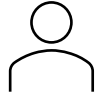


# Local healthcare engagement

## User personas

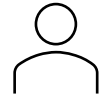
# Phase 1 – Stakeholder Landscape

## Force/Constabulary



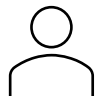
**Police Chief Officer Team**

Suggest a Chief Officer is named as Project Sponsor

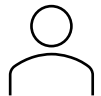


**Police Force/Constabulary Strategic Partnership Lead**

Suggest this person acts as Project Lead



**Police Workforce Lead**



**Police Occupational Health Lead**

Suggest this person acts as Project Manager



**Police & Crime Commissioner**



**Police Federation Lead**



**Police Data & Analytics Team**



**Police Workforce** (align Oscar Kilo examples – set up engagement interface Phase 2 with local workforce leads)



**Health Board Chairperson**



**Health Board Population Health Management Lead**



**Health Board Primary Care Network Lead**



**Health Board Armed Forces Covenant Lead**



**Operational Directors (Health Board Orgs) – Phase 2**

# User personas (Force/Constabulary)

To support navigation of organisational variation in titles and function in Health Board and guide project role and team inclusion.

## Police Chief Officer Team

Chief Constable, Commissioner (Met & City of London) Deputy Chief Constable, Assistant Chief Constable, Chief of Staff.

(Strategic Partnership Lead may be a portfolio carried within the Chief Officer Team)

### Key Motivators

- Sustainable workforce wellbeing.
- Occupational health extended services/ resilience and capacity.
- Strategic relationship building with Health Board – opportunity to engage differently re police workforce challenges, impact and shared concerns/collegiate approaches re place/demand.
- Workforce retirement planning (NARPO etc).

### Role & Support Requirement

- Sponsor project.
- Sign off letter to Health Board.
- Lead on Health Board relationship development.
- Provide strategic direction and oversight.
- Consult with PCC & Federation.
- Instruct alignment of Occupational Health, Workforce & Data & Analytic Team to produce impact intelligence.
- Will need support to understand Health Board stakeholder landscape and motivators.

## Strategic Partnership Lead

*May be aligned to a role within the Chief Officer Team*

### Key Motivators

- Alignment with local partners for the benefit of the force/constabulary strategy and operating model.

### Role & Support Requirement

- Align PCC and Constabulary Force actions, motivate partners through existing relationships, forge new relationships in support of the project success.

## Police Occupational Health Lead

Occupational Health Director, Manager, Lead Clinician, Nurse, may also be hosted or part-hosted as a hybrid service by external service provider.

### Key Motivators

- Enhancing local options for sustainable workforce wellbeing.
- Occupational health innovation/collaborative research options with NHS alignment +/- funding opportunities locally, regionally and nationally.
- Oscar Kilo extended partnerships for team support (Section 9 & 10 of Oscar Kilo Best Practice OH model).
- Opportunity to lead exemplar practice models and contribute to national Police Covenant development.
- Workforce retirement planning.

### Role & Support Requirement

- Align programme with constabulary/force occupational health developments including Oscar Kilo initiatives.
- Liaise and create relationships with Health Board clinicians via Primary Care Network on development of local pathway alignment (leading exemplar practice).

# User personas (Force/Constabulary)

To support navigation of organisational variation in titles and function in Health Board and guide project role and team inclusion.

## Police Federation

### Key Motivators

- Enhanced options for sustainable workforce wellbeing.
- Strategic relationship building with Health Board – opportunity to engage differently re police workforce challenges, impact and shared concerns/collegiate approaches re place/demand.
- Workforce retirement planning.

### Role & Support Requirement

- Officer & family stories (evaluation phases)
- Co-ordinate officer representations in Health Board engagement/ experience examples in phase 2.
- Establishment of officer feedback mechanism with Health Board engagement team and occupational health (phase 2).

## Police Workforce Lead

HR Lead, Director, Chief of Staff, Assistant Chief Officer

### Key Motivators

- Enhancing local options for sustainable workforce wellbeing.
- Occupational health innovation/collaborative research options with NHS alignment +/- funding opportunities locally, regionally and nationally.
- Opportunity to lead exemplar practice models and contribute to national Police Covenant development.
- Workforce retirement planning.

### Role & Support Requirement

- Align programme with constabulary/force workforce strategy and delivery planning.
- Support occupational health lead in creation of benefits realisation plan (phase 2) .

