



# South Wales Police

## Information for Welfare Support Officers in Complaint and Conduct Investigations



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### **CONFIDENTIAL:**

The contents of this document are intended for the use of the recipient and their Head of Department only. It should not be printed or copied without the approval of the Head of PSD.

## Foreword – Head of Professional Standards

**Thank you for volunteering to become a Welfare Support Officer. This is an incredibly important role, designed to support the health, wellbeing and welfare of colleagues' subject of investigation following a complaint from a member of the public, or internal conduct allegation.**

Being subject of an investigation by the Independent Office for Police Conduct (IOPC) or Professional Standards Department (PSD) can be a highly stressful experience and may impact greatly upon the individual under investigation and their family. Supporting colleagues under such circumstances is an absolute priority and for this reason, the role of Welfare Support Officer has been formally developed.

In order for this role to be meaningful, it is essential that a clear line of communication exists between the Welfare Support Officer, the organisation and colleague under investigation. This allows us to consider specific welfare concerns tailored to the individual and to inform decisions we make as an organisation. In addition to the support services outlined, such as staff networks and associations, you are also encouraged to consider external agencies and wider avenues of support that may add benefit.

The details of services enclosed are provided as a starting position and should not be considered as an exhaustive list. The demands of the role should not be underestimated and the need to recognise, respond to and manage the ongoing health and wellbeing of colleagues is a significant responsibility. You are encouraged not to deal with any significant concern or risk in isolation.

This role is designed to personally support a colleague under investigation, but also to highlight issues which would benefit from a wider organisational response.

In conclusion, I do hope you find the information contained within this booklet of assistance and once again, thank you for agreeing to undertake this incredibly important role.

**Dorian Lloyd**

**Chief Superintendent**

## Foreword – T/Director of People and Organisational Development

**The Health and Wellbeing of staff is really important to us and we recognise that being subject of an investigation can lead to significant levels of stress and anxiety which often results in long periods of sickness absence from the workplace.**

Volunteering to become a Welfare Support Officer shows your commitment to support your colleagues through difficult times. It is a role that requires a great deal of personal commitment and understanding as you may be the first point of contact for an individual who feels the need to talk through their concerns in an environment where they feel comfortable to do so.

We also realise that as a Welfare Support Officer you may have to deal with some challenging issues and from time to time may need support yourselves and, of course, you will be able to access the services of occupational health yourself should this be necessary.

We are very pleased to be supporting PSD in this initiative which we are positive will provide a complimentary support service to that which we already have in place such as the Bluelight Champions.

Working lives are busy and complicated, so thank you so much for volunteering to undertake this role where you will be able to make a difference and that I hope you will find rewarding.

**Mrs Amanda Davies**

## Information for Welfare Support Officers

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.

The process of being subjected to a complaint or conduct investigation can be an extremely stressful and testing time and will clearly be heightened where the matter is subject to criminal process.

Irrespective of the matters under investigation, we as an organisation have a duty to support our colleagues and wherever possible, manage the concerns raised by the individual. This can be through signposting to both internal and external support networks, increased personal contact and the management of home visits where sickness absence becomes a factor.

It should also be noted that due to the wide diversity in our workforce, welfare provision needs to be bespoke and focussed upon the needs of the individuals, rather than a generic approach.

The requirements of the individual concerned and those of the organisation can vary depending on specific role e.g. Police Officer, Police Staff, Special Constable or Volunteer. With each of these roles, it will be necessary to consider who or what additional support may be required.



## Role of the Welfare Support Officer

This is a critical role within South Wales Police, not just for the period of an investigation being undertaken, and may require a protracted period of commitment such as managing a return to the work place, whether that is from a period of sickness or simply following the conclusion of an investigation. It should always be borne in mind that whilst you are there to support the individual, you are also doing so on behalf of the organisation. Any pre-existing friendship should not affect this responsibility, or your ability to keep the organisation updated as to the full circumstances of the individuals welfare.

