



**HEDDLU  
GOGLEDD CYMRU  
NORTH WALES  
POLICE**

Response Date: 12/09/2025

**2025/818 - Enhanced Occupational Health Standards Oscar Kilo**

In response to your recent request for information regarding;

**1 Has your force formally adopted the Enhanced Occupational Health Standards developed by Oscar Kilo Please answer Yes or No and provide the date of adoption if applicable**

Yes, we have adopted the enhanced standards. We have achieved the Foundation Standard and are working towards full compliance with the Enhanced Standards since October 2024.

**2 If your force has not yet adopted the Enhanced Standards is there a planned timeline for doing so Please specify anticipated dates or current stage of implementation**

As above. Currently a health record system being implemented which should be fully functional by year end which will contribute significantly towards full compliance with the enhanced standards. Given the changes within the management of the department, it is likely to take a further 12 months to ensure all the standards are fully met.

**3 Has your force conducted any internal audit assessment or benchmarking against the Enhanced Standards If yes please provide the date or dates and any summary findings or publicly releasable outcomes**

Yes there have been audits which have included aspects of the enhanced standards.

- TIAA audit conducted in July 2025 "Reasonable Assurance" with 6 recommendations- all are currently being actioned by month-end.
- Police & Crime Commissioner Scrutiny Panel in July 2025 focused on Improving wellbeing as part of the People Services Delivery Plan with good outcomes and no recommendations.
- There was a confidential benchmarking audit undertaken by the College of Policing in 2022 which has led to changes in the Medical Services management. These changes have just come in to play with recruitment of a new Head of Medical Services and a Clinical Lead who commences this month.

**4 Does your occupational health provision include tailored psychological support or screening for officers and staff in high risk roles such as digital forensics investigators CSAM units and child protection teams Please provide a description of any specialist services if applicable**

Yes we provide a range of support that people within our Force can access and some that is specifically targeted at High Psychological Risk roles:

Mandatory annual psychological face to face screening for all those in high risk roles.

The Welfare Support Team run welfare drop-in sessions to teams that are at risk and also provides one to one support in relation to trauma.

We also run awareness sessions on topics such as stress and resilience to High Risk teams which has included Digital Forensics Unit, Online Child Abuse Investigation Team, Onyx (Child Sexual Exploitation).

Pencadlys yr Heddlu,  
Glan-y-Don, Bae Colwyn LL29 8AW  
[www.heddlugogleddcymru.police.uk](http://www.heddlugogleddcymru.police.uk)

Police Headquarters,  
Glan-y-Don, Colwyn Bay LL29 8AW  
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The Wellbeing Lead attends staff consultation forums across the Force including High Risk departments to promote what is on offer and help resolve any problems or challenges.  
If anyone is affected by trauma and post-traumatic stress, we have counsellors with specialist trauma training.

**5 Has your force submitted any entries to the Oscar Kilo Awards or similar external evaluations of your occupational health standards in the last 3 years If so please confirm and provide a summary or link if available**

- We haven't put in a nomination for any awards in relation to OHU in the last 3 years.
- We do maintain and update the College of Policing Blue Light Framework which Oscar Kilo use to monitor progress of Forces.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST  
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 11/09/2025

## AUDIT PLANNING MEMORANDUM

|                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                               |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| <b>Client:</b>                          | <b>The Police and Crime Commissioner<br/>North Wales and Chief Constable North<br/>Wales Police</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Client Contact(s):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <a href="mailto:...@northwales.police.uk">...@northwales.police.uk</a>                        |
|                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Nominated Client Lead(s):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ..., PS Wellbeing Lead <a href="mailto:...@northwales.police.uk">...@northwales.police.uk</a> |
| <b>Review:</b>                          | HR Wellbeing and Strategy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                               |
| <b>Type of Review:</b>                  | Assurance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>TIAA Audit Leads:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ...                                                                                           |
| <b>Outline scope (per Annual Plan):</b> | <p><u>Rationale</u></p> <p>It is important for all organisations to have effective wellbeing strategies in place to help ensure that the workforce remains healthy and safe, to reduce the risk of turnover and absence and improve motivation and performance of existing staff and reputation in terms of recruitment.</p> <p>Key operational risk area and remote working on staff.</p> <p><u>Scope</u></p> <p>The review will consider the development and implementation of the Wellbeing Strategy to include implementation of associated action plans and strategies and how the effectiveness of these arrangements is evaluated, monitored and reported.</p>                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                               |
| <b>Detailed scope will consider:</b>    | <p><b>Directed</b></p> <p>Governance Framework: There is a documented process instruction which accords with the relevant regulatory guidance, Financial Instructions and Scheme of Delegation.</p> <p>Risk Mitigation: The documented process aligns with the mitigating arrangements set out in the corporate risk register.</p> <p>Compliance: Compliance with statutory, regulatory and policy requirements is demonstrated, with action taken in cases of identified non-compliance.</p>                                                                                                                                                                                                                                                                                  | <p><b>Delivery</b></p> <p>Performance monitoring: There are agreed KPIs for the process which align with the business plan requirements and are independently monitored, with corrective action taken in a timely manner.</p> <p>Sustainability: The impact on the organisation's sustainability agenda has been considered.</p> <p>Resilience: Good practice to respond to business interruption events and to enhance the economic, effective and efficient delivery is adopted.</p> |                                                                                               |
| <b>Requested additions to scope:</b>    | <p>The review will:</p> <ul style="list-style-type: none"> <li>• Review of Wellbeing Strategy</li> <li>• Review of the associated Action Plan to implement the Strategy</li> <li>• Review of relevant Risk Assessments</li> <li>• Review of initiatives undertaken and how they were evaluated</li> <li>• Review of details of information provided to staff working remotely.</li> <li>• Review of arrangements in place to provide support to staff – for example, employer assistance programmes, flexible working, parental / family leave.</li> <li>• Review of vulnerable staff are supported, and actions taken by the force.</li> <li>• Review of the process for staff with childcare or carer responsibilities and how the force is providing any support</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                               |

