

Employee Wellbeing

This document outlines the Scottish Prison Service Policy in relation to Employee Wellbeing

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Unlocking Potential - Transforming Lives.

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Corporate Services, Human Resources

Policy Scope:

All Scottish Prison Service Employees

Links to Other Policies:

[Absence Management](#)

[Code of Conduct](#)

[Dignity at Work](#)

[Equality, Diversity and Human Rights Statement](#)

[Equal Opportunities in Employment](#)

[Flexible Working](#)

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1.0 Introduction

The Scottish Prison Service (SPS) is committed to fostering a positive working environment that proactively promotes and protects the physical and mental wellbeing of its employees through appropriate wellbeing activities and resources.

SPS works with the Scottish Centre for Healthy Working Lives Award (HWLA) who run a series of award programmes, Gold, Silver and Bronze. The HWLA Programme supports employers and employees to develop health promotion and safety themes in the workplace in a practical, logical way, raising awareness of the benefits of physical activity, healthy eating, smoking cessation and good working practices for overall wellbeing.

Employees are encouraged to take personal responsibility for their own health, safety and wellbeing, whilst also ensuring that the safety of their colleagues and others in the workplace is safeguarded.

The prevention of ill health and promotion of good health brings benefits to all through better employee morale, reduced absenteeism and improved performance.

This policy and accompanying guidance will replace the following:

- Alcohol and Substance Misuse Policy (2007)
- Blood Borne Virus Policy (2008)
- Critical Incident Response & Support (CIRS) Policy (2004)
- Smoking Policy (2006)
- The Management of Stress at Work Policy and Procedure & Risk Assessment Process (2006)
- Occupational Health Wellbeing & Competence Policy & Procedure (2005)

The SPS Employee Wellbeing Policy becomes effective from 04 May 2018 and replaces all earlier related guidance, policy documents, staff notices and GMAs.

2.0 Aim

The SPS Employee Wellbeing Policy aims to promote employee wellbeing, reduce discrimination and ensure that all employees have fair and equitable access to wellbeing activities and resources. SPS aims to provide a working environment that is safe, that minimises any risks to health and that makes adequate arrangements for employees' welfare whilst they are at work.

3.0 Scope

This policy has been developed by management and the SPS Trade Union Side (TUS) working in Partnership. This policy applies to all SPS employees, regardless of the nature of their contract of employment.

Everyone working on SPS premises must comply with the Alcohol & Substance Misuse and No Smoking elements of this policy. This will be a condition of, and included in, any contracts or service level agreements with service providers to SPS.

This policy recognises and implements relevant legislation and good practice that aligns with the SPS Employee Wellbeing Policy.

4.0 Definitions

For simplification of this document the following terms and definitions apply:

- **Drugs or substance misuse** includes the misuse of any substance capable of causing intoxication, whether or not the substance is prohibited by law. This includes all controlled substances, any prescription drugs, and any over-the-counter medicine or substance which is deliberately misused so as to impair the individual. It also includes psychoactive substances.
- **Alcohol** means any ethyl-alcohol containing product which, if consumed, has the capacity to induce intoxication.
- **SPS Property** includes all land, property, car parks, buildings, structures, installations, lockers, toolboxes, vehicles or equipment owned, leased or used by SPS for the conduct of its business.
- **Blood Borne Viruses (BBVs)** are viruses that some people carry in their blood and that may cause severe disease in certain people and few or no symptoms in others. The virus can spread to another person, whether the carrier of the virus is ill or not.

The main BBVs of concern are:

- Hepatitis A virus, Hepatitis B virus (HBV), Hepatitis C virus (HCV) and Hepatitis D virus (HDV) which can lead to disease of the liver.
 - Human Immunodeficiency Virus (HIV), which can lead to Acquired Immune Deficiency Syndrome (AIDS), if untreated, affecting the immune system of the body.
- **Critical Incident** - any event, which has a stressful impact severe enough to overwhelm the usual coping skills of a group or individual. The impact of this

event leaves a threat to one's sense of safety, and to one's physical or mental wellbeing.

- **Stress** is defined by The Health and Safety Executive (HSE) as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress, which can be detrimental to health.
- **Mental Health** - is the mental and emotional state in which we feel able to cope with the normal stressors of everyday life.
- **Assault** – an employee has been assaulted when the injuries sustained (including psychological) were the direct and foreseeable result of third party actions perpetrated either with intent to cause physical harm, or with intent to cause reasonable fear of such harm, whether or not the injured party was the intended victim.

