



The National Police

WELLBEING

Service

www.oscarkilo.org.uk

Outreach Toolkit



College of
Policing



Home Office



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Introduction to the toolkit

This toolkit is to help you get the most out of the wellbeing vans while they are with you in your force. In here, you will find comprehensive information covering the service level agreement, a handy troubleshooting 'How To' guide, tips on how to maximise your engagement with the van and clear evaluation instructions. It is imperative that you are familiar with this toolkit and use it to its full potential.

In order to prove the value of the van and continue to provide the service to forces free of charge, we have to be able to demonstrate how well used they are and their value. In order for us to do this, we need you to complete the evaluation **in full**.

If you have any queries or questions, get in touch with a member of the team via contact@oscarkilo.org.uk

Contents

1.	Service Level Agreement	5
2.	Troubleshooting: How To Guide	17
3.	Communications Toolkit	25
4.	Evaluation Instructions	37
5.	Warwick Edinburgh Mental Wellbeing Scale	49
6.	Feedback Questionnaire	53



Service Level Agreement



The National Police

WELLBEING

Service

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Contents

1. Service Provider Definition/Department description	9
2. Services to be provided	10
3. Customer Obligations	11
4. Agreed Performance Standards	13
5. Contingencies	14
6. Service Level Agreement Authorisation	15

1 Service Provider Definition/ Department description

The **Mobile Wellbeing Outreach Service** is part of the National Police Wellbeing Service.

The **Mobile Wellbeing Outreach Service** is available to Police Forces across England and Wales. Each van is equipped with a medical area for physical health checks. The remainder of the van has a seated wellbeing space, equipped with facilities for making hot drinks, fridge, mood lighting and information stands. The vehicles have an awning to allow space for consultation and engagement. The vans will be supplied to forces on a rota basis.

The purpose is to deliver physical, psychological, social and financial wellbeing service to officers and staff at their work places in order to accommodate shift and non-shift workers. It is envisioned that each force Occupational Health Service together with PMAS will accompany the vans to provide an invaluable outreach service to meet officers and staff in their own work environment, highlighting the services they provide. Other resources such as staff associations, Police Federation, charities, chaplaincy, NHS providers could also be considered to provide an enhanced service.

Attendees to the Outreach Service will be given access to an iPad that will allow them to complete a short psychological self-assessment, together with a questionnaire on wellbeing. The answers will further develop the National Police Wellbeing Service's local and national strategies. The iPad will also provide the user with the opportunity to view wellbeing app's such as Backup Buddy, Calm, Headspace, MyFitnessPal and NHS Choices.

The vehicles can be deployed to critical and major incidents across the UK as and when required, offering real time wellbeing support when it matters.

2 Services to be provided

The **Mobile Wellbeing Outreach Service** sits within The National Police Wellbeing Service and will:

- Coordinate with forces and constabularies across England and Wales to use the vehicles on a rota basis. Each force area will be given the opportunity to use the van for a 2 week period at least once a year. The allocation of a van will be determined by its availability and forces will be required to be flexible with the dates they require the vehicle if demand is high at any particular time of year.
- Coordinate delivery and collection of vehicles to and from forces.
- Provide a liveried, bespoke and internally equipped van, which is well serviced and maintained. (On initial delivery from the National Police Wellbeing Service team, the vehicle will have a minimum of half a tank of fuel.)
- Provide a demonstration and instruction manual of how the vehicle works including how to put up the awning and the use of electronic devices.
- Provide an initial risk assessment of all equipment and resources and in addition facilitate ongoing risk assessments via other forces.
- Facilitate the handover to and from each force, and ensure a full vehicle check including a full equipment check is carried out. This is to ensure all facilities, fixtures and fittings are working and maintained appropriately.
- When required the team will also facilitate any maintenance or repairs which need to be carried out.
- Provide documentation that needs to be completed by all forces to facilitate the handover process between forces.
- Conduct visits to other forces while the van is in use in order to share best practice between forces.
- Support force/national policing during major or critical incidents by facilitating movement of vehicles through the National Police Co-ordination Centre (NPOCC).