|                               |                                                     |                           |                            |                                      |      |
|-------------------------------|-----------------------------------------------------|---------------------------|----------------------------|--------------------------------------|------|
| <b>Exclusions from scope:</b> | Please confirm any areas to be excluded the review. |                           |                            |                                      |      |
| <b>Planned Start Date:</b>    | 17 <sup>th</sup> July 2025                          | <b>Exit Meeting Date:</b> | 24 <sup>th</sup> July 2025 | <b>Exit Meeting to be held with:</b> | .... |

| SELF ASSESSMENT RESPONSE                                                                                                                |                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| Matters over the previous 12 months relating to activity to be reviewed                                                                 | Y/N (if Y then please provide brief details separately) |
| Has there been any reduction in the effectiveness of the internal controls due to staff absences through sickness and/or vacancies etc? | Y/N                                                     |
| Have there been any breakdowns in the internal controls resulting in disciplinary action or similar?                                    | Y/N                                                     |
| Have there been any significant changes to the process?                                                                                 | Y/N                                                     |
| Are there any particular matters/periods of time you would like the review to consider?                                                 | Y/N                                                     |

| Information / documentation request (Please provide requested information by: 13/07/2025)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <p><u>Example documentation to be requested</u></p> <ul style="list-style-type: none"> <li>• Copy of latest Risk Register</li> <li>• Wellbeing Strategy</li> <li>• Action Plan</li> <li>• Copies of Risk Assessments</li> <li>• Details of employer assistance programmes, flexible working, parental / family leave</li> <li>• Details of information provided to staff working remotely</li> <li>• Details of any vulnerable staff and actions taken by the force</li> <li>• Details of staff with childcare or carer responsibilities and how the force is providing any support</li> <li>• Evidence of initiatives and evaluations of outcomes</li> </ul> <p><i>Additional information may also be identified during the audit.</i></p> |



## **Our Health and Wellness Offer 2025 – 2027**

Supporting our workforce to be fit, healthy and happy in mind, body, work life and finances by providing an innovative, flexible and creative health and wellbeing provision which enables us to adapt to the changing demands of our modern policing environment.

## Introduction

This new version of our Health and Wellness Offer reflects the changes to the state of wellbeing within North Wales Police and nationally over the last three years and showcases the support that has developed to enable our workforce to face the challenges of working within policing.

We have seen the creation of a National Police Health and Wellbeing Strategy (2024-2026) which sits alongside the College of Policing Blue Light Framework against which we continue to monitor progress. The National Police Health and Wellbeing Strategy helps to direct our work to the areas identified as a priority nationally, alongside those identified within our own Force and those identified through the National Police Wellbeing Survey. We have also seen development of the Occupational Health Standards to three levels – standard, enhanced and advanced to set an occupational benchmark and ensure consistent support across UK police forces.

Our Health and Wellness Offer is also influenced by a range of other sources which highlight failings and challenges within policing that also have an impact on culture and wellbeing. This includes the Angiolini Enquiry, the Casey Review and the HMICFRS Inspection Into How Effectively the Police Investigate Crime. Themes that have been highlighted include underfunding, excessive workloads, challenges with retention, lack of experienced staff, cultures of discrimination, sexism and misogyny, failure to identify and address misconduct and the need for supportive and inclusive leadership.

Across the UK we continue to see the impact of the cost of living on financial wellbeing, the increasing number of individuals with disabilities or long term conditions struggling to remain in work,

and the challenges of generational wellbeing and needs in the workplace.

Our Health and Wellness offer has been designed to respond to this wide range of challenges to provide both proactive and reactive support to equip our workforce to recognise how their wellbeing might be affected including lifestyle factors, equip them with strategies to maintain their own wellbeing and raise awareness of the support that is available if they are struggling.

Our offer recognises the diverse nature of our workforce, the range of demands on different teams and the flexibility required to ensure everyone's needs are met. We continually research and scan the environment within which we are working to identify emerging themes and enable us to respond and plan ahead for the future.

**Some of the areas we have developed over the last three years are:**

**Wellbeing Data and Insights** – greater visibility and awareness of the challenges being faced by our workforce now and potentially in the future. Helping to prevent, detect and address health concerns;

