

Investigator wellbeing programme

A wellbeing programme for investigating officers and staff offering training, wellbeing packs and support for high-risk roles.

First published
20 February 2025

Key details

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| Does it work? | Promising |
| Focus | Organisational |
| Topic | Leadership, development and learning Organisation including workforce |
| Organisation | Kent Police |
| HMICFRS report | PEEL 2023–25 Police effectiveness, efficiency and legitimacy: An inspection of Kent Police |
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| Region | South East |
| Partners | Police |
| Stage of practice | The practice is implemented. |

Key details

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|----------------------------|---------------|
| Start date | November 2022 |
| Scale of initiative | Local |
| Target group | Workforce |

Aim

The aims of the wellbeing programme are to:

- provide a bespoke wellbeing delivery from Health and Wellbeing Services, sensitive to the varied and diverse investigator roles across policing and their particular workplace exposures
- establish regular wellbeing focused and meaningful engagement from supervisors and managers to enable early help seeking where necessary
- signpost help and support options

Intended outcome

The intended outcomes of wellbeing programme are to:

- ensure investigators are aware of all support mechanisms and options in place for them and where to find this information
- improve the wellbeing for investigator officers and staff
- increase the number of offerings for wellbeing support
- encourage investigators feel more cared for in the workplace
- reduce the stigma around mental health

Description

In 2022, the health and wellbeing department commenced a programme of investigator wellbeing activities. The programme consists of a collaborative strategic intention from health and wellbeing

Services, operational commands and learning and development.

The programme is designed for those who undertake the difficult and challenging roles as investigators, and their leadership teams. They are offered the right support as and when they need it. The programme includes:

- the design and implementation of an investigator wellbeing pack, inclusive of resources to assist investigators in their roles. This is presented in a visual 'top tips' and psychoeducation format, focusing on the learning and understanding of mental health and wellbeing
- investigator wellbeing one hour virtual sessions on MS Teams to ensure signposting and support options are understood
- creation of an investigator wellbeing area within a one-stop 'Healthy You' SharePoint site
- a leaders wellbeing course which is bespoke for investigative roles. These courses offer an understanding of trauma exposure and helpful strategies in self-support, as well as providing psychological safety in demanding environments
- using in-house counsellors to conduct eye movement desensitisation and reprocessing therapy
- development opportunity for inhouse counsellors in respect of EMDR therapy training in order to provide timely access to specialist trauma interventions
- the continuation of other opportunities to access support such as feel well live well sessions, access to employee assistance programmes, counselling, peer support and trauma risk incident management (TRiM)

This work which is continually developed through the provision of feedback and review, demonstrates the commitment to the wellbeing of investigators and provides leaders with the skills, knowledge, permission, and expertise to provide supportive leadership to their teams.

Investigator wellbeing has primacy on the 'Healthy You' SharePoint (intranet) pages and the investigator wellbeing and investigator wellbeing for leaders sessions form part of business-as-usual proactive wellbeing delivery.

Evaluation

Whilst there is no formal evaluation planned, in December 2023 an external wellbeing investigator auditor assessed the programme. The auditor confirmed they had 'substantial assurance' as to the application of the forces policy and process.

Overall impact

- 30 one-hour input on MS Teams have been delivered.
- 97.9% of investigators who attended the one-hour input on MS Teams feel more confident knowing where to find resources to help support them and their colleagues.
- 100% of attendees (from those that gave feedback) would recommend the input to investigator colleagues, and 93.9% believe the content will assist them in their roles now and/or in the future.

Feedback

Throughout the programme, regular feedback has been provided to understand and identify areas where interventions may assist workplace wellbeing. Officers and staff have appreciated being “given a voice” and being listened to:

- “There is now so much available in terms of resources to help investigators. I will be using what is available for myself but as a manager.”
- “I think it was a very informative session - not too overwhelming. It had great signposts as to where to gain further assistance, if required.”
- “Course content was exactly what I needed as a DS in Child/Adult Protection.”
- “As a senior leader, this was so worthwhile. I have recommended it across all my teams.”

The delivery manager for health and wellbeing is part of the national group which meets regularly in relation to Recruitment, Retention and Wellbeing of Investigators. In June 2023 they were invited to speak at a national learning event in June 2023. The spoke again at the National Police Chief’s Council (NPCC) national investigator wellbeing week of action in November 2023, showcasing the innovative activity and support being provided in this area within Essex Police and Kent Police, and utilising this opportunity to share more widely with other forces.

To date the investigator wellbeing for leaders session, has seen 549 attendees across both forces. This programme explores an understanding of trauma exposure and helpful strategies to support those an individual is leading.

The investigator wellbeing sessions are a one-hour remote session exploring the challenges of the role from a psychological wellbeing perspective and provides ‘Top Tip’ coping strategies, support, and signposting options. Over 1,200 investigators have attended these sessions to date.

The overall aim of the programme has been to boost individuals' awareness of the support available, and this has been achieved in the wide promotional activity over the last 18 months and the provision of a one-stop-shop investigator wellbeing area which is accessed regularly (over 5,200 views to date).

Promotion of this area will continue in the business-as-usual aspects of this activity to ensure new staff into investigative roles are captured as well as intermittent reminders for all.

Learning

The main learning points for this investigator wellbeing approach so far, and areas for advice to other forces who may be considering embarking on a more bespoke approach, are as follows.

- As with most wellbeing focused approaches, senior 'buy in' is required to promote the gains and empower individuals to prioritise health and wellbeing in the workplace. To take this one step further and pursue collaborative working between health and wellbeing/occupational health and organisational leaders is a powerful addition in driving and promoting the activity to maximise engagement, and offers an element of psychological safety.
- To create a marketing strategy offers consistent publication and promotion with key messages throughout the delivery of the activity, not just at launch time, and across as many mediums as possible to increase the reach to teams and individuals locally. Utilising early positive feedback within ongoing force communications can be effective as an approach to ensure the individual experience as a priority.
- Developing choices and options within the programme with a balance of mandated and voluntary elements increases interest and avoids the 'you must' messaging which can evoke an air of indifference to wellbeing activity.
- Consistently review activity to keep it fresh and in line with feedback as you go to ensure activity meets the requirement and needs of officers and staff.

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Tags

Wellbeing