3 Customer Obligations

Each Force or Constabulary using the vehicle will:

- Arrange for transportation of vehicle within their own force area. The vehicles require a category C1 driving licence and the appropriate force permit.
- Provide a single point of contact who can co-ordinate with the logistics officer to arrange dates for collection and delivery of vehicle, arrange for re-supply, maintenance or repair, and answer any questions or queries.
- Be provided with training on how to operate all fixtures and fittings. Staff should be made available to be trained on how to operate these if they intend to use them, such as the awning.
- Provide staff to resource the vehicle during outreach operations to support the physical and psychological wellbeing of officers and staff. This should include medically trained staff, and could include counsellors, psychologists, psychotherapist or anyone else that the utilising force thinks will be beneficial for officer and staff wellbeing.
- Arrange for locations and times for the outreach vehicles to be used to maximise their benefit to ensure that officers and staff have opportunity to utilise the services on a variety of sites. A suggested minimum deployment time would be 11.00-16.00.
- Supply The National Wellbeing Team with details of the location of the van for the period of loan.
- Encourage attendees to complete electronic or paper questionnaires and record the number of attendees in order to facilitate future targeting of wellbeing resources. This information will provide a unique opportunity to use the data to shape the future of wellbeing services.
- Provide secure overnight storage for vehicles.
- To complete a full vehicle check in accordance with their own force policy.
- The borrowing force is responsible for providing any fuel used.
- Clean the vehicle on the inside and outside during the time it is used and upon return.
- Report to Lancashire Constabulary immediately when any faults, defects or breakages occur.

- Will provide Lancashire Constabulary with the deployment and storage locations, together with the key location for the duration of the loan period, prior to handover.
- Provide a copy of their force fleet insurance showing the loaned vehicle is added to the fleet insurance.

In addition to the customer obligations, the customer must comply with the release of the van in the following circumstances:

- In the case of a national emergency and the affected force or constabulary requests the use of wellbeing vehicles, there may be a requirement to return the van prior to completion of allocated time period. All efforts to return the van so that allocated time can be completed will be undertaken.

Benefits of van deployment are:

- Provides officers and staff with the opportunity to meet and talk to Occupational Health professionals about their health and wellbeing
- Enables forces to carry out physical health checks on officers and staff and offer health advice at an individual's place of work
- Gives forces the opportunity to provide help and support whether financial, social or psychological and make referrals where appropriate
- Actively promotes the Outreach Service to officers and staff and signposts them to what is available support their wellbeing
- Actively supports engagement with officers and staff through the Outreach Service in an informal setting
- Promotes each forces own Occupational Health offer and other available resources.

Please refer the communications toolkit in this pack for key messages about the vans and support in promoting the service in your force

4 Agreed Performance Standards

- Deploy to suitable operating bases in the force area.
- Staff with medical practitioner to conduct health checks.
- Record numbers of visitors using the vans.
- Complete evaluation forms by attendees, collate and supply to National Police Wellbeing Team.
- Promote the vehicles and their deployments by utilising internal media campaign.
- Work with your local Federation, Supt Association, Unison and UNITE associations to support the vehicle.
- Work with your local branch of Police Mutual to support the financial aspect of wellbeing. Agreement has been made at a national level that Police Mutual will support all deployments where resources allow.

5 Contingencies

All contingencies will be dealt with via vehicle logistics officer.

In case of breakdown:

All manufacture faults are covered by Mercedes as this is a new vehicle and will be under warranty, however for wear and tear issues contact **Lancashire Constabulary's Vehicle Maintenance Unit on 01772 412970** and they will arrange the repair. Where the borrowing force completed any maintenance or repairs this should then be billed to Lancashire Constabulary.

Insurance:

The vehicles will be insured by Lancashire Constabulary, however the borrowing force will be required to add the vehicle to their fleet insurance prior to delivery. This can be coordinated through the logistics manager.

Fuel:

The host force will be liable for payment of fuel for the duration of the allocated time it is deployed in the force area. However the vehicle should not be left with less than half a tank of fuel upon handover.

6 Service Level Agreement Authorisation

I certify that I on behalf of _____
have read and understood this SLA and agree to comply with the contents.

N.B this should be the force nominated specific point of contact or their supervisor

Name/Rank/Role	
Force	
Signed	
Date	

I certify on behalf of the National Police Wellbeing Service to comply with the contents of this SLA:

Name/Rank/Role	
Signed	
Date	



The How To Guide



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Having trialled the Wellbeing vans in various locations, we have come up with the following hints and tips guide to help make your deployment of the vehicle as smooth as possible:

1. Logistics

The van requires two people to assemble the awning.

It can be tricky initially to put up and take down, but after doing it a few times it gets easier – however you do need two people to do it. Both people need to be able bodied and not have any restrictions, as at times it can be difficult to put the side bars in place – especially if it is cold.

Delivery and parking of the van.

Ideally the van needs to be parked near to electricity access. There is an extension lead on the van, but the nearer to a plug socket (Either the standard socket or a hook up socket will suffice), the better for the van. We also found that some thought needs to be given to dropping off and collecting the van each day; therefore, we recommend a team of two people to be responsible for the delivery, parking, assembly and dismantling of the awning for each deployment.