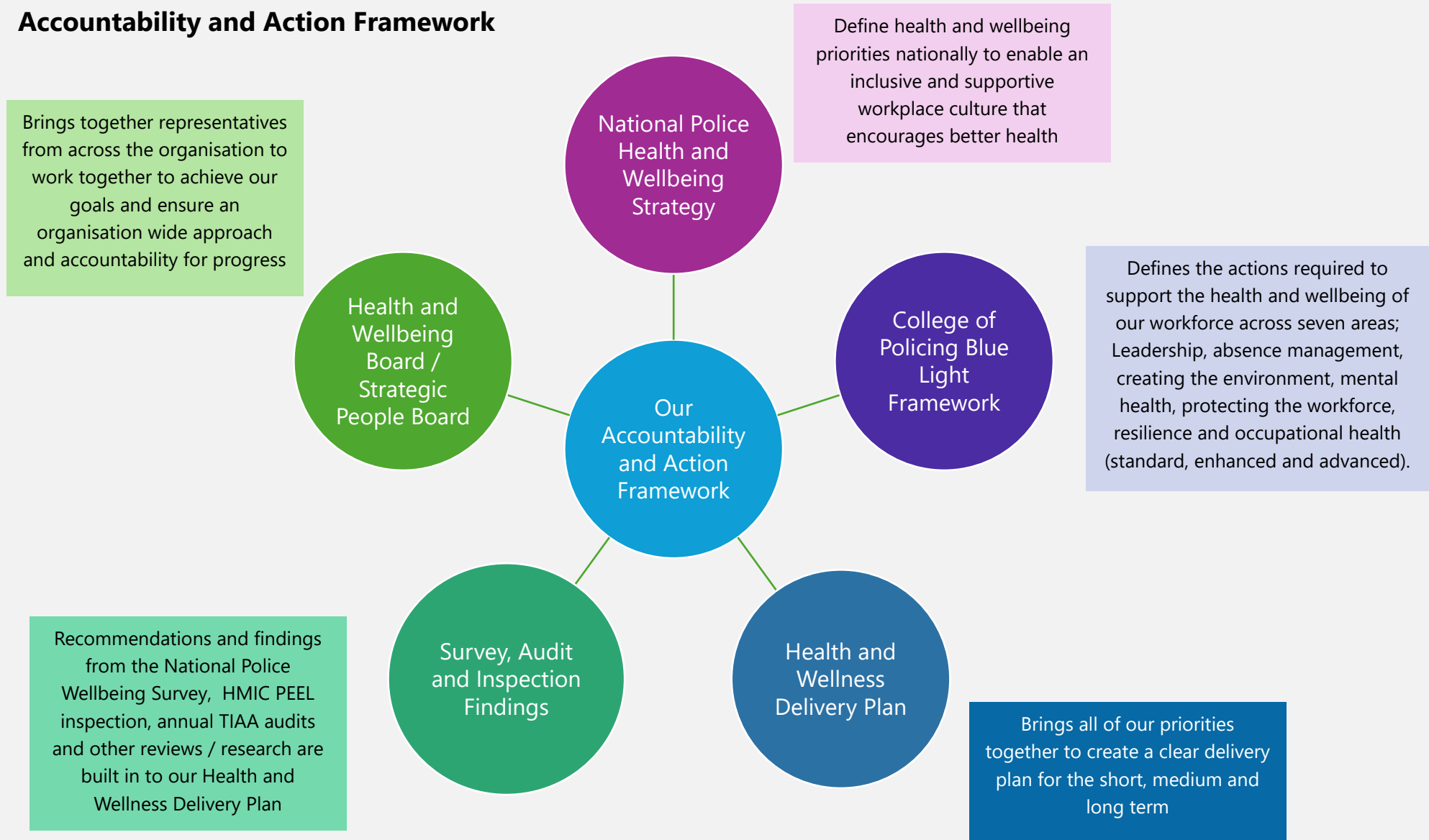
**Psychological Health Support** – ensuring that teams are aware of the potential psychological impact of the work that they do, identifying health concerns at an earlier stage and providing a range of support from peer support, welfare support, counselling, and psychological screening to stress, burnout and trauma support;

**Manager Training and Competency** – equipping our managers with the knowledge, understanding and skills to support their teams across a range of wellbeing challenges and provide a psychologically safe workplace where individuals can feel, value, respected and heard.

## Contents

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| <b>National Police Health and Wellbeing Strategy</b> | An overview of the strategy and the emphasis on supporting different employment stages                                    | <b>Page 5-6</b>   |
| <b>College of Policing Blue Light Framework</b>      | An overview of the different elements that make up the framework and what they mean to us                                 | <b>Page 7</b>     |
| <b>Health and Wellness Delivery Plan</b>             | An overview of our Health and Wellness Delivery Plan that sets out and tracks our progress against our priorities         | <b>Page 8</b>     |
| <b>Our Medical Services Team</b>                     | An overview of our Medical Services Team that are at the forefront of supporting the health and wellness of our workforce | <b>Page 9</b>     |
| <b>Workforce Wellbeing Expectations</b>              | Summarises the responsibilities everyone in our workforce has for wellbeing                                               | <b>Page 10</b>    |
| <b>Overview of our Health and Wellness Offer</b>     | A one page overview of all the support that we offer for Health and Wellness                                              | <b>Page 11</b>    |
| <b>Detail of our Health and Wellness Offer</b>       | A more detailed explanation of our current health and wellness support                                                    | <b>Page 12-21</b> |

## Accountability and Action Framework



# National Police Health and Wellbeing Strategy

## Overview:

| Promote                                                                                                                                                                                                   | Prevent                                                                                                                                                                                                                              |
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| <ul style="list-style-type: none"> <li>• Culture of healthy lifestyle</li> <li>• Safe work environment</li> <li>• Leadership modelling and understanding</li> <li>• Family friendly; Inclusion</li> </ul> | <ul style="list-style-type: none"> <li>• Risk assessment</li> <li>• Preventing and reducing stress</li> <li>• Education and training</li> <li>• Understanding wellbeing needs of protected characteristics</li> </ul>                |
| Detect                                                                                                                                                                                                    | Treat                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>• Early signs and symptoms</li> <li>• Safe system of work</li> <li>• Education, training, screening</li> <li>• Variety of different interventions</li> </ul>       | <ul style="list-style-type: none"> <li>• Restoration of health and wellbeing</li> <li>• Self-help measures and support</li> <li>• Force funded support and external healthcare provision</li> <li>• Attendance management</li> </ul> |
| Recover                                                                                                                                                                                                   | Mental Health                                                                                                                                                                                                                        |
| <ul style="list-style-type: none"> <li>• Promotion of personal resilience</li> <li>• Managers skills to support ill health at work</li> <li>• Internal partnerships to support swift recovery</li> </ul>  | <ul style="list-style-type: none"> <li>• Prevention of mental ill-health</li> <li>• Risk assessment – high risk roles and stress</li> <li>• Culture of positive mental wellbeing</li> </ul>                                          |

