



SWP
People



SOUTH WALES POLICE (SWP) - SUPPORT

South Wales Police is committed to protecting the health, safety and wellbeing of its officers, staff and volunteers. There are a variety of occupational health, wellbeing and associated services in place.

What support is provided to police officers and staff?

Policies	SWP is committed to protecting the health, safety and welfare of its officers and staff and recognises that workplace stress is a health and safety issue. SWP acknowledges the importance of identifying and reducing workplace stressors. This is identified in SWP Policy: Health and Safety Stress Management in the Workplace first published in it's current format on 26th October 2007. It is the responsibility of managers to assess the risk of stress-related ill health arising from work activities and take action to control that risk. A specific stress risk assessment may be required for certain roles. Other supportive policies include, flexible working and special leave and the Fairness at Work Policy: Bullying and Harassment Procedure. The Domestic Abuse Workplace Procedure was introduced in 2013 to take positive action to protect adult and child victims, potential future victims, members of the public, staff, agencies/organisations and police employees from further abuse, serious injury and homicide. The Force has implemented a number of strategies and programmes to help promote mental health awareness and the Stress Management Document is linked to the Health and Safety Executives Management Framework for Stress. The Wellbeing Strategy includes a user friendly toolkit for managers to signpost to support and the Management Standards will be included as a resource. A Counselling and Trauma procedure first published in 2010 and refreshed in November 2021 outlines internal and external services as well as promoting mental health in the workplace. Mental Health initiatives featured in the Health and Wellbeing Plan including enhanced training, development of Mindfulness programmes and other intervention/signposts. We also have Wellness Cafe's (2020) and regular wellbeing masterclasses,
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	including an annual agenda of activity on Mental Health Awareness Day first introduced in 2016 and run annually, including as virtual events during COVID 19. Within force there are also a number of policies which support carers these include the special leave and sickness absence policies, flexible working policy along with Health and Wellbeing support information, this can be found on the HR BOB page.
Occupational Health, Safety, Attendance Management and Wellbeing Practitioners	How has the service developed? • 1984 - Occupational Health Unit established and managed by a Occupational Health Physician • 1992 - Physiotherapist appointed as a result of a Home Office recommendation • 1993 - Health and Safety Adviser appointed to develop a service to assist managers discharge H&S responsibilities. • 1996 - Welfare Manager and two welfare officers appointed following retirement of holder of welfare officer post. • All above reporting directly or indirectly to ACC Human Resources and operating independently of each other. • 1997 – Force Medical Officer post disestablished and nurse led hybrid occupational health provision introduced with locum FMO services. • 1998 - Brought under the responsibility of the Head of Personnel Services and at this time Personnel Officer for health and attendance relocated with other health, safety and welfare specialists. BMI providing medical services. • November 1998 - Health and Safety Adviser invited to co-ordinate as temporary team leader but still maintaining Senior H&S role. • December 2000 – Retirement of Welfare Manager – welfare officers now report to Team Leader. Renamed Health, Safety and Welfare Unit. • September 2002 - At the scrutiny of the best value review of the Health Safety and Welfare Service it was identified that the structure required review. • November 2002 - the introduction of the Home Office Strategy for a Healthy Police Service 2003-2006 approximately £300,000 funding was provided to South Wales Police to implement the targets of the plan. • April 2004 – Restructure of Human Resources Department, Health, Safety and Welfare renamed Health Care and Safety Team. • August 2004 – Contract with Caerphilly Occupational Health Physician Services (COHPS) for 6 sessions per week (3 days) • August 2005 – Contract with COHPS extended for further year • March 2006 – Evaluation of Home Office project indicated a saving to the Force of over £9 million. Confirmation of Home Office posts into baseline salary budget. • August 2006 – Contract with COHPS extended.