2. Insurance

Your force will be responsible for adding the vehicle to your fleet insurance prior to deployment. Your force is also responsible for re-fuelling the vehicle; we ask that the van is left with no less than half a tank of fuel prior to handover.

3. Stabiliser Legs

Once your location is identified and the van is parked safely, using the jack in the rear of the van unwind the stabiliser legs at the rear of the van. This will prevent it from rocking once it is in use. Please remember to wind them back up before driving the vehicle. A warning alarm will sound if you try to move it and there is a light on the drivers control panel indicating that the feet are down.

4. The Awning

Please be careful because this is an expensive piece of kit, which is easily damaged. Here are some simple tips on how to assemble the awning easily.

1. Remove the locking nut that is situated in the roof bar on the side of the van.
2. Get out the two legs from the black bag and lay them on the floor so you can easily grab them.
3. Start to roll out the roof, the second person should take the weight of the roof bar as it starts to move out.
4. Once the roof is out as far as the stitching line at the top of the roof, insert each leg into the hole on the roof bar. Ensure the longer part of the foot is facing towards the van, that becomes important later on.
5. There are some hairclip shaped wire fastenings that should be inserted into a hole at the top of the leg, once the roof is resting on top of the legs.
6. Take the white beading and insert it into the sides of the roof panel in the webbing, make sure that it fits snugly so that it does not over hang the roof bars. It is suggested to wear some protective gloves at this point. This can be quite tricky and may need the rubber mallet to ensure it is in properly.
7. Take the white side roof bars out of the bag and slide one by one onto the beading that you have just inserted. These bars have two grooves in them, the lower groove slides onto the roof. Ensure that plastic C guides point towards either end of the roof and that the bars are connected by the joiner. A mallet may be required if awning is wet or cold. We found that by keeping the bars parallel to the floor and not tilting them to one side makes life easier.
8. Now take the two round poles out of the bag and put the end which has an angled piece towards the centre of the van, and the opposite side which is furthest away to the van, use the small bolt to secure it in place.
9. Now secure the other end on the roof bar (extended bar) again with a small bolt.
10. Now to put the walls in! Firstly identify which sidewall is required; they are labelled left and right. Slide the top of the side wall into the side roof bar, make sure it is fully up to the top, as this is difficult to rectify later. As you slide the sides in I've found again that by keeping the bars parallel to the floor and not allowing them to tilt the walls will slide on more easily. You will need two people for this job. One person on the step ladder pulling up and the other to guide over the front lip of the roof.

11. Once in place unzip the doors. Now insert the beading into the channels on the van and the other end of the supporting leg. Once in place zip up the wall doors – repeat on both sides.
12. Using the same method insert the front wall by sliding it into the channel on the front lip of extended roof. Again once in place unzip the front and then insert the side beading into the channels on the legs. Once in place zip up the wall.
13. Now the structure is assembled, together raise the front legs to ensure that the roof is level and high enough to secure the structure further.
14. If you are assembling the awning on soft land, there are anchoring pegs, which need to be hammered into the holes in the front legs.
15. To dismantle the awning do so in the reverse order of assembly.

5. Electricity

The van is equipped with an electricity outlet at the rear, offside of the van, covered by a blue cover. Insert the cable into the power point and hook it up to a main supply, using either the circular plug or the standard British plug. There is an extra waterproof extension cable in the rear of the van. To ensure that the electricity is running, you will need to press the reset button in the extension cable; the light on the TV will come on once the electricity is running.

If the van cannot be hooked up to the mains, it can be run with the engine running. Press the 'Run Lock' button on the drivers front control panel as this will allow the vehicle to remain running without requiring the van keys in the ignition. To engage run lock the vehicle needs to be out of gear and with hand brake on. To switch off run lock engage either clutch or foot brake. Once in run lock mode press the circular power button situated in the main cabin area to the left of the sliding door and select either low or high mode. Mode will work the fridge and the heater/ac unit.

6. Equipment

The fridge will operate once the vehicle is hooked up to the electricity, however as there is a freezer box in the fridge this may drip water if the van has been stood for any length of time. Please ensure that it is wiped away before you put food into it.

The medical equipment is situated under seats in the rear cabin and the front cabin areas. Please take care when replacing the seats, as they will easily become damaged if not handled carefully. You will find disinfectant wipes in the storage area above the driver seat.

