

# Case Study

## Her Majesty's Courts and Tribunals Service Wales

### Healthy Working Wales Gold Corporate Health Standard



HM Courts &  
Tribunals Service

**HM Courts & Tribunals Service (HMCTS) is responsible for the administration of criminal, civil and family courts and tribunals in England and Wales. HMCTS is an executive agency, sponsored by the Ministry of Justice.**

We work with an independent judiciary to provide a fair, efficient and effective justice system. We administer the work of magistrates' courts and the County Court, Family Court, Crown Court and Royal Courts of Justice.

We operate from locations in England, Wales, Scotland and Northern Ireland and employ around 17,000 staff (830 in Wales).

#### Highlights

- When the pandemic hit we set out to create an inclusive environment for work whether at home or on site.
- Key to the health and wellbeing of staff during the pandemic has been how to connect and support staff whether working at home or on site. This involved the creation of the HMCTS 'Together whilst apart' newsletter which was a new communication channel for home workers focusing on addressing isolation and sharing useful information.
- Webinars have been held using both professional content and volunteers from across the organisation sharing their experiences. Topics have included resilience and isolation, keeping well remotely, mindfulness, and grief and loss.
- Our Mental Health Allies offered their services virtually or face to face, providing confidential support to individuals, raising awareness of mental health issues and acting as a vital source of information for all.
- Staff have continued to feel engaged, supported and valued by the initiatives put in place to look after them during these difficult times.
- Being part of the Healthy Working Wales programme enabled us to act with confidence and to build on our already structured employee wellbeing framework.

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## Home working and supporting wellbeing

When the pandemic hit we set out to create an inclusive environment for work whether at home or on site. Key to the health and wellbeing of staff during the pandemic has been how to connect and support staff wherever they were working. This involved the creation of the HMCTS 'Together Whilst Apart' newsletter, which was a new communication channel for home workers focusing on addressing isolation and sharing useful information.

We also created 'COVID-19 Keeping Well' intranet pages with a widened focus from health to wellbeing and providing guidance and information on practical issues that people are facing from leading a team remotely to staying physically and emotionally healthy.

Webinars have been held with a combination of professional content and volunteers from across the organisation sharing their experiences. Topics have included resilience and isolation, keeping well remotely, mindfulness, and grief and loss.

Digital support was expanded to assist those working remotely enabling them to set up virtual meetings and hearings.

Our Mental Health Allies offered their services virtually or face to face providing confidential support to individuals, raising awareness of mental health and acting as a vital source of information for all.

Electronic 'thank yous' are sent out to acknowledge, via the intranet, the great work done by staff in unprecedented times. Examples include setting up virtual training across the UK and highlighting the efforts of unsung heroes who have swapped their days off or come in at short notice to cover roles.

## Impacts

Staff have continued to feel engaged, supported and valued by the initiatives put in place to look after them during these difficult times.

We have been proactive in our approach to supporting the wellbeing of our staff, using innovative and preventive action to help reduce the impacts of the Covid-19 pandemic on the workforce and to be ready with interventions to support where needed.

Having achieved the Healthy Working Wales Gold Corporate Health Standard has enabled us to understand the health and wellbeing needs of our workforce. We identified the challenges and significant impacts the pandemic could bring to our workforce and quickly set out to implement interventions to mitigate these and to support all our staff. Being part of the Healthy Working Wales programme enabled us to act with confidence and to build on our already structured employee wellbeing framework.

**"Key to the health and wellbeing of staff during the pandemic has been how to connect and support staff wherever they were working."**



Our **Mental Health Allies** provide confidential support and act as a vital source of information