



HM Prison &
Probation Service



Ministry
of Justice

Provision of Occupational Health and Employee Assistance Programmes in HMPPS – Public Sector Prisons

Society of Occupational Health Webinar 28 March 2022

Priscilla Wong

Head of Occupational Health and EAP



Occupational Health and EAP Structure

MOJ People Group HR Services



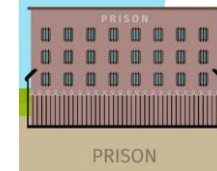
Who do we cover?

17,602 FTE staff

Probation
Service



37,983 FTE in Public
Sector Prisons



MoJ
employees
94,160

- HMCTS
- MOJ HQ
- Northern Ireland Office
- Wales Office
- Scotland Office

- Office of the Public Guardian
- Legal Aid Agency
- Children and Family Court Advisory and Service

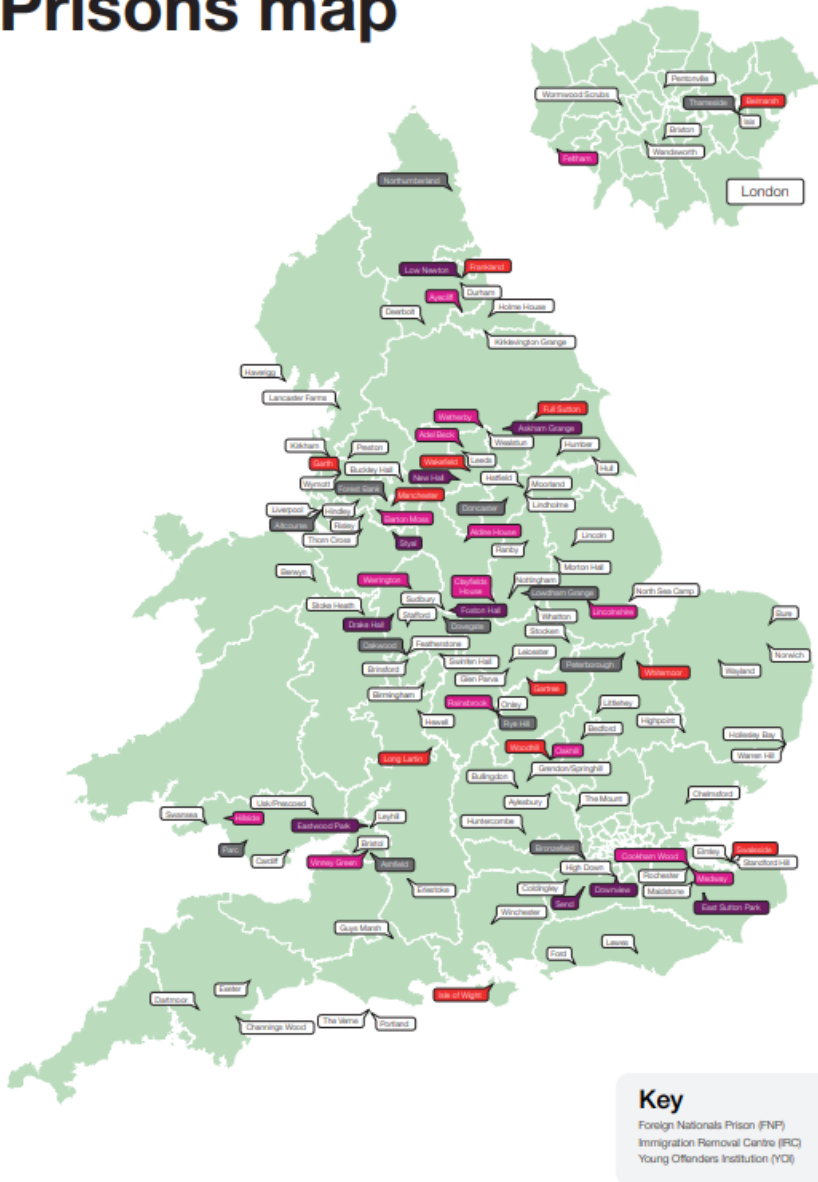
- Criminal Cases Review
- Criminal Injuries Compensation
- Judicial Office
- Youth Justice Board