# User personas (Force/Constabulary)

To support navigation of organisational variation in titles and function in Health Board and guide project role and team inclusion.

## Police & Crime Commissioner

Also, may include; Mayor (where PCC role does not exist), Deputy Police & Crime Commissioner, CEO and OPCC Strategic Partnership Lead/ Manager.

## Key Motivators

- Sustainable plan for increasing police capacity at place.
- Impact on crime plan.
- Strategic relationship building with Health Board – opportunity to engage differently re police workforce challenges, impact and shared concerns/collegiate approaches re place/demand.
- Local Criminal Justice Board – innovative approach in partnership with health to reduction of offending/re-offending.
- Community Safety Partnership – Opportunity to demonstrate.

## Role & Support Requirement

- May support partnership relationship with Health Board and solidify through local relationships with Community Safety Partnership and LCJBs.
- Will need to understand key asks of partners (slide deck).
- May wish to contribute to data and analytics in consideration of CSP and LCJB reporting of impact from partnerships.
- May be able to support multi-agency funding applications for innovation/police family wellbeing etc

## Police Data & Analytics Team

Head of department

## Key Motivators

- Data challenge – multi agency impact within benefits realisation (Phase 2) – collaboration (ultimately) with NHS data analysts – creating a local community of practice (exemplar model).

## Role & Support Requirement

- Work with Oscar Kilo SME on data availability, sharing, quality and analytic development.
- Collaborate with NPCC portfolio leads via NPCC Centre for Data & Analytics in Policing.
- May require support to sign off data processing arrangements to enable anonymised impact / benefits realisation.

# User personas (Health Board)

To support navigation of organisational variation in titles and function in Health Board and guide project role and team inclusion.

## Health Board Chairperson

Name:

Email:

Key current priorities:

Identifiable from local ICB website (mandated role as part of constitution)

## Key Motivators

- Responsible for planning to meet population health needs, allocating resources and aligning services to:
  - *Improve outcomes in population health and healthcare*
  - *Tackle inequalities in outcomes, experience and access.*
  - *Enhance productivity and value for money and;*
  - *Help the NHS to support broader social and economic development*
- Will see value in shared impact and the correlation between prevention (root causal factors of ill health) through community safety at strategic level with high level political awareness.
- Demonstrates Health Board capability to address long term population health benefits as part of strategic planning to improve community health.

## Role & Support Requirement

- Steer Health Board board members to participation in programme through shared vision (multi-agency deck) enabling allocation of a programme sponsor and a shared reporting framework.

## Health Board Population Health Management Lead

If a large Health Board may be a Director of Place

Health Board Chair will identify, likely to be a Public Health Director or part of this team.

## Key Motivators

- Wider determinant factor of health (employment) driving poor outcomes.
- Demonstrates local employers in design process for local services with additional benefits of blue light services working together to sustain local capacity and therefore population services which contribute to economic efficiency and population health (through environment, safety and security).

## Role & Support Requirement

- Work with Oscar Kilo SME on data availability, sharing, quality and analytic development.
- Needs Community Impact Assessment bespoke to police workforce outlining key opportunities to remediate collaboratively (*align federation/ occupational health/ Oscar Kilo case studies*)

# User personas (Health Board)

To support navigation of organisational variation in titles and function.

## Health Board Primary Care Network Lead

Clinical director with a connected network of clinical directors (Senior Leader GPs) responsible for Place.

### Key Motivators

- Clinical academia & study– Align with Royal College for GPs, GP Accreditation (NHS England – Regional).
- People – the ability to design a service for people in their community with a specific unmet need.
- Complexity – provide the network with a problem to be solved.

### Role & Support Requirement

- Will need to understand clearly key barriers and challenges for policing community (slide deck).
- May be able to support multi-agency funding applications for innovation/police family wellbeing etc
- Consideration of shared pathways between occupational health and local general practice.
- Consideration of clinical practice as a board of experts for policy and process change at scale (BBV for example).

## Health Board Armed Forces Covenant Lead\*

\*If Armed Forces covenant is signed

### Key Motivators

- Co-development of early covenant aspects.
- Evidence of Equity and Diversity in population health approaches.
- Likely to be motivated by support for public services with some understanding of the types of challenges faced.

### Role & Support Requirement

- Align with ambition to develop Police Covenant.
- May need support to understand the implications of policing on health and mental wellbeing (slide deck/Oscar Kilo resources).
- May be able to support alignment with developments across partnerships.