A culture of wellbeing - **promoting** health, **protecting** workplaces, and **safeguarding** the workforce - will give all police personnel the ability to **adapt, self-manage, and thrive** in the face of work and life challenges. Policing will be the emergency service of choice through inclusivity and diversity giving opportunity for all.



## Providing Support for Employment Stages:

| Stage      | Overview                                                                                                                                                                                                                | NWP Examples                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Join Well  | <ul style="list-style-type: none"> <li>• Increase in suitable candidates being recruited</li> <li>• Use of medical standards for efficient and effective decisions</li> </ul>                                           | <ul style="list-style-type: none"> <li>• People Services partnerships – Recruitment and Occupational Health</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Train Well | <ul style="list-style-type: none"> <li>• Trauma resilience; recruits aware of wellbeing factors and support</li> <li>• Neurodiversity support and workplace adjustments</li> </ul>                                      | <ul style="list-style-type: none"> <li>• Healthy Mind and Wellbeing Training for all new recruits in training phase</li> <li>• Promotion of support and tools available for trauma e.g. debriefs, Welfare Support Team, Psychological Welfare Surveillance</li> <li>• Workplace Adjustments Passport</li> <li>• First Line Leadership Programme (FLLP) People Services Inputs</li> <li>• Neurodiversity Working Group</li> <li>• Enable Staff Network; ADHD Support Group</li> </ul>                                                                                                                                                                   |
| Work Well  | <ul style="list-style-type: none"> <li>• Decreased assaults, injuries, accidents, workplace stress, burnout, fatigue</li> <li>• Trauma risk management</li> <li>• Suicide awareness</li> </ul>                          | <ul style="list-style-type: none"> <li>• SMT Wellbeing Reports – wellbeing trends and recommendations for action;</li> <li>• Input to FLLP on stress and burnout;</li> <li>• Stress Management and Support work – including stress and burnout awareness sessions, Stress Assessment and Action Tool, Stress Competency Indicator Tool</li> <li>• Monitoring of fatigue (Psychological Welfare Surveillance, referrals to Health and Wellness Team), awareness and support</li> <li>• Resilience support for individuals and teams</li> <li>• Suicide awareness – prevention and awareness guides and plan in place to respond to incidents</li> </ul> |
| Live Well  | <ul style="list-style-type: none"> <li>• Healthy eating, exercise, weight control</li> <li>• Men's and women's health, including menopause and cancer support</li> <li>• Carers support; Financial wellbeing</li> </ul> | <ul style="list-style-type: none"> <li>• Healthy Eating resources; Force gyms and Sports Association;</li> <li>• Men's Health resources and events including PSA testing; Women's Health resources including Menopause support; Cancer awareness page and events;</li> <li>• Parent and Carers Support Network including toolkit, events, support groups; Paid leave options;</li> <li>• Wagestream; financial wellbeing webinars; Money Guider Scheme.</li> </ul>                                                                                                                                                                                     |
| Leave Well | <ul style="list-style-type: none"> <li>• Exit interviews for learning; confidence to work outside the Force; effective IHR</li> </ul>                                                                                   | <ul style="list-style-type: none"> <li>• Say and Stay Scheme; Exit Interviews; Improvements to IHR process</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

## College of Policing Blue Light Framework – Overview of our approach in each area

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p><b>Absence Management</b></p> <p>We will continue to develop the sophistication of our wellbeing data and tools to proactively identify and support individuals at risk at the earliest opportunity, enabling them to remain in work and reduce absences. Individuals are supported appropriately whilst absent from work to aid their rehabilitation and return.</p>                   |
|    | <p><b>Creating The Environment</b></p> <p>We will ensure that our workforce understands our legal obligations for health, safety and welfare and are empowered to raise concerns about workplace environment issues through a variety of engagement channels, with confidence that they will be resolved as effectively as possible.</p>                                                   |
|    | <p><b>Leadership</b></p> <p>We will embed a consistent approach to wellbeing across the Force by empowering our managers with the skills and knowledge to understand the needs of their teams, effectively communicate and engage, tackle difficult issues and maximise the potential of our workforce.</p>                                                                                |
|    | <p><b>Mental Health</b></p> <p>We continue to raise awareness of the factors that lead to mental health issues in the workplace, ensuring our people are comfortable talking about mental health and seeking support. We identify and monitor risks to the mental health of our workforce, proactively supporting managers and individuals to address these.</p>                           |
|    | <p><b>Occupational Health</b></p> <p>We work to a clinical governance framework to provide a confidential and inclusive service, supporting the health of workforce and continually developing to address risks and respond to the needs of our workforce.</p>                                                                                                                             |
|  | <p><b>Protecting The Workforce</b></p> <p>We will continue to raise awareness of wellbeing issues including physical health, healthy eating, financial health, alcohol and substance misuse and signpost to support. We will regularly review risks using appropriate reporting mechanisms to monitor and provide appropriate support to protect the wellbeing needs of our workforce.</p> |
|  | <p><b>Personal Resilience</b></p> <p>We encourage individuals to build their own resilience by providing suitable tools to identify and manage their vulnerabilities. We will ensure that we have a range of physical activities on offer and promote work-life balance enabling our workforce to commit to a healthier lifestyle.</p>                                                     |

