

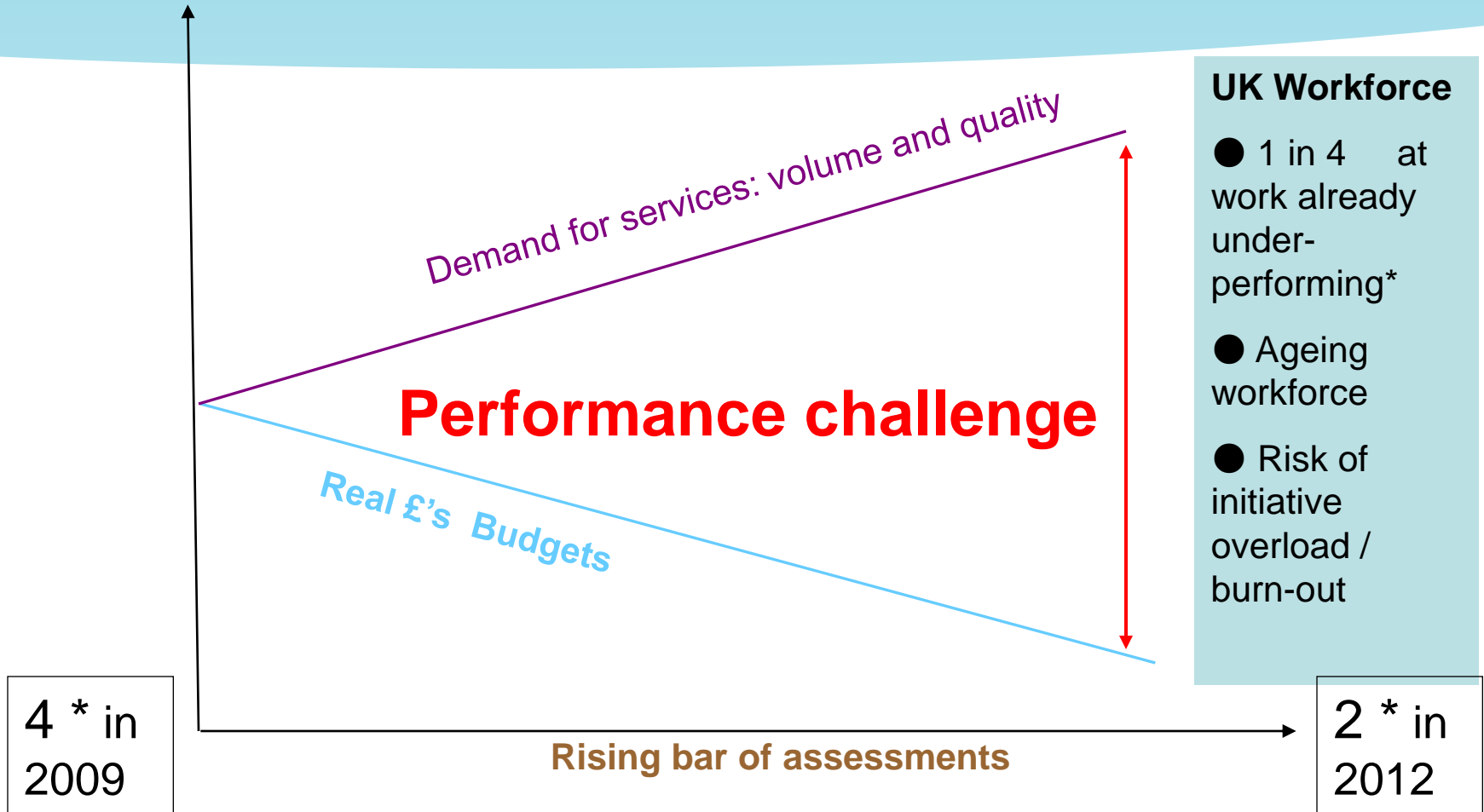


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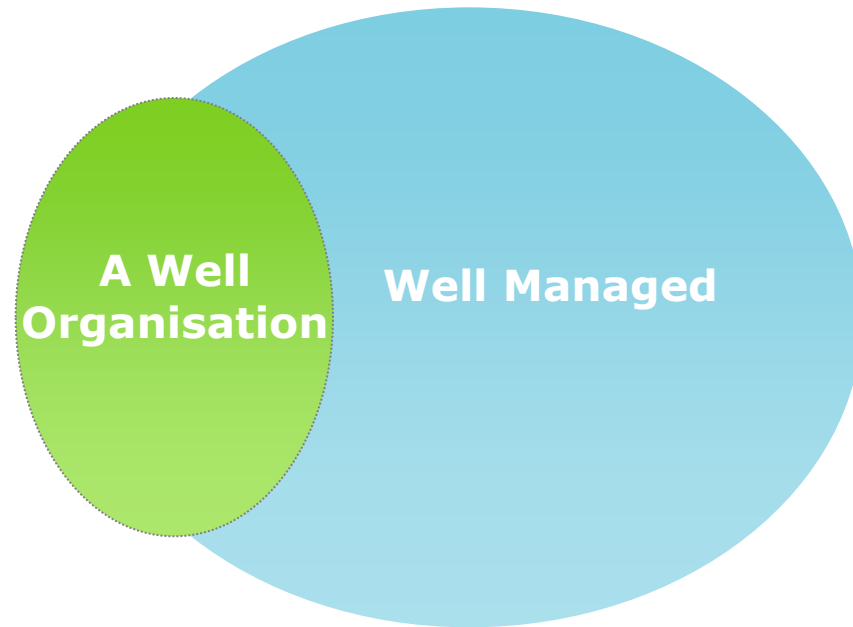
Enabling High Performance Through **Wellness**

David MacKenzie – Clarke, Wellness Manager, Devon
and Cornwall Police

The management challenge?



Current Approach: 2 discipline approach

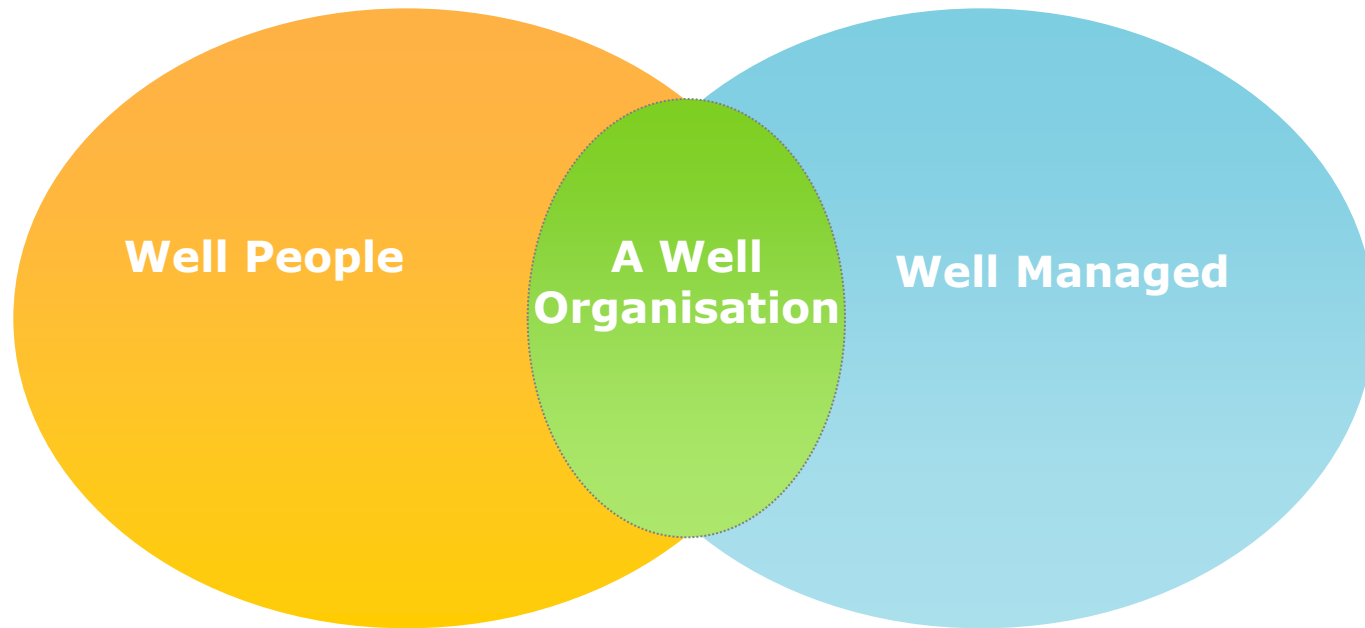


Goals:

Sustainable Higher Performance

- Top Performing Force by 2012 and beyond

Next Generation Approach: Wellness Management – Fusion of 3 disciplines



Goals:

Sustainable Higher Performance
+
Even Greater Enjoyment of Life

Principles:

Balances Employer v Employee Responsibilities
+
Positive, Proactive, Enabling, Employee-led

Personal Wellness & 3 Discipline Leadership

Personal Wellness

- Personal Wellness Account
- Personal Wellness Profile
- Our own Wellness Zone
- Skills Transfer
 - Wellness Champions
 - Wellness Reviewers
 - Wellness Coaches
- Stress >>>>Wellness

