



ROYAL FOUNDATION

OF THE DUKE AND DUCHESS
OF CAMBRIDGE

THE EMERGENCY SERVICES MENTAL HEALTH SYMPOSIUM

bluelighttogether.org.uk

IN PARTNERSHIP WITH



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WELCOME

I am pleased to welcome you to the inaugural Emergency Services Mental Health Symposium, where for the first time we have brought together senior leaders from across all the emergency services, and all four nations, to address the mental health of their workforces.

Today's event is hosted in partnership with the National Police Chiefs' Council, National Fire Chiefs' Council, Association of Ambulance Chief Executives, and United Kingdom Search and Rescue. We are delighted to have support from our emergency service leaders, frontline workers, policymakers and academics in discussing this important issue.

We owe an enormous debt of gratitude to our emergency services. Even in normal times, the work of an emergency responder places tremendous demands on their mental health and wellbeing. Being exposed to trauma, violence and distressing experiences is an all-too-common aspect of their working lives. So too is being separated from their families, and working long, unpredictable and antisocial hours. The pandemic put that personal sacrifice and willingness to prioritise the needs of others above their own into sharp relief. Given these strains, it is vital that all necessary steps are taken to safeguard their wellbeing and mental health.

Their Royal Highnesses and The Royal Foundation are committed to doing all they can to support the emergency responder community. The Duke of Cambridge, having himself served as an air ambulance pilot, knows all too well the demands this work entails.

We are all here today because we recognise that we need to improve the support provided to emergency responders. It is clear that positive progress has been made over recent years. However, it is equally clear that significant challenges remain — from the stigmatisation of mental health, to a support structure that is sometimes difficult to navigate.

To that end, we are pleased to launch Blue Light Together, a package of mental health support specifically designed for the emergency service community. This transformative work has been supported, informed and developed in partnership with the emergency service leaders and charity partners represented at today's event. We are hugely grateful for their work and collaboration on this important initiative.

By joining together today, you are speaking with one voice across all the emergency services, and the entire country, in sending a powerful message to emergency responders that you are prioritising their mental health and wellbeing — and are committed to continuing the positive change to improve the culture around mental health and the support that is available to them.

I am certain it is a message that will be hugely well-received.

A handwritten signature in blue ink, appearing to read 'Lord Hague'.

Rt. Hon. The Lord Hague of Richmond
Chair of The Royal Foundation

THE EMERGENCY SERVICES MENTAL HEALTH SYMPOSIUM OVERVIEW

10:15	EVENT BEGINS
11:00	CONFERENCE BEGINS
11:00	WELCOME Nick Knowles, Host
11:10	KEYNOTE SPEAKER Dame Cressida Dick, Metropolitan Police Commissioner
11:20	IN CONVERSATION HRH The Duke of Cambridge in conversation with a family of emergency services personnel
11:30	PANEL DISCUSSION Lived experience of mental health facilitated by Nick Knowles: Martin Blunden, Scottish Fire and Rescue Service Roger Watson, East Midlands Ambulance Service Una Jennings, Cheshire Constabulary Dr John Chatterjee, London's Air Ambulance
11:55	KEYNOTE SPEAKER The Rt Hon Sajid Javid, Secretary of State for Health and Social Care
12:00	MENTAL HEALTH AND THE EMERGENCY SERVICES Paul Farmer, CEO Mind
12:10	CLOSING REMARKS HRH The Duke of Cambridge
12:15	FINAL REMARKS Nick Knowles, Host
12:20	CONFERENCE ENDS
12:20	LIGHT REFRESHMENTS SERVED
13:00	EVENT ENDS

BIOGRAPHIES

MEET THE HOST



NICK KNOWLES

Nick Knowles is one of the UK's highest rated TV presenters and an RTS award-winning writer. Over the past twelve years he has hosted BBC1 prime time Saturday night quiz shows: Break the Safe, Secret Fortune, Who Dares Wins, and BBC1's most watched and longest running prime time, factual series, DIY SOS – The Big Build.

Nick has previously worked with Their Royal Highnesses and The Royal Foundation on projects supporting community mental health. This included DIY SOS builds for the families at Grenfell and an entire street for veterans in Manchester. He also took part in the Mind Over Marathon documentary, broadcast during the Heads Together Mental Health Marathon.

