

## Police Treatment Centres

You may be eligible to access your local police treatment centre to receive rehabilitation support for both physical and some mental health conditions. Please check with your local federation to see if you subscribe to this facility and how to progress an application.

## Financial support

If you are struggling financially and this is impacting your mental or physical wellbeing then speak with your local federation to see if there are any assistance opportunities supported by your branch. Otherwise Payplan is a very secure and confidential financial advice and support programme that is regularly used by police officers and can assist with all levels of crisis around personal debt.

Notes section for appointments,  
contact details or things you wish  
to mention when seeking help.

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[www.polfed.org](http://www.polfed.org)  
**#PoliceWelfare**

Other websites that may be of assistance:

[www.payplan.com](http://www.payplan.com)  
[www.policecharitiesuk.org](http://www.policecharitiesuk.org)  
[www.policemutual.co.uk](http://www.policemutual.co.uk)  
[www.policecare.org.uk](http://www.policecare.org.uk)  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
[www.samaritans.org](http://www.samaritans.org)

**POLICE**  
*Federation*

**Working with  
a Fed rep**

**Advice for members on  
what to expect**

Police Federation representatives (Fed reps) are locally based volunteers, your own colleagues who can assist and represent you through issues of police conduct, welfare and wellbeing in the workplace, workplace issues and regulatory rights and entitlements.

They will listen to you, suggest resolutions, represent you in any official police meetings, signpost you to other recommended support agencies and support you with any absence from workplace through to your recuperation. If appropriate, your Fed rep can access professional legal advice and representation on your behalf. They are a critical friend in some circumstances, but always with your safeguarding and welfare at the forefront of all that they do. This leaflet contains helpful guidance and advice to assist you with expectations and answer any frequently asked questions.

### **At your first meeting**

- Discuss and agree acceptable times for communication. You and your rep may work shift patterns so it is always beneficial to agree acceptable times for calls or when emails/texts can be answered etc. This will always ensure no unrealistic expectations of when immediate support can be given by the rep or information shared by the member.
- Discuss and agree the best way to communicate e.g. by phone or by email if preferred by the member (being mindful of disclosure of written/emailed correspondence).
- At the successful conclusion of the representation your rep needs to be able to support other colleagues, so please do not be surprised if the next time you need a rep you may not get the same rep. The branch will be responsible for all reps' workloads and will

want to allocate you the rep with experience in the specific area relevant to your case and not overload one rep or another.

- Your rep may be assisting multiple other members. Please be considerate of this as they will try to give each member the required support dependent on the urgency of the issue and varied support needed.
- If you are unhappy with the support you receive, please discuss this with your rep in the first instance. If not resolved please speak to your local branch board secretary. Only if the issue cannot be resolved locally by the branch should you consider taking your concerns to another branch or a member of the national board.
- Your rep is a volunteer with a day job whether that be locally, branch office based or elsewhere. They may need to rearrange their own commitments to facilitate attendance at meetings on your behalf; please be considerate of this. The more notice you can give of any important dates for meetings will ensure your rep can support you and be present or that they can organise another rep to assist in representation if needed.
- Keep your rep updated throughout - whether it's a call/visit from line management received, contact from PFEW funded solicitors, meeting notifications or just generally an update on how you are doing physically/mentally. Your rep wants to support you the best way they can and will be able to offer help and support and offer signposting to other support agencies if needed.
- Your rep will keep anything disclosed (that is lawful) confidential. Be assured that your rep will not discuss your case with anybody without your express permission, unless there is an immediate concern for your health and wellbeing.

- Ensure you provide your rep with the details of any family member or friend that you would like them to speak to if you are unavailable for any reason. Please ensure you let your rep know if there is anyone within your close family/friends that you specifically do not want them to contact.
- Your rep will keep your personal information confidential, and only for the duration of the representation, in line with GDPR guidance. Upon conclusion of the representation your rep will delete your personal information from their records and mobile devices.

### **Other support agencies who can help**

#### **Welfare Support Programme**

Your rep may determine that you would benefit from the support of our Welfare Support Programme (WSP). This facility can help with mental health support, coaching and counselling, if you are struggling with a gross misconduct investigation, PIP process, or are identified by your rep as otherwise vulnerable. If you think this programme would benefit you then speak to your rep regarding referral.

#### **Group Insurance schemes and Federation Trust support**

Your local federation may have schemes in place to support you with half pay top-up, local mental health and wellbeing support etc. These offers do differ from branch to branch so contact your local federation to see what offers you subscribe to and what benefits might be of use to you through this troubling time. Offers and benefits differ and must be clarified with your local federation as they may only be available to paying subscribing members or on payment of additional subscriptions.