

02 September 2022

2022-053

## **FREEDOM OF INFORMATION (SCOTLAND) ACT 2002**

### **REQUEST DETAILS**

Please find below our response to your correspondence dated 11 August, in which you made the following request under the Freedom of Information (Scotland) Act 2002 – this has not been repeated in full as it includes personal information:

I would like to see all documentation from the Wellbeing sub-group meetings which then gets reported to the SPA People Board for their consideration.

### **RESPONSE**

Your request for information has been considered and the Scottish Police Authority (SPA) is able to provide the following;

In relation to your first request, updates that are reported to the Forensic Services People Board from the Forensic Services Wellbeing Sub Group are attached, see Appendix 1.

In this instance we are unable to provide some of the information requested. Therefore, this is a notice in terms of Section 16 of the Freedom of Information (Scotland) Act 2002.

The exemption considered to be applicable is section 38(1)(b) - Personal Information. The information which has been withheld is personal data of third parties. Disclosure of the data in question would contravene the data protection principles in Article 5(1) of the General Data Protection Regulation and section 34(1) of the Data Protection Act 2018. As disclosure through Freedom of Information is disclosure to the public in general, in this instance, it is appropriate to redact information that may identify an individual, e.g. name, job title, initials. This is an absolute exemption which does not require a public interest test to be conducted.

In relation to your second request which has not been repeated above, the Authority does not hold the information you have requested. Therefore, this

represents a notice in terms of Section 17 of the Freedom of Information (Scotland) Act 2002 - Information not held.

By way of assistance, this information may be available by contacting Police Scotland. Advice about access to information and making a Subject Access Request is available on their website and is linked below for assistance –

<https://www.scotland.police.uk/access-to-information/data-protection/>

## **RIGHT TO REVIEW**

If you are dissatisfied with the way in which your request has been dealt with you are entitled, in the first instance, to request a review of our actions and decisions

Your request must specify the matter which gives rise to your dissatisfaction and it must be submitted within 40 working days of receiving this response - either by email to [foi@spa.police.uk](mailto:foi@spa.police.uk) or by post to Corporate Management Team, Scottish Police Authority, 1 Pacific Quay, Glasgow, G51 1DZ.

If you remain dissatisfied following the outcome of that review, you are thereafter entitled to apply to the Office of the Scottish Information Commissioner within six months for a decision.

You can apply [online](#), by email to [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info) or by post to Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS.

Should you wish to appeal against the Scottish Information Commissioner's decision, there is an appeal to the Court of Session on a point of law only.

As part of our commitment to demonstrate openness and transparency in respect of the information we hold, an anonymised version of this response will be posted to the Scottish Police Authority Freedom of Information [Disclosure Log](#) in seven days' time.

WELLBEING SUB-GROUP UPDATE 7/5/21



PEOPLE BOARD

WELLBEING SUB-GROUP

FRIDAY 7<sup>TH</sup> MAY 1100

0 00A

The first meeting of the Wellbeing Sub-group was held on the 7<sup>th</sup> May. It was very clear that there was great commitment and enthusiasm to address wellbeing issues from within the group and good discussion was held.

Please double click on the PP icon above to review the membership of the group and the meeting content summary.

In addition, [REDACTED] was invited to attend this meeting but submitted apologies due to a clash of commitments. [REDACTED] provided a summary of the Psychological Supervision project which was shared with the group.

Actions and decisions to date:

- Meeting held on 4/5/21; [REDACTED] – discussion re psychological supervision project. Agreed that this would sit within the remit of the Wellbeing Sub-group and [REDACTED] would establish a SLWG from sub-group members to take forward the external considerations. [REDACTED] to look at the suitability of current provisions within PS.
- [REDACTED] has meeting scheduled with Health & Wellbeing [REDACTED] on 18/5/21 re the above.
- ToR agreed by members present at meeting with no revisions reqd (v3 now updated with sub-group members)
- Initial email comms will be sent to staff to inform them of wellbeing sub-group members, who they can contact and the ToR of the group.
- Intranet seen as best 'storage facility' for wellbeing information. Approach has been made to [REDACTED] to train staff to allow refresh of wellbeing site, restructuring and upload of information. [REDACTED] and [REDACTED] have volunteered to take on this training/activity.
- Agreed that emails/surveys should be minimised and wellbeing sub-group members to speak to their colleagues to identify any gaps in wellbeing provision and feed back to the group.
- The need for wellbeing to be a standing agenda item at all team meetings was highlighted and for meetings (either virtually or face to face) to be held with appropriate frequency. (It was clear from the group discussions that some staff had not participated in a team meeting for over a year.) Line managers can capture issues to feed in to the wellbeing sub-group but should also be referring to the intranet to flag wellbeing points of note for their team. This will also be communicated as a line manager expectation in due course.
- A package of information will be prepared ([REDACTED] and [REDACTED]) to detail all wellbeing provision currently available and how staff can access. (This was prepared 2+ years ago with the requirement that line managers cascade to staff – this may not have happened to the expected level.)

[REDACTED] 7/5/21

## SPA FS PEOPLE BOARD - WELLBEING SUBGROUP UPDATE

Progression since last update report
<ul style="list-style-type: none"> <li>Psychological Supervision survey compiled and sent out to all staff with return date of Friday 13<sup>th</sup> August.</li> <li>█ engagement with █ - six sessions now booked for roll out across month of September (up to 240 staff can be accommodated – 40 per session). Staff comms issued on 27<sup>th</sup> July with details of how to book session included. All sessions will be held by MS Teams.</li> <li>Uptake of Eleos Modules 2 and 3 by FS Line Managers with positive feedback received.</li> <li>Wellbeing Resource Guide issued to all staff (also added to QPulse for acknowledgement). This Guide details all current wellbeing resource provision. Staff comms issued 28<sup>th</sup> July. Positive staff feedback received.</li> <li>█ meeting with █ scheduled for 4<sup>th</sup> Aug to look at dates for wellbeing support services awareness presentations. These will be delivered by █ by MS Teams and will be a good accompaniment to the Wellbeing Resource Guide. Separate sessions for Line managers can be arranged to go into more detail re Optima Health.</li> <li>PS Wellbeing Governance Board attended on 2<sup>nd</sup> July by █ – provides oversight of PS wellbeing activity and assurance of FS inclusion where appropriate.</li> <li>Next Sub-group meeting scheduled for 10<sup>th</sup> Aug.</li> </ul>
Actions in progress
<ul style="list-style-type: none"> <li>PS engagement re roll out of Lifelines training</li> <li>Your Wellbeing Assessment review</li> <li>Wellbeing site creation on intranet</li> <li>Awaiting outcome of access to Castlebrae Treatment Centre</li> <li>Creation of specific project groups to be discussed at meeting on 10<sup>th</sup> August               <ul style="list-style-type: none"> <li>allocation of Wellbeing topics per Sub-group member to populate intranet site</li> <li>Line Managers wellbeing support pack</li> </ul> </li> </ul>
Decisions Required
<ul style="list-style-type: none"> <li>Awaiting notification of any budget that can be allocated to the Wellbeing Sub-group.</li> </ul>
Wellbeing concerns raised
<ul style="list-style-type: none"> <li>Ability to support staff in a face to face capacity during the consultation period if physical distancing measures still in place. Meeting room availability/capacity also a concern.</li> <li>My Career completion causing concern amongst staff and managers; capacity issues and timing re 2026 with potential new roles for many pending.</li> </ul>