MEET THE PANEL



UNA JENNINGS

**T/Assistant Chief Constable,
Cheshire Constabulary**

Una has been a serving police officer for 20 years, starting her career in the Police Service of Northern Ireland and currently serving in Cheshire Constabulary. She has been a detective for 17 of those 20 years, working across child abuse, serious crime and intelligence functions at each rank from Detective Constable to Detective Chief Superintendent. Una has an honours degree in law from Queen's University Belfast, and a master's degree in criminology from the University of Cambridge.

BIOGRAPHIES

MEET THE PANEL



MARTIN BLUNDEN

Chief Officer, Scottish Fire and Rescue Service

Martin has served in the fire and rescue service for over 29 years. He has gained wide-ranging experience, from starting as a full-time firefighter to leading on a variety of operational roles. Most recently, he was appointed as the Chief Officer of the Scottish Fire and Rescue Service in January 2019, and was awarded the Queen's Fire Service Medal (QFSM) in the 2021 New Year Honours.



ROGER WATSON

Deputy Director of Clinical Services, East Midlands Ambulance Service

Roger has served in the East Midlands Ambulance Service for 33 years, both as a frontline paramedic and now in his current position as Deputy Director of Clinical Services. Roger is also the Freedom to Speak Up Guardian for the Trust, and is committed to supporting our frontline and enabling colleagues to feel safe to speak up.



DR JOHN CHATTERJEE

Consultant, Anesthesia, Pre-Hospital Care, London's Air Ambulance

John is a Consultant Physician in Anaesthetics and Pre-Hospital Care at Guy's and St Thomas' NHS Foundation Trust. He attended Charing Cross Hospital Medical School where he developed an interest in the management of major trauma in the pre-hospital environment, whilst specialising in anaesthesia. John started working for London's only air ambulance helicopter in 2013, treating the most traumatically injured patients in the capital.

BIOGRAPHIES

IN CONVERSATION WITH

The Duke of Cambridge visited Will and Chloe at their home in Reading to talk about the everyday pressure that emergency responders face.



WILL PARISH

**Paramedic,
South Central Ambulance Service**

Will began volunteering with the South Central Ambulance Service in 2012 and applied for a full-time position in late 2015. He subsequently worked through internal roles and studied Paramedic Practice at the University of Portsmouth. His current career as a Paramedic has led him into clinical education, where he provides a patient-facing role while also supporting staff and students with their own development and learning. Will has a strong support network of family and friends, which is something he has relied on during challenging times.



CHLOE TAYLOR

**Emergency Care Assistant,
South Central Ambulance Service**

Chloe started working as an Emergency Care Assistant for South Central Ambulance Service in October 2019. Chloe believes family and friends play a crucial role in having a positive impact on frontline workers' mental health, and helping them to escape and relieve the pressure that can occur with the job role.



WORKING IN PARTNERSHIP TO SUPPORT THE MENTAL HEALTH OF OUR EMERGENCY RESPONDER COMMUNITY

The Duke of Cambridge has made supporting the mental health and wellbeing of those working in the emergency services an important priority for The Royal Foundation.

In 2018, The Royal Foundation commissioned a comprehensive **research project** to look into the mental health and wellbeing of emergency responders in the UK. The research, conducted by King's College London and the Open University, identified a need for greater sharing of better practice across the emergency service sector to best support the mental health of its workforce. It also highlighted the need to facilitate better access to wellbeing support and better signposting to support initiatives, especially for the needs of families and retirees. A number of important initiatives have resulted.

The Emergency Responder Senior Leader Board was first convened in 2020. As the first of its kind, the Board brings together leaders from across all of the UK's emergency services and leading emergency service charities to focus on staff mental health. It works to promote collaborative working across the nation's emergency services to ensure that all emergency responders receive the mental health support they need.

BLUE LIGHT TOGETHER

A PACKAGE OF MENTAL HEALTH SUPPORT FOR THE EMERGENCY SERVICES

His Royal Highness and The Royal Foundation have been working with charity partners to identify solutions and best practice to ensure that emergency responders and their families can access the advice and support relevant to the unique challenges they face, including providing immediate support to frontline charities during the Covid-19 pandemic.