- Official Solicitor and the Public
- Trustee
- Parole Board
- HM Inspectorate of Prisons
- HM Inspectorate of Probation
- Law Commission

[MOJ headcount and payroll data for December 2021 - GOV.UK \(publishing.service.gov.uk\)](https://www.gov.uk/publishing.service.gov.uk)

[Her Majesty's Prison and Probation Service workforce quarterly: December 2021 - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Prisons map



Key
 Foreign Nationals Prison (FNP)
 Immigration Removal Centre (IRC)
 Young Offenders Institution (YOI)

Public Sector Prisons North

Cumbria & Lancashire

Prison Group Director:
John Illingsworth
 HMP Haverigg
 HMP Kirkham
 HMP Lancaster Farms
 HMP & YOI Preston
 HMP & YOI Wymott

East Midlands

Prison Group Director:
Paul Cawkwell
 HMP Leicester
 HMP/YOI Lincoln
 HMP North Sea Camp
 HMP Orley
 HMP Whatton

Yorkshire

Prison Group Director:
Helen Judge
 HMP/YOI Hatfield
 HMP/YOI Hull
 HMP Humber
 HMP Lindholme
 HMP/YOI Moorland
 HMP Wealstun

Greater Manchester, Merseyside & Cheshire

Prison Group Director:
Tim Allen
 HMP Buckley Hall
 HMP/YOI Hindley
 HMP Liverpool
 HMP Risley
 HMP/YOI Thorn Cross

West Midlands

Prison Group Director:
Teresa Clarke
 HMP Birmingham
 HMP/YOI Brinsford
 HMP Featherstone
 HMP Hewell
 HMP Stafford
 HMP/YOI Stoke Heath
 HMP/YOI Swinfen Hall

Tees & Wear

Prison Group Director:
Alan Tallentire
 HMYOI Deerbolt
 HMP Durham
 HMP Holme House
 HMP Kirkclevington Grange

North Midlands

Prison Group Director:
Alison Clarke
 HMP/YOI Nottingham
 HMP Ranby
 HMP Stocken
 HMP & YOI Sudbury

Women

Prison Group Director:
Steve Bradford
 HMP/YOI Drake Hall
 HMP/YOI Downview &
 HMP/YOI East Sutton Park
 HMP/YOI Eastwood Park
 HMP/YOI Foston Hall
 HMP/YOI Low Newton
 HMP/YOI Sand
 HMP/YOI Styal
 HMP/YOI New Hall &
 HMP/YOI Askham Grange

Wales

Executive Director:
Chris Jennings
 Prison Group Director:
Kenny Brown

HMP Berwyn
 HMP/YOI Cardiff
 HMP/YOI Swansea
 HMP Usk &
 HMP/YOI Prescoed

Contracted:
 HMP/YOI Parc (YP)

Public Sector Prisons South

Avon & South Dorset

Prison Group Director:
Russ Trent
 HMP Bristol
 HMP Leyhill
 HMP/YOI Portland
 HMP The Verne

Bedfordshire, Cambridgeshire & Norfolk

Prison Group Director:
Gary Monaghan
 HMP & YOI Bedford
 HMP Bure
 HMP Littlehey
 HMP & YOI Norwich
 HMP Wayland

Devon & North Dorset

Prison Group Director:
Jeannine Hendrick
 HMP Channings Wood
 HMP Dartmoor
 HMP/YOI Exeter
 HMP Guys Marsh

South Central

Prison Group Director:
Andy Lattimore
 HMP/YOI Bullingdon
 HMP Erlestoke
 HMP Grendon/Springhill
 HMP Winchester

Hertfordshire, Essex & Suffolk Group

Prison Group Director:
Simon Cartwright
 HMP Chelmsford
 HMP Highpoint
 HMP & YOI Holliesley Bay
 HMP The Mount
 HMP & YOI Warren Hill

Kent, Surrey & Sussex

Prison Group Director:
Susan Howard
 HMP Coldingley
 HMP/YOI Elmley
 HMP Ford
 HMP Lewes
 HMP/YOI Rochester
 HMP Standford Hill