5.0 Roles and Responsibilities

SPS

Has a responsibility to:

- promote the health and wellbeing of employees;
- ensure that all SPS employees have fair and equitable access to wellbeing activities and resources.

Managers

Have a responsibility to:

- manage day-to-day attendance, including maintaining contact with absent employees;
- support employees who experience health problems and signpost them to in-house and external support services;
- liaise with the relevant professionals, including HR and Occupational Health (OH), to assist the successful return to work of any employee who is on sick leave;
- ensure good communication between management and employees, particularly on changes that may affect employees' health and wellbeing;
- monitor employees' workloads to ensure that they are manageable;
- monitor employees' working hours and annual leave to ensure that they work appropriate hours and take regular breaks;

- become familiar with the Employee Wellbeing Policy and other policies that are likely to affect wellbeing, such as bullying and harassment and flexible working and take action as appropriate;
- recognise how their management style can affect employee wellbeing;
- become familiar with employee support services, such as the Employee Assistance Programme (EAP), OH and Critical Incident Response and Support (CIRS);
- conduct risk assessments and [stress risk assessments](#), where appropriate, and ensure that the measures that the assessments identify are implemented, monitored and reviewed;
- encourage employees to participate in wellbeing initiatives;
- maintain employee confidentiality.

The HR Department

Has a responsibility to:

- provide support and guidance to employees and managers on wellbeing matters;
- monitor, evaluate and review the Employee Wellbeing Policy and associated initiatives;
- provide training to managers on managing stress, building resilience among teams and how to have difficult conversations with employees;
- support employees who experience health problems and alert them to in-house and external support services.

Employees

Have a responsibility to:

- take personal responsibility for their own health and wellbeing, including cooperating with managers on measures designed to promote wellbeing;
- contact their GP if they are concerned about their health and wellbeing;
- take reasonable care of the health and wellbeing of the people with whom they come into contact;
- alert managers to health and wellbeing problems;
- take advantage of counselling and training opportunities, including making use of the EAP;
- participate in wellbeing initiatives.

6.0 Alcohol, Medication and Substances at Work

6.1 Introduction

Employees and service providers who misuse drugs, alcohol or other intoxicating substances may put themselves or colleagues at risk of harm or injury in the workplace.

This section of the Employee Wellbeing Policy therefore aims:

- to clarify the rules relating to the use of drugs, alcohol and other substances;
- to reduce the likelihood of impairment at work;
- to raise awareness of the impact of the use of drugs, alcohol and substances, of how this can be recognised and what support is available;
- to clarify at what point we regard drug, alcohol or substance use as a disciplinary matter rather than a health problem.

6.2 Alcohol and Substances at Work

All employees should ensure that, when on duty, they are fit to undertake their full range of duties and responsibilities safely. The following rules apply:

- Being under the influence of alcohol or any substance which may adversely affect performance when on duty is not permitted (including when on call);
- Alcohol must not be brought to work unless with prior permission from a senior manager;
- Employees must not consume alcohol or take substances which may adversely affect performance when on duty including when on call;
- Any employee driving on SPS business must ensure that they do not drive under the influence of alcohol or substances which may adversely affect performance.

The use, possession, distribution, purchase, sale, consumption or being under the influence of illegal drugs (or psychoactive substances) whilst at work is never permitted and will be regarded as gross misconduct. Employees and service providers must not under any circumstances bring illegal drugs or psychoactive substances onto SPS property or to any event attended in the course of their employment, including social functions organised by SPS.

Employees and service providers are also reminded that they are expected to behave appropriately when attending official events on behalf of SPS. Whilst alcohol is permitted in moderation, the taking of illegal drugs or misuse of other substances is never condoned. Those who have recognised they are experiencing problems with alcohol or substance misuse are expected to raise this with a manager / a colleague

/ HR or a Trade Union representative. Employees are encouraged to seek help voluntarily. Support will be offered through the SPS' EAP Provider.

Individuals will also be required to attend OH in order to determine their ability to fulfil their full contractual role.

Employees have a duty to inform their manager or the HR Department if they have concerns about a colleague and think the problem may be related to alcohol or substance misuse. This will be treated in the strictest of confidence where possible.

In the interests of their own and their colleagues' safety, any employee or service provider believed to be unfit for duty will be removed from duty until fit to return.

The problem may be dealt with as either a health or conduct issue, depending on individual circumstances. Where there is evidence that an employee has a problem with alcohol or substance misuse and they refuse to access appropriate support services, they may be subject to formal action under the SPS policies for managing discipline and attendance.

