://www.futurelearn.com/courses/suicide-prevention



Prevention tools for personal devices:

Sources of support	Link
Ripple suicide prevention tool	https://www.ripplesuicideprevention.com/
Stay Alive App	StayAlive - Essential suicide prevention for everyday life

Reactive sources of support with professional input to assist an individual:

Sources of support	Link
Samaritans	116 123 or by emailing jo@samaritans.org
EAP Helpline	24-hour Employee Assistance Helpline 0800 019 8988 available to all MOJ and HMPPS staff.
Wellness plans and safety plans	Stay alive App: StayAlive - Essential suicide prevention for everyday life
Hub of Hope	Mental Health Support Network provided by Chasing the Stigma Hub of hope



Reactive sources of external crisis support to signpost to if supporting:

Sources of support	Link
NHS	999
Shout text support	Free, 24/7 mental health text support in the UK Shout 85258 (giveusashout.org)

For those impacted by suicide

Sources of support	Link
Ideas Alliance: We need to talk about lived experience	We need to talk about "lived experience" - Ideas Alliance (ideas-alliance.org.uk)
Roses In the Ocean: resources for lived experience representatives	Resources for lived experience representatives Roses in the Ocean
Suicide Bereavement	Immediate Support Resources - Suicide Bereavement UK
EAP Helpline	24-hour Employee Assistance Helpline 0800 019 8988

Support for terminally ill employees

As a member of HMPPS staff, you will be supported with dignity, respect and compassion according to your needs.

A [support pack](#) has been created to provide information, resources and assistance following diagnosis of a terminal illness.



Financial Wellbeing

Support information can be found on the HMPPS intranet site:

[Financial support for staff \(sharepoint.com\)](#)

There is also the MoJ site: [Financial wellbeing - Ministry of Justice HQ Intranet](#)

These sites contain links to charities and organisation that offer advice and support if you or a colleague have financial difficulties.

[Charity for Civil Servants \(external website\)](#) - apply for financial help from the Charity for

IPD

Prison Long Term High Security Estate



Individual Professional Development (IPD) has been designed to provide staff working in high-risk jobs with an opportunity to discuss their work and its impact in a safe, non-judgmental and supportive environment.

IPD is expressly designed to be preventative, helping to increase the resilience of staff, through the provision of ongoing support.

IPD can be delivered one to one or groups (GPD). The facilitators help provide an opportunity for staff to work out how to deal with and manage difficult situations.

For more information, please contact Nicola.Banford@justice.gov.uk

Reflective Sessions

Reflective Sessions are an opportunity for you to work with a reflective practitioner who will facilitate the session to allow you to assess the impacts of life on work and work on life.

Who are Reflective Sessions aimed at?

Reflective Sessions are designed for and available to all grades of HMPPS colleagues.

How will attending a Reflective Session benefit you?

Reflective Sessions can provide a space where you can reflect on what is impacting on your work and personal life in the here and now.

From these sessions you can benefit from the time to explore how you are experiencing challenges as well as coming away with new strategies and tools to manage your wellbeing both within and outside of the workplace.

What will the Reflective Practitioner share with you?

- Awareness of key information related to Reflective Sessions.



- Tools and strategies that have the potential to assist you in your work and personal life.

Here is what others have said about their experience of Reflective Sessions

“Really good to off load and be able to look at practical focuses on what I can control.”

“Scheduled time for the session forced me to stop and pause, so beneficial.”

“Offered me further insight into the sessions and why it’s important for me to promote this initiative.”

How do I book a Reflective Session?

For Prisons: [His Majesty's Prison and Probation Service | Reflective Sessions – HMPPS \(HMPPS Connect\) \(sscl.com\)](#)

For Probation: EQUIP pages 1.1.4.3.6 for Reflective Sessions (PAM) Link to EQUIP:
https://equip-portal.equip.service.justice.gov.uk/CtrlWebIsapi.dll/?__id=webDiagram.show&map=0%3AFF2D8D3F16B44268B814F7F8177A16F7&dgm=4D15EB9279C044E09706473E1399DBD6

Booking Reflective Sessions (PAM) for PS (Referring) managers can be by accessing an online portal, OHIO, or by telephone via the client service team to make a referral.

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

PAM Assist: 01925 596 245 or reflectivesessions@pamwellbeing.co.uk

Health and Safety



Working with Display Screen Equipment (DSE) and the associated Provision of Eye Tests and Glasses (AI 02/2017, PSI 02/2017, PI 02/2017) has been introduced. Part of the policy is about using Cardinus – an online system to help you check that your computer or workstation is set up correctly.

If you have any questions about Cardinus – or are experiencing any problems – please contact your local workstation assessor or health & safety advisor.

[HSE Stress Bulletin](#) - HSE have produced a Stress Bulletin which contains links to a free webinar on stress in the workplace, lots of signposting tools and details on a new qualification in managing stress at work.

Flexible Working and Work Life Balance

Flexible working and work-life balance are both ways to vary your working pattern or hours. They can help you manage your work and home life. All employees have the right to request changes to their working pattern or hours. But there is no automatic right to it –



your needs must be balanced with HMPPS and the impact on your team members. Find out more [here](#).

Probation staff can access the smarter working toolkit on [EQuIP](#) which provides guidance on enhancing effective ways of working.