	• 2008 – Health and Safety, Occupational Health, Attendance Management, and Counselling and Trauma practitioners work as an integrated team to provide relevant support. Where an individual reports sick with stress or depression, line managers are given guidance that a referral to Occupational Health should be considered before the absence becomes protracted (over 28 days). To refer click here. • 2018 – Invested in an additional counsellor and mental health nurse. The mental health nurse will triage mental health referrals helping individuals to assess their needs and help to access treatments. The clinical practitioners work closely with case management advisors on complex cases. • 2018 – Renamed Occupational Health Safety and Wellbeing, Attendance realigned to newly established Case Management Unit. • 2020/1 – Invested in additional Health and Safety professionals and a Mental Health and Wellbeing Support Officer • 2022 – Invested in additional Counselling and Trauma Advisor and Principal Occupational Health and Wellbeing Advisor. Joint Collaborative Patient Management System contract awarded. • 2024 Further restructure and review of Occupational Health commissioned.
Confidential counselling	This service was initially a Welfare Officer role. (Unsure of original introduction although it was in place in 1993). Over the years the welfare aspects have been realigned with line managers or relevant agencies/associations so that this unit (Occupational Health, Safety and Wellbeing) provides professional psychological interventions particularly for front line policing. Counselling is available internally to all Police officers and Police staff. Consultative input is provided to managers when requested. Counselling and psychotherapy are talking therapies. A trained professional counsellor works with the individual to talk about issues and problems that they are facing in their lives. Professional counselling is confidential and non-judgmental, it may be long or short term. In the workplace generally “brief therapy” is adopted to focus on a particular issue to bring about effective change and/or enhance wellbeing within 6 sessions. Counselling triage has been introduced following a pilot programme in 2018. The therapies recommended by National Institute for Health and Care Excellence (NICE) as appropriate for sufferers of PTSD are available from the Counselling Team provided by trained in house counselling and trauma advisors. The Force also have arrangements with specialist providers (EMDR/CBT) outside of SWP. To access the service, click here Electronic referral introduced in April 2020.
Trauma Risk Management (TRiM)	This is an initiative that recognises early intervention as a positive step to reducing trauma related conditions. A TRiM assessment is pro-actively offered to all officers and staff who it is recognised may have been involved in a traumatic event at work. In addition it is available to any officer or staff member who is concerned that they may have been affected by an incident at work even though they may not have been

	physically present e.g. may have observed/viewed from a distance such as from the Control Room. To date 60 volunteers have been trained as TRiM practitioners, in-house refresher training on a regular basis and the process has been used in a number of incidents forcewide since April 2006.
Psychological health screening and surveillance	Certain roles within the police service have been identified at national level as involving a potentially high risk of psychological harm or distress. Officers/Staff in these roles are offered customised support from Counselling & Trauma Services, to help them to maintain psychological resilience. It is not counselling. It follows the guidance and format of the Management Standards as recommended by the Health and Safety Executive. It is the responsibility of supervisors to undertake the risk assessment, with support from the Mental Health and Wellbeing Advisor and ensure that teams that fit the criteria receive the support and keep the appropriate records. The process was updated and a clinical assessment tool, the PCL 5 was introduced as mandatory to complete. This tool is approved by Health boards across the UK and updated regularly. Initially the manager of the department will be contacted for all staff details and the process explained to them. Then, a PCL 5 is sent to every individual by email to be returned to the counselling team. Once received the PCL 5 will be triaged to determine what support is required. Each individual can still have a check in if they request one. Psychological debriefing/defusing previously known as Welfare Support has been a part of the Counselling Service since before 1993. It was reviewed in April 2005, in 2008 and 2018 more recently in May 2022 and June 2024.
Stress awareness and stress management workshops	Provided by Welfare Officers prior to 1998 and following professionalising the service, the Counselling and Trauma advisors continue to do this. They include information on identifying potential trauma symptoms, informing managers of the TRiM process and increasing the individual's self-awareness to encourage early access to support. The information is supplemented with individual TRiM booklets. Managers and employees can access additional training and resources delivered by e-learning. South Wales Police also provides a comprehensive overview of work related stress and support available on the wellbeing portal on BOB.
VIVUP	VIVUP is a welcomed additional provision to our internal confidential Counselling, Trauma and Workforce Support Service. The VIVUP Employee Assistance Provider (EAP) is an external independent 24 hour/365 day confidential emotional support and information helpline. VIVUP employ professionally qualified Counsellors and Information Specialists, who are experienced in helping people to deal with all kinds of practical and emotional issues such as wellbeing, family matters, relationships, debt management, workplace issues and much

