Oscar Kilo

Wellbeing & Tech in COVID times

1st Int’l Event on Police Wellbeing, Aug. 25th 2020

SURVEY FULL ANALYSIS

24 July 2020
Mostly UK, Police Officers & Staff

590 respondents as of July 24, 2020

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Has the COVID pandemic affected the way you work?

Has technology helped you since the beginning of the pandemic?

Policing through a pandemic: a mostly positive experience, helped by tech.
Which technology did you use?

- Laptop
- Videoconferencing: Teams, Skype, Cisco, Zoom
- Database
- File transfer
- VDI access
- Connection, WIFI
- MDTs
- Voice technology
- RSA token
- Online crime reporting
- Oscar Kilo website, webinars, Mindfit Cop app
- Electronic statements
- Electronic signature
- Backup Buddy UK app
- Forms available on handheld device
- Automation of repetitive tasks
- Portable computer & handheld device enabling to record witness statements without having to return to the office
- Tiktok
- Instagram
- Facebook
- LinkedIn
- Twitter
- Tablet
- More apps

What is NOT mentioned

- Tablet
- Twitter
- Instagram
- Facebook
- LinkedIn
- Tiktok
- Portable computer & handheld device enabling to record witness statements without having to return to the office
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Technological experiences:

- **Feeling overwhelmed:** I had to go to the office.
- **Excluded me:** I didn't have access to tech / work-from-home [Staff & Officers alike], sometimes unfairly.
- **Working from home stress:** Special conditions not well taken into account, material conditions not great, young children to care for.
- **Technology didn't help, it felt more like an additional burden.** I didn't particularly rely on technology (with negative comments): 13% of respondents. Police officers & staff alike.

**Work from home stress:** Special conditions not well taken into account, material conditions not great, young children to care for.

**Insufficient support:** From tech experts or from leadership.

**Tech hurdles:** Slow, not user-friendly, no interoperability esp. with external partners, connection issues, less resources to collaborate, slow.

**Environment hurdles:** Changes in legislation & processes, bureaucracy, lack of PPE (now resolved), courts having to be suspended...

**Screen fatigue:** Changes in legislation & processes, special conditions not well taken into account, material conditions not great, young children to care for.

**Additional work:** More meetings, more tech issues to handle, slower work, new work (counting, stats...), less resources to collaborate.

**Tech-mediated contact less efficient than face-to-face.**

**Failed me:** I didn't have access to tech / work-from-home [Staff & Officers alike], sometimes unfairly.

**Felt unsafe:** I had to go to the office.

**Stressed:**...
The positive experience of tech

- Good support, either received or provided to others
- In control of my work: I log off when I want, organize my work as I wish
- Innovative: access to information, quieter work environment, more opportunities for innovation in my work
- More effective: more focused, more productive, better access to information
- Adequate tools: laptop, MS Teams...
- Exercise, saved ££
- Work from home = improved quality of life: less commute, more time with family, feel safer, time to relax/
- Greener: less pollution

Out of them, 27% had seen a degradation of their work experience due to Covid

79% of respondents (467) mostly positive thing for Officers & staff alike

Tech was a very positive or opportunity for innovation in my work

“Technology helped me keep doing a good job despite pandemic constraints / helped the team I belong to remain productive / made me feel connected with others / created a positive experience of their work”
I struggle to differentiate between work and home time and working days become considerably longer.

Not commuting in and out of the office has saved me 2.5 hours a day, I used this time to produce work. Working in a police control room has been difficult at this time [...]. What was one room and one team has become fragmented and split.

It made me consider my personal safety more.

My meetings have tripled, so I can spend 10 hours a day online in meetings. Trying to work and split children can be absolutely righthenor. Time has been an obstacle whilst working full time and full homeschooling whilst working full time.

I used to get an average of 6 hours of sleep, now I get 8 hours and it has been a great help and have been able to concentrate better and have been able to embrace the use of modern technology and agile working.

We have had to send staff home to work at 50% capacity, which has helped a lot to concentrate better and have been able to embrace the quietness of being at home. I have found the technology work without the inadequate desk, chair from home - I don’t like working from home more. "I don’t like working from home!"

I used to get an average of 6 hours of sleep, now I get 8 hours and I feel energetic to do lots of work and help people. I love working from home! :)

I have missed the video chats and it has been fun and it’s nice to see everyone’s faces. I have loved the video chats and it has been a great help and a great help at the pandemic.