Responsibility for the selection and appointment of Welfare Support Officers is held with the Professional Standards Department (PSD), who will select from a network of volunteers. This will be in discussion with the officer/staff members' line manager, to agree upon the most appropriate nominee. It is not necessary for the role to be performed by an individual of a higher rank and it is preferable that the role is not undertaken by the current line manager. This allows for a distinction to be drawn between the role of welfare manager and the role of line manager where for example, the Unsatisfactory Attendance Procedure may become an area that runs parallel to any misconduct investigation. This does not preclude communication and engagement between the two roles, indeed this is encouraged in order to manage the overlap in responsibility, e.g occupational health referrals etc.

The role of Welfare Support Officer in this next context appears not to have been defined, and we would suggest that it is perhaps best not to do so, as the expectations or any agreed terms of reference should be set on a case by case basis.

## Structure

*This is intended as a guide.*

We would recommend that once you have been selected within this role, that you make contact with the Investigating Officer, so that you may be informed and briefed on the allegation and investigation on behalf of the officer or staff member concerned.

Following this, we would recommend a meeting with the individual concerned, in order to establish the welfare support relationship.

You will be required to understand each other's roles, positions and expectations and to establish a foundation for a positive, transparent and supportive relationship. You must be seen as an independent source of assistance and advice.

It is essential that you agree the nature of the welfare support being offered. This should include means of contact, the frequency and when the support will end.

The options of contact should be determined between you and the individual you represent, as every persons' needs will differ.

Every effort should be made to honour agreed contact agreements and if it is necessary to cancel a meeting, then revised arrangements should be made as soon as possible.

### Examples of possible discussions for the first meeting could be:

- ◆ Explanation of your role
- ◆ What is and is not appropriate to discuss
- ◆ How contact will be undertaken
- ◆ How meetings are to be arranged
- ◆ The confidentiality of the arrangement
- ◆ Frequency and location of meetings
- ◆ How accessible the Welfare Support Officer will be

## Confidentiality

It is important the officer or staff concerned feel that they can fully trust the Welfare Support Officer. During the course of the investigation they may wish to disclose matters of a personal nature that may be impacting on their employment. We request that as Welfare Support Officers, you keep a contact log and any disclosures made should be recorded on this, which may be subject to review by PSD. This needs to be made clear to the officer or staff member to ensure that the position is understood from the outset, thereby ensuring that the trust and confidence within the relationship is maintained. In exceptional circumstances where the Officer or staff expresses self harm or makes reference to thoughts of self harm then the Welfare Support Officer will be required to notify relevant personnel.

## Support – Theirs and Yours

Your role is to primarily provide support and to facilitate any further support which may be relevant to the colleague you will be representing. It is also to facilitate communication between the Investigator and the organisation. This is solely for matters of welfare and should not be confused with providing legal advice or being drawn into providing your own personal view of the allegation.

If you, or the colleague you're representing feels that the relationship is not suitable or has broken down, then you are advised to speak with PSD who will seek to appoint a different Welfare Support Officer.

It is of absolute importance that you do not neglect your own welfare and it is for this reason, that a secondary Welfare Support Officer will be appointed and that Counselling Trauma Service are available to all Welfare Support Officers. This is so that the service provided will also be consistent through periods of leave or sickness for example, or during those times when you may be unavailable due to operational commitments.

You are reminded that this role is voluntary and if at any time you feel that you cannot commit to the role, please contact PSD who will arrange for you to be removed from the register.

We will request that you sign an agreement of commitment for a period of 12 months and will review this arrangement to ensure that your training and your ability to undertake this key role remains valid.

## Communication

It is not the role of the Welfare Support Officer to act as an investigator, but through contact with the subject of the investigation, you may well become party to sensitive information, intelligence or evidence.

It is fully appreciated that you will need to develop a close relationship with the individual represented, to be able to make a professional view of any welfare concerns, however, you are reminded also that the Standards of Professional Behaviour, place a responsibility upon us all to report any matters of concern which have been raised, or should be disclosed or reported. It is perhaps therefore, a positive starting position to establish this understanding and agreement with the individual you're representing from the outset.

