



# Colleague Positive Mental Health & Wellbeing Policy, including preventing and managing stress at work

Approved by Trust Board on 10 March 2022

Applicable from 19 April 2022 (This policy has been checked for accuracy, and remains in effect until further notice).

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## 1.0 Introduction

Good health is a key component of a positive approach to work whereas poor health & well-being can be costly, in terms of sickness absence, staff turnover and lower quality performance and decision making – which in turn impact upon the quality of teaching and learning, with a direct impact on the future lives of the children and young people in our academies.

Here at Co-op Academies Trust we want to support our colleagues' well-being, and this includes their mental health. We know that for some of us, talking about our mental health can be uncomfortable. But with research suggesting that 1 in 4 of us will experience a mental health issue every year and that 17% of us are living with a serious mental health concern (Mind 2020) – it's time we started talking more about how we're feeling.

Just like physical health, we all have mental health. Sometimes we might experience mental health concerns that last a few weeks or months, or we might have more serious issues that are longer term. Our mental health may change over time, just like our physical health does. The purpose of this Policy is to encourage you to talk about your mental health and well-being, to let you know what we can do to support you, and to give you information of where you can go for further help.

## 2.0 What do we mean by well-being?

There are many different definitions of "well-being", and it can mean different things to different people.

The World Health Organisation (WHO) describes *"a state of physical, mental and social well-being in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community"*. We will use this as the definition within this policy.

The factors influencing a colleague's well-being are much broader than just their working life; however, our Trust acknowledges the influence that their job and workplace can have on a colleague's well-being, and that colleagues need to have a satisfactory balance between the time required to discharge their professional duties and the time required to pursue their personal interests outside of work.

## 3.0 Roles & Responsibilities

Everyone has a role to play and responsibilities in relation to colleague positive mental health and wellbeing.

Our Trust will:

- Support the well-being of all colleagues to avoid negative impacts on their mental and physical health
- Provide a supportive work environment for all colleagues
- Acknowledge the needs of colleagues, and how these change over time
- Allow staff to balance their working lives with their personal needs and responsibilities
- Help colleagues with any specific well-being issues they experience which may include signposting
- Ensure that staff understand their role in working towards the above aims

Our Trust is open to feedback from colleagues about well being, mental health and stress. Examples of seeking feedback include:

- in partnership with MIND and the Co-op, colleagues (and students & parents/carers) completed a MIND Mental Health survey which then informed individual academy action plans to help raise the profile of mental health, develop a speaking up culture, and other actions to improve mental health for all stakeholders
- the annual Your Voice survey invites feedback on wellbeing and workload (amongst other things), and academies are asked to action-plan based on the results. Results and actions are shared on a 'you said, we did' template to all staff.
- headteachers' wellbeing focus group makes proposals that are considered and implemented where possible.

All colleagues are expected to:

- Treat each other with empathy and respect following the [Dignity at Work Policy](#)
- Keep in mind the workload and well-being of other members of colleagues
- Support other colleagues if they become stressed, such as by providing practical assistance or emotional reassurance, listening to the support requested
- Endeavour to provide the support requested by colleagues
- Report honestly about their well-being and let other colleagues know when they need support
- Contribute positively towards morale and team spirit
- Use shared areas respectfully, such as the staff room or offices
- Take part in training opportunities that promote their well-being

Line managers are expected to:

- Maintain positive relationships with their team members and value them for their skills and contribution, not 'who works the most hours'
- Provide a non-judgemental and confidential support system to their team members
- Provide the level of listening and support that the colleague wants and taking an individualistic approach to each team member
- Take any complaints or concerns seriously and deal with them appropriately using Trust & academy policies
- Monitor workloads and be alert to signs of stress ([1.0 Managers Guidance](#)), and regularly talk to team members about their work/life balance
- Make sure new team members are properly and thoroughly inducted and feel able to ask for help
- Understand that personal issues and exceptional pressures at work may have a temporary effect on work performance, and take that into account during any performance management or capability procedures
- Promote information about and access to Employee Assistance Programme (EAP, currently delivered by Health Assured) and external support services
- Help to arrange personal and professional development training where appropriate

- Keep in touch with team members if they're absent for long periods

Senior colleagues are expected to:

- Lead in setting standards and expectations around ways of working and wellbeing which are in line with this Policy
- Manage a non-judgemental and confidential culture for colleagues to openly talk about mental health and well-being
- Monitor the well-being of colleagues through scheduled or every day conversations and/or surveys
- Make sure accountability systems are based on trust and professional dialogue, with proportionate amounts of direct monitoring, communication and consultation
- Regularly review the demands on colleagues, such as the time spent on paperwork, and seek alternative solutions wherever possible
- Listen to the views of colleagues and involve them in decision-making processes, including allowing them to consider any workload implications of new initiatives
- Communicate new initiatives effectively with all colleagues to ensure they feel included and aware of any changes occurring at the academy or at a Trust level. To take comments and modify plans if appropriate based on feedback.
- Make sure that the efforts and successes of colleagues are recognised and celebrated
- Produce and communicate calendars of meetings, deadlines and events in good time so that colleagues can plan ahead and manage their workload. Annual feedback collected and action taken if appropriate.
- Provide resources to promote colleagues' well-being, such as training opportunities
- Promote information about and access to support services such as our Employee Assistance Programme or Occupational Health Service
- Organise extra support during times of stress, such as Ofsted inspections

The Academy Community Council is expected to:

- Make sure academies are fulfilling their duty of care as an employer, such as by giving colleagues a reasonable workload and creating a supportive work environment by reviewing survey data and well-being being an agenda item within Council meetings
- Monitor and support the well-being of the headteacher
- Ensure that resources and support services are in place to promote colleague well-being
- Make decisions with colleague well-being in mind, particularly in regards to workload
- Be reasonable about the format and quantity of information asked for from colleagues as part of monitoring work

## 4.0 Link to Co-op values and behaviours

Well-being links to the following Co-op values and behaviours:

“Self-responsibility” and “Self-help”: colleagues are expected to take responsibility for their own health and well-being, and to flag concerns to their manager and seek to help themselves where possible, both at an individual level and collectively – for example, through workplace well-being groups. Our Trust and its academy leaders and governing councils have a part to play in providing information, tools, policies and procedures that will help to facilitate colleague well-being across our Trust.

“Show you care” and “Succeed together”: colleagues are expected to “look out for” the well-being of their colleagues. As a Trust we are at our strongest when we work to support each other to succeed.

## 5.0 Work Life balance

Work Life balance plays a key role in managing positive mental health and well-being inside and outside of work. Little everyday changes can make a big difference.

If a colleague feels work triggers are contributing to stress or lack of work life balance, they are expected to communicate this at an early stage to their Line Manager, who may seek support from HR. For further support and guidance on stress at work see section 6.0.

### Central calendars

Our Trust is mindful of the impact that centrally organised meetings, visits, appointments and information requests can have on its academies, and the need for academies to forward plan. To assist with this and to try and help ‘smooth’ the workload, it has created a centralised calendar for the academic year, with key dates and deadlines for each academy.

### Emails

There is no expectation that colleagues will work outside usual hours, however, it is recognised that the ability to work flexibly is appreciated by some colleagues. Colleagues need to be mindful of the potential impact on others if sending emails outside usual hours (weekends, evenings, school holidays, if a colleague is on annual leave), and should avoid doing so unless the matter is urgent.

GMail enables colleagues to “schedule send” at a later date or time (if a laptop is being used). Alternatively an email can be written and saved as a draft to send the following working day. This also gives the sender the opportunity to reflect on the content.

Colleagues may choose to include the following statement on their email signature *‘Receiving this outside of working hours? No need to reply; I’m just working flexibly.’* However, the preferred approach is that consideration is given as to whether emails really need to be sent outside working hours in the first place.

## 6.0 Preventing and Managing Stress at Work

Our Trust wants to support colleagues' wellbeing and recognises that work-related stress can affect our mental and physical health and emotional wellbeing.

Our Trust is committed to taking all reasonable steps to make sure that colleagues' health isn't put at risk because of too much pressure or excessive demands at work. Our Trust will work to ensure that:

- Your workload is reasonable
- You don't need to work excessive hours to get your job done
- You're given the training you need to do your job
- Your manager lets you know what's going on, especially when things might be changing

If a colleague tells someone they are experiencing symptoms of stress, our Trust/academy will take this seriously and carry out a stress risk assessment, take actions to reduce the workplace stressors as far as possible and signpost to other sources of support.