The iPad and mi-fi device will require charging and both can be found together with the chargers in the drop down cupboard above the fridge. A plastic tray has been provided to place under the water heater, to catch any drips or spillages. The TV and heater/air conditioning unit remote controls can be found in the same cupboard, together with the instruction manual.

The small stool found in the rear of the van is to be used in the medical area as an extra seat if the nurse requires it.

There are two cases located under the seating in the main cabin. These contain the leaflet stands which are made of glass and are therefore quite fragile. The assembly instructions are in the case with them.

The table and chairs are easy to assemble and dismantle; however can you please use the anchoring ropes to secure them into the rear of the van to prevent damage when in transit.

The heater/air conditioning unit is remote controlled, as is the TV.

7. Break down, maintenance and vehicle checks

In case of mechanical breakdown please contact Lancashire Constabulary's Vehicle Maintenance Unit (VMU). The number is in the Service Level Agreement document. Please inform Lancashire VMU as soon as possible of any defects or faults identified on the vehicle.

We require by law that a vehicle check is carried out by the driver every Monday morning and returned via email to contact@oscarkilo.org.uk
The vehicle check form can be found in the document pack supplied on handover.

8. Staffing

We found to ensure that van works well, the more people to support the deployment the better. However, we recommend the following as a guide:

Driver 1	To deliver the van (Will require Class C1 on licence)
Driver 2	To assist the driver to assemble and dismantle the awning, and assist setting up the van
Nurse / Medical practitioner	To deliver the physical health checks, ideally a second person completing BMI check in the awning area helps with congestion and time spent with the nurse
Counsellor	To support individuals who have completed the wellbeing questionnaire (Edinburgh Warwick Scale) – we advise that this is not offered without counsellor/welfare support readily available on the van to identify any at risk cases
Greeter	This person ought to be someone familiar with the location/people where the van is deployed, to encourage and welcome attendees. They can also pick up any questions about the van, National Police Wellbeing Service etc
Extra	This person can make hot drinks when offered and ask the attendees to complete the van evaluation form prior to leaving

Police Mutual have offered to support the vans wherever they can and they will attend locations where they are deployed and conduct financial health checks with the attendees. The SPOC for Police Mutual is Adrian Bloor, his email address is Adrian.Bloor@pmas.co.uk

The Police Federation of England and Wales, Superintendents Association and Unison nationally have agreed to support the Wellbeing Vans where they can. The advice is contact your local branches to arrange local deployments.

We also found that cops and staff like a 'brew' and a slice of cake, so we ensured we had a selection of cakes and biscuits, together with fruit, juice, water and hot beverages to offer the attendees.

Please note that these are just guidelines, but helped us to make the deployments run a little smoother. If you have any questions don't hesitate to contact us at contact@oscarkilo.org.uk



The Communications Toolkit

Promotional opportunities

Intranet sites

Use the copy on pages 28 to 29 to promote the vans on your intranet sites and any other internal communication channels you have to advertise the locations in plenty of time.

The vans are an opportunity to showcase your wellbeing offer as a whole so why not build in some other wellbeing campaigns into this and make the most of it!

You can use the enclosed key messages about the National Police Wellbeing Service to help you explain what it is we do to support your own localised information – please also use the Oscar Kilo logo (enclosed) on any printed or digital materials that you circulate in relation to the vans.

We suggest the following timeline for promotion:

Three Weeks before	'The vans are coming.....' Introduce the vans into your force, why you have them, what you hope to achieve and provide some information about the national police wellbeing service (enclosed)
Two Weeks before	As above – reminders about the vans that will be arriving, where they will be with some extra encouragement to come along and visit (eg, if there will be free food/snacks/a cuppa – good time to let people know!)
One Week before	Next reminder about the locations of the vans – give some more detailed information about what services/ advice people will be able to access.
When you launch the vans	Announcement that the vans are live and to keep your eyes peeled. Reminder about the first location of the van and where to find out more information.
During the time you have the vans	Progress update and reminders on van locations as it tours your force. Let people know how it's going – if you are getting lots of people through the doors/ under the awning (!) etc
When it's time to hand the van back	How did it go? Give people an idea of how many people visited the van, any good examples of how the van has helped people (anonymous if required), what your plans are moving forward – what next?

Intranet copy

Come along to the wellbeing vans in force from the xx [insert date]

The wellbeing vans come to you from Oscar Kilo, the brand new National Police Wellbeing Service and over [time period] they will be travelling around the force; starting with [place] on [date] and finishing at [place] on the [date]. Please see the full details below.