	more. The “Yourcare” website is an online personal and interactive wellbeing portal, which helps individuals identify which areas of their wellbeing may need some focus, gives them all the tools, information and support needed to make positive changes. This unique health management resource helps enhance an individual’s wellbeing and leads to a healthier lifestyle. Prior to VIVUP, South Wales Police contracted with Care first and previously introduced Telephone Helpline/On-line support with CONNECT ASSIST in 2010.
Mind Cymru “Blue Light” Programme	27 April 2017 saw SWP, alongside other Emergency Blue Light Services, launch the Mind Cymru “Blue Light” Programme. The Blue Light Programme aims to offer training to staff to help them cope with the situations they face, as well as training for managers to offer support to their teams. Our involvement in the Blue Light Programme signifies our commitment as an emergency service to all police officers and staff, to challenge mental health stigma and discrimination within the Force. Breaking the silence sends a powerful message to demonstrate that mental health issues can be discussed openly and we want everyone who works within South Wales Police to feel they can be open about their mental health and get support if they need it. MIND resources and support including their Blue Light Infoline are available to personnel through the Bluelight Champion Scheme and regular “Stay connected” events are organised to develop the scheme. MIND have recently launched (2021) <u>Blue Light Together</u> – a hub for mental health information and support for the emergency services community – as well as their friends and family. Blue Light Together is a website/hub that brings all the support available into one place including: information and advice, real life stories and tips from colleagues and guides for employers so that they can support their teams. South Wales police currently have more than 150 trained Blue Light Champions in force. Through its South Wales Police Blue Light Champions, the Force aims to reduce the stigma around Mental Ill Health by raising awareness and encouraging dialogue on the issues officer and staff are experiencing. We have also signed up to the Time to Change pledge and actively support conversations around Mental Health in the Workplace. These initiatives have been supported by Chief Officers. The Blue Light Champion web pages are a comprehensive resource for the support provided through the programme and the Wellbeing portal also signposts to other support services available across the force and we are exploring the OK Peer Support scheme to further bolster this support.
Mental Health Peer Supporters	We have a team of officers and staff who have volunteered to provide informal and confidential support and signposting to anyone working for SWP. We are continuing to invest in developing the skills of this team and in addition to Speaking Up Speaking Up training have also provided Peer Supporter training through MIND Cymru. Regular engagement opportunities that take place and Health & Wellbeing

	SPOCS are brought together quarterly to engage and raise issues from front line staff.
Managing Mental Health in the Emergency Services training for Line Managers	A programme of half day training courses have been delivered to all line managers to help them understand different mental health conditions, how to recognise the signs that someone is struggling and provide support. (2018 – 2020). This training is supplemented with specific Mental Health and Wellbeing Masterclasses. We have also created the Mental Health Toolkit (2018) to further support managers in supporting officers and staff. This can be accessed in HR toolkits along with other helpful wellbeing toolkits All Mental Health awareness training is documented on personal records and is regarded as CPD as part of PERFORM
Coaching programme	Coaching is available through Learning and Development Services plus various personal development programmes. Development Hub
Information sources	Human Resources Helpdesk, Guidance, staff booklets and leaflets containing advice, articles in “Billboard” (in-house magazine), presentations at all levels of the organisation, Force Health and Safety Board, Health and Wellbeing Board, Masterclasses and Training workshops. Latest addition is BOBCAST where pod casts are stored and specific wellbeing podcasts can be accessed here .
Police Chaplaincy	South Wales Police has had a Police Chaplain since before 1993. Following approval of the ACPO guidelines & principles on Chaplaincy in the Police Service in January 2013 a project group was established to encourage multi-faith volunteer chaplains so that it would enable officers and staff to have a person to talk to and act as a critical friend. Their role is to be involved in the provision of basic support and as a “listening ear”. swpchaplaincy
Staff and Police Associations	A variety of services available through the Police Federation, UNISON and GMB. Female Police Association have run Menopause and Nutrition Seminars as well as inspirational speakers presentations. Unions and HR are involved in change programmes to represent staff view and to share support, information and intervention programmes if necessary. Regular consultation takes place through the unions and they are active participants in the change governance structure. Post Implementation Reviews also include wellbeing as a specific area for review and are further supported by the Unions.
Health and Wellbeing Champions	The Health and Wellbeing programme relies on its Health and Wellbeing SPOCs for regular feedback on initiatives and to test the appropriateness of proposed interventions. These individuals have been involved in the HWB programme from the development of the wellbeing strategy and are key influencers and developers within the area of work. We are in the process of encouraging strategic leads to make better use of these individuals to help embed the HWB practices at a local level. A Wellbeing Board has been implemented. Close