Any issues of bullying and harassment will be taken seriously and our Trust recognise that this can be a cause of stress – see the Dignity at Work Policy for more information.

### Telling us

If you're experiencing stress, we want you to tell us so we can help to do something about it. Stress can happen to anyone, and we know that it can affect people differently. So talk to your manager about things, so they can give you the support you need. You can mention it in your next one-to-one or ask to meet with them just to talk about this. Whatever works for you. We know that stress isn't always work-related, but we'll try to support you with things going on outside of work as well. The information you tell us will be treated sensitively and confidentially, please refer to [point 11](#) below for further information.

### Stress risk assessment

Your manager will talk to you about what you think is causing your stress and try to make any changes that are needed to your work or working environment to help. They'll complete a stress risk assessment with you (found in the [toolkit](#)), to help you both understand what's causing the problems and create a stress action plan around what could help.

They might also ask you if you're happy to be referred to occupational health. This is so we can get more information about what's causing your stress and how this is affecting you at work, and what we can do to help.

### Stress and formal processes

If your stress is a result of issues at work, then dealing with those will help to resolve things for you. If you're involved in a formal process at work, like a grievance or disciplinary, this can be stressful. But as with most things, getting the matter resolved can help ease any stress. So we'll try to help by progressing things as quickly as possible, in line with our processes.

### Stress outside work

If your stress is a result of issues at work, then dealing with those will help to resolve things for you. But if your stress is being caused, or affected, by things going on outside work, it'll help to try to sort those out too. Your manager might suggest that you speak to our Employee Assistance Programme, to get some help and advice about family or financial stressors. They may encourage you to go to your GP for support, if you haven't already. Please see the [stress at home toolkit document](#) for further information.

## Stress Tool kit resources

- 1 [Manager's guide to signs of stress and possible causes](#)
2. [How to Manage Stress \(whole school well-being, individual approach, group approach & risk assessment approach\)](#)
3. [Well-being reckoner](#) (to be completed by the colleague to assess level of stress and key themes)
4. [Guidance for the well-being reckoner](#) (information on the scores and what they mean)
5. [Individual Stress Action Questionnaire](#) (this document should be given to the colleague to complete then a meeting arranged to discuss the key areas. The Stress Action Plan document (below) should then be completed to outline the support which can be put in place.
6. [Guidance for managers on the stress questionnaire](#) (information about each trigger to help complete the Stress Action Plan document)
7. [Stress Action Plan](#) (to be completed with the colleague once they have completed the questionnaires above). Advice on reasonable adjustments can be sought from HR if needed.
8. [Whole school risk assessment](#) (a genuinely proactive approach to help highlight issues that may be hidden from management).

## 7.0 Mental Health and Well-being Support Available

### Health Assured - Employee Assistance Programme (EAP)

#### 24/7 Confidential Helpline

The EAP is a free, confidential, support service offered to all colleagues and members of their household. The advice line is run by trained counsellors and can offer support with relationship worries, difficulties at work, bereavement, stress, anxiety and depression. But it's much more than that, colleagues can also access financial and legal advice too.

After listening to the situation, the counsellor may provide immediate support over the phone. They may also suggest further support options to look into in your own time.

The service is delivered for us by a company called Health Assured, who are based in Manchester. Their confidential 24/7 advice line number is: 0800 028 0199

What to expect when calling the EAP and key phrases you could say can be found in [Annex 1](#).

#### Online support

The EAP also offers free online CBT (cognitive behavioural therapy) tailored to individual needs, with modules with interactive tools & activities that can be completed in your own time, covering topics such as resilience, sleep management, mindfulness, assertiveness, & stress management. This proactive and practical programme provides you with the tools and techniques to bring balance into your life.

#### Member assistance website

On the Health Assured website there's a wealth of information, tools and tips to help you improve your mental and physical wellbeing.

