

WILTSHIRE POLICE



XXXXXXX
By email

**Force Disclosure Unit
Police Headquarters**
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 21st March 2024

Our Ref FOI 2024-294

Dear XXXXX,

I write in connection with your request for information dated 8th March 2024, concerning personal resilience and staff wellbeing.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, research was conducted by the People Services department at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote and our response:

1. Does your force make information and guidance about personal resilience freely available to officers and staff? YES/NO

If YES - then please give examples (e.g. websites, intranet, Wellbeing Services)

YES

Wiltshire Police have a dedicated Wellbeing intranet site set up and available to all Officers and staff. We also ensure that at least one wellbeing message is delivered to all Officers and staff through our eBrief a minimum of once per once, with messages ranging from topics such as coping with Anxiety/Stress to support with Sleep and working shift patterns etc.

2. Does your force provide officers and staff with specific training on personal resilience? YES/NO

If YES -then please give examples.

If NO - is it covered in wider wellbeing training?

Is your Force intending to in the future?

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YES

The Wellbeing Delivery Manager is available to deliver a wellbeing input to any teams at the request of their Line Manager, and we will be proactively arranging these with throughout 2024 for teams that would benefit from this specific training.

A wellbeing input is included for all new staff members in CCC (call centre) as part of their induction training, and we are exploring ways for this to be included for all new starters.

A wellbeing input is also included on several of our Developing Leaders training courses.

3. Does your Force have a dedicated Staff Wellbeing Team/Service? YES/NO

If YES -please give brief details

If NO – Then what wellbeing provision is currently available?

YES

We have a dedicated Wellness Delivery Manager who works to the Head of Employee Experience and Equality, Diversity & Inclusion. They both work closely with multiple departments such as Occupational Health, Health & Safety and HR, and there is a member of the Communications and Engagement Team with a brief to ensure the wellbeing message is relevant and delivered to all Officers and staff.

4. Does your Force have a dedicated staff wellbeing intranet site/website? YES/NO

If YES -please give brief details

If NO – Then what wellbeing provision is currently available?

YES

We have a dedicated Wellbeing intranet site set up and this is linked directly on our intranet Homepage. The intranet site includes information and support on physical and mental health, food and nutrition, sleep and working shift patterns, financial wellbeing, TRiM (Trauma Risk Management) and our Peer Support Network.

The Wellbeing intranet site also contains information and link to all of the Wiltshire Police Staff Associations and Support Groups, as well as the Sports and Social Club.

The external agencies that we work closely with such as Oscar K10, Blue Light Together, Police Mutual and Police Care UK and also linked directly off the Wellbeing intranet pages.

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Force Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN



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Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original Fol request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish to contact them, please visit <https://ico.org.uk/global/contact-us/>

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