Research has shown that many emergency services staff do not feel they have the time in their day to seek advice or support for their own wellbeing (MIND, 2016). So, as part of the new national wellbeing service, Oscar Kilo, launched in April, the wellbeing vans are now available to every force across the country so they can bring their wellbeing services direct to you where you come to work every day.

They are fully kitted out to offer a whole wellbeing service and are staffed by your occupational health and wellbeing teams. They will offer:

- health checks
- advice about any physical and/or mental health
- financial advice and information from Police Mutual
- signposts to other helpful guidance and advice
- a brew/cuppa and a chance for a chat
- [Add any additional services]

We will also have staff from our Staff Associations and Wellbeing Ambassadors available to offer advice and support. (Edit/delete as appropriate)

- Please come along to one of the dates below.
There is no need to make an appointment.

The van will be at the following locations:

Date – Time – Location

Date – Time – Location

Date – Time – Location

Date – Time – Location

For more about information about wellbeing in our force, visit [\[insert intranet page\]](#)

For more information about Oscar Kilo, the National Police Wellbeing Service, visit www.oscarkilo.org.uk

Posters

Use the poster opposite to advertise the dates and times of the locations.

It may be helpful to list all of the available dates and times on all posters across your entire force so that staff can choose which location to go to, in the pilot of the vans, we found that officers may need to travel to various bases and so having the choice worked well.

Social media activity

Please ensure that you use your social media channels to promote the work you are doing in force. Please ensure that you mention or tag in **@OscarKiloUK** where possible so we can share and promote your work across our networks.

Press releases and websites

Why not let your local media know what you are doing and use the vans as an opportunity to showcase your wellbeing offer - You are a caring employer investing a lot in the welfare of your staff, why not let people know?!

If you decide not to send a proactive press release but plan on doing some social media activity – it might be worth having an ‘If asked’ statement or set of messages agreed in case media pick up on this organically.

Video

If you have the option to include video in any of your promotions – please feel free to use these animations that can be accessed via the Oscar Kilo YouTube channel - https://www.youtube.com/channel/UCoLz9Ku_VH6-ccW8p3A6BGQ

Come along to the **wellbeing vans in force** from

[Insert start date]



The National Police

WELLBEING Service

www.oscarkilo.org.uk

The wellbeing vans come to you from **Oscar Kilo**, the brand new **National Police Wellbeing Service**. They will be travelling around the force. Please see details of dates, times and locations below.

Research has shown that many emergency services staff do not feel they have the time in their day to seek advice or support for their own wellbeing (MIND, 2016). As part of the new **National Police Wellbeing Service**, **Oscar Kilo**, wellbeing vans are now available to every force across the country so they can bring their wellbeing services direct to you where you come to work every day.

The vans are fully kitted out to offer a whole wellbeing service and are staffed by your occupational health and wellbeing teams.

Health and wellbeing teams will offer:

- **health checks**
- **advice about physical and/or mental health**
- **financial advice and information from Police Mutual**
- **signposts to other helpful guidance and advice**
- **a brew/cuppa and a chance for a chat.**

Please come along on one of these dates at the locations listed below.

There is no need to make an appointment.

Date	Time	Location
[Date]	[Time]	[Location]
[Date]	[Time]	[Location]
[Date]	[Time]	[Location]
[Date]	[Time]	[Location]

For more information about wellbeing in our force, visit

[Insert intranet location]

Key Messages

The wellbeing vans

These vans come to you as part of the National Police Wellbeing Service, **Oscar Kilo** which has launched this April.

We know that officers and staff often do not feel they have the time in their day to seek advice or support for their own wellbeing so these vans have been introduced so your force can bring wellbeing to YOU.

They are an opportunity for your force to let you know what services are available to you should you ever need it whether that be in relation to your mental or physical health, finances, advice about work/life balance or anything else for that matter.

You don't have to need support or advice to come along – just pop past, spend five minutes having a look around, take some information away with you in case you, or a member of your team, need that support in the future.

If you do need advice or support, the van will be staffed with people who can help there and then or signpost you to the places that can.

The vans are not designed to be a fix or a one off solution – they are part of a wide range of support available to your force from the National Police Wellbeing Service that should see you with options for support – year round – 24/7.

What else is the National Police Wellbeing Service doing?

Oscar Kilo, the National Police Wellbeing Service aims to provide support and guidance for all police forces to improve and build upon wellbeing within their organisation. Everything about it is sector specific and designed to meet the unique needs of policing.

We want every member of the police service to feel confident that their wellbeing is taken seriously and that they are properly supported by their organisation. In order to do that, we will make sure that every force has access to the best guidance and support to provide top class wellbeing support for everyone who works for them.