This includes:

- monthly webinars
- mini health checks
- downloadable 4-week programmes covering 17 different wellbeing topics
- fact sheets & articles for everyone, including line managers

You can sign onto the website [here](#) using the following details:

- Username = wellbeing
- Password = RealHighSave1

## Occupational Health Service

If a health issue is impacting someone at work, occupational health can help by offering independent medical advice. An Occupational Health Advisor will conduct an appointment (usually over the phone or by video) and a report will be produced with suggested recommendations. Please note that the report will be shared with the academy. This will help the academy make informed decisions and support a colleague who may be experiencing health issues.

A colleague may ask to be referred or this may be requested by management.

Referring someone to occupational health early means support can be put in place from the start and a more preventative approach can be taken.

## Wellness Action Plan by MIND

Wellness Actions Plans (WAPs) are an easy, practical way of helping colleagues to support their own mental health at work and managers to support the mental health of team members.

Everyone can complete a Wellness Action Plan, you don't need to have a mental health problem in order to feel the benefits. It just means that practical steps are in place to ensure someone is supported when they aren't feeling great.

The action plan can be used to help identify what keeps a colleague well at work, what causes them to become unwell and the support they would like to receive to boost well-being.

The MIND template can be downloaded to create a Wellness Action Plan [here](#). There is also a manager's guidance version which can be downloaded [here](#).

The Wellness Action Plan can be used informally in 1-1 meetings with a colleague and their Line Manager or further advice can be sought from HR in looking at reasonable adjustments and support.

## Trust well-being & benefits portal

Further information on all the above can be found on our Trust's colleague portal in the well-being and benefits section [here](#). You will also find useful links to other well-being benefits such as free eye tests, cycle to work scheme and gym discounts.

## **Mental Health First Aiders (MHFA)**

Our Trust is working towards each academy having at least one trained Mental Health First Aider. MHFAiders are trained to listen, reassure, and respond, even in a crisis – and can potentially avert a crisis from happening. They can do this by recognising warning signs, and they have the skills and confidence to approach and support someone experiencing mental ill-health.

A mental health first aider's role in the workplace is to act as a first point of contact for people with mental health concerns, being someone to talk to when they are struggling. A mental health first aider also acts as an advocate for mental health in the workplace, helping to reduce stigmas and enact positive change.

Mental health first aiders are not trained therapists or counsellors, and cannot give a clinical diagnosis as to what mental health issue a person is suffering from. They should not be seen as a replacement for proper treatment of mental health issues but rather someone who can support and signpost on to the appropriate help and support ('first aid').

## **External support**

A full list of external support and tailored resources can be found in Appendix 2.

## **8.0 Advice on supporting your co-workers**

Relationships at work are important and useful in creating a support system to look out for each other's mental health and well-being. If a colleague's performance and/or attitude has changed recently this should not be assumed as mental illness. Negative changes could indicate a number of things; for example a colleague is experiencing a serious life stressor rather than a mental illness.

As a colleague of a person who may be struggling, it is a good position to express concern and encourage them to seek help. If someone does reach out the best and first thing to say is "Thank you for trusting me with this, I appreciate you letting me know" and provide positive reinforcement.

If speaking to a colleague, find a private setting and if you feel comfortable in doing so express any concerns for well-being and keep any descriptions behaviour based. Guide the colleague towards a Mental Health First Aider in your academy or to contact Employee Assistance. Suggest the colleague should reach out to a resource to get further support such as family, friends or their GP.

Offering advice or solutions - even well intentioned advice - can sometimes come across the wrong way depending on the context of the situation. Colleagues should default to offering assistance to help the person find a professional, such as an MHFA or calling the EAP helpline or their GP.

Personal information a colleague may have shared should not be shared with others unless they may be at risk of harm to themselves or others. Please refer to [10.0 what to do in a crisis situation](#), if this is the case.

## 9.0 Manager guidance

A manager is responsible for looking out for the wellbeing of their team. They are in a unique position; they know their team best and could pick up on early signs of poor mental health and well-being. A manager can then offer early support and help drive positive mental health and well-being within their team.

### Health Assured - manager support

Health Assured offers information to support a manager in doing this. Their online hub offers a wide range of guidance and resources around mental health.

A manager can also call the EAP advice line to gain support in managing someone they may be worried about in their team (0800 028 0199).

### Manager guidance - Wellness Action Plan

Mind's Wellness Action Plan is a useful tool to open the conversation up about mental health. Someone doesn't need to have a mental health problem to use this tool - it also helps identify how an individual's well-being can be proactively improved.