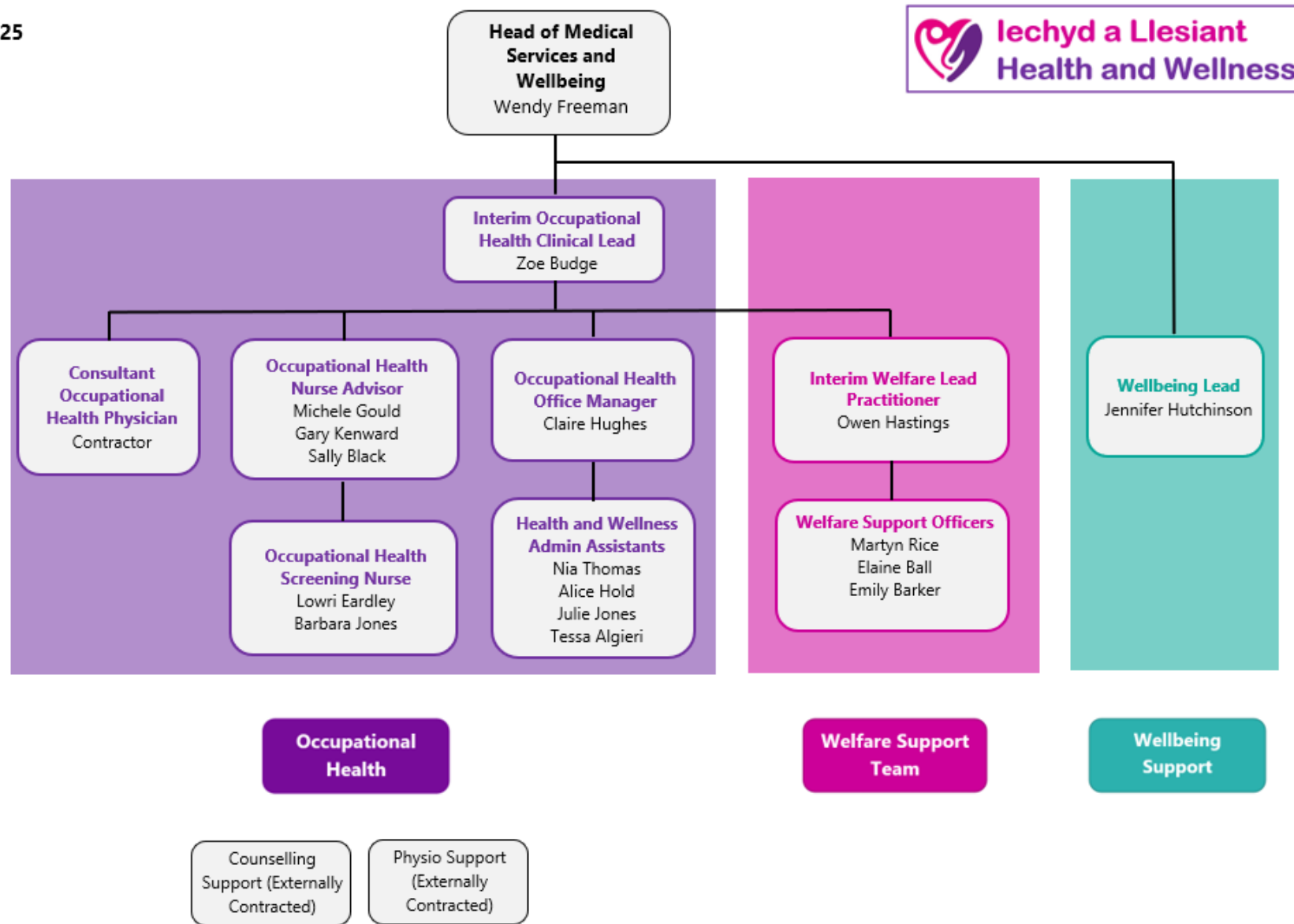
## Health and Wellness Delivery Plan – overview of action themes

