

Meeting	SPA Board Meeting
Date	26 June 2019
Location	Pollock Halls, Edinburgh
Title of Paper	Wellbeing
Presented By	Jude Helliker, Director People & Development
Recommendation to Members	For Discussion
Appendix Attached	No

Purpose

The purpose of this report is to provide an update from the Police Scotland Wellbeing Team.

The paper is submitted for discussion.

1. Background

- 1.1 The 'Your Wellbeing Matters' programme was launched in September 2017 to support four key areas of wellbeing; Physical, Psychological, Social and Financial. Work has been undertaken to promote the internal and partner services which are available to support our people in all of these aspects of their health and wellbeing.
- 1.2 The strategic aim of the 'Your Wellbeing Matters' programme, is to promote and embed an inclusive approach to Wellbeing within Police Scotland and the SPA, taking proactive measures and promoting good practice to ensure that our Officers and Staff feel informed, valued and supported.
- 1.3 The Wellbeing team is working to promote a 'people focussed' approach to day to day management, planning and decision making, with the aim of ensuring that officer/staff wellbeing is at the heart of all working practices.
- 1.4 The Wellbeing Team currently comprises a Wellbeing Manager, a Commercial Delivery Manager, a Wellbeing Coordinator and a Wellbeing Sergeant. The team is responsible for the delivery of Occupational Health services, the Employee Assistance Programme, the TRiM process and the ongoing delivery and development of the Your Wellbeing Matters programme.
- 1.5 It is important to note that significant progress has been made in terms of Wellbeing however it should also be recognised that substantial work is still required.

2. Health and Wellbeing Data

- 2.1 April 2019 saw 312 management referrals made to Occupational Health this is in line with predicted volumes.
- 2.2 In April 2019, 262 cases were raised via the Employee Assistance programme. This is considerably higher than predicted based on the figures for the same period in 2018, during which 131 cases were raised. This increase can be attributed in part to the delayed delivery of the online EAP platform. The change in provider on 1st April 2019 and the related comms activity also contributed to the number of enquiries.

- 2.3 Detailed MI is provided by our contractors on a quarterly basis and will be relayed to the authority following receipt. Staffing issues within our contractors have generated a delay in yearend MI reports from Optima Health. Discussions have taken place to highlight the need for timely resolution and measures are in place to ensure that SLAs are met.

3. Training Activity

- 3.1 The Wellbeing team provided an input to the newly created Established Leaders programme which ran for the first time at SPC in May. This covered the key role of the line manager in work place wellbeing, having difficult conversations, referring to health and wellbeing services and the importance of resilience.
- 3.2 First Line Manager's training courses resume on June 10th and LTD has provided dates for the next 12 months. The Wellbeing Team will continue to deliver a dedicated day of training on this course for all newly promoted first line managers.
- 3.3 A programme of refresher training is underway for the TRiM assessor pool and to date courses have taken place at Auchterarder and Jackton. This will ensure the ongoing provision of post trauma peer support at a local level.
- 3.4 The Wellbeing team continues to provide NHS accredited Mental Health First Aid Training across the organisation with the next course scheduled for the 22nd and 23rd June at SPC, Tulliallan.
- 3.5 Further awareness training has been delivered during May and June at Gartcosh, covering exposure to police specific trauma, understanding resilience, access to support services and self-care. This forms part of an ongoing awareness raising programme covering locations and departments across the organisation.
- 3.6 Wellbeing awareness sessions have also been delivered to three new PCSO intakes during May and June and to the Sergeants Development Forums being conducted in the Greater Glasgow area.

4. Conference Activity

- 4.1 The third Wellbeing Champions Conference took place at SPC Tulliallan on the 3rd of June 2019. The event was attended by 100 of our Wellbeing

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Champions, allowing an opportunity to share information and experiences. Feedback from delegates has been positive. Collation of evaluation sheets is ongoing at the time of writing.

Speakers included Nutritionist Douglas Jay (Police Treatment Centres), former Olympian and MSP Brian Whittle and Psychologist and Author Andrew Kinder, Head of Mental Health Services for Optima Health.

- 4.2 The Wellbeing Manager delivered an input to the Civil Service Live conference on the 4th of June alongside the Director of People and Development and ACC Angela McLaren. This covered the work undertaken on officer and staff wellbeing to date. Feedback received following the session was very positive.

5. Support for Neurodiversity

- 5.1 Neurodiversity is an umbrella term for neurological differences including Dyslexia, Dyspraxia, Attention Deficit Hyperactivity Disorder, Dyscalculia, Autistic Spectrum Disorder and others.
- 5.2 A pilot of new support processes began in late 2018 as these conditions were not previously covered by our Occupational Health provision, making assessment of need and the provision of reasonable adjustments challenging for individuals and line managers.
- 5.3 Work has been ongoing to evaluate, embed and refine the new processes and to author new line management guidance. This work has included the provision of support to individuals to reclaim the costs associated with reasonable adjustments from the Department of Work and Pensions via the Access to Work Programme.
- 5.4 These new processes are now functioning well and to date a total of £43,556 has been reclaimed for equipment and coaching provided in Q4 of 2018 and Q1 of 2019.

6. Lifelines Scotland

- 6.1 Lifelines Scotland currently provides wellbeing and training resources for volunteer emergency responders. It is funded by the UK and Scottish Governments and is led by staff at NHS Lothian's Rivers Centre for Traumatic Stress in Edinburgh.

- 6.2 The Scottish Government recently commissioned the Rivers Centre to undertake a scoping exercise looking at the viability of extending the Lifelines service to all first responders rather than just volunteers.
- 6.3 Scottish Government has now indicated that some funding is available to extend the programme and the Wellbeing Manager has been involved in discussions with colleagues in the Scottish Fire and Rescue Service and the Scottish Ambulance Service about implementing Lifelines as part of a collaborative approach to Wellbeing across the emergency services.
- 6.4 The Wellbeing Manager has also presented to the Reform Collaboration Group about the work undertaken in Police Scotland to date and the potential for a tri-service approach to Wellbeing. Discussions are ongoing on how to make best use of the available funding to implement Lifelines as part of a broader tri-service approach.

7. Personnel Implications

- 7.1 There are no current personnel implications.

8. Legal Implications

- 8.1 There are legal implications associated with this paper. Police Scotland requires to be compliant with the Health & Safety at Work etc. Act 1974 in doing everything reasonably practicable to provide a safe and healthy workplace with adequate welfare facilities.

9. Reputational Implications

- 9.1 There are reputational implications associated with this paper. The potential for enforcement action by the Health & Safety Executive due to breaches of legislation may leave SPA/Police Scotland exposed to reputational harm.

10. Social Implications

- 10.1 There are no currently no social implications.

11. Community Impact

- 11.1 There are no current implications for community impact.

12. Equalities Implications

12.1 There are no current implications for equalities.

13. Environment Implications

13.1 There are no current implications for environmental impact.

Recommendations

Members are requested to discuss the information contained within this report.