The pandemic has meant that policing has had to work differently and working from home has been a challenge. The lack of social interaction with work colleagues has had an impact on my mental health. The lack of social interaction with work colleagues has had an impact on my mental health.

"I’m now stress free! :) No more having to wake up at 5:30am being forced to use the car and polluting this beautiful planet!"

I’ve used 2.5 hours a day to produce work, I used this time to produce work. "We have had to work at 50% capacity as been directed to..." I don’t like working from home.

"Home schooling whilst working full time has been an absolute nightmare. Children can be distracting whilst trying to work."

I have found the quietness of being at home a great help and have been able to concentrate better and have been able to embrace the use of modern technology and agile working."

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How do you think technology could improve police wellbeing?

13% of respondents think it can NOT improve police wellbeing.
Technology can only improve police wellbeing IF...

• Tech comes with relevant support / guidance
• Tech is reliable
• Tech is for everyone, not just a few
• Systems are interoperable
• Tech is used for actual policing, not for additional bureaucracy
• Tech is a part of a wider effort to improve policing
• Face-to-face contacts remain
• Tech / screen overload is properly addressed
• New work practices are adopted: more asynchronous, less / shorter calls, personal time protected...
• Leaders lead (trust, support, enable)
• End users are consulted, feedback is reflected in future improvements
• Culture evolves to + experimentation, + cross-level dialogue, blame-free
• Tech’s purpose makes sense
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Police wellbeing: emerging practices

In addition to initiatives provided by your organisation, what wellbeing/supportive activities, if any, have you or your teams been doing to address any stresses and strains related to the pandemic?

- No activity: no time / unsupportive management / we didn’t need any
- Individual (11%): exercised / educated myself…
- Collective, informal (33%): camaraderie / WhatsApp group, Team bonding…
- Collective, teamwork (44%): Hierarchical drive for more connection & information, leadership check-in, team calls…
- Collective, focused on wellbeing & support (28%): specifically focused on wellbeing activities
- 60% shared new well-being practices
- 40% haven’t seen or done any
- Support: less support than before; more work / activities removed
- Meaningless activities: tick-the-box / counterproductive
- 35% real-life examples!

Related to the pandemic? "In addition to initiatives provided by your organisation, what wellbeing/supportive activities, if any, have you or your teams been doing to address any stresses and strains related to the pandemic?"
What you say about Oscar Kilo (1)

"Oscar Kilo Mindfit Cop application I have been going through. Some excellent hints and tips and recognition. That I am not alone. I need to keep up with the process as some days are good and others not so. Possible future Oscar Kilo - Podcast would be great to listen to and feel that I am connected with other officers doing the same thing.

"Oscar Kilo Resilience was very good. It became available and I accessed it at a time when I was feeling demoralised."

"Oscar Kilo Resilience was an invaluable resource for supporting staff with emotional wellbeing issues. Signposting individuals to this resource gives them control to make informed decisions."

I enjoyed connecting with the Oscar Kilo wellbeing virtual sessions, speaking with other officers and tutors and maybe gain updates on how to deal with anxiety. That I am not alone. I need to keep up with the process as some days are good and others not so. Possible future Oscar Kilo - Podcast would be great to listen to and feel that I am connected with other officers doing the same thing.

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Despite the differences in location, many of us were feeling similar emotions and were able to still connect with tutors and maybe gain updates on how to deal with anxiety. That I am not alone. I need to keep up with the process as some days are good and others not so. Possible future Oscar Kilo - Podcast would be great to listen to and feel that I am connected with other officers doing the same thing."

I have found Oscar Kilo to be an invaluable resource for supporting staff with emotional wellbeing issues. Signposting individuals to this resource gives them control to make informed decisions."
What you say about Oscar Kilo (2)

[Image of a note saying 'Thank you!']

"I have encouraged all of my team to take part in the Oscar Kilo MindFit programme.

"We should allow more open and honest discussions, through maybe a Oscar Kilo teams for operational staff.

"We used one of the OSCAR Kilo wellbeing vans for many weeks - to reach out to operational staff.

"We have had the Oscar Kilo Wellbeing van since the beginning of Lockdown which has been around the patch multiple times per week staffed by our Blue light Inspector/blue light co-ordinator offering refreshments and an opportunity to talk in confidence.

"Each force or force areas etc. let's work together.

"What you say about Oscar Kilo (2)"