



STRATEGY TO SUPPORT BRANCHES IN THE DELIVERY OF WELFARE FOR MEMBERS

1. Aims and Objectives

The welfare of NARPO members including spouses and partners of members is one of the prime objectives undertaken by branches. It is set out in NARPO's rules.

The association exists to safeguard the right of members and to promote measures for their welfare. (Rule 3.1)

The NEC has adopted this strategy to assist branches to provide the necessary welfare support.

Welfare support includes but is not restricted to the following examples:

- Bereavement
- Loneliness
- Dementia
- Illness
- Mental health
- Abuse - domestic, substances, harassment
- Disability
- Finance, state benefits, debt.
- Isolation
- Poverty
- Infirmity
- Personal contact
- Social

Delivery of welfare at local level by branches is, by the very nature of our organisation patchy and inconsistent.

The NEC will facilitate, encourage, and provide structural support for the actions branches are undertaking to deliver welfare to their members.

2. Actions to Achieve Aims and Objectives

1. National Welfare Standards – NARPO needs to ensure that there is a standard and best practice for the delivery of welfare support through each branch. To achieve this the NEC will ensure:

- There is a process in place to achieve best practice
- Resources are available to the branches to enable welfare support to be delivered at best practice level
- There is a process in place to evaluate welfare support provided by the branches
- A welfare lead has been appointed at national level Brian (Bill) Haley who will report to the NEC

2. Training – the NEC will provide training for all branch representatives and co-ordinators. The relevant or necessary training will be identified by the National training co-ordinator. Brian (Bill) Haley

a) The aim of the training is:

- To aid in the empowering and development of interpersonal skills to give welfare representatives and co-ordinators the confidence to assist members
- To provide welfare representatives and co-ordinators with sufficient knowledge to be able to signpost a member. The aim is not to provide expertise in an area but to enable representatives to sign post members in need to the relevant agency.

b) Areas of training to include:

- Police pensions
- Benefits and welfare available
- Charities who may offer support
- Bereavement benefits
- Support with health and general disability
- Data protection and confidentiality – (GDPR training)

c) Training will be at National level

- The marketing manager will be asked to develop a plan to publicise training and how this can be accessed e.g., through NARPO news, emails, phone calls
- The success of training will be assessed – by reports from the National training Coordinator

d) Training will be assessed annually to evaluate:

- if the training programmes have been successful
- cost efficiency

3. Allocation of funds for Welfare Support/Projects

- a) The NEC will determine a national annual budget
- b) The NEC will consider providing funds for training for specific issues.
- c) The NEC will fund an annual welfare meeting for each region the purpose of which will be:
 - to evaluate welfare standards across the region
 - exchange ideas
 - discuss best practice
 - if considered appropriate, elect a welfare co-ordinator for the region
 - identify any specific welfare issues

4. Conference time for welfare

- a) Time will be allocated at the National Conference to allow for discussion on welfare. This will include, but is not limited to:
 - Welfare strategy
 - Current welfare projects

5. Seeking support from Commercial Partners/other stakeholders in collaboration with the marketing manager: -

- Gain relevant resources and active promotion from a range of partner organisations.
- Resources to be distributed for the use of current members and as promotional benefits to prospective candidates.
- Receive engaging training and support for our welfare representatives.
- Forming long-term, multi-channel commitments to raise NARPO's profile as a leader in welfare support for retired officers.

Actions to Achieve Aims and Objectives

- Research: GDPR compliant data to be collected on wellbeing issues divulged to the welfare team and HQ. Marketing Manager and Welfare Lead to review alongside the Police Mutual survey. This will act as a guide when seeking relevant partnerships.
- Creation of strategic partnership template by Marketing Manager to identify and manage partners.

- Marketing Manager and Welfare Lead to define desired outcomes from each collaboration i.e., resources, training, promotion, joint campaign, funding. All partnerships should increase NARPO's exposure and reputation as wellbeing advocates.
- Marketing Manager to assess appropriate incentives for each partner i.e., advertisement, distribution of branded content, social coverage, etc.
- Marketing manager should also be encouraged to liaise with local charities and community organisations that could be of benefit to members.
- Marketing Manager and Welfare Lead to make initial contact with prospective organisations, employing the partnership template to state the desired outcome and mutual benefits of an alliance.
- Marketing Manager to create and seek opportunities to interact with organisations i.e., in-person meetings and networking events.
- Welfare Lead to clearly define NARPO's mission and commitment to member welfare. To be used for partners. (See below)
- Marketing Manager to ensure strong brand perception and value with the update of current resources on the NARPO website, social channels, and offline. Website resources should be segmented into accessible sections allowing for a clear member journey.
- Members and Partners should be regularly updated on the latest resources available, through a variety of channels. To cater to the full age range and capability of members, this should include, but not be limited to; NARPO Website, New Horizons, NARPO News, Branch circulations, visits from the Welfare Team, and Social Platforms.
- Once a broad agreement to enter an alliance has been made, hoped-for outcomes should be defined; including specific activities and resources to be made available to members and to welfare representatives.
- Any agreements with partners should be collaborative, allocating identifiable responsibilities, and ensuring adequate resources (staff, financial, time, etc) are available for implementation.

Evaluating Success

Member satisfaction with wellbeing services and resources, to be measured through surveys and feedback to welfare representatives.

- Marketing Manager to monitor interaction, engagement, and performance statistics on NARPO and Partners social and website campaigns.
- Welfare Lead to identify and record any new training opportunities and how these are received by the welfare representatives
- Increase in other partnership and networking opportunities.
- Marketing Manager to track membership sign-ups received through partnerships.
- Marketing Manager to monitor website traffic on welfare news and resources.

NARPO's mission statement and commitment to members welfare.

Safeguarding the welfare of NARPO members, including their spouses and partners is one of the prime objectives undertaken by branches.

Our aim is to seek to provide a high quality social and welfare service to enable members to meet life's challenges after service. We will be sensitive to people's needs and provide a confidential service showing respect and fairness.

Brian (Bill) Haley
NEC
Welfare Lead.