

City of London Police

Wellbeing Overview



A local service with a national role, trusted by our communities to deliver policing with professionalism, integrity and compassion

The importance of Wellbeing in Policing



- **Wellbeing** – a national priority since 2019 when Oscar Kilo became the National Police Wellbeing Service (NPWS)
- NPWS aims to help forces bring the best wellbeing services to their people.
- All forces are obligated to focus on wellbeing and are assessed against the HMICFRS PEEL inspection framework.



- **Purpose** is to promote improvements in policing and keep everyone safe.
- Inspections make recommendations and monitor progress against them.
- They report on the **effectiveness, efficiency and legitimacy** of all Police Forces.

How the key components translate

Policing uses productivity & performance as indicators of being **effective and efficient**.



Those areas are dependent on us providing the skills, training, equipment and support (**Wellbeing**) our people need to deliver to the best of their ability.

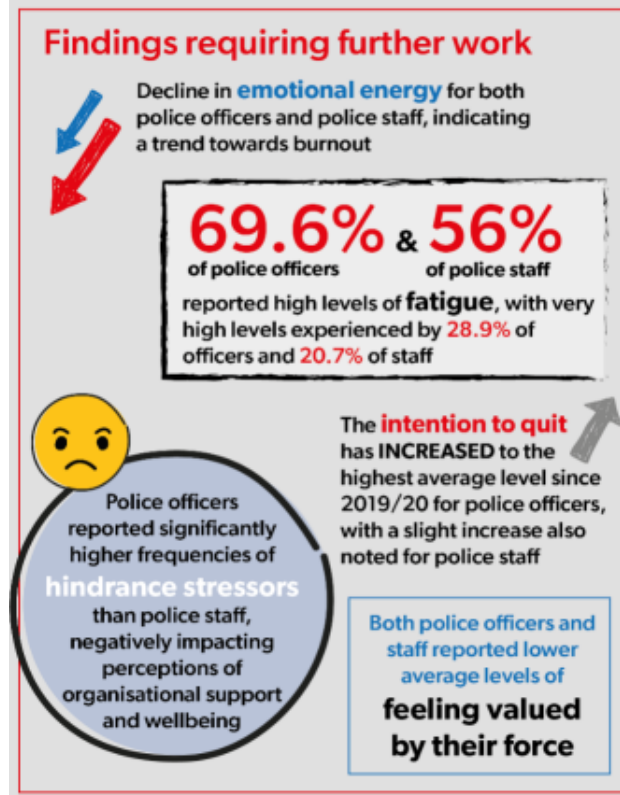


Delivering those areas is essential to securing/improving **Public Trust & Confidence** (**legitimacy**).



Positives

- Decreased symptoms of depression
- Confidence in job skills (effectiveness)
- Moderately high levels of resilience
- Decreased symptoms of anxiety



Key headlines from deeper analysis

- Forces seeing improvements have prioritised wellbeing.
- Some forces have created full time posts/teams to demonstrate commitment to wellbeing and drive dedicated workstreams.
- Most forces are allocating dedicated budgets to improve wellbeing.



Wellbeing in CoLP - focusing on the most recent PEEL inspection period



- In the last HMICFRS PEEL inspection, the question re wellbeing was under the heading “**Developing a positive workplace**”. **CoLP achieved a score of ‘Adequate’ in this area.**
- An extract from the summary of the report captures how wellbeing is perceived across the force.
“wellbeing is a priority but undermined by high vacancies and workloads. Staff using OH or getting a referral found it hard to access. There is a recommendation to improve access to support”.
- +42% increase in demand on their services
- Top 3 sickness area
 - Mental Health (MH)
 - Gastrointestinal
 - Muscular skeletal
- Short term sickness - MH is significantly higher than any other category of sickness.
- Long term sickness – both MH and muscular skeletal are both dominant categories.



HMICFRS - PEEL inspection 2023/25



- The next round of PEEL (2023-25) sets out 12 core questions, one of which focuses on wellbeing: *“How good is the force at building, developing and looking after its workforce and encouraging an ethical, lawful and inclusive workplace?”*
- CoLP aims to secure a ‘good’ or ‘outstanding’ judgement against this key area by revitalising our collective efforts across wellbeing, focusing on our vision to build a framework that is *“shaped by our people, enabled & supported by our leaders”*.