In rare cases where an individual fails to engage with this process, conventional channels of supervision may address any welfare concerns and address issues of sickness or attendance management. In such cases whereby support has been declined, a record should be made.

When a Regulation 15 or Regulation 16 Notice has been issued, or when suspension or restriction from duty has been authorised, it is even more important that the Welfare Support Officer establishes an expectation of routine contact with the individual concerned. Where the individual resists the provision of welfare support, it is good practise to agree minimal contact over an agreed time period, so that some contact is maintained.

As outlined, the specific nature of an individual's role within the organisation may make communication difficult. Volunteers and members of the Special Constabulary for example, who may not be regularly present within the workplace and who may have their own external career interests to maintain outside of South Wales Police, will require additional care in terms of contact. This should not however prevent the necessary support being provided.

- ◆ If initial arrangements do not appear to be working, they should be changed as soon as practicable.
- ◆ Establish a relaxed atmosphere.
- ◆ Positively address any outstanding issues from previous meetings.
- ◆ Explore the issues from the perspective of the officer or staff member concerned, as well as your own. Don't assume that your perspectives will be the same.
- ◆ Listen.
- ◆ Try to encourage the officer or staff member to lead the discussion.
- ◆ Help your colleague identify solutions to their worries or concerns.

- ◆ Know your own personal limitations and seek help from colleagues or wider networks, who may be able to provide you with support such as therapy or counselling.

## Risk Management

Some cases may present the Welfare Support Officer with serious concerns about an individual's welfare. This may be the result of third party information from other colleagues or family members. It may be the result of your own assessment from direct contact. In any event, where the risk to the individual is such that immediate action is required, please do not hesitate to make contact with your own management team, PSD (please see contact details on Page 11) Counselling and Trauma Team or in extreme cases 101 or 999 for the necessary resources and support. Thankfully such events will be rare, but understanding the availability of what exists in terms of support will make managing the situation far easier.

## Staff Associations

Nothing contained within this guidance aims to replace the support and services already provided by Staff Associations. Indeed there are some obvious similarities between the Welfare Support Officers' role and that offered by Staff Association colleagues. The natural relationship between the two roles often results in them complimenting and supporting each other. It should be noted however that not all staff are members of a Staff Association and in some cases, even when they are, they may decline the services provided.

## Record of Contact

The need to record and evidence all contact between Welfare Support Officers and those they represent is of vital importance. Contained within this pack is an example of a contact sheet. An electronic version is also available and these should be used to record visits, conversations, offers of support, and where signposting to other support services has been undertaken.

It is also best practise to record 'record of support declined' of support (wholly or in part) of the individual concerned. This record may also be relied upon in future with consultation with managers within meetings linked to this process.

These records should be treated as a sensitive document with it's contents being treated confidentially, in line with disclosure and GDPR principles.

# Copy of Welfare Support Officers Contact Report



## Welfare Support Officer Contact Report

**CONFIDENTIAL**

- Officer/Staff Member Represented:** [Click here to enter text](#)
- Welfare Support Officer:** [Click here to enter text](#)
- PSD/IOPC/ACU Point of Contact:** [Click here to enter text](#)
- PSD/IOPC/ACU Reference Number:** [Click here to enter text](#)

Communications Profile	
Is the person's current address correct?	Yes / No – (Current HA including alternatives)
Mobile Phone Number	(Insert all the alternative numbers, revisit this as phone may have been seized as part of the investigation)
Email Address	

Date	Update/Issues	Staff Member Making Entry
<p><i>The appointed Welfare Support Officer should consider the available support the organisation or support agencies may provide.</i></p> <p><i>Welfare Support Officers should be reminded that formal disclosures regarding investigation should be reported to the PSD/IOPC SPOC – in line with the Standards of Professional Behaviour.</i></p>		
Enter a date	<a href="#">Click here to enter text</a>	<a href="#">Click here to enter text</a>
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## Meaning of Regulation Notices

The Police Regulations refer only to Police Officers, however the Police Staff Discipline Procedures (Police Staff Council Standards of Behaviour) mirror this process.