Organisational Transformation

- 3D Leadership way of thinking
 - action learning
- Management information
- Can do attitude
 - positive mind management
- Wellness in all key processes
 - Human Resources
 - Business Improvement / Change

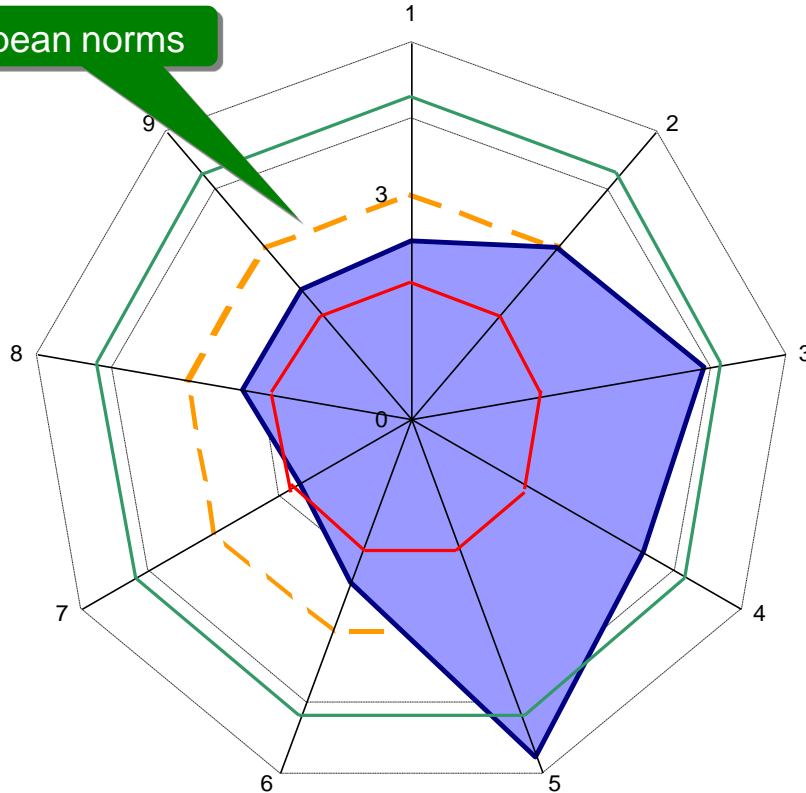
*** National Vocational Qualifications**

Personal Wellness Profile



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European norms



— Your score

— 80% ring: high levels of satisfaction / effective habits

— 20% ring: low levels of satisfaction / effective habits

- - - - 21 - 79%: average levels of satisfaction / effective habits

Dimensions / Axes:

1: Satisfaction with Lifestyle

2: Coping with Pressure

3: Wellness Behaviours

4: Managing Personal Health and Work Issues

5: Attitudes towards an Active Lifestyle

6: Mental Well-being

7: Pace of Life

8: Physical Health

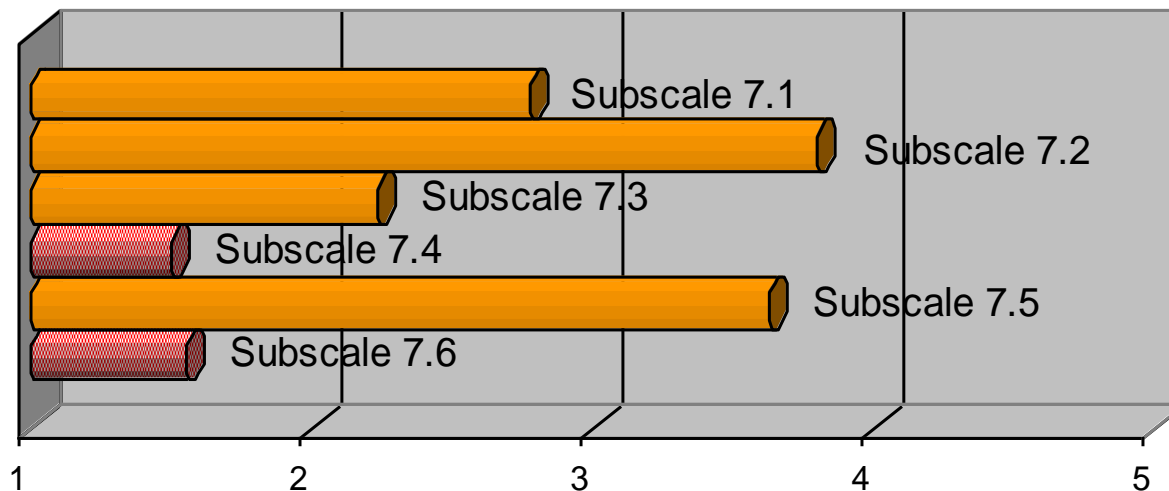
9: Stress

Example of a Personal Profile



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7: Pace of Life



7.1 Volatility (or reactivity) 7.2 Ambitiousness 7.3 Social interaction and relaxation
7.4 Time-pressure 7.5 Perfectionism 7.6 Hyper-activeness