	liaison with, Blue Light Champions, Pregnancy/Menopause SPOC's financial wellbeing and Trade Unions.
Police Charitable Funds	Link via Force Intranet with explanation of what each fund offers. Interactive open events and roadshows throughout the force area often run in collaboration with other Welsh Forces. There are also two Police Treatment Centres in the UK which contributory members are able to attend.
Health and Wellbeing Portal on Intranet	Contact Details for local help and support networks and wellbeing support booklet containing useful information on in-house wellbeing campaigns and schemes.
Police Sports South Wales	For a small monthly fee PSSW provide a variety of sporting activities and support employee benefits schemes and wellbeing initiatives giving access to discount tickets, products and day trips.
PERFORM	South Wales Police has a quarterly PERFORM process that is undertaken between an individual and their first line manager. This allows employees to comment on work related issues as well as wellbeing issues
Carers	For those who are carers, combining work with caring for a loved one makes an already challenging day a struggle. Recognising this SWP has signed up to an online portal full of help and advice for managers and carers. The Employers for Carers website contains a range of resources including toolkits, a benchmarking self-assessment tool, model policies and case studies, good practice and 'issues and answers' sections. Latest information about legal and employment policy is communicated through e-bulletins and briefings. The resources are there for anyone who is a carer or manages someone with caring responsibilities. Staff are also signposted to Carers Wales Wellbeing Hub for Carers Carers Wales also have The Listening Support Service which offers a series of phone calls with someone who understands the ups and downs of caring and who can provide a listening ear.
Welfare Support Officers	Co-ordinated by Professional Standards Department. In its simplest terms, being a Welfare Support Officer for a colleague is exactly what many of us would expect it to be, an offer of support, a point of contact and where necessary a voice or representation within the organisation. Such contact and support may only be required from time to time, dependent upon the needs of the individual. It can however be a role that requires a great deal of personal commitment and understanding and one that spearheads risk management not just for the individual, but the wider organisation
Financial Wellbeing	A range of support, guidance and useful interactive information to help improve your financial wellbeing .
Wellbeing Dogs	Police officers and staff do a demanding and sometimes dangerous job, and in many roles are frequently exposed to trauma. Over recent years, police forces around the country have recognised the value of dogs in helping officers and staff with their wellbeing.

	Wellbeing dog handlers are also mental health first aiders or trained peer supporters who are ideally placed to listen, enable difficult conversations and provide sign-posting to support if required.
Other	Police Staff and Police Officer Benevolent Funds Support for families of those who work for the Police Service Social support groups and out of work activities are actively encouraged and supported by the organisation including Book Clubs, Park Runs, Running Clubs, Swimming Clubs, Police Sports South Wales and many more activities. External support is signposted on the Wellbeing Portal and includes the National Police Wellbeing Service Oscar Kilo

Occupational Health, Safety and Wellbeing Team
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