Where there are indications that the law has been broken on SPS premises the matter will be reported to the Police.

Failure to comply with the policy by service providers could result in permanent dismissal from the SPS site. Any provision of support mechanisms for service providers will be via their direct employers.

6.3 Medication

From time to time employees or service providers will suffer ailments or illnesses for which legally prescribed or legally available drugs are required, either to rectify the ailment itself or to relieve the symptoms. As these drugs may also have some form of side effect, it is important that, if this is likely to affect job performance in any way (e.g. drowsiness), anyone taking such medication should check with their doctor or pharmacist about any possible side effects and notify the Head of Operations of this fact and the details; the employee may be referred to OH for further medical advice. If an employee has concerns about a medical condition or medication that may affect their ability to carry out their role safely, they should discuss this with their manager who may refer them for OH advice.

The aim is to protect everyone's safety and in certain cases it may be necessary to restrict some activities or move the person to other, less risky, work until fully recovered.

Employees and service providers with health conditions which require medication to control these must inform Human Resources of what medication they take so that these details are kept on their career file and made available to any medical staff or first-aiders called in the event of a medical emergency or accident.

Any employee who requires to bring medication onto SPS property must also inform the Head of Operations at the earliest opportunity. Employees must check with their establishment what the local standard operating procedures are for bringing medication onsite. Refer to [current policies and guidance](#) for information.

Anticoagulant and Antiplatelet Medication

There are serious risks for employees who have been prescribed anticoagulant medication and work directly with prisoners. SPS has obtained OH advice and has issued guidance on managing employees in this position. To access this advice visit [Governors and Managers Notice 031A-18](#). Employees who have been prescribed such medication should ensure that they read this important advice. For general information on anticoagulant and antiplatelet medication, including the associated risks, please visit the Healthline advice at [Anticoagulant and Antiplatelet Drugs](#).

7.0 Assaults and Injuries at Work

If it is determined that an employee has been assaulted in the workplace they will be entitled to receive full pay for the duration of any sick absence which is linked to the assault. For more information please visit [Assaults at Work](#).

The Principal Civil Service Pension Scheme (PCSPS) allows employees to apply for Injury Benefit if they have received an injury whilst carrying out their official duties. For more information please visit [Injuries at Work](#) or the [Civil Service Pensions Scheme Rules: CSIBS](#).

8.0 Blood Borne Viruses and Immunisations

8.1 Introduction

This section of the Employee Wellbeing policy provides employees with consistent methods for reducing the risk of exposure to blood borne viruses (BBV) and a standardised approach to the management of such exposure in the workplace. SPS aims to provide proactive support and guidance for employees who may be at risk of infection by exposure to blood or bodily fluids when carrying out their duties. All employees have a legal duty to take care of their own health and safety and that of others affected by their actions, so must be familiar with, and make full use of, the control measures put in place.

8.2 Support

Accident & Emergency (A&E)

If potential contamination is suspected, employees will be immediately referred to the [Identified Accident and Emergency \(A&E\) Department](#). It is essential they take with them the [Potential Exposure to Blood Borne Viruses form](#) as this assists A&E staff to treat the presenting symptoms and ascertain what treatment to provide.

Occupational Health (OH)

Where an employee is absent due to potential exposure to blood or bodily fluids, their manager will liaise with the local Human Resource (HR) team to arrange for referral to OH. OH advice will ensure a greater understanding of the nature and expected length of the absence and any potential impact this may have on future attendance. This will help both the employee and the employer to address and plan a return to work.

For additional information please refer to SPS' policy on managing attendance.

Critical Incident Response and Support (CIRS)

Employees involved in an incident where potential exposure to or contamination by blood or bodily fluids may have occurred will automatically be invited to attend a CIRS meeting.

For additional information regarding CIRS please refer to Section 9 of this policy.

8.3 Immunisations

SPS offers immunisation against Hepatitis B and seasonal flu, when available, at no cost to employees. All employees working within SPS who come into contact with prisoners may be at risk of exposure to Hepatitis B and are strongly advised to seek immunisation against it.

SPS arranges vaccinations for employees who wish to take advantage of this offer. Employees are actively encouraged to protect themselves against Hepatitis B (where appropriate) and seasonal flu.

For further details of those immunisation programmes currently available to you please contact your local HR team or refer to the guidance on [Immunisation Programmes for SPS Employees](#).