|                                                                                     |                                                                                                                                                                                     |                                                                                                                                                                                                           |                                                                                                                                                                                                                        |                                                                                                                                                                            |                                                                                            |
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|    | Support for the families of those working in policing                                                                                                                               | Continue to develop the support available for parents and carers within the workplace, including specific groups such as single parents, fertility support, baby loss support, caring for elderly parents | Managing organisational change appropriately; provide support, information or targeted interventions during change                                                                                                     | Support for individuals considering leaving the organisation and those who have left                                                                                       | Neurodiversity support and workplace adjustments                                           |
|    | Continuing the development of wellbeing data and insights linked to accountability at all levels, including through engagement across the organisation                              |                                                                                                                                                                                                           | Line Manager competency in supporting wellbeing, including managing sickness absence and initial support for individuals with health and wellbeing concerns                                                            |                                                                                                                                                                            |                                                                                            |
|    | Review our counselling provision and process; recruit additional counsellors; monitoring impact of the counselling provision                                                        | Continuing to provide awareness and support around mental health, including support for trauma; Develop further support for complex trauma, including access to a psychologist and psychiatrist           |                                                                                                                                                                                                                        | Organisational stress management including education and awareness, stress reporting and reduction; a positive culture of support and manager competency to address stress |                                                                                            |
|    | Reviewing the resources within the Occupational Health team, including medical provision at different levels to maximise efficiency and quality of service                          | Ensuring a robust Occupational Health Clinical Governance and Audit framework, continuous improvement of the service and sharing of best practice to provide clinical capacity and resources              | Ensure a nurse led service; triaging of referrals to ensure the most appropriate support is offered; providing effective recovery support including advice to support individuals to return to work, or to full duties | Enabling an effective and efficient service through use of IT and processes; includes introduction of an electronic case management system                                 | Ensuring recruitment processes and medical standards enable us to appoint the right people |
|  | Communication and awareness about the role of the Medical Services Team to set expectations, monitor and review feedback; includes clear processes for referral and case management | Support for financial wellbeing – awareness of our offer including Wagestream; continue to increase volunteers for Money Guider Scheme; provide signposting and guidance with money concerns              | Further development of support for health concerns such as menopause, mental health, parenting and caring, women's and men's health                                                                                    | Awareness and support with lifestyle factors including cardiovascular risk and fatigue                                                                                     | Awareness around cancer risks and support for those diagnosed                              |
|  | Continuing to raise awareness of the factors that influence an individuals' resilience and wellbeing; providing 1-2-1 and team resilience support                                   | Using wellbeing data and insights to ensure people are supported to have the resilience to do their roles                                                                                                 |                                                                                                                                                                                                                        |                                                                                                                                                                            |                                                                                            |

## Your Medical Services Team

### Medical Services Team Structure

June 2025



## Workforce Wellbeing Expectations

The health and wellbeing of the workforce is the responsibility of everyone in North Wales Police. We all have a part to play and the organisations expectations of individuals and managers are set out below.

|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | <p><b>Individuals</b></p> <ul style="list-style-type: none"><li>• We will recognise the responsibility we have for our own wellbeing;</li><li>• We will ensure that we understand what support is available, seek help if needed and provide feedback if there are any concerns;</li><li>• We will look out for our colleagues and contribute to a supportive and compassionate environment;</li><li>• We will attend mandatory medical or welfare appointments including the Psychological Welfare Surveillance appointment if applicable to our role;</li><li>• We will challenge stigma and discrimination.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|  | <p><b>Managers</b></p> <ul style="list-style-type: none"><li>• We will take responsibility for the welfare and wellbeing of our team and ensure we understand what support is available and how to access it;</li><li>• When we make decisions we will consider how they can have a positive impact on the wellbeing of our workforce, considering any wellbeing implications and risks and acting to mitigate these;</li><li>• We will role model a positive and supportive approach to wellbeing and challenge stigma and discrimination;</li><li>• We will ensure that we continue to develop our own skills to help us support our teams, including attending wellbeing webinars for managers and using tools such as the Stress Management Competency Indicator Tool;</li><li>• We will encourage our teams to attend wellbeing events relevant to them, facilitate their attendance at medical appointments and enable them to use the support available;</li><li>• We will ensure that we have regular discussions about wellbeing with our staff and keep a written record if appropriate;</li><li>• We will ensure that wellbeing is an integral part of any review, change or restructure;</li></ul> |

## What do we currently offer for health, wellbeing and welfare?



## Support for a Healthy Mind:

| Healthy Mind                                                                      | Bereavement Support                                                                                                                                                                                                                                       | Counselling                                                                                                                                                                                                        | Critical Incident Debrief                                                                                                                                                                                                                  | Healthy Mind Training                                                                                                                                                                                                                                  |
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|  | <p>Where teams have been affected by a bereavement of a colleague or someone close to the team, our Welfare Support Team can provide a drop in session to talk through reactions and feelings. We also work with 2Wish where a young person has died.</p> | <p>Counselling gives individuals the opportunity to talk to somebody neutral in confidence, who will listen and help them to explore their thoughts and emotions, usually over a course of up to six sessions.</p> | <p>After exposure to trauma, talking it through with peers can help us process what has happened and cope better with the impact of the trauma. A debrief is a group session to talk through an incident with anyone who was involved.</p> | <p>A 3 hour input in person or online that covers all the wellbeing support available across healthy mind, body, work-life and finances. It includes a focus on stress, anxiety, depression and trauma and how to recognise these and get support.</p> |

| Mental Health Peer Support                                                                                                                                  | Mindfulness Training                                                                                                                                                                                                   | Personal Wellbeing Plan                                                                                                                                                                                                                                   | Police Treatment Centre (PTC) / The Ben Fund                                                                                                                                                                                                                                   | Psychological Welfare Surveillance                                                                                                                                                                                          |
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| <p>Volunteers within our workforce with lived experience of mental health, who are trained to provide informal, confidential listening and signposting.</p> | <p>An 8 week group course running on Microsoft Teams for 2 hours a week, providing tools and practices to help us cope with difficult situations, feel calmer, recognise our responses and react more objectively.</p> | <p>This tool helps us to reflect on the things that negatively affect our mental wellbeing, what the triggers are and what the signs are that we are being affected. It helps us identify the things that we can do that will have a positive impact.</p> | <p>Police Officers &amp; Staff can pay the PTC to access their physical and psychological wellbeing programmes and online support. Police Officers can pay in to The Ben Fund as an alternative to the PTC, which offers shorter treatment visits, physio and counselling.</p> | <p>A questionnaire which can be completed online or in person to assess the factors that can be detrimental to our wellbeing, particularly in relation to our mental health and identifies where support may be needed.</p> |