### Complaints and Misconduct

- ◆ Police (Conduct) Regulations 2012 and Police (Conduct) (Amendment) Regulations 2014/2015
- ◆ Police (Complaints and Misconduct) Regulations 2012

Regulations are procedures that must be followed by those involved in conducting the misconduct proceedings. They also set out the rights of the officer whose conduct is the subject of the proceedings.

### Police (Conduct) Regulations 2012

These apply where allegations of misconduct or gross misconduct are brought to the attention of the Appropriate Authority, typically the Head of PSD.

#### Regulation 12

The Appropriate Authority shall assess whether the conduct which is the subject of the allegation, **'if proven'**, would amount to misconduct or gross misconduct. If so, the matter shall be investigated and an investigator appointed.

The assessment is reviewed and the Appropriate Authority shall further determine whether, if the matter were to be referred to misconduct proceedings, if it is to be a misconduct meeting or a misconduct hearing. If not, the Appropriate Authority may take no action, take management action against the officer/staff member concerned or state the matter be dealt with under the Performance Regulations.

#### Regulation 15

The investigator shall as soon as reasonably practicable after being appointed cause the officer/staff member concerned to be given written notice:

- ◆ Describing the conduct that is the subject of the allegation and how the conduct is alleged to have fallen below the Standards of Professional Behaviour.
- ◆ The Appropriate Authority assessment whether 'if proven' would amount to misconduct or gross misconduct.
- ◆ That there is to be an investigation into the matter and the identity of the investigator.
- ◆ That if the matter were to be referred to misconduct proceedings, those would be likely to be a misconduct meeting or a misconduct hearing and the reason for this.
- ◆ That if the likely form of any misconduct proceeding to be held changes, further notice (with reasons) shall be provided.

- ◆ Inform the officer/staff member that they have the right to seek advice from their staff association, or any other body (a police officer, a police staff member or where the officer concerned is a member of a police force a person nominated by their staff association) who is not otherwise involved in the matter, to act as a friend.

**NB:** the requirement to give a written notice to the officer/staff member concerned does not apply for so long as the investigator considers that giving such a notice might prejudice the investigation or any other investigations, including a criminal investigation.

- ◆ Inform the officer/staff member that whilst he/she does not have to say anything it may harm their case if they do not mention when interviewed or when providing information under Regulations 16 (written response to Regulation 15 being served) or Regulation 22 (written notice whether they accept or not that their conduct amounts to misconduct or gross misconduct) something which they later rely on in any misconduct proceedings or special case hearing, or at an appeal meeting or appeal hearing.

#### Regulation 16

A written response to the Regulation 15 being served.

This must be before the end of 10 working days starting with the first working day after the regulation notice has been given.

The officer/staff member concerned may provide a written or oral statement, relevant documents or lines of enquiry which they wish to be pursued in relation to the investigation.

#### Regulation 17

Where an investigator wishes to interview the officer/staff member concerned as part of their investigation, they shall, if reasonably practical, agree a time and date for the interview.

Where no time and date is agreed the investigator shall specify a date.

Where a date and time is specified and the officer/staff member or their friend is not available, or the officer/staff member proposes an alternative time, if it falls within 5 working days (beginning with the first working day after the day specified by the investigator) then the interview can be postponed to that date.

A friend in interview may not answer any questions asked of the officer/staff member concerned during the interview.

#### Regulation 18

On completion of the investigation the investigator shall as soon as practicable submit a written report to the Appropriate Authority.

## Regulation 19

On receipt of the investigators written report the Appropriate Authority shall, as soon as practicable after, determine whether the officer/staff member concerned has a case to answer in respect of misconduct of gross misconduct or whether there is no case to answer.

Where the Appropriate Authority determines there is a case to answer in respect of gross misconduct it shall refer the case to a misconduct hearing.