Management Support Helpline

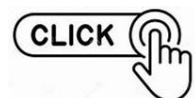


When you experience conflict, challenging behaviour, or performance issues within your team, or you are supporting an employee through a bereavement or other significant loss or health issue, PAM Assist can provide guidance on managing the situation appropriately and sensitively whilst maintaining clear and appropriate boundaries at work.

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.

You can call on 0800 019 8988 or go online at pamassist.co.uk.

Immunisation and Body Fluid Exposure



HMPPS offers immunisation against the following diseases where a risk assessment has identified that you are in a role where you may be at a higher risk of contracting the disease due to your job:

- Hepatitis A
- Hepatitis B
- Tuberculosis
- Tetanus
- Chicken pox, measles, mumps, and rubella (German measles)
- Seasonal flu

As an employee you will be contacted by your place of work's immunisation coordinator to attend a mandatory initial assessment with an immunisation nurse.

The Body Fluid Exposure and Sharps injury 24-hour helpline is now available on the following number 0330 008 5906. The helpline provides immediate and specialist advice following suspected and actual Body fluid exposure (BFE) incidents. More information on both can be found on the link above.



Sexual Harassment



Anyone in HMPPS who feels they are experiencing, or have experienced, sexual harassment at work is encouraged to speak up.

HMPPS treat allegations of sexual harassment seriously and handles them sensitively. Here you can find the HMPPS sexual harassment guidance to find both internal and external support including guidance for managers.

[Safeline](#) is a charity funded by the Home Office and MOJ.

- [National Male Survivor Helpline and Online Service](#) (funded by the MoJ) – offers a dedicated service for anyone who identifies as male affected by past or current sexual abuse in England and Wales. Individuals can access this service by freephone helpline, text, webchat and email. This service is also for those who support a male survivor such as family, friends and professionals.
- [National Telephone and Online Counselling Service](#) (funded by the Home Office) is for all genders aged 16+ who have experienced childhood sexual abuse and for those who support a survivor. This is an all-gender service, and individuals can access it via phone, video, IM and email.

Other resources

Wellbeing videos are available on the MOJ intranet, which can be accessed [here](#):

Mindfulness information and sessions [Mindfulness - Ministry of Justice HQ Intranet](#)

Mind: Managing Stress and Building Resilience - [Managing stress and building resilience - tips - Mind](#)

NHS: Self-Help CBT Techniques - [Online self-help CBT techniques - Every Mind Matters - NHS \(www.nhs.uk\)](#)

NHS: Every Mind Matters Free Mind Plan - [Your mind plan \(www.nhs.uk\)](#)

Five Ways to Wellbeing The 5 Ways to Wellbeing is a model which individuals can use to think about ways to improve their wellbeing. More information can be found [here](#)



Post Incident Care



Post Incident Care Framework

This [policy framework](#) is about the treatment, care and support for staff who may be significantly distressed and or traumatised by events in the workplace or arising from their work.

MOJ and HMPPS have a legal duty under the Health and Safety at Work etc. Act (1974) to ensure as far as reasonably practicable, the health, safety and welfare of staff.

Trauma Risk Management (TRiM)



TRiM is a trauma-focused peer-support system. It's designed to help staff who have experienced a traumatic or potentially traumatic event. TRiM practitioners and managers are non-medical staff or peers, who have undergone specific training to enable them to understand the effects that traumatic events can have on people. They are not counsellors or therapists. They understand confidentiality and can listen and offer practical advice and help.

A TRiM chat takes around 45 minutes and can help us to understand any impact an incident may have had. Reactions following a traumatic incident are normal responses to an abnormal event. Where we feel our reactions are having an impact on our 'normal' a TRiM chat can help.

- 1-1 Peer support.
- Trained to understand the effects of trauma.
- Sympathetic, understanding, and confidential.

For more information about TRiM contact: trim.safetygroup@justice.gov.uk

Supporting staff after a serious incident - hot debriefs

Every member of staff involved in a serious incident should have access to appropriate support. This initially starts with a 'hot debrief'. A designated manager must arrange for a hot debrief to take place as soon as the incident has concluded.

You can find out more information about conducting hot debriefs in [hot debrief tips](#)



Coroners Court

Deaths in custody can have a substantial impact physically, emotionally, and psychologically on staff in establishments. The sessions help staff prepare and gain understanding of PPO interviews and Coroner's Court appearances and ensure staff are aware of the support available.

Awareness sessions can be organised by contacting the establishments Staff Support Leads directly or by emailing HMPPSWellbeing@justice.gov.uk



Benefits

Eye Care

HMPPS will pay for the cost of an eyesight test and the provision of glasses, where prescribed, when specifically needed for the use of Display Screen Equipment (DSE). More information can be found on [HMPPS Connect](#).

Employee benefits (Vivup)

You can access a wide range of exclusive discounts that will save you money on products, including holidays, food, groceries, electrical items, and entertainment.



Gym Scheme (MoJ intranet)

Spread the annual cost of keeping fit.



CSSC Civil Services Sports Club (external website)

Whether with fun days out, sports, cinema, fitness, courses, classes, retail or leisure, CSSC has a new way to help you save and make fantastic memories with your friends and family for every day of the year.



Cycle to Work Scheme

Save on your journey to work with the cycle to work scheme.



Blue Light Card

Blue Light Card allows employees to access discounts online and instore. A range of official discounts from large national retailers to local businesses in a wide range of categories including holidays, cars, days out, fashion, gifts, insurance, phones and much more. Available to emergency workers including prison and probation staff.





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