Outstanding	Outstanding - Substantially exceeds the characteristics of good performance.
Good	Good - Demonstrates substantially all the characteristics of good.
Adequate	Adequate - The force has demonstrated some of the characteristics of good performance, but we have identified areas where the force should make improvements.
Requires Improvement	Requires Improvement - The force has demonstrated few, if any, of the characteristics of good performance and we have identified a substantial number of areas where the force needs to make improvements.
Inadequate	Inadequate - We have concerns and have made recommendations.



The framework to achieve the ambition – Top Down & Ground Up

Our aims and objectives will come from 2 main areas:

(Top Down) Force Obligation - Every Police Force has an obligation to support its staff. The CoLP strategic wellbeing aspect will align to 3 key areas:

1. CoLP Policing Plan including PAB expectations
2. National Police Wellbeing Service (Oscar Kilo) objectives and priorities
3. Statutory obligations (as advised by OH)



(Ground up) via the Health & Wellbeing Network, aligned to existing Staff Support Networks/Associations (SSN/A) – SSN/A's exist to represent groups throughout the force and the Health & Wellbeing Network is represented in that network. Newly formed Practitioner Wellbeing Groups (PWG) will expand the reach into every business area across the force, capturing wellbeing ideas and issues for us to understand and address.



Top Down - National Police Wellbeing Service (NPWS) (Oscar Kilo)

1 Absence Management

2 Creating The Environment

3 Leadership

4 Mental Health

5 Occupational Health

6 Personal Resilience

7 Protecting The Workforce

Blue Light Wellbeing Framework City of London Police



- The NPWS promotes the use of their Blue Light Wellbeing Framework (BLWF), which covers 7 categories, each of them linked to areas of strategic importance, including the Code of Ethics, Professional Standards, Leadership, OH and HR.
- Focusing on this framework will allow us to meet our 'top down' obligations.
- Each module is broken down into between 11 and 19 questions geared towards improving wellbeing in those specified areas.



Ground Up – building culture



Our approach is to **continuously spotlight** wellbeing to drive cultural change where CoLP becomes known and celebrated for its wellbeing approach.

Examples include regular wellbeing themed updates on CityNet, participating in national wellbeing projects, advertising wellbeing themed events and offers.

Focusing on what matters to our people, such as revitalised benefits page, supporting 'The Pantry', wellbeing and financially themed focus on sessions requested in the survey.



Upcoming events & training

9 Nov 2023

Structured interview training course: November 2023

Overview: A structured interview is for occupational health staff to clarify potential problems and identify suitable interventions such as counselling or further referral, or in some cases, signposting to information...

[Read more →](#)

15 Nov 2023 - 17 Nov 2023

Wellbeing of investigators week of action

Do you work within an investigative role? Join the national wellbeing week of action, commencing on the 13 November 2023, to explore a host of issues that impact investigator wellbeing...

[Read more →](#)

23 Nov 2023

Breast health and bra support webinar

This webinar will help disseminate key information included in breast health educational resources now available on the Oscar Kilo website. This will include information on breast anatomy, problems with breasts...

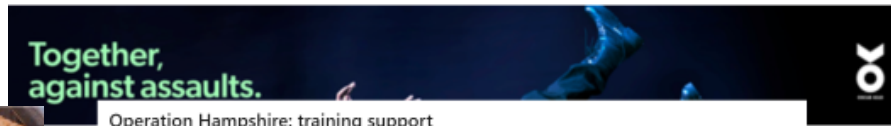
[Read more →](#)

6 Dec 2023

Counsellors and psychologists in policing working group meeting: December 2023

Attendance is by invite only. You must be a qualified practitioner currently working in force. This meeting will take place via Teams.

[Read more →](#)