9.0 Critical Incident Response and Support (CIRS)

9.1 Introduction

The CIRS process provides a consistent, standardised model of care and short-term support to employees following a critical incident. The CIRS service is available to all employees and it is not mandatory that all employees attend all parts of the process but attendance is recommended.

9.2 Purpose

The main objective of the CIRS model is to help employees make sense of the reactions they are experiencing following an incident and to assist them in feeling more in control of what is happening to them. It is also to ensure that, where employees experience a marked psychological response, this is identified at an early stage and provisions put in place to access specialist short-term therapeutic intervention for them. Appropriate follow up will be facilitated out with SPS, if required, for medium or long-term intervention.

9.3 Standards

The following CIRS standards apply:

- CIRS will only be provided by Critical Incident (CI) Responders who are deemed competent after attending a CIRS training course;
- Critical Incident Responders will receive regular supervision for their practice;
- Critical Incident Responders will attend regular training to update their skills and assure adherence to CIRS standards;
- CIRS groups will not exceed 4 in number unless two responders are involved, in which case numbers should not exceed 10;
- In each establishment the HR Team will be responsible for co-ordinating the CIRS process. The CIRS Manager and CIRS Co-ordinator will be based in this team.

9.4 Critical Incidents

CIRS may be required following these events:

- suicide;
- hostage incident;
- sudden death;
- attempted suicide;

- assaults by prisoners on employees;
- major disturbances;
- serious prisoner assault;
- fire;
- major accidents including work-related road traffic accidents;
- whenever the situation required it.

The decision as to whether a CIRS meeting is appropriate must be an informed one made by suitably knowledgeable individuals. The trigger event is likely to be one of the above situations (but not necessarily in every case). The reactions of employees, and local knowledge as to the vulnerability of certain individuals who were involved, may also inform the decision making process. Individuals may be vulnerable if they are already experiencing stress, have experienced an adverse reaction following a previous critical incident, or if they had a close relationship with the victim of a critical incident.

This process seeks to ensure that individual employees, at all levels, who cannot or do not attend group CIRS meetings are supported in an appropriate way following their involvement in an incident. This may include facilitating an operational debrief, where this is deemed to be appropriate.

It is the responsibility of SPS management to ensure that employees affected by a critical incident, including those that are not at work, are aware of, and get access to, appropriate support including from OH and EAP.

At all stages in the process, any actions taken will be recorded and communicated to employees in writing.

Communication between the employee, manager and CIRS Co-ordinator are treated with the appropriate confidentiality.

10.0 Employee Assistance Programme (EAP)

SPS's EAP offers a free confidential 24 hour service providing specialist support and information for employees and their immediate family on health and personal matters.

Employees can self-refer to the EAP. Managers can also refer employees to EAP for additional support under the Employee Wellbeing Policy sections relating to Alcohol, Medication & Substances at Work, CIRS, Promoting Positive Mental Health and No Smoking.

For further information about how to contact EAP and what services are available please visit [Employee Assistance Programme](#) or [Employee Wellbeing Guidance](#).

11.0 Eyecare

Employees who are Display Screen Equipment (DSE) users are entitled to receive a free eye and eyesight test. If the eye and eyesight test indicates that prescription spectacles are necessary for DSE work, or when normal corrective spectacles cannot be used, employees will be provided with prescription spectacles from a specific range of styles without charge.

For further information on Eyecare provisions at SPS please visit [Eyecare](#)

12.0 Lifestyle Screening

Lifestyle screening is about putting in place systematic, regular and appropriate procedures to detect early signs of any ill health among employees who may be exposed to health risks and proactively acting on the results. The overriding objective of the lifestyle screening process is to help build and maintain a healthy workforce and a healthy organisation.

It is a mandatory requirement that every employee participates in lifestyle screening once every 3 years. Probationary employees will be receive Lifestyle Screening in their first year of service and thereafter every three years.

The purpose of lifestyle screening is:

- To promote good general health in individuals;
- To promote a feeling of wellbeing and being valued within SPS;
- To provide anonymised statistical results which allow SPS to prioritise health promotion initiatives.

It is expected that employees will make every reasonable effort to attend for lifestyle screening. If unable to attend they must inform their local HR team, as soon as is reasonably practicable so that consideration can be given to rescheduling the appointment. It should be noted that failure to attend without reasonable cause may lead to the costs of the appointment being charged to the individual. Failure to attend without reasonable cause may also be considered as a disciplinary offence.