This has led to the creation of Blue Light Together, a package of mental health support for the emergency services. This tailored support includes: a mental health resource centre, a network of specially-trained therapists (currently in development), and an important bespoke Mental Health at Work Commitment for the emergency services.

Blue Light Together provides Blue Light workers, their friends, families and retirees with specialised information and advice tailored to their needs and experiences.

This includes: specialised information and advice to help emergency responders with their mental health, real life stories and tips from colleagues working in the field, and guides for employers so that they can support their staff's wellbeing.

It has been produced in partnership with Mind, the Ambulance Staff Charity, Police Care UK, and the Fire Fighters Charity — and has been developed to build upon the work being carried out across the UK. The platform will complement Lifelines Scotland's website, which provides support to the emergency responder community across Scotland.

www.bluelighttogether.org.uk



BLUE LIGHT TOGETHER HERO ANTI-STIGMA CAMPAIGN

Supported by The Royal Foundation's Covid-19 Response Fund, leading mental health charity Mind has launched an anti-stigma campaign to empower emergency responders to open up about their mental health and seek support. In 2021, a survey by Mind of almost 4,000 staff and volunteers across police, fire and ambulance services revealed that there is still a stigma around mental health problems within the emergency services. 41% of respondents said they wouldn't feel confident talking about their mental health with their line manager, and 32% said they didn't access support because they didn't think their issue was serious enough. The survey also found many barriers to accessing support – from not wanting to be viewed as weak, to a fear of job prospects being limited.

To help tackle this stigma, the campaign aims to empower emergency responders to open up about their own mental health and seek support by accessing the resources and guidance available on the Blue Light Together website. Many emergency responders have said they often feel like they are under a great deal of pressure from the media, the general public, and even from colleagues, friends and family. From being hailed as a 'hero', to be villainised for not doing enough, the weight of expectation can be overwhelming.

When the world expects you to be a hero, it can be hard to ask for help. If you're an emergency responder feeling the pressure, visit Blue Light Together.

www.bluelighttogether.org.uk



THE NETWORK OF EMERGENCY SERVICES THERAPISTS

Working in partnership with the British Association for Counselling and Psychotherapy, The Royal Foundation is funding the creation and development of a directory of therapists who have extensive experience of treating the complex mental health needs of emergency responders.

Upon completion, therapists will be offered specialist continued professional development and peer support to ensure they are in the best position to deliver the highest quality care for those on the frontline when they need it most.

The Network will be the first of its kind in the UK and, once established, will be made available to the wider emergency services community.

BLUE LIGHT TOGETHER MENTAL HEALTH AT WORK COMMITMENT

Senior leaders representing the national bodies across the UK emergency services have signed the Mental Health at Work Commitment on behalf of emergency services across the UK.

This is an unprecedented agreement, declaring that mental health is, and will remain, a strategic priority for all UK emergency services, and means that for the first time, a uniform set of standards for supporting the mental health of their emergency responder staff will be adopted and integrated into their workplaces.

The Commitment is made up of six standards which provide a roadmap to achieving better mental health outcomes for emergency service staff. These are:

- 1. Prioritise mental health in the workplace by developing and delivering a systematic programme of activity.**
- 2. Proactively ensure that work design and organisational culture drive positive mental health outcomes.**
- 3. Promote an open culture around mental health.**
- 4. Increase organisational confidence and capability.**
- 5. Provide mental health tools and support.**
- 6. Increase transparency and accountability through internal and external reporting.**

The Commitment is based on The Mental Health at Work Commitment, developed in response to the Thriving at Work report, which focused on how employers can better support the mental health of their people. Mental health charity Mind and The Royal Foundation have worked in partnership with senior leaders across the emergency services community to develop bespoke guidance tailored specifically for the emergency services, and to develop a wellbeing impact assessment specific to the needs of the emergency service community.

We have been engaging with the inspectorates and regulators across the UK, seeking their support to consider the application of the Commitment when assessing emergency services in the future.

Visit www.bluelighttogether.org.uk to view the guidance.

PARTNERSHIPS

WITH GRATEFUL THANKS TO:





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You can download photos and videos to use on social media, newsletters and intranets from The Emergency Services Mental Health Symposium via The Royal Foundation's Canto Board linked **here**, or you can share from The Duke and Duchess of Cambridge's Twitter, Instagram or YouTube.

#EmergencyServicesMentalHealth