Where the Appropriate Authority determines that there is a case to answer in respect of misconduct, it may:

- a) Refer the case to misconduct proceedings
- b) Take management action against the officer/staff member concerned

Where the Appropriate Authority determines that there is no case to answer in respect of misconduct, it may:

- a) Take no further disciplinary action against the officer/staff member concerned
- b) Take management action against the officer concerned
- c) Refer the matter to be dealt with under the Performance Regulations

**Please note:** Where the officer/staff member concerned has a final written warning in force at the date of the assessment by the Appropriate Authority and the assessment is that of misconduct, the matter will not be dealt with at a misconduct meeting but at a misconduct hearing.

## Regulation 20

*Withdrawal of case.*

At any time before the beginning of the misconduct proceedings, the Appropriate Authority may direct the case to be withdrawn.

The Appropriate Authority may:

- a) Take no further action against the officer/staff member concerned
- b) Take management action against the officer/staff member concerned
- c) Refer the matter to be dealt with under the Performance Regulations

The Appropriate Authority shall as soon as practicable give the officer/staff member concerned:

- a) Written notice of the direction, indicating where any action will be taken
- b) Where the investigation has been completed, on request and subject to the harm test, a copy of the investigators report or such parts of that as related to the officer/staff member concerned.

## Regulation 20

Where a case is referred to misconduct proceedings the Appropriate Authority shall as soon as practicable give the officer/staff member concerned written notice of:

- a) The referral
- b) The conduct that is the subject matter of the case and what the conduct is alleged to amount to - i.e. misconduct or gross misconduct.

- c) The name of the person appointed to conduct or chair the misconduct proceedings.
- d) A copy of any statement they may have made to the investigator during the course of the investigation.
- e) *Subject to the harm test* – the investigators report or such parts that relate to them and any other relevant document gathered during the course of the investigation.

*'Relevant document' means a document which in the opinion of the Appropriate Authority is relevant to the case the officer/staff member concerned has to answer.*

## Regulation 22

On receipt of Regulation 21 and before the end of 14 working days (beginning with the first working day after the documents have been served).

The officer/staff member shall provide the Appropriate Authority:

- a) Written notice of whether or not they accept that their conduct amounts to misconduct or gross misconduct as the case may be.
- b) If they accept that their conduct amounts to gross misconduct or misconduct any written submission they wish to make in mitigation.
- c) If they do not accept that their conduct amounts to gross misconduct or misconduct, or they dispute part of the case against them, they need to provide written notice of:
  - the allegation they dispute and their account of the relevant events
  - any arguments on points of law they wish to be considered by the person or persons conducting the misconduct proceedings

The officer/staff member shall provide the Appropriate Authority with a copy of any document which they intend to rely on at the misconduct proceedings.

The officer/staff member will also provide before the end of 3 working days, beginning with the first working day after the officer has complied with the written notice (as above) after 14 days, a list of proposed witnesses and a brief detail of the evidence that each witness is able to adduce.

## Timings and Notice of Misconduct Proceedings

**Misconduct meeting** – before the end of 20 working days after the Regulation 21 has been served

**Misconduct hearing** – before the end of 30 working days after the Regulation 21 has been served

The person conducting or chairing the meeting or hearing may extend the period where they consider that it would be in the interests of justice to do so.

Or, if decide not to do so following representations from the officer concerned, or the Appropriate Authority, shall provide written notification of their reasons for that decision to the Appropriate Authority and the officer/staff member concerned.

## Welfare and Support – What you can expect

The provision of a Welfare Support Officer or point of contact is considered in all cases where the matter under investigation has been assessed as Gross Misconduct.

Being informed that you are subject of such an investigation may provoke many emotions and it is easy to understand that initial disappointment and frustration means that you may feel you do not need or wish to receive the support of a Welfare Support Officer. Please take time to discuss this with your nominated Welfare Support Officer and at least agree a way forward that means you can access welfare support, should you feel it necessary in the future.

The role of your Welfare Support Officer is to ensure you are able to access all avenues of support that the organisation may offer. Additionally, they can act as a line of communication between you and PSD or the IOPC, where you may have questions or concerns regarding the process.

It is an expectation that you will agree with your Welfare Support Officer when and how you will discuss any change in circumstance or welfare needs. By establishing this, it will assist in keeping you up to date and allow for any decision making that may impact upon you to be as informed as possible.