Any information gathered will be assessed by OH. All confidential medical information gathered will be held by our OH providers as part of employee health records. **This information will not be released to SPS management without the consent of the individual employee.**

13.0 No Smoking

13.1 Introduction

SPS aims to support employees who wish to stop smoking, improving employee wellbeing and creating a healthier workforce.

Smoking in any form by employees and service providers is not permitted anywhere on SPS property. This includes the smoking of e-cigarettes.

It is the responsibility of all employees and service providers to abide by this policy and comply with legislative requirements.

Employees' failure to observe SPS' rules on smoking will be considered a conduct matter to be dealt with under the Code of Conduct and may be reported to the relevant authorities. Failure to comply with the policy by service providers could result in permanent dismissal from the SPS site.

13.2 Support

Those wishing to utilise support to stop smoking can contact EAP which can be accessed via a free confidential phone number (0800 854562) and is available 24 hours a day, 365 days a year. This will give employees immediate access to counselling, professional advice and information on stopping smoking. Information on smoking cessation will also be available in establishments. Other sources of help are listed in the Guidance document.

Any provision of support mechanisms for service providers will be via their direct employers.

Government legislation has provided that all smokers can receive pharmaceutical support to assist them to stop smoking via prescription from their GP.

14.0 Occupational Health (OH)

SPS's OH providers are contracted to provide medical advice to assist in the fair and effective management of employee health and wellbeing.

OH Advisors must carry out their duties with particular regard to confidentiality and the Data Protection legislation; they must ensure that employees' OH records are stored safely and confidentially both during and after employment.

15.0 Promoting Positive Mental Health

SPS aims to create a culture of support within the workplace where employees can talk about mental health problems without the fear of stigma or discrimination and receive appropriate support.

SPS has a duty to assess the risk of work-related mental ill health and to take reasonable measures to control that risk by:

- identifying workplace stressors and conducting suitable and sufficient risk assessments to eliminate or control the risks from mental ill health;
- responding appropriately to warning signs of mental ill health in employees;
- promoting active discussion and working with employees to help decide on practical improvements that can be made;
- consulting with Trade Union Side partners on all proposed action relating to the promotion of positive mental health.

Employees have personal responsibility for their own mental wellbeing. Any concerns about their own or a colleague's mental health should be raised with a manager, HR or TUS representative who will offer support and encourage referral to OH and/or EAP where appropriate.

If any employee is seeking help with their mental health, they can self-refer to EAP (see Section 9.0) or they can discuss a referral to SPS' OH provider (see Section 13.0) with their manager or HR.

The SPS policy on managing attendance should be followed if an employee reports any health concern that means that they have to take time off work. All cases will be managed in accordance with Equality legislation.

Where an employee has told a manager that they are experiencing stress, the manager must conduct a risk assessment. The HSE Management Standards Indicator Tool can be used to carry out a stress risk assessment and is available at [HSE Indicator Tools](#)

Further Information:

SPS recognises that from time to time employees may have questions or concerns relating to Employee Wellbeing. In certain situations employees' rights and obligations regarding Employee Wellbeing may change. In these circumstances SPS will abide by any statutory obligations.

SPS wishes to encourage open discussion with employees to ensure that questions and problems can be resolved as quickly as possible. Employees are encouraged to seek clarification on any issues with the appropriate Manager in the first instance.

Sustainability

Improving our environmental performance and doing things in a more sustainable way should be seen as integral to our core business practices.

In line with the SPS Sustainable Policy and to demonstrate compliance with the Scottish Government's commitment to improving environmental and sustainable development performance, please be mindful if printing this document – keeping paper usage to a minimum (print only version), printing on both sides, and recycling.

Equality Statement

SPS is an equal opportunities employer where all employees are treated with dignity and respect. We are fully committed to equality, diversity and human rights and to ensuring our culture, working environment, policies, processes and practices are free from bias. This policy applies to all employees regardless of protected characteristics, and, subject to any eligibility criteria, length of service, grade, working pattern or operational status.

Inclusive Communications

It is our ambition to ensure that SPS documents are readable, accessible and engaging for employees.

In formatting this document, good practice principles around engagement and inclusive communications have been adhered to.

If you require this document in an alternative format please contact Human Resources.

Review and Monitoring

This policy will be reviewed every three years or sooner where applicable to reflect changing business and legislative requirements.

Human Resources Policy and Guidance in SPS

SPS policies take into account current legislation, rules, regulations and best practice guidance from a range of professional and public bodies, including the following:



UK Civil
Service
Management
Code



UK Legislation



EU
Legislation



ACAS



CIPD Best
Practice