London

Prison Group Director:
Ian Bickers
 HMP Brixton
 HMP & YOI High Down
 HMP/YOI Isis
 HMP/YOI Pentonville
 HMP Wandsworth
 HMP/YOI Wormwood Scrubs

Immigration & Foreign National Prisons

Prison Group Director:
Alison Clarke
 HMP Huntercombe (FNP)
 HMP Maidstone (FNP)
 IRC Morton Hall

Youth Custody Service

Executive Director:
Helga Swidenbank

Public Youth Custody Estate

Group Director-Youth Custody:
Heather Whitehead
 HMYOI Cookham Wood
 HMYOI Feltham
 Medway STC
 HMYOI Werrington
 HMYOI Wetherby

Contracted Youth Custody Estate

Deputy Director of Contracts:
Fiona Parker (interim)
 Rainsbrook STC
 Oakhill STC
Secure Children's Home
 Adel Beck
 Aldine House
 Aycliff
 Barton Moss
 Clayfields House
 Hillside
 Lincolnshire
 Vinney Green

Contracted

Head of Custodial
 Contracts: Neil Richards

HMP/YOI Altcourse
 HMP Ashfield
 HMP/YOI Bronzefield (F)
 HMP/YOI Doncaster
 HMP Dovegate
 HMP/YOI Forest Bank
 HMP Lowdham Grange
 HMP Northumberland
 HMP Oakwood
 HMP/YOI Peterborough (M/F)
 HMP Rye Hill
 HMP Thameside

Long Term/High Security

North
 Deputy Director: Gavin O'Malley

HMP Frankland
 HMP Ful Sutton
 HMP Garth
 HMP Long Lartin
 HMP/YOI Manchester
 HMP Wakefield

South
 Deputy Director: Will Styles

HMYOI Aylesbury
 HMP/YOI Belmarsh
 HMP Gartree
 HMP Isle of Wight
 HMP Swaleside
 HMP Whitmoor
 HMP/YOI Woodhill

MOJ Wellbeing Strategy



1. Focusing on key health and wellbeing issues to support better physical and psychological health
2. Engaging with all of our employees to create a happy, healthy and engaged work place
3. Supporting managers to boost their capability and build better relationships
4. Working in partnership so that all of our employees can access the specialist support they need.

OH and EAP prison projects – 5 year timeline 2017 to 2022

- New generation OH, EAP contracts commences
- Introduction of Mental Health Advisor to reduce OH waiting times

2017

August 2017 onwards

- Body Fluid Exposure Helpline
- OH report writing standards guidance
- Supplier training in response to HMIP report
- Re-introduction and development of Care Team training

- New OH and EAP Policy
- Fitness For Work Medical Standards Review
- Structured Professional Support Service

2018

- PHE Body Fluid Exposure Guidance
- OH National Roadshow
- EAP Health Promotion workshops National roll out HMPPS
- Targeted EAP support Wellness Together 12-week mental health wellbeing programme

- Mental health Medical Standards Review
- Widening of flu vaccine offer cross-MOJ
- EAP development of Line Manager's Guidance

2019

- Hep B programmes on prison training sites
- Launched Optima and HRBP Regional conference calls
- Launched EAP App

Continued...5 year timeline 2020 to 2022

- Recruitment of Clinical Lead – Employee Psychological Health
- Reach out Save Lives Suicide Prevention Campaign
- Structured Professional Support rebrand
- Bespoke Reflective Sessions for Prison Governors
- Promotion of minister backed C19 MHFA training



2020

- Recruitment of OHBP
- Review of OH eye sight, blood pressure, use of anticoagulant & hearing standards.
- Reconfiguration prison officer Fitness Testing delivery model.
- Long Covid / Post Covid Syndrome Service



2021

- Launch of Post Incident Care Policy
- POA Staff Support Podcasts
- OH Workplace Wellbeing platform launch
- EAP workshops
- Access to Work cessation project



2022

- Mental health in Policy development training with Remploy
- Campaign for Covid-19 vaccine for prison officers
- OH secure video conferencing
- Continuation of onsite flu and hep B clinics
- School leaver mentorship programme

