



# Ministry of Defence Police



## Health and Wellbeing

### Guidance and Support brochure

# Guidance and Support

## Introduction

The MDP is committed to supporting your health and wellbeing and this booklet has been produced to assist by providing information and signposting help and guidance and free initiatives and resources available.

All staff should refer to this booklet alongside the Defnet Wellbeing page, where a wealth of useful information and guidance, including information on mental fitness, working at home and healthy lifestyles, is provided:

[Coronavirus Wellbeing and Health – Defnet page](#)

[Health and Wellbeing Portal](#)

[Civilian HR People Portal - Wellbeing & Advice](#)

Although this publication is for all MDP staff, its primary focus is to signpost police specific support - that is not included on the MOD Defnet pages - as well as key Defence and external assistance available for all.

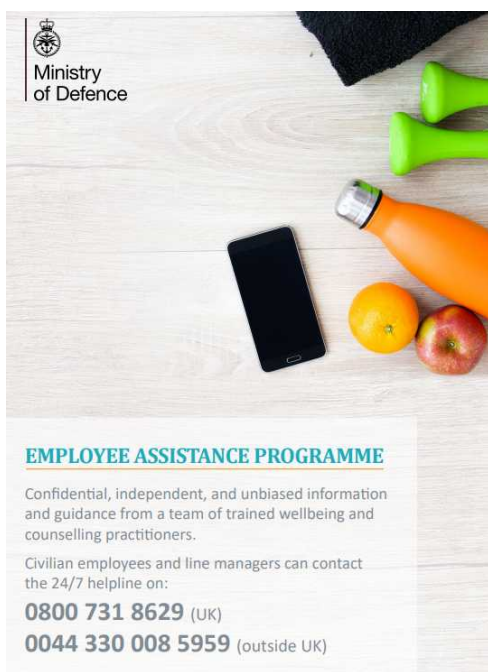
The Defence Police Federation and Trade Unions also provide a wide range of support and assistance to their members.

For further information visit:

[www.pcs.org.uk](http://www.pcs.org.uk)

[www.prospect.org.uk](http://www.prospect.org.uk)

[www.dpf.org.uk](http://www.dpf.org.uk)



## Occupational Health

Optima Health is the OH provider for the MDP. Guidance on the Occupational Advice Procedure is available through the Civilian HR People portal.

[Occupational Health Procedure](#)

[Optima Health Portal](#)

## The Employee Assistance Programme (EAP)

A confidential, free support service available to all MDP officers and staff.

You can download the app from both Apple & Android, the username and password are both HOCS.

Further information can be found [here](#).





Ministry  
of Defence

## EMPLOYEE ASSISTANCE PROGRAMME

**Confidential support  
24 hours a day, 7 days a week**

Confidential, independent, and unbiased information and guidance from a team of trained wellbeing and counselling practitioners.

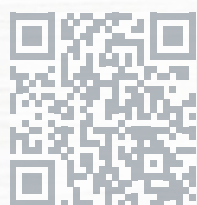
Civilian employees and line managers can contact the 24/7 helpline on:

**0800 731 8629** (UK)

**0044 330 008 5959** (outside UK)

or use the QR Code to visit:

<https://mod.workplacewellbeing.com>



The employee assistance programme offers support and information on:

### HEALTH & WELLBEING



- Mental health
- Physical health
- Bereavement
- Alcohol & drug misuse
- Trauma

### MONEY WORRIES



- Debt
- Gambling
- Financial Wellbeing

### MANAGER



- Management support
- Manager coaching

### CONSUMER & LEGAL



- Family
- Neighbours
- Crime
- Retail

### FAMILY & HOME



- Relationships
- Children
- Social
- Domestic abuse
- Menopause
- Childcare
- Eldercare