If you score lower than 1.8 and the sub-scale bar is red, it doesn't necessarily mean you are unwell. What it shows, first and foremost, is how you have scored to everyone else in the sample.

Personal Wellness Profile



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Other sections in the profile

- Daily Wellness Habits
- Your Body Mass Index (BMI)
- Your Physical Activity Level
- How You Travel To Work
- Wellness Development Activities
- Wellness Guides
- Other Wellness Resources

Personal Wellness Profile



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- Wellness Development Activities are chosen (automatically) on the basis of your subscale scores and listed in order of most likely benefit to you

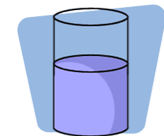
Your Wellness Development Activities are:
Positive self talk
Progressive muscle relaxation
Nutritional awareness
Time out

Personal Wellness Profile



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- Wellness Guides
 - Alcohol (stopping or reducing consumption)
 - Smoking (how to give-up)
 - Weight management (how to lose weight)
 - Physical activity
 - Hydration
 - Better sleeping
- Most of these resources are only provided where appropriate – based on ‘readiness for change’
- Information on smoking, for example, is only provided if the respondent indicates a desire to quit



Personal Wellness Profile



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How to use the profile...

1. Read and reflect
2. Highlight the aspects of your life that are working well
3. Highlight areas where you feel you want to make changes
4. Identify the Wellness Development Activities & other resources that appeal to you
5. Write down your goals and actions

Personal Wellness Account

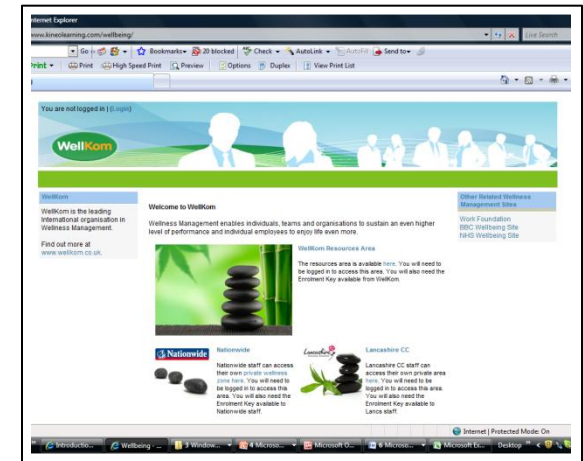


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A secure, on-line 'Personal Wellness Zone'

- 33 different activities on topics ranging from positive imagery and progressive muscular relaxation to stopping smoking and better sleeping habits
- Three e-learning modules on Wellness Management
- An on-line wellness diary
- The opportunity to import and store all relevant personal wellness documents including the PWP
- The opportunity to set-up chat rooms and discussion forums
- Personal Wellness Management Qualification

Goal: Personalised Account + Personalised Learning + Personal Accountability



Wellness – Management Information

- Upgraded HSE Stress Reports – without need for (yet another) survey
- High Attendance v Low Attendance
- Risk assessment – concentration and decision making
- Brand Ambassador
- “Can do”
- Job Quality Index
- Performance and Productivity Index
- Health Risk Assessment e.g. Type 2 diabetes

Benefits of Wellness Management – Carol Mills – national lead on wellness PPMA

- Performance improvements - efficiency and increased capacity
- Improved customer service and enhanced perception within community
- Greater capabilities to meet growing demand and higher service standards
- Enables higher inspection and assessments
- Personal ownership of goals translates into work
- Concrete results visible in days and lasting for years
- In-house system and trained “coaches” can deliver across whole organisation
- Rebalances employer and employee responsibilities



Dame Carol Black – WM turning theory into reality

- Key themes:
 - Wellness Management is the absolute foundation for ensuring people are inspired, feel good, and are confident to deliver whatever is asked of them
 - Well people + Well managed = A well organisation
 - The right investments in the right areas will produce inspirational returns in productivity, and innovative thinking and working
- Key principles:
 - Positive, proactive and self-enabling
 - Holistic
 - Highly personalised
 - In the workplace

Like to View a Zone / Profile / Qualifications / Organisational Transformation etc?

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