| <b>Resilience Support</b>                                                                                                                                                                                   | <b>Sanctuary Rooms</b>                                                                                                                                                                                                                              | <b>Stress Awareness and Support</b>                                                                                                                                            | <b>Stress Assessment and Action Tool</b>                                                                                                                                                                   | <b>Stress Management Competency Indicator Tool</b>                                                                                                                                                                   |
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| This support is either one to one or offered through a team workshop. An online psychometric questionnaire is completed which identifies areas for development in coping with challenges and bouncing back. | Providing a safe and relaxing space to go to clear our mind after a stressful experience, carry out religious observance or prayers, or use for short wellbeing activities such as meditation. New mothers who are breast feeding can use them too. | Information, tools and resources that help us to be more aware about stress and how to manage it including the Stress Bucket, Self Care Strategies and Burnout Bitesize Video. | This tool can help us identify what is causing us to feel stressed and how we can tackle these issues. Doing this at an early stage can help prevent stress from developing into a mental health disorder. | This is a self-assessment tool for managers to help them measure themselves against a range of competencies that support the wellbeing of their teams, including those that will help with the management of stress. |

| <b>Trauma Support</b>                                                                                                                                                      | <b>Welfare Support Team – Individual Support</b>                                                                                                                                                                                                         | <b>Welfare Support Team – Team Support</b>                                                                                                                                                  | <b>Wellbeing Visits (The Ben Fund)</b>                                                                                                                                                                                                                         |
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| Exposure to trauma could lead to PTSD so trauma support is offered to individuals who may be at risk and might include therapies such as trauma based CBT or EMDR therapy. | This team provides one to one psychological support for individuals struggling with their mental health, for a variety of reasons including stress, anxiety, bereavement, relationship problems and many others. This can be short or long term support. | This team offers drop in sessions to other teams in NWP for welfare or to deliver inputs on mental health related topics. The team also leads on debriefs, trauma support and peer support. | NWP has paid a lump sum of money to The Ben Fund to send officers or staff on a Wellbeing Visit of 2 days where they are in danger of being overwhelmed by challenges in work and/or at home. It gives chance to relax and try different wellbeing activities. |

## Support for a Healthy Body:

| Healthy Body                                                                      | Alcohol Awareness Info                                                                                                                                                                                             | BAME Health Support                                                                                                                                                                                           | Cancer Awareness / Prevention                                                                                                                                                                | COVID Support                                                                                                                      |
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|  | Information about how alcohol can affect our wellbeing and how we feel; how to consider healthy alcohol choices and alternatives to alcohol and access support from others also considering their alcohol choices. | Individuals in our workforce from a BAME background may have a higher health risks. This information explains these and how to reduce the risk. A questionnaire can also be used to identify potential risks. | Encouraging employees to understand the signs of different cancers and how you can reduce your risk through information and awareness sessions. Includes PSA blood testing for men aged 40+. | Support to help those struggling with Long COVID to access relevant programmes and to give advice on adjustments in the workplace. |

| Cycle To Work                                                                                                                                                                                                            | Disability Support                                                                                                                                                                                                   | Eye Test Vouchers                                                                           | Fitness Support                                                                                                                                                                                                                       | Flu Jabs                                                                                        |
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| A Cycle to Work scheme helps you to keep active, get lots of fresh air and also reduces carbon emissions. It can help you save money (around 40%) on bikes and accessories to keep you active whilst travelling to work. | Information about different disabilities and long term conditions and how the Workplace Adjustments Passport can help to discuss and agree support needed in work. The Enable Staff Network also supports this area. | We offer eye test vouchers with Specsavers that will cover the cost of a standard eye test. | 1-2-1 support for those struggling to pass the fitness test or worried about their level of fitness following an absence from work, illness or health condition. Corporate discounts available at leisure centres across North Wales. | Annual flu jabs for those most at risk, who aren't able to get a flu jab from their GP surgery. |

| Health Checks                                                                                                                                                                                                                                 | Healthy Eating Info                                                                                                                                                                                              | HEP B Vaccinations                                                                                                                                                                                                                         | Night Workers Questionnaire                                                                                                                                                                         | Physio Support                                                                                                                                                                                                                                       |
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| There are a number of key indicators which tell us a lot about our general health including the levels of cholesterol and sugar in our blood. Getting these monitored can help identify changes we might need to make to reduce health risks. | What we eat gives us the energy to live life – Healthy Eating resources encourage us to eat a nutritious diet and sustain our energy. Webinars on this topic give opportunity to ask questions and get guidance. | New recruits get a HEP B vaccination during the appointment process. Roles who require a HEP B vaccination due to the risks of their role can get a free vaccination through our partnership with BCUHB, via our Occupational Health Team. | Anyone who works nights is encouraged to complete this questionnaire on an annual basis to review the impact of working nights on their health and wellbeing so appropriate advice can be provided. | Musculoskeletal health is important to enable you to live life and do your role without ongoing pain. Physio support can be requested to help you with pain, strains and other musculoskeletal injuries that are preventing you from doing your job. |