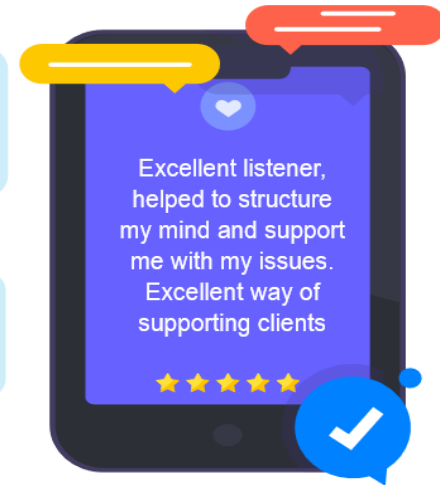
- Covid vaccination uptake recording project
- Covid Active Health Monitoring programme
- Free Vitamin D offer
- Colostomy bag protection funding approval
- Utility Vest project with Optima & Health and Safety

Work in progress:

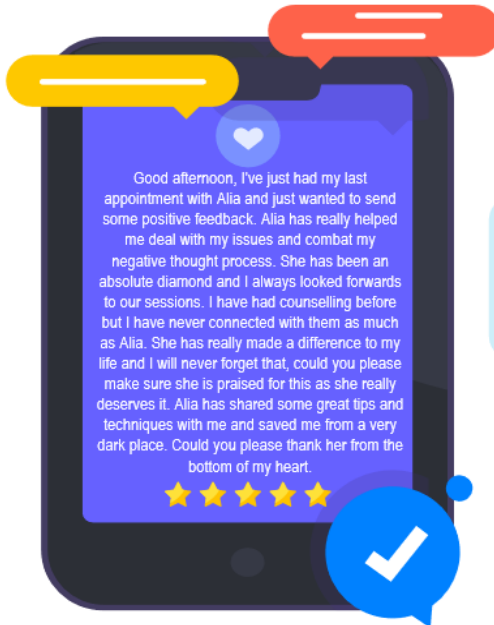
- Digital Triage Physiotherapy
- Resume EAP face to face appts
- Mental health medical standards review

Employee feedback EAP

Feedback – PAM Listen



Feedback – PAM Listen



“
‘Very informative session with useful details on how to support my team members’

“
‘Really helpful to see that the anxieties I have about returning to the workplace aren't unusual and have some tips to help manage the change’

“
‘The Trainer was very engaging, and it was pitched at the right level - an enjoyable and important session’

www.pamgroup.co.uk
“
‘The session was delivered professionally and encouraged inclusion from participants.’

“
‘The course has made me conscious of my perceptions and decisions going forward and the impacts they have on others’

“
Really informative and sent over quickly

“
My therapist was very helpful, caring and kind. Throughout my sessions she listened to me and I felt comfortable talking to her. I would recommend PAM to anyone who needs someone to talk to. Thank you PAM and my therapist Andela for the sessions

“
It was just so lovely to talk to Mavis. Each week I spoke to her I felt so much better

“
I want to thank Claire for coming along on my journey with me to realise that I am for the better, her support, care and techniques will walk along side me the rest of my life, grateful isn't even a big enough word, thank you again

“
I felt that the fact I had the same therapist every time beneficial as I didn't have to tell my story over and over



Post-Covid / Long-Covid service feedback

“At first, I was a bit sceptical, one - thinking did I even need the programme and two - would it even work. There were times when I really wanted to start exercising or thinking I’ll be ok to do that, but I am glad that I didn’t. I can honestly say it really helped me I listened to all your guidance, and it has put me on a path towards recovery not only physically but mentally too.”



“The phone sessions with the practitioner explained the reasons behind this approach and encouraged my reluctant compliance with the programme which has paid dividends for me. My only regret is that I had left engaging with the FRP until I was 16 months post virus. I believe my recovery would have been speedier had I engaged with this sooner. I don’t know yet if I will make a full recovery to my previous good health, but I certainly feel better than I would have done if I had not participated in the FRP”

Post-Covid / Long-Covid service feedback

I would just like to say a big thank you for all your help and support while I have been on the rehab programme



Long Covid has driven me to some pretty dark places since the physical symptoms started in December last year. Whilst the physical aspects of the condition are taking their time to abate and allow me to confidently return to a “normal” way of life, your process, time and consideration is helping me with the mental and emotional difficulties that come with this to subside and as such is helping the light at the end of the tunnel appear just that little more visible. This programme is a sense of hope and knowledge that I’m not the only one going through this, it has felt really very lonely and isolating due to the limited understanding of long Covid but you have helped no end to show things can and should improve given time and process...”

