

About the Welfare Service

Officers, staff and volunteers at North Yorkshire Police are highly professional and resilient people, but from time to time anyone can find themselves in a situation where they are struggling to cope and need some extra help and support. In just one year, the Welfare Team delivers as many as 1000 face-to-face appointments and 300+ telephone appointments with NYP employees, both officers and staff. These figures show that you are not alone in feeling anxiety at certain times, and that people can - and do - cope and feel better with the right help and support.

Seeking professional help when you need it is a strength not a weakness, and you will never be stigmatised at North Yorkshire Police for taking steps to look after your mental health and well-being. In fact, it is something that we actively encourage everyone to do.

North Yorkshire Police operates a Welfare Service, staffed by specially-trained and qualified professionals, which is part of the overall Occupational Health and Welfare Department.

- You can access the Welfare Service if you are concerned about your own mental health or that of a colleague, and if you would like to talk through any difficulty that is impacting on your wellbeing at work or home. If you are contacting the Welfare Service on behalf of a colleague, it is better if that colleague knows you are making the referral.
- The Welfare Service is confidential - the details of your conversations with the Welfare Advisor will not be shared with anyone else.
- You do not need a referral from your line-manager or anyone else. You can get in touch direct.

All Welfare Advisors are qualified and experienced counsellors who receive regular independent supervision and ongoing training to maintain registration by our professional organisation.

Although you don't need to get a referral from your line-manager, some people choose to access services through this route because the line-manager may be a source of support and help. Line-managers use the the Management Referral Form to request support from Welfare Services on your behalf.

[Guidance Notes for Completion of Management Referral Form.docx](#)

[Management Referral Request Form.docx](#)

How the Welfare Service can help

The Welfare Service provides a number of different types of service, depending on your individual requirements. These include:

- One-to-one confidential appointments at one of the welfare offices across the Force, or a neutral place if preferred
- Help with anxiety, depression, trauma, stress, bereavement and more
- Support to help you stay at work
- Support to get back to work after being off sick, including recuperative plans
- Wellbeing education eg stress management/anxiety
- Counselling

About the Occupational Health Service

Officers, staff and volunteers at North Yorkshire Police are highly professional and resilient people, but from time to time we may all have health issues, whether its related to an injury or illness or musculo-skeletal issues which are causing us pain.

Our Occupational Health Team is based at Alverton House (a separate building on the Alverton Court HQ site). They are there to help keep you healthy and safe at work. The Team can offer advice, help and support both to individuals and their line managers in relation to any health concerns, whether during periods of sickness absence, in considering returns to work or whilst in work.

Our Occupational Health Advisors and the Screening Nurse are all qualified nurses who are registered with the Nursing and Midwifery Council. They have to undergo continuous professional development to maintain registration of their professional organisation.

How the Occupational Health Team can help

The Occupational Health Team provides a number of different types of service, depending on your individual requirements. These include:

- One-to-one confidential appointments to discuss your physical health, which can often be conducted via telephone
- Ergonomics/workstation assessment(studying how you work and how you could work better)
- Support to help you stay at work if you have a physical health condition
- Support to help you to manage sickness absence and rehabilitation after a physical illness
- Support to get back to work after being off sick with a physical illness, including Recuperative Plans
- Physical well-being education eg health promotions such as "know your numbers" or "stop smoking"
- Health screening and surveillance

- Advice and guidance to individuals and line managers about potential reasonable adjustments to working conditions

The public service union

UNISON is one of the largest trade unions in the UK, representing and acting for those working in a range of public services, including the police.

The organisation negotiates and bargains on behalf of members, campaigns for better pay and working conditions and for public services. It serves over 1.3 million members.

North Yorkshire Branch of UNISON

For more information and to join UNISON contact your local NYP representatives:

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