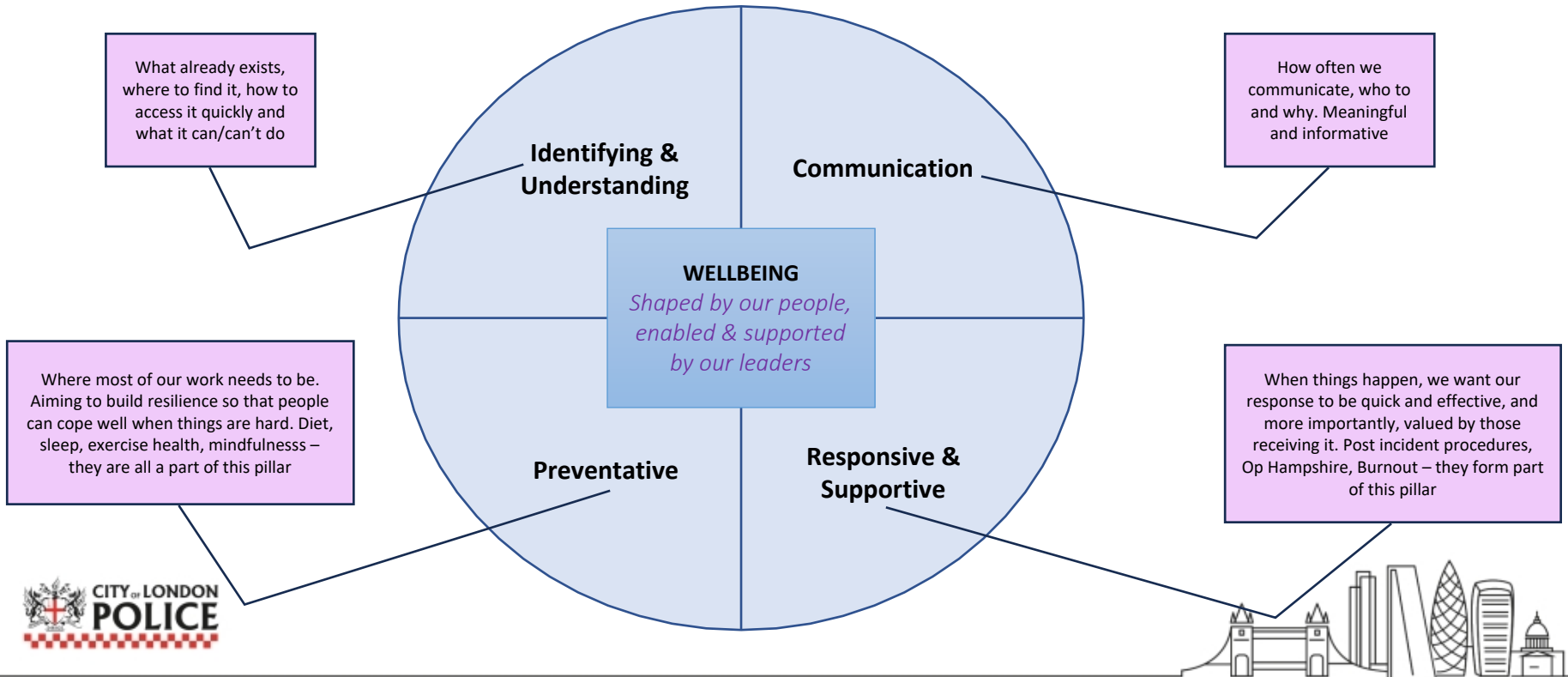


Operation Hampshire: training support

Internal Communications

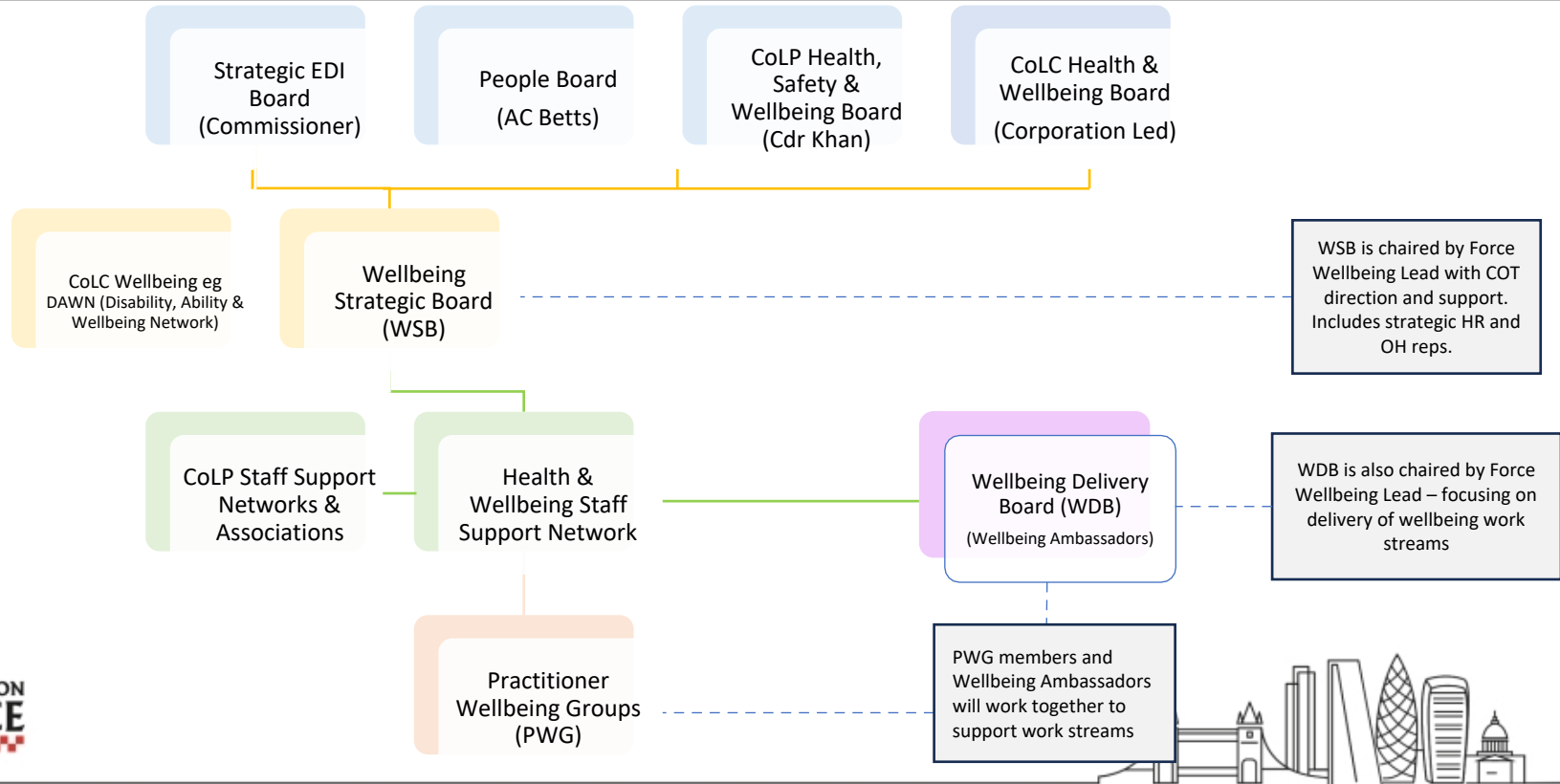
A new Operation Hampshire training package, announced by the National Police Wellbeing Service, is [now live on the College of Policing - College Learning Site](#). The website also offers a repository of helpful information for everyone involved in an assault, ensuring maximum support for victims as well as clear and practical advice for those involved in subsequent investigations.

The delivery part of our framework will concentrate on 4 areas



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Wellbeing Governance



Progress to date

- Established monthly rhythm and tempo with the strategic and delivery boards both in place.
- Governance and accountability in place.
- Agreed on the strategic 'top down' approach.
- Prioritised ground up areas to explore
- Strategic reps secured for statutory areas of OH and HR (crucial to HMICFRS)
- 40+ wellbeing ambassadors
- Broken ambassadors into teams and assigned tasks to support top down and ground up work streams

Well-being



How Wellbeing Ambassadors are driving the workstreams

- Ambassadors are divided into 7 teams
- 1 person is nominated as team leader for the top down and another for ground up
- Tasks have been assigned to support reviewing our compliance against the 7 pillars of the BLWF
- Ideas and other operational things that matter to our people have also been split across teams for ambassadors to explore
- Relatively flexible timescales have been set with support in place to account for this being in addition to people's normal roles
- The aim is small steady gains and improvements

Team 1	Blue Light Wellbeing Framework						
Team 2	Absence Management (Team 1)	Creating the Environment (Team 2)	Leadership (Team 3)	Mental Health (Team 4)	Occupational Health (Team 5)	Personal Resilience (Team 6)	Protecting the Workforce (Team 7)
Team 3							
Team 4							
Team 5	Ideas, suggestions, external offers (cultural – the things that matter to our people)						
Team 6	3x mixed tasks - offers of external support, helping review force SOPs, supporting force initiatives, developing wellbeing initiatives						
Team 7							

Top 3 areas of focus

Strategic (top down)

1. Embedding framework & governance
2. Understand risk and gap analysis
3. Set data driven objectives to deliver improvements

Cultural (ground up)

1. Establish PWG's
2. Mobilise force wide ideas/suggestions
3. Revitalise existing support



Thank you - Questions



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