We want every member of the police service to understand how to build personal resilience, to feel confident that they can speak up when things aren't going well and to get the best personalised support possible when they do.

Through supporting forces with their wellbeing provision, we want to:

- Improve wellbeing and life satisfaction
- Improve personal resilience and self-help skills
- Improve morale and engagement – how people feel at work
- Reduce stigma around seeking support or help
- Improve knowledge and understanding of help and support available
- Encourage people to support themselves and realise their own potential
- Improve effectiveness as a service
- Reduce costs
- Improve and build on the police service reputation as a good employer and a great place to work.

As an organisation, your force has a responsibility to provide support for you and ensure that you have access to the support you need, when you need it. Oscar Kilo is here to help them do that.

We know that there is no 'one size fits all' approach to wellbeing and that the word 'wellbeing' means different things to different people – that's why we will be encouraging forces to seek out many different options (that are evidence based) to equip people with the knowledge to be able to choose what support suits them best as an individual.

The website www.oscarkilo.org.uk brings lots of information about emergency services wellbeing into one place. It provides resources, training, toolkits, research and frameworks so your organisation can offer you the best wellbeing support that it can with a strong focus on prevention.

As a wider service, the national wellbeing service will also offer practical support for your force in the form of:

- **Line management** – providing training, workshops, materials, toolkits and support for line managers to make sure they are properly equipped to support their staff particularly around stress and psychological risk.
- **Trauma, Post Incident support and Disaster Management** – building organisational capability, individual resilience and developing both early intervention models and post-trauma interventions.
- **Psychological Screening** – providing a role risk assessment tool and guidance on screening and monitoring and a suite of psychological screening questionnaires.
- **Individual Resilience** - providing training, workshops, materials, toolkits and support to help people build and improve their own resilience.
- **Executive Leadership** – providing workshops, materials, toolkits and an online network to build the skills and abilities of senior and executive leaders in relation to wellbeing.
- **Wellbeing at Work** – continued analysis of and feedback from the Blue Light Wellbeing Framework, regional workshops to share best practice, providing a network for practitioners and signposting to online resources for physical fitness and mindfulness for example.
- **Peer Support** – Helping forces to implement a strong and robust peer support model, providing toolkits, guidance and materials based around evidence based approaches and clinical expertise.

Oscar Kilo also encourages collaboration and learning across other emergency services ensuring best practice is based on the evidence of what works, giving the emergency services family as a whole to work together to achieve the best support for everyone.



Evaluation Instructions



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The College of Policing has designed an evaluation process that will help us learn lessons about the implementation and effectiveness of the Wellbeing vans.

Although each force will use the vans differently, there are a few standard pieces of information we can collect about each deployment:

- Some details about how your force used the van (Action 1 in the table)
- Some details about how many people visited the van and what they did when there (Actions 2 and 3 in the table)
- Some details about what police officers and staff thought of the van (actions 4 and 5 in the table)

Please find later a checklist of actions for the SPOC at each force to complete to support the evaluation process. If you have any queries, please contact

Helen.Fitzhugh@college.pnn.police.uk

✓	Action	Timescale
	<p>1. Please complete the 'Force Details' form and email it to the evaluation and van leads: Helen.Fitzhugh@college.pnn.police.uk and Julie.Rawsthorne@lancashire.pnn.police.uk</p>	<p>Complete and send within one week of the end of deployment.</p>
	<p>2. Please print out enough copies of the 'Daily tally' form for each day of deployment (at least one per full day of use, but print spares in case they fill up during busy periods). Please ensure that those staffing the van are briefed that tallies need to be made for every visitor to the vans, throughout the deployment period. The form is quick and simple to use (an example is given) so that it can be completed during each day of use.</p>	<p>Print out copies and brief at least one person for each day in advance of the first day of deployment.</p>
	<p>3. Please ensure that you (or the person you have briefed) enters the data collected via each 'daily tally' form using https://www.smartsurvey.co.uk/s/WWDeployment/</p>	<p>Ideally at the end of each day, but definitely within one week of the end of deployment.</p>
	<p>4. Please brief everyone staffing the vans to encourage the visiting police officers and staff to complete the anonymous online questionnaire. Some notes to help this briefing can be found later in this document. Make sure the link given here is available on the iPad and print out multiple copies of the slips of paper further at https://www.smartsurvey.co.uk/s/WWfeedback/</p>	<p>Brief every member of staff before the wellbeing van opens.</p>
	<p>5. Please place the message 'Wellbeing Vans – your chance to comment' on your internal intranet page (or distribute via your usual method of communication with all employees if different).</p>	<p>Within a week of the end of deployment.</p>