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## SPA FS PEOPLE BOARD - WELLBEING SUBGROUP UPDATE 27/10/21

## Progression since last update report

- Psychological Supervision survey responses collated and information is being used to inform our approach to psych supervision. (Lifelines interested in being a provider.)
- ██████████ rolled out to staff in September with great feedback received.  
*Thank you for organising this session. It was the most worthwhile seminar/meeting I have ever attended in 16 years of working for this organisation.*  
*Just wanted to say thanks for sorting the art of resilience sessions. I thought it was brilliant and I could relate to a lot. I really enjoyed it and thought it was well worth attending.*  
*I thought the session was very informative, explaining some quite complex topics very well in a relatively short period of time. ██████████ delivery was outstanding, very engaging and really getting the message across well. Generally, I think these sessions are really useful and I think it is great they are being sought out to improve staff understanding of these issues and general wellbeing.*
- Lifelines sessions 'Staying Well, Understanding Resilience and Self Care'; six sessions in place extending Sept to early Dec. Initial feedback from staff very positive.
- Line manager sessions (x4) on Wellbeing Services currently being delivered by ██████████. (Decision taken by Wellbeing Gp that extension to staff at this time would be too much given other inputs available.) Opportunity for managers to raise any issues experienced and to ensure full clarity of current services.
- Positive response received in relation to access to Police Treatment Centres. Initial inclusion of FS public facing roles.
- Menopause talk (██████████) scheduled for 4<sup>th</sup> November – great uptake from staff.
- Wellbeing Resource Guide acknowledgement figures assessed via QPulse and raised to OMs for progression where acknowledgement awaited.
- Last sub-group meeting held 7<sup>th</sup> Oct and members actioned to select topic to assist with build of Wellbeing intranet site.

## Actions in progress

- Meeting awaited with Optima re psych supervision. Meeting scheduled with BPS Research head beginning of November.
- Formal Art of Resilience feedback being sought from attendees via questionnaire. Keen to invite ██████████ back next year for follow up sessions.
- Wellbeing site creation on intranet.
- Visit to Castlebrae Treatment Centre scheduled for 25<sup>th</sup> Nov.
- Three additional sessions in Feb 2022 to be arranged for Lifelines sessions 'Staying Well, Understanding Resilience and Self Care'. Follow on sessions 'Supporting Your Colleagues' and 'Post Trauma Support' will also be communicated to staff in the New year (Feb/Mar roll out).
- Staff sessions with ██████████ on Wellbeing Provision
- Line Managers' support information pack
- FORMATION OF WELLBEING PLAN WITH TIMESCALES TO COVER ALL PLANNED ACTIVITIES.

## Decisions Required

- Awaiting notification of any budget that can be allocated to the Wellbeing Sub-group (£12K p.a. proposed to cover Wellbeing activities with the exception of any costs associated with psychological supervision.)

**Wellbeing concerns raised**

- Pressures of COP26 being felt across SE Function as resource is already depleted in the East and West. This will be compounded with 2026 consultation scheduled to commence over this period.

## OFFICIAL

## SPA FS PEOPLE BOARD - WELLBEING SUBGROUP UPDATE 24/11/21

## Progression since last update report

- Psychological Supervision – business case for initial study submitted within papers for People Board meeting of 1/12 – [REDACTED]
- Art of Resilience sessions – feedback collated by [REDACTED] – will be shared in due course.
- Lifelines sessions 'Staying Well, Understanding Resilience and Self Care'; sessions have been well received by staff to date with final session currently scheduled to take place on 2/12. Meeting held on 28/10 with [REDACTED] and [REDACTED] to discuss key themes arising from staff during these sessions. These are summarised below as:
  - *Single crewing raised as wellbeing concern by many SE attendees – no-one to lean on for moral support when in challenging situations*
  - *Comment that decisions are being made by those who do not have an awareness of day to day work of staff*
  - *Staff are worried about organisational change*
  - *Tensions are rising between those who work from home and those who don't*
  - *Certain welfare needs are not being met – access to food and toilets when working remotely/unsociable hours*
  - *As a positive, good levels of general job satisfaction were reported*
- Line manager sessions (x4) on Wellbeing Services completed ([REDACTED] input).
- Menopause talk ([REDACTED]) took place on 4<sup>th</sup> November with supporting information pack subsequently shared. Fantastic uptake from 100+ staff. Consideration will be given to creation of a menopause policy.