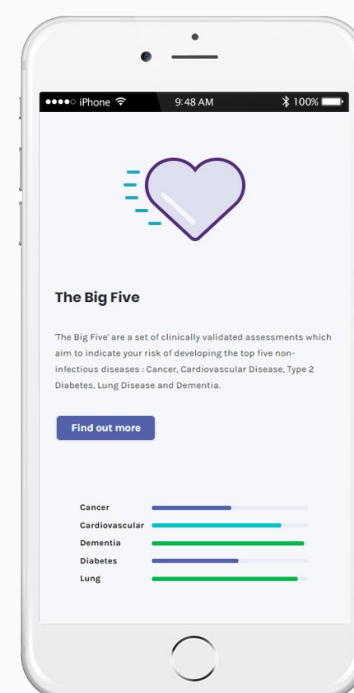
### WORK / LIFE



- Bullying & harassment
- Career / job stress
- Sickness absence
- Work / life balance
- Personal effectiveness

## OPTIMISE

Your overall wellbeing is important to us so we are also delighted to offer you access to Optimise, a comprehensive wellbeing assessment that you and your family can take at any time. It provides personalised wellbeing content tailored to your responses and has an extensive library of wellbeing information for you to access at any time, including videos, podcasts and Ted Talks.





## Mental Health First Aiders

The Force has a pool of MHFAs who are valuable points of contact for staff during these extraordinary times.

To find out where your nearest MHFA is located see our List of Mental Health First Aiders on the Attendance and Performance Sharepoint page [here](#) or alternatively contact: [Kathryn.Foster680@mod.gov.uk](mailto:Kathryn.Foster680@mod.gov.uk)



## HeadFIT

HeadFIT is designed specifically for the Defence community, it provides 24/7 access to self-help tools that can enhance mood, drive and confidence, and helps Defence people manage the stresses of everyday life.

[HeadFIT - Defnet page](#)



## MOD and MDP Staff Support Networks

Available to all staff:

[Defence Staff Networks](#)

[MDP LGBT+ Network](#)

[MDP Gender Network](#)

[MDP Disability and Wellbeing Network \(DAWN\)](#)

[MDP Race, Ethnicity and Cultural heritage \(REACH\) Network](#)



## Force Welfare Officer

**All staff** have access to the FWO and are encouraged to make contact, particularly if they suffer a family loss through coronavirus. The FWO can assist by signposting help and guidance available throughout the Force, MOD and the wider police family.

[Claire.Batt412@mod.gov.uk](mailto:Claire.Batt412@mod.gov.uk) / 07595 568 608



## 8 YZYbWW'Dc`jWW: YXYfUjcb`fB D: L Group Insurance Scheme

If you are a member of the Group Insurance Scheme, you can be eligible to use the 24/7 GP service.

**To book an appointment with a GP  
24/7 call: 0345 222 3736**



## Police Firearms Officers Association

Every DPF member has membership with the PFOA which provides a Welfare Support Programme, bespoke counselling and coaching. The PFOA is a charity and should not therefore be the first port of call if you require help.

In the first instance Force provided support should be engaged.

However, it is recognised that Force services provided may not meet the needs of every case and this is where the PFOA should be considered.



**Welfare Support Line Tel: 01354 669749**

The image shows the top half of a poster. On the left is the MHFA England logo, which consists of a green stylized 'M' and the text 'MHFA England'. On the right is the NHS logo. The main title 'Discover simple steps to look after your mental health' is centered in a large, bold, black font, with 'your mental health' in a teal color. Below the title, the text 'Search every mind matters' is written in a smaller, teal font. To the right of this text is a yellow speech bubble containing the words 'every mind matters' in a bold, teal font. The background is a light grey gradient with a teal curved shape at the bottom.

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Police Mutual provide financial guidance and support to Á  
serving Police Officers, offering a wealth of information Á  
relevant throughout your policing.Á

**The Charity for**  
**Civil Servants** **for you**  
**by you**

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**Oscar Kilo,  
home of the  
national  
police wellbeing  
service.**

Oscar Kilo provide support to the policing world and currently have a coronavirus specific page on their website, with videos and self-help guidance available to all: [www.oscarkilo.org.uk](http://www.oscarkilo.org.uk)

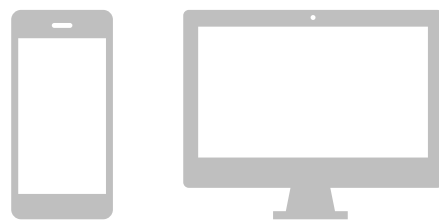


**Blue Light Info@ne**  
☎ **0300 303 5999**

Offers confidential, independent and practical support, advice and information.  
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**Provides information on a range of topics including:**

- Staying mentally healthy for work
- Types of mental health problems
- 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



The Blue Light Info@ne is for emergency service staff, volunteers and their families only. Open Monday to Friday, 9am to 6pm, the phone number above is charged at local rates. You can make contact using the email or text details at any time and a response from a dedicated



### The Police Treatment Centre

The Police Treatment Centre charity provides intensive treatment to thousands of injured and ill police officers every year.