It is important to highlight that this role does not replace the assistance and support that the Counselling and Trauma Team, Federation and Trade Unions provide, as these roles are intended to complement each other.

*Any questions regarding the role of Welfare Support Officer should be directed to your respective line management PSD SPOC as outlined below:*

Contact	Department/Role	Contact Number
Helena Michel	PSD	67-793

## Download the Welfare Support Officer's Agreement



### Welfare Officer's Agreement

Professional Standards  
Department

**Welfare Support Officer:**

**Current Role:**

**Contact Number:**

I agree to undertake the role of Welfare Support Officer and understand it is in addition to my substantive role. Duty time will be given to undertake welfare duties, this responsibility will be shared with a network of Welfare Support Officers to minimise the impact of absences. My performance will be subject to monitoring by the PSD for continued effectiveness.

**Signed:**

**Date:**

Welfare Support Officers will be asked to 'renew' their agreement on an annual basis. They will be contacted directly via email asking for confirmation that they are happy to remain on the list as a volunteer. Volunteers can request PSD to remove them from the list, on a temporary or permanent basis, at any time.

# Sources of Support

## My Mind (Counselling and Trauma)

There is a confidential one to one counselling available for all staff and officers whether required for personal or work related incidents.



## Black Police Association (SWBPA)

A long history of supporting our BME colleagues through misconduct and racial incidents. We have executive members in HR posts and previous PSD experience who can assist.  
PC Narbard Bharat - Tel. 07584 003973



## Unison

GM-Unison

Unison@south-wales.pnn.police.uk



## GMB

GMB SWP Staff Branch

GMBSWPStaffBranch@south-wales.pnn.police.uk



## Bluelight Infoline

Offers confidential, independent and practical support, advice and signposting around mental health and wellbeing. The Infoline is just for emergency service staff, volunteers and their families.

Open Monday to Friday, 9am to 6pm, the phone number above is charged at local rates. Contact using the email or text details at any time, for a response from a dedicated advisor during the infoline working hours.

**Provides information on a range of topics including:**

- ◆ Staying mentally healthy for work
- ◆ Types of mental health problem
- ◆ 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 advisor will look for details of help and support in the caller's own area or which is relevant to the emergency service in question. However, the advisors are unable to offer an emotional listening service or counselling through the infoline.



## 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 on issues such as depression, anxiety, suicidal thoughts, PTSD, trauma, sleep problems and bereavement. (Can be found under "Information & Support, & Tips for Everyday Living")

Tel. 0300 123 3393

www.MIND.org.uk



## Police Federation Welfare Support Programme



Officers involved in death or serious injury incidents that result in post-incident investigations or those who are suspended from duty, can now access the Federation's Welfare Support Programme (WSP). This has been created for officers who find themselves having to cope with often life changing situations through the course of their duties.

Access to a 24/7 support line managed by trained professionals; and a full-time Welfare Support Officer, who will work alongside Federation representatives to support officers and their immediate families. The programme will develop further over an initial two-year pilot period to include enhanced support with the provision of neuro-linguistic programming (NLP), coaching and counselling.

## Flint House



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

## Trauma Risk Management (TRiM)

South Wales Police also have an in-house counselling service specialising in trauma support. Trauma Risk Management (TRiM) is available to support officers and staff following involvement in traumatic incidents.

To arrange counselling or TRiM services, contact details may be found on 'BOB', or extension **27987**.

## CONNECT ASSIST



To compliment counselling and trauma services, South Wales Police offer an independent, free and confidential 24 hours a day, 7 days a week telephone helpline, that is available for officers and staff.

The Connect Assist helpline (**Tel. 0800 028 1514**) gives support and help to people who are finding it difficult to cope with worries or concerns, whether work related or not.

## 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 year from 5pm - midnight (**Tel. 0800 58 58 58**).



## NHS Choices

Website contains general information  
[www.nhs.uk/Livewell/alcohol/Pages/Alcoholsupport.aspx](http://www.nhs.uk/Livewell/alcohol/Pages/Alcoholsupport.aspx)

## Drinkwise Wales

Website contains local and national agencies than can assist.  
[www.drinkwisewales.org.uk/links](http://www.drinkwisewales.org.uk/links)



## C.A.L.L.

Freephone Community Advice Listening Line Wales. Provides help, support and local signposting to services.