Post covid service (April 2021)

- >800 referrals received to date
- 32% referred to Functional Restoration Programme

Flu clinics - onsite in prisons

- 20: 7320
- 2021: 9255
- 2022: 10,617

EAP - 2021

- HMPPS utilised 24% of all services (calls and sessions website activity)
- EAP average is 5- 13%.

Deliverables Highlights



Hep B vaccines Q1 only

- Hep B vaccines: 1,114
- Bloods: 76

Covid - Active Condition Management Service (31st March 2021)

- 195 completed the full DART triage
- 95% reported an improvement to their condition
- 117 support packs provided to monitor health conditions
- 82% improvement and reassurance to health

Communication – getting information to the front line

- New EAP (and Reflective Sessions) promotional materials over 60,000 items (key fobs, posters, pens) dispatched to all prisons, Approved Premises and Probation Hubs.
- Intranet - POA podcast, blogs from Senior Leaders, therapists and customers/end users.
- PAM to develop a new HMPPS specific video that highlights specific HMPPS services (EAP Helpline, Critical Incident Support, Wellbeing Workshops and Reflective Sessions) to be played at HMPPS team meetings and events.
- Return of face to face OH and EAP promotional roadshows on site and in POELT training centres.
- Race Action Programme specific comms – Therapists and Staff blog from Minority Ethnic user perspective.
- Promotion of OH and EAP apps – webinars to HRBP Community.
- Optima host conference calls bi-monthly with HRBP Community in each region.
- OH themed training delivered to HR community via Teams –FRP info –over 100 attended

Prison specific stakeholder engagement

Meetings OH and EAP updates: -

- HMPPS Wellbeing Group
- National Trade Union Side (NTUS) HR & Equalities Sub Whitley
- HMPPS Executive OHSF Sub Committee Meeting
- PGA Health, Safety and Fire Sub-Committee
- Private Prisons Health and Safety meetings
- Health and Justice - Health Resilience Contact Group (UKHSA, NHSE, DoHSC, Home Office)
- Prison Escort and Custody Services (PECS)
- Fortnightly national Health and Safety meetings
- Fortnightly EAP contractor meeting and quarterly Contract Review Meetings
- Weekly OH contractor meetings and quarterly Contract Review Meetings
- Civil Service OH and EAP Network

OH and EAP Forward Look



- Reviewing, innovating and evaluation our delivery model and services to ensure sustainability and quality.
- Continuing to develop links with other areas of the organisation in order to share intelligence and signpost avenues of support.
- Carrying out detailed analysis of service-level data in order to gain greater understanding of patterns and themes across the organisation.
- Continue to enhance services through digital technology, broaden supported/self help offering.
- Collaborative working to prioritise key services as challenges re increased demand and resources continue.
- Partnership approach to communications to ensure uptake of new services effective and usage maximised.

MoJ Wellbeing priorities 2022



1. Putting in place a data informed approach to wellbeing.
2. Exploring what future interventions might have the greatest impact.
3. Raising awareness and encouraging use of our existing interventions, particularly in the area of upskilling managers and leaders.
4. Educating stakeholders as to what wellbeing looks like in the context of *Belonging* and getting their buy in to our overall approach.

MOJ and HMPPS Strategy, vision and leadership

- 1. MOJ Outcome Delivery Plan 2021-2022** - Through our Great People enabler, we will be working with our leaders to maintain resilience, finding ways to embrace and capitalise on the new ways of working and new styles of interaction adopted as a result of the pandemic.
- 2. HMPPS Business Plan 2021-2022** - Enabling People to Be Their Best - Expand support activities to improve mental health and wellbeing and enable people to maintain resilience. For staff this will reflect the strains of working throughout the COVID-19 response.
- 3. HMPPS Wellbeing Group** – Lead by Executive Director, HMPPS Wales. Sets Wellbeing Priorities and Wellbeing Deliverables for 2022-2023.

