

# Case study: City of London Police

## **New Wellbeing Zone a visible sign of our commitment to prioritising mental health and wellbeing as part of a renewed focus in force.**

In November 2021, we opened a new Wellbeing Zone at our main operational base in the City of London, signalling to officers and staff that their mental health and wellbeing is as important as their physical health and wellbeing.

The zone is a safe space for everyone, enabling us to take a breath, and spend time reflecting and recharging our batteries.

When we were consulting on what our new wellbeing strategy should be, colleagues rightly pointed out that there was nowhere quiet for people to retreat to away from their desks; no privacy for nursing mothers in the workplace; nowhere appropriate to welcome new parents back to the workplace; and the area that was provided for colleagues to worship in was not up to scratch. This gave the impression that their wellbeing wasn't a priority.

The space was created by members of several groups, including our health and wellbeing network, various religious networks, and the new parenting support group, who all worked together to bring it to life.

So far, the feedback has been really positive, and we are continuing to focus on creating a

safe environment where we can normalise conversations about mental health. We hold bi-monthly coffee and cake mornings, supported by guest speakers from organisations such as Police Mutual, Police Care UK and Samaritans. These are an opportunity for our people to take time out to discuss issues openly with senior leaders and colleagues. We also have our welfare and trauma dogs there to lend a helping paw.

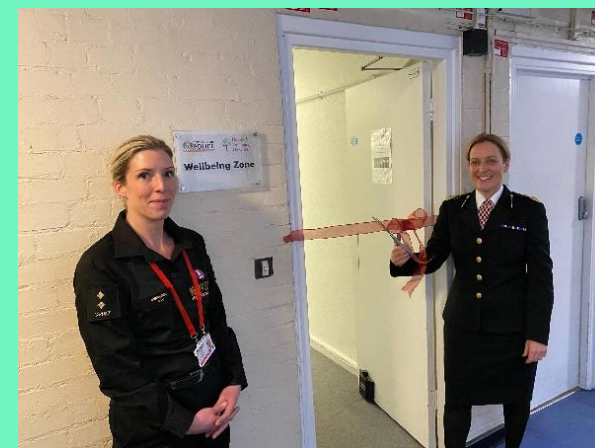
Our revised wellbeing strategy sets out our goals and ambitions and outlines what our staff, managers, senior leads and supporting functions will do to help us achieve them. We have made changes to a number of our functions that support mental health and wellbeing, including:

- Our TRiM (Trauma Risk Management) programme has been refreshed. We have a dedicated lead and clear guidelines for staff and managers to follow in traumatic events and incidents. This has been supported by our Learning and Development team who help managers to recognise when their teams are feeling the effects of an incident. This has led to people being referred to the service who would not otherwise seek this vital support.
- Mental Health First Aiders have been retrained. There is clear governance, accountability and support for our first-aiders and identified pathways to support services, such as Occupational Health.

- New Sergeants and Inspectors now have bespoke mental health packages and learning days in their supervisor courses.
- Mental health awareness training has been provided to all frontline policing teams. This is subject to an annual review to capture all new starters and ensure the package is up to date.
- Our management development programme now contains a mental health awareness component.

Our review of the strategy review identified clear gaps. This extra training and support has demonstrated our commitment to equipping our people with the tools they need to support better mental health and treat each other with care and compassion.

**Chief Supt Steve Heatley** City of London Police's strategic wellbeing lead



Commissioner Angela McLaren (right) opens the Wellbeing Zone