## Actions in progress

- Wellbeing site creation on intranet.
- Visit to Castlebrae Treatment Centre scheduled for 25<sup>th</sup> Nov.
- Shared Lifelines sessions 2021 (with C3) to be communicated. Further separate sessions scheduled for 2022 for FS alone will also be communicated to staff in the New year (Feb/Mar roll out).
- Staff sessions with [REDACTED] on Wellbeing Provision
- Line Managers' support information pack
- FORMATION OF WELLBEING PLAN WITH TIMESCALES TO COVER ALL PLANNED ACTIVITIES.

## Decisions Required

- Awaiting notification of any budget that can be allocated to the Wellbeing Sub-group (£12K p.a. proposed to cover Wellbeing activities with the exception of any costs associated with psychological supervision.)

## Wellbeing concerns raised

- Consultation impact on areas most severely affected by change.
- Scene Examiner feedback challenges wellbeing provision under 2026 proposals as there will be little crossover with on site M2 role for teams outwith the M2's own team, the shift pattern is detrimental to family life, no provision of day shift roles, closure of sites, loss of salary for those moving into S2 and M2 roles.

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## SPA FS PEOPLE BOARD - WELLBEING SUBGROUP UPDATE 7/1/22

## Progression since last update report

- Wellbeing group meeting held on 16/12
- Draft Wellbeing plan prepared (for first review by People Board – not shared with Wellbeing group to date).
- Lifelines sessions '*Staying Well, Understanding Resilience and Self Care*'; 4 additional December date sessions (shared with C3) were offered to staff with full uptake. The first three '*Supporting your Colleagues*' sessions also took place in December with very positive feedback received from attendees.
- Wellbeing intranet site launched and staff comms issued (site content will also be more accessible by mobile device). (██████████ and ██████████, will join ██████████ in the design and upload of material to the site.)

## Actions in progress

- Lifelines sessions scheduled for 2022 to be communicated to staff (Feb/Mar roll out).
- Staff sessions with ██████████ on Wellbeing Provision
- Line Managers' support information pack
- Population of wellbeing intranet site with content relevant to staff needs – list of topics to be created for group to take ownership of and write content for upload
- Psychological supervision progression to pilot – tender process for suppliers

## Decisions Required

- Awaiting notification of any budget that can be allocated to the Wellbeing Sub-group (£12K p.a. proposed to cover Wellbeing activities with the exception of any costs associated with psychological supervision.)
- Awaiting decision on Police Treatment Centre access option. Desire to support progress and communication of outcome.

## Wellbeing concerns raised

- Staff with Covid being asked to work from home – this has been raised and position communicated in comms from Director.
- Continued significant impact to wellbeing in areas impacted by 2026 proposals. Reports of staff not sleeping, crying in office.
- Abstractions in SE (East) have left a staffing level of 66% before leave and any short term absence factors. This is having a significant impact on the morale and mental wellbeing of those left to do the jobs. SES's are reporting staff in tears, seeking medical and wellbeing support as well as expressing levels of job dissatisfaction that has seen a reduction in offers of voluntary OT when staff not on call. Never has there been such staffing gaps and with the added pressure of the current re-structure the mental impact this is having on staff and line managers supporting them at all levels are showing cracks. Annual leave requests are being refused due to staffing compounding the issue so absence rates may go even higher if staff feel they are unable to get refreshed.