As a manager the wellness action plan can:

- help structure and start conversations about mental health with your employees
- help understand your employees' experiences and needs
- help with identifying and considering reasonable adjustments
- help ensure employees returning to work after absence are appropriately supported
- show new starters that you are committed to their wellbeing

The manager's guide with the Wellness Action Plan template can be found [here](#). A meeting should be arranged with the colleague to talk through each point and look at support which can reasonably be put in place.

A manager should speak to HR if they need further information to help support someone who is struggling in their team.

## 10.0 What to do if you or someone is in crisis

If someone is unable to keep themselves safe and needs immediate help, use the emergency services. You can do this by calling 999 for an ambulance or going to the nearest Accident & Emergency (A&E) department.

If you're not sure which crisis service they need, Mind has information on other crisis services. [This page](#) lists the telephone numbers and contact details for a number of support services.

Encourage the person to seek professional help, dependant on the situation, such as arranging an emergency GP appointment, or contacting the Samaritans crisis line on 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)

Mind provides [guidance and information](#) on how to help support someone in a crisis situation, depending on the situation.

If someone is a risk to themselves or others and is too unwell to be in work, medical suspension could be a possibility. Please seek support from your Hub HR Manager around this type of situation.

## 11.0 Sensitivity and Confidentiality

Your mental health condition (with or without request for reasonable adjustments) is confidential information. Your confidential information will not be shared with any individuals other than your direct line manager, Headteacher / Principal and HR, unless deemed necessary to facilitate a reasonable accommodation or due to safety concerns as below.

In the event a reasonable accommodation can only be granted with the help and support from another party, consent from you will be gained in order to do so.

### Who needs to know?

#### Line Manager

You communicate often with your Line Manager. This frequent interaction has the potential to play a large role in your wellbeing and the impact your work has on your mental health condition, and vice versa.

#### Human Resources and Principal / Head Teacher

Any request for reasonable accommodations will be reviewed and approved by your Line Manager and Principal / Head Teacher with advice sought from HR if required.

### Who wants to know?

The colleagues you work closely with may want to know about your mental health condition. It is your sole discretion whether or not you wish to share that information with any other individual or coworkers. Your family, friends, and loved ones outside of work may want to know about your mental health condition.

Peer support plays an invaluable role for individuals suffering from a mental health condition. From treatment to recovery, support from those you share mutual love and trust with can help. Suffering from a mental illness or disability can be one of the most difficult experiences in someone's life, you don't have to face it alone.

### Confidentiality and safety

If you disclose information that results in concerns for your safety this may need to be passed onto the relevant person so that you receive the most appropriate support. In a crisis situation your emergency contact may need to be made aware, you will be informed if this is the case. If there is someone else you would like us to contact in this type of situation, please let us know.

## 12.0 Review

This policy will be reviewed every three years, or when required due to changes in legislation.

## Annex 1 - What to expect when calling the Health Assured Advice Line

Making the first call can sometimes feel daunting and you may be unsure what to expect or what to say. The below is some further information and possible key phrases to say and use.

Calls are answered by Health Assured's clinical frontline staff, based in Manchester. When you call, you'll get through to a qualified counsellor who'll listen to whatever's on your mind. Your counsellor will then tell you about the options available to you. And you can trust that everything you tell them will be kept confidential; they won't tell us or anyone else that you've called. The only reason they may need to pass on information is if you or someone else is at risk of harm - but they'll always tell you about this first. By talking things through with your counsellor, you'll be supported to make informed decisions to better handle your situation.

### What to say when you call

When you first call the advice line (0800 028 0199) say you work for Co-op Academies Trust and you have this service provided through your employer. If a family member is calling they just need to say their family member works for our Trust.

You do not need to give a membership number and this service is provided through your organisation. The trained counsellor will then ask how they can help and will listen.

You can call the number as many times as you like, for as long as you like. Lines are open 24/7 so if you have a worrying thought in the middle of the night or want to talk something through they are there to listen.

More details are in the [Employee Guide](#)

## Annex 2 - Mental health and well-being support links and signposting

### MIND

MIND is the leading mental health charity in England and Wales, providing information and support to those affected by mental distress, as well as campaigning to improve