[www.thepolicetreatmentcentres.org](http://www.thepolicetreatmentcentres.org)

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### Flint House

A charity that provides rehabilitation and health care services to serving and retired police officers. [www.flinthouse.co.uk](http://www.flinthouse.co.uk)

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### Police Care UK

A charity for serving and veteran police officers and staff, volunteers, and their families. Police Care UK is independent from the police service and is funded entirely by donations and fundraising, receiving no money from government or forces for their work. You can access practical, emotional and financial support that is confidential and impartial by submitting a referral for you or someone you know. [www.policecare.org.uk](http://www.policecare.org.uk)

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### Samaritans

[www.samaritans.org](http://www.samaritans.org) ☎ 116 123 (24 hrs)

Provides confidential, non-judgmental emotional support for people experiencing feelings of distress or despair, including those that could lead to suicide.

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### Alcoholics Anonymous

AA - Free helpline: ☎ 0800 9177 650

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

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### Drink Aware

Drink Aware - Free helpline ☎ 0300 123 1110 (weekdays 9am - 8pm, weekends 11am - 4pm)

[www.drinkaware.co.uk](http://www.drinkaware.co.uk)

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### Bereavement

Cruse Bereavement Care ☎ 0844 477 9400

[www.cruse.org.uk](http://www.cruse.org.uk)



# Make Yourself Heard

In danger, need the police, but can't speak?

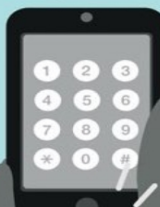
1 Dial  
**999**



2 Listen to the questions from the 999 operator



3 Respond by coughing or tapping the handset if you can



4 If prompted, press **55**  
This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.





### Smoking\*

NHS - Smoke Free National Helpline

☎ 0300 123 1044

[www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)

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### Women's Health Menopause:

[www.menopausematters.co.uk](http://www.menopausematters.co.uk)

[www.nhs.uk/conditions/menopause](http://www.nhs.uk/conditions/menopause)

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### Cancer Research UK:

[www.cancerresearchuk.org/about-cancer](http://www.cancerresearchuk.org/about-cancer)

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### Men's Health

[www.nhs.uk/common-health-questions/mens-health](http://www.nhs.uk/common-health-questions/mens-health)

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### NHS Choices

Website contains general information with an A-Z of services.

[www.nhs.uk](http://www.nhs.uk)

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### C.A.L.M.:

Helpline specifically designed for men, who may feel suicidal or are suffering from mental ill health. This service is open 365 days a year from 5pm - midnight.

☎ 0800 58 58 58

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### MIND Infoline

Information on a vast range of topics and where to source assistance locally. This is a highly informative website with lots of self-help on issues such as depression, anxiety, suicidal thoughts, PTSD, trauma, sleep problems and bereavement.

☎ 0300 123 3393 [www.MIND.org.uk](http://www.MIND.org.uk)

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### Domestic abuse: how to get help

[www.gov.uk/guidance/domestic-abuse-how-to-get-help](http://www.gov.uk/guidance/domestic-abuse-how-to-get-help)

[www.gov.uk/report-domestic-abuse](http://www.gov.uk/report-domestic-abuse)

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### Freephone National Domestic Abuse Helpline, run by Refuge

☎ 0808 200 0247

[www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

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### Galop - LGBT + anti violence charity

☎ 0800 999 5428

[www.galop.org.uk](http://www.galop.org.uk)

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### Men's Advice Line

☎ 0808 801 0327

[www.mensadvice.org.uk](http://www.mensadvice.org.uk)