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## SPA FS PEOPLE BOARD - WELLBEING SUBGROUP UPDATE 3/3/22

## Progression since last update report

- Wellbeing group meeting held on 3/3. [REDACTED] attended and gave a summary of the wellbeing strategy:
  - Review and evaluation of the current wellbeing framework (TRiM, EAP, Occ Health, Wellbeing Champions) plus communication and training structures
  - Thematic analysis to establish priority areas
  - Creation of 2-3 year action plan
  - Robust evaluation using impact methodology
- [REDACTED] confirmed keenness to engage with FS and to seek ideas. We will be included in the review and evaluation of the current wellbeing framework and [REDACTED] will be sent the question set for dissemination to each discipline (one return per discipline area).
- Draft Wellbeing plan shared with Wellbeing group and content agreed –request to add in training for line managers to ensure staff wellbeing is supported and not detrimented (now added in v2)
- 2022 Lifelines sessions publicised to staff – uptake still strong.
- [REDACTED] has promoted the Move in March campaign with report of 11 teams comprising 93 volunteers across FS.
- [REDACTED], SE West filmed for C5 news to talk about positive impact of Lifelines training on FS staff (coping mechanisms for trauma exposure)
- Wellbeing intranet – cancer awareness info and staff member personal experience issued in February
- Psychological Supervision – tender document in process – estimated to be ready for Procurement by end of March

## Actions in progress

- Review of YVM survey by group to determine provision of assistance to action plan
- Staff sessions with [REDACTED] on Wellbeing Provision
- Line Managers' support information pack/training provision
- Need to further publicise existence of FS Wellbeing intranet site.
- Population of wellbeing intranet site with content relevant to staff needs – TriM, allergies (allergy month), good meeting etiquette, effective chairing of meetings
- PTSD 999 speaker info being sought

## Decisions Required

- Awaiting notification of any budget that can be allocated to the Wellbeing Sub-group (£12K p.a. proposed to cover Wellbeing activities with the exception of any costs associated with psychological supervision.)
- Awaiting decision on Police Treatment Centre access option. Desire to support progress and communication of outcome.

## Wellbeing concerns raised

- Several areas report that slippage of 2026 timescales is causing concerning levels of staff anxiety.
- Absences in SE East and SE West continue to be significant (one SE on night shift this weekend in West) - flexible resource model being used but leading to extensive travel. Impact on stress levels and morale of staff and managers.

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## SPA FS PEOPLE BOARD - WELLBEING SUBGROUP UPDATE 02/06/22

## Progression since last update report

- Meeting with Police Treatment Centre [REDACTED] at Castlebrae to finalise arrangements re access for FS scene attending staff. Staff list provided and PO raised.
- Wellbeing provision survey returns sent to [REDACTED]. Emerging themes within FS to be discussed at meeting between [REDACTED].
- Further 2022 Lifelines session roll out– uptake still strong and feedback very positive.
- Feedback received from [REDACTED] regarding the Move in March challenge was almost all positive with most people who commented saying they'd found it useful for their physical and mental wellbeing. One team is even planning to extend the competition into a daily lunchtime walk.
- Wellbeing intranet – articles uploaded – TRiM, allergy awareness, meeting etiquette and comms issued – easier access now via landing page
- Psychological Supervision – tender document in process – Invitation to tender document to be completed and circulated to sub-group.
- Wellbeing Group meeting held 22/4/22
- SIPR wellbeing conference presentation 25/5/22
- Access to FCN wellbeing festival circulated to staff
- First meeting of line manager support pack sub-group – Chair – [REDACTED]

## Actions in progress

- Progression of Castlebrae funding – charity status/tax implications to be resolved.
- Drafting of comms for access to Castlebrae.
- Review of YVM survey by group to determine provision of assistance to action plan (meeting 22/4) – identified that information re coping with disturbed sleep/insufficient sleep could be communicated via Wellbeing intranet (2 of the low scoring categories from the survey). ('Taking care of self' – being addressed in part via the Lifelines sessions.) Keen to tie in with DGS work relating to workplace incivility.
- Staff sessions with [REDACTED] on Wellbeing Provision
- Line Managers' support information pack/training provision – sub-group formed and first meeting held – work ongoing. (Regular first line manager contact with P and D has been requested.)
- PTSD 999 speaker info received and will look to set up input for staff.
- Wellbeing RA meeting to be scheduled with Lifelines.