**Tel. 0800 132 737**

## Crisis Teams Useful Numbers

### Swansea Crisis Team

Abertawe Bro Morgannwg University Health Board  
From 0900 - 21:00 **Tel. 01792 517030**  
From 21:00hrs - 09:00hrs Cefn Coed Hospital  
**Tel. 01792 561155**

### Neath Port Talbot Crisis Team

Neath Port Talbot Hospital From 09:00-17:00hrs  
**Tel. 01639 683212** From 17:00 - 21:00hrs  
**Tel. 07814 704055** From 21:00 - 09:00hrs  
Tel. Ward F on **01639 862517**

### Princess of Wales Hospital Crisis Team

From 09:00 - 21:00hrs **Tel. 01656 752666**  
From 21:00 - 09:00hrs Tel. Ward 14 on **01656 752267**

### Cardiff and Vale University Health Board Crisis Teams

Shift co-ordinators – **Tel. 02920 747747** (*ask to be put through to the shift co-ordinator for psychiatry*)

South Crisis Resolution and Home Treatment Team  
**Tel. 02921 824930**

North Crisis Resolution and Home Treatment Team  
**Tel. 02921 824950**

CAMHS (under 18s) **Tel. 02920 536730**

### Cwm Taf University Health Board

Royal Glamorgan Hospital **Tel. 01443 443443** and ask for the crisis team

Prince Charles Hospital **Tel. 01685 721721** and ask for the crisis team.

## South Wales Police Chaplaincy Service

Enables 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 a 'listening ear'.

### Lead Chaplain (In case of Emergency)

◆ Rev Glynne James Tel. **07935 413703 / 01792 893034**

### Deputy Lead Chaplain

◆ Rev Ian Anderson Tel. **07957 580310 / 01638 687867**

### Central BCU

◆ Benjamin Andrews Tel. **01446 406690 / 07792 248780**

◆ Dyfrig Rees Tel. **01656 648726 / 07790 168189**

### Eastern BCU

◆ John Stark Tel. **01633 613794 / 07983 201874**

### Northern BCU

◆ Michael David Gable Tel. **01443 650336 / 07561 313199**

◆ Barry Taylor Tel. **01873 890213 / 07528 650369**

### Western BCU

◆ Peter Miles Lucas Phillips Tel. **01792 772523 / 07766 305332**

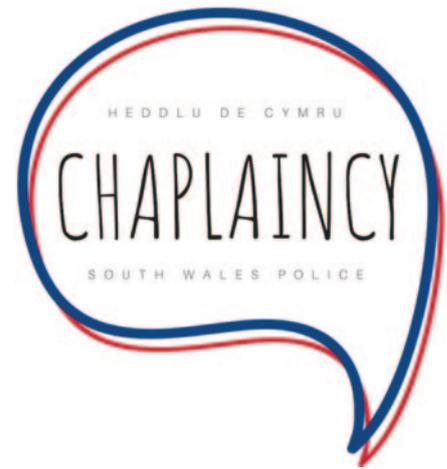
◆ Henry Nevin Tel. **01792 842244 / 07484 812460**

◆ Shakira Mannon Tel. **07400 203344** (work)

### Headquarters

◆ Teddy Kalongo Tel. **01656 786070 / 07484 853067**

◆ Robert Stephen Coyne Tel. **01656 783540 / 07403 505012**



## Samaritans

Freephone 24/7, 365 days year.

Tel. 116 123



## LGBT Network

DC Scot Anderson, Chairperson.

[LGBT@south-wales.pnn.police.uk](mailto:LGBT@south-wales.pnn.police.uk)



## Hafal

Fantastic a modern mental health recovery programme which provides support in many local areas.

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



## Gofal

Mental Health Charity

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

01656 647722







# South Wales Police

Supporting our staff and communities