



THE WELLBEING OUTREACH SERVICE SERVICE LEVEL AGREEMENT

1. Service provider definition/department description

The Wellbeing Outreach Service is a fleet of bespoke fitted vans, which can deploy to operating bases across England and Wales, providing a platform to deliver physical, psychological and financial health checks to officers and staff.

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 are supplied with a gazebo to allow space for consultation and engagement.

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.

The vans are supported by Occupational Health staff from the host force or the force's external provider. Forces often deploy an extended support team which may include financial advisors, Police Federation, Chaplaincy members, Trades Unions and Staff Support Networks.

In addition we have two vans '**Oscar Kilo 1**' and '**Oscar Kilo 2**' which have been specifically designed to deploy to major and national incidents. These vehicles can be deployed across the UK as and when required, offering real time wellbeing support when it matters.

2. Services to be provided

The 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. 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. All booking requests can be done online <https://oscarkilo.org.uk/wellbeing-van-booking-calendar/>
- 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 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. A signature on the Service Level Agreement indicates that these requirements have been personally checked by the person booking the vehicle. The name of the intended driver with their driver's licence number should be provided to the NPWS pre-deployment.
- 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.
- 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 11am-4pm.
- Supply The National Wellbeing Team with details of the location of the van for the period of loan.
- 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 the National Police Wellbeing Service 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.
- Complete and return the Feedback Form. This information will provide a unique opportunity to use the data to shape the future of wellbeing services.

- A signature on the Service Level Agreement indicates that these requirements have been personally checked by the person booking the vehicle. The name of the intended driver with their driver's licence number should be provided to the NPWS pre-deployment.
- Local staff involved in the setting up of the vehicle should be compliant with their organisational manual handling requirements

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.

Support in promoting the service in your force is available to download from the Oscar Kilo website <https://oscarkilo.org.uk/service-description-the-wellbeing-vans>

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 and return to the National Police Wellbeing Team and feedback form at the end of the deployment.
- 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	