## Decisions Required

- Awaiting notification of any budget that can be allocated to the Wellbeing Sub-group (£12K p.a. proposed to cover Wellbeing activities with the exception of any costs associated with psychological supervision.)

## Wellbeing concerns raised

- 2026 uncertainty continues to be greatest stressor for staff in certain areas of the business. Lifelines feedback reinforces this – lack of trust and inconsistencies in message raised.
- Drugs team – anger and low morale at 2026 messages delivered – same 'party lines' with no personal emphasis.
- Staffing levels due to Covid/illness/abstractions (including 2026) continue to cause concern and impact on staff who are required to fill 'gaps'.
- Uneven numbers of SEs at site in new model will leave some staff on their own after CTM shift end time without colleague support.
- Counter proposal process described as very 'authoritarian' with little flexibility and no cognisance of how staff are feeling. If rejection on basis of not meeting design principles then this position should have been communicated at outset to eliminate wasted effort.

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- Issue of not having CTM on shift after 1900 has been raised as no on site supervisory support for staff after this time.
- Limited space at SCC causing concern, especially with additional Examiner roles being recruited. Raised that everyone needs their own space to feel part of the orgn whether this is a desk or a pedestal, locker, set of trays etc. May need new provisions for change in operation model staff numbers. Staff assurance required. Further, SCC Quality Leads feel displaced and don't know where their pedestals are – high degree of angst re re-entering workplace.
- Some issues with car park restrictions at SCC not being reinstated – availability hindered by vehicles which would not normally have access to spaces.
- Wellbeing impact with staff taking lunch breaks at desks (*will add good practice to wellbeing comms and should be assisted with canteen spaces reopening/expanding in due course*).

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## SPA FS PEOPLE BOARD - WELLBEING SUBGROUP UPDATE 30/06/22

## Progression since last update report

- Meeting with F Douglas and [REDACTED] on 24/6 re Castlebrae financing. Option to fund specified number of attendances now being investigated to navigate potential tax implications for all previously listed staff. Email request sent to [REDACTED] on 24/6. (Scottish Govt approval will be reqd as donation will exceed £1K.)
- Further 2022 Lifelines sessions roll out– uptake still strong and feedback very positive.
- Wellbeing Group meeting held 29/6/22. [REDACTED] from PTSD 999 attended to talk to group about work of this group.
- Meeting with [REDACTED] on 10/6 to discuss Wellbeing risk assessments (focus on SE/Tasking Unit but can be extended across organisation)
- Attendance at PS Wellbeing Governance Board on 22/6/22

## Actions in progress

- Progression of Castlebrae funding – charity status/tax implications to be resolved.
- Drafting of comms for access to Castlebrae.
- Information on good sleep habits to support wellbeing to be drafted for next comms. Link to YVM survey outcomes.
- Staff sessions with [REDACTED] on Wellbeing Provision.
- Line Managers' support information pack/training provision – sub-group to hold second meeting and will discuss potential for survey (what Managers need to help them support the wellbeing of their staff/what staff feel are the wellbeing gaps in relationships with Managers)
- PTSD 999 staff in person session to be arranged.
- Development of wellbeing RAs

## Decisions Required

- Awaiting notification of any budget that can be allocated to the Wellbeing Sub-group (£12K p.a. proposed to cover Wellbeing activities with the exception of any costs associated with psychological supervision.)

## Wellbeing concerns raised

- Change programme – SE and FPs reporting communication silence. Lack of updates causing the rumour mill to take over. (SE have meeting with 2026 team on 6/7 – communication requested to follow.)
- Rising Covid rates causing anxiety levels for some staff to increase. Query raised re mask wearing to be reinstated but advised that this is now a personal choice and no workplace guidance to enforce.
- Ongoing concerns re placement of new staff and allocation of desks to Quality team. [REDACTED] aware and progressing.
- Interview training sessions have resulted in negative impact to wellbeing for a small number of staff as they recount MI examples they would use as interview examples. (Absence has followed.) Need Interview panels to be mindful of this in formulation of questions and provision of supportive environment.