

Staff welfare space

Providing a dedicated welfare space for the crime and communication centre team, encouraging officers and staff to decompress from the demands of the control room.

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Key details

Does it work?	Promising
Focus	Organisational
Topic	Diversity and inclusion Organisation including workforce
HMICFRS report	Police performance Getting a grip: PEEL spotlight report
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Region	South West
Partners	Police
Stage of practice	The practice is implemented.
Completion date	January 2024
Scale of initiative	Local
Target group	Workforce

Aim

To provide dedicated rest spaces for the crime and communication centre team (CCC), including a quiet reflection room, that is also available for prayer and breastfeeding parents.

Intended outcome

The intended outcomes for the welfare space are to:

- increase the number of rest spaces and appropriate facilities for officers and staff
- increase the number of staff using the rest spaces
- improve staff and officers mental health

Description

This project was run by the CCC project team, working with the Wiltshire Equality Diversity and Inclusion (ED&I) lead and Wellness Delivery Manager. It was identified through feedback from the team working in the CCC that their rest spaces needed updating. The main canteen area at Wiltshire Police headquarters had been previously updated, however this was in a different building to the CCC and does not operate 24/7. It was recognised that the CCC staff needed more suitable areas to rest and decompress from the demands of the control room.

The previous rest space used in the building contained two chairs and was not fit for purpose. The team wanted to create a dedicated quiet reflection room, that was also suitable to be used for prayer and for breastfeeding mothers.

Consultation

Staff surveys and consultation were undertaken to gain views on what teams wanted from the rest areas. The ED&I department were also consulted and were involved throughout the process of designing and implementing a quiet reflection room. The ED&I department also provided the funding to provide the first quiet reflection room in the force estate. The cost to the force was under £6,000. Funding was authorised by the Assistant Chief Constable for the improvements to be made.

To create the new rest area and quiet reflection room:

- plans for quiet reflection room and rest areas were drawn up and presented to the force facilities department
- the space was divided into four areas: the reflection room, upstairs kitchen and small coffee area, downstairs kitchen and large rest area, with tables and seating to eat
- the outside space was also updated to provide shelter from the wind, planting and shade from the sun
- new furniture was purchased
- a new cash-free service vending machine was installed to prevent CCC staff walking to another building in the dark

Evaluation

An evaluation has been completed by Wiltshire Police, but the results from the evaluation are still being finalised.

The evaluation uses a staff survey which was completed before and after the rest spaces were implemented. This was to establish whether a positive impact had been made on officers and staff mental health. Early findings from the evaluation indicate that the rest areas appear to have had a positive impact.

Overall impact

- Positive feedback has been received from the teams who are using the areas on a regular basis. The teams find the spaces calming and comfortable.
- Verbal feedback has been received by the management team about the spaces, with the majority of staff being complimentary about the changes. Some email feedback was received, where certain areas had not been catered for, such as seating choices for someone with a long-term injury. Adjustments have now been made with the provisions of additional equipment.
- The spaces are used regularly by officers and staff. The space provides officers and staff to have time away from the pressures of the control room and to be able to purchase and eat food in an appropriate environment.
- ED&I teams will be looking to adopt quiet reflection rooms across the Wiltshire Police estate, with the aim of having one in every station.

Learning

- Senior buy in was important and support was needed from the chief officer group.
- Support was needed from the ED&I department. The ED&I department were heavily involved and worked with the CCC project team throughout to provide the comfortable rest spaces for staff.
- There were difficulties in obtaining funding and resources to complete the project. This was resolved by raising the issues at the Gold group and inviting the ACC to see the current spaces and plans for the new areas.
- Contact ED&I and the wellness manager for guidance on how the rooms should look and the facilities.
- Encourage officers and staff to provide feedback and work to resolve issues raised. For example, a member of staff had difficulty using the recliner chairs due to an injury, so they were provided with a footstool to assist their comfort and rehabilitation.

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Tags

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