Force details

Name of force	
Name of key contact (SPOC)	
E-mail address of SPOC	
Telephone number for SPOC	
A list of the names and work e-mail addresses of people who staffed the van, including any qualifications/ special roles they hold (eg, psychologist, nurse, union rep etc)	eg, Jane Janes, j.janes@emailaddress.net, general nurse
Dates and locations of deployments	eg, 14/11/2018, 10:00 – 16:00, HQ at Xtown
A list of the activities you carried out during deployment, with brief descriptions	eg, Physical health checks including x, y and z tests carried out by a qualified nurse
Please estimate the staff time (in full time days) that it has taken to support this deployment.	eg, 5 days full-time hours by general nurse
Please state any additional costs that you have incurred during deployment.	eg, Petrol - £x Cake - £x
Did anything unusual (good or bad) happen during your deployment period that would influence how people responded to the wellbeing van?	

Wellbeing Van daily tally form

- Each day, please keep a simple tally of the number of visitors, number of people receiving different types of support and number of people filling out the questionnaire. Sum up your tallies at the end of each session. Please see an example of how to fill this in overleaf.
- If you have 'other' activities going on in the van that are not covered by the below, please make a brief anonymous note on the back of this form.
- At the end of each day, please go to <https://www.smartsurvey.co.uk/s/WWDeployment/> on the iPad and enter the sum totals online.

Activities carried out with people										
Date	Opening hours (eg, 10 – 4pm)	Tally of number of visits (all)	Tally of visitors returning (if you have anyone come back more than once)	Physical health check or advice	Mental wellbeing check or advice	Financial health check or advice	Visit to staff associations	General drop-in and chat	Agreed to complete questions?	Referred to Occupational Health?
Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total

Wellbeing Van daily tally form **EXAMPLE**

- Each day, please keep a simple tally of the number of visitors, number of people receiving different types of support and number of people filling out the questionnaire. Sum up your tallies at the end of each session. Please see an example of how to fill this in overleaf.
- If you have 'other' activities going on in the van that are not covered by the below, please make a brief anonymous note on the back of this form.
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		Activities carried out with people									
Date	Opening hours (eg, 10 – 4pm)	Tally of number of visits (all)	Tally of visitors returning (if anyone come back more than once)	Physical health check or advice	Mental wellbeing check or advice	Financial health check or advice	Visit to staff associations	General drop-in and chat	Agreed to complete questions?	Referred to Occupational Health?	
14/11/18	10:00 – 12:30	###-###-###-### ###-###-###-### ###-###-###-### ###-###-###-###	###	###-###-###-### ###-###-###-###	###-###-###-### ###-###-###-###	###-###-###-###	###-###	###-###-###-### ###-###-###-### ###-###-###-### ##	###-###-###-### ###-###-###-### ###-###-###-### ##	###-###-###-###	
		Total 67	Total 5	Total 40	Total 40	Total 20	Total 10	Total 57	Total 62	Total 11	
14/11/18	13:30 – 16:30	###-###-###-### ###-###-###-### ###-###-###-###	###	###-###-###-### ###-###-###-###	###-###-###-### ###-###-###-###	###-###-###-###	###-###	###-###-###-### ###-###	###-###-###-### ###-###-###-### ###-###-###-###	###-###-###-###	
		Total 59	Total 3	Total 40	Total 40	Total 20	Total 10	Total 30	Total 52	Total 8	

Wellbeing vans service user feedback form – van staff briefing

- The College of Policing has prepared a brief online questionnaire for users of the Wellbeing vans. It can be found at <https://www.smartsurvey.co.uk/s/WWfeedback/>
- Please ask everyone who visits the van if they would be happy to fill out a questionnaire.
- It will take around five minutes of their time and can be completed on the iPad.
- If the iPad gets very busy and people don't want to wait to complete the questionnaire: Instead of losing people to the evaluation, please be ready to hand them a slip of paper containing the link (see opposite page of slips that can be printed out in multiple copies, cut into 3 and then taken to the van in preparation) and ask them to fill it in as soon as they return to their desk.

FAQs

- **Is completion of the questionnaire voluntary?**

Yes. However, every single answer will help us learn, so we would love to hear from as many people as possible.

- **Is the feedback anonymous?**

Yes. At the end of the questionnaire we will ask people if they would like to leave their email address for future contact for evaluation purposes. However this is optional and the email address will be saved via a separate survey so that their answers cannot be linked to their email address.

- **If I leave my email address, what am I committed to?**

Nothing. We will contact you to ask if you are willing to take part in a further questionnaire and / or an interview, but you have the right to withdraw at that point.