| Police Treatment Centre (PTC) / The Ben Fund                                                                                                                                                                                                      | Sleep Support                                                                                                                                                                                          | Sports Association                                                                                                                                                                                                                              | Substance Misuse / Addiction Awareness                                                                                                                                    | Wellbeing Champions                                                                                                                                                                                     |
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| Police Officers & Staff can pay the PTC to access their physical wellbeing programmes and online support. Police Officers can pay in to The Ben Fund as an alternative to the PTC, which offers shorter treatment visits, physio and counselling. | If we struggle with fatigue and lack of sleep it can reduce our concentration and put us at risk of accidents. Resources such as factsheets, tips, workbooks, videos and awareness briefings can help. | Being outdoors or taking part in physical activity that could also provide social opportunities can help our wellbeing. You can pay £4 per month to give you access to a range of activities and competitions and use of gyms across the Force. | How to identify the signs that alcohol, drugs or gambling are becoming a problem and where to get support. Information about smoking and where to go to get help to quit. | Individuals who have a particular interest in wellbeing, particularly around healthy lifestyle and can actively promote all the wellbeing support on offer and encourage their colleagues to take part. |

## Support for a Healthy Work-Life:

| Healthy Work-Life                                                                 | Breast Buddies Scheme                                                                                                                                                                                                        | Family Leave                                                                                                                                                                                                     | Family Support                                                                                                                                                                                    | Fertility Support                                                                                                                                                                                       |
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|  | <p>This scheme matches new mums with a buddy to provide informal support about breastfeeding and help them overcome any challenges on their breastfeeding journey. Buddies are volunteers with breastfeeding experience.</p> | <p>Different types of leave are available to support families including Dependents Leave, Carers Leave, Leave for IVF Treatment, Leave for Foster Carers as well as Maternity, Adoption and Paternity Leave.</p> | <p>Lots of information on family related topics and one to one support and signposting. This covers topics like bereavement, children with disabilities, relationship problems and parenting.</p> | <p>1 in 7 couples in the UK have difficulty conceiving. We provide information about infertility, what treatment involves, how to support someone and also provide paid time off for IVF treatment.</p> |

| Maternity, Adoption & Paternity Supporters                                                                                                                                   | Parent and Carers Support                                                                                                                                                                                                         |
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| <p>Volunteers within our workforce act as a point of contact whilst someone is taking family leave, helping them to keep in touch and to answer any queries or concerns.</p> | <p>The Parent and Carers Support Network provides support for parents and carers, raising awareness and guiding the organisation to improve working practices. The Parent and Carers Toolkit has information and signposting.</p> |

## Support for Healthy Finances:

| Healthy Finances                                                                  | Financial Wellbeing Info                                                                                                                                                                           | Money Guider Scheme                                                                                                                                                                                                                                | Wagestream                                                                                                                                                                    |
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|  | Information on a variety of financial wellbeing topics from budgeting, debt, mortgages, cost of living, savings, pensions and more. We promote partner agencies providing services in these areas. | Equipping people to talk about money confidently, and offer safe, effective guidance and signposting. Anyone in NWP can volunteer and will be given access to online learning, which is accredited, community support and regular learning events. | A financial wellbeing app that offers the ability to track, stream and save from your pay, plus tools and information on financial wellbeing topics, and access to discounts. |

## Other Support:

| LGBTQ+ Health Support                                                                                                                                                   | Managers Wellbeing Tools                                                                                                                                                                                                              | Menopause Support                                                                                                                                                                   | Men's Health Support                                                                                                                                                                                                                  | Staff Support Networks                                                                                                                       |
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| Certain health topics pose a higher risk to individuals who identify as LGBTQ+. This information explains the different risks and where to get LGBTQ+ specific support. | A collection of resources for Managers specifically designed to equip them to have conversations with their teams about a wide variety of wellbeing topics. It also includes relevant training and key tools to use with their teams. | Menopause Support includes support groups, training for managers, mini USB desk fans, adjustments to uniform and lots of information about coping with the challenges of menopause. | Resources to support men's health including mental health, cancer, relationships and family, healthy body. Guides, signposting and awareness sessions. One to one support is provided by Martyn and Owen in the Welfare Support Team. | Networks providing support for members on different areas such as LGBT, BAME, Parent and Carers, Gender Equality Network and Enable Network. |

| Wellbeing Workshops                                                                                                                                                                                                          | Women's Health Support                                                                                                                                                                                                   |
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| <p>Workshops can be provided on a range of wellbeing topics, generally 1 hour long, but can be tailored to each team's requirements. This might include stress, resilience, sleep, healthy finances, menopause and more.</p> | <p>Resources, information and signposting on a range of health issues more likely to affect women including bone health, Endometriosis, Fibromyalgia, menstrual health, pelvic health and Polycystic Ovary Syndrome.</p> |



## Iechyd a Llesiant Health and Wellness

[Occupational Health](#)[Welfare Support Team](#)[Wellbeing Support](#)[Fitness Support](#)[Counselling Support](#)[Physiotherapy Support](#)[Chaplaincy Team](#)

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If you've used our services, please complete this short feedback form to help us improve.

See our full A - Z of topics below

This page provides links to all the health and wellness support available to our workforce:

- Key Documents
- A- Z Topics List
- External Signposting
- Structure Chart

Supporting you to be fit, healthy and happy in Mind, Body, Work-Life and Finances.

- Proactive support to maintain wellbeing and boost resilience;
- An innovative and creative wellbeing offer;
- Flexible support and choices suitable for a range of needs;
- Accessible support where you work.

### Top Resources for Wellbeing



TIP: You can use the 'Search this site' tool at the top centre of this page.

TIP: To come back to this Home Page - click on the Health and Wellness Logo on the top left of this page.