Wellbeing van feedback form

The College of Policing has commissioned an evaluation of the wellbeing vans. This questionnaire forms part of that evaluation.

It will take no more than 5-8 minutes to complete. Your answers will be anonymous.

At the end of this questionnaire, we will ask you if you would like to leave contact details to be part of the follow-up evaluation. If you choose to do so, your questionnaire responses will remain anonymous because your email address will not be stored online alongside your answers, but will be input into a separate web link where it cannot be traced back.

Please complete the questionnaire at <https://www.smartsurvey.co.uk/s/WWfeedback/>

If you have any questions, please contact wellbeingresearch@college.pnn.police.uk

Please place this message on your internal intranet/your usual form of communication with all employees.

Wellbeing van – your chance to comment

Did you visit the Wellbeing van? We want to hear from everyone – including those who visited and those who did not, for whatever reason. Now is your chance to comment!

<https://www.smartsurvey.co.uk/s/WWSHORTFEEDBACK/>

This link takes you to TWO brief questions about your impression of the vans and what could have been done differently. We'd like as many people to fill it in as possible and your answers are anonymous.

Some of you will have already filled out a slightly longer (5 minute) questionnaire when you visited the van. That's fine – no need to fill in the above. If you took away a slip of paper to complete the questionnaire but never did so, you still have time – please go to

<https://www.smartsurvey.co.uk/s/WWFEEDBACK/>

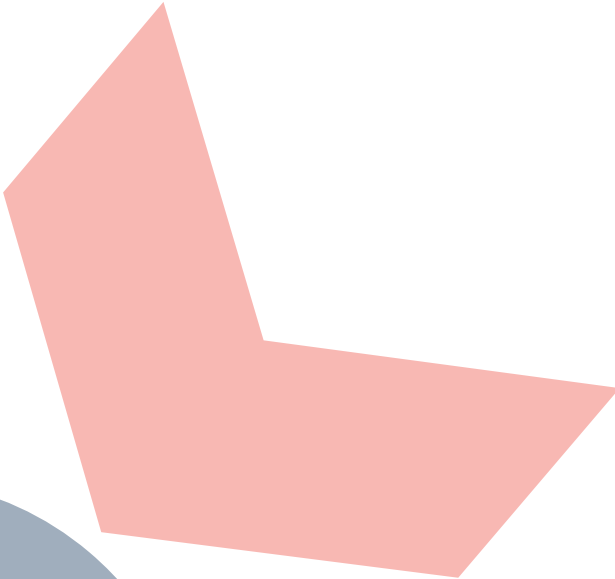
The College of Policing will collect the data from this questionnaire as part of the ongoing evaluation of the wellbeing vans. The anonymous data may be processed by an independent evaluator contracted to the College of Policing.

If you have any questions about the evaluation, please contact **wellbeingresearch@college.pnn.police.uk**





Warwick Edinburgh Mental Wellbeing Scale



The National Police

WELLBEING

Service

www.oscarkilo.org.uk

The Warwick-Edinburgh Mental Well-being Scale (WEMWBS)

Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience of each over the last 2 weeks

STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been feeling interested in other people	1	2	3	4	5
I've had energy to spare	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	1	2	3	4	5



Feedback Questionnaire



The National Police

WELLBEING Service

www.oscarkilo.org.uk



Please help us assess how effective you feel your visit to the wellbeing van was today by completing this short survey

Role: Officer/Staff

Division/Department:

Using the scale from 1 – 5, 1 being poor and 5 being excellent please rate the following

1. How was your experience of using the wellbeing van today?

1 2 3 4 5

2. How easy was it to access the services you required?

1 2 3 4 5

3. What services did you use today? (please tick all that apply)

Physical Health Check	<input type="checkbox"/>
Wellbeing Quiz	<input type="checkbox"/>
Financial Health Check	<input type="checkbox"/>
Visit to staff associations	<input type="checkbox"/>
General drop in	<input type="checkbox"/>
Other	<input type="checkbox"/>

4. Would you recommend a visit to the wellbeing van to a friend or colleague?

Yes / No

If no please state why

5. What did you find most useful?

6. What other services would you like to see on the van?

About The National Police Wellbeing Service

Our purpose is to deliver evidence based approaches that promote, prevent, detect and treat workplace health issues known to impact on employee wellbeing. We will ensure that every police force has access to the best guidance and support possible so that they can provide top class wellbeing support for everyone who works for them.

www.oscarkilo.org.uk

Access our resources and join in the wellbeing conversation today

#policewellbeing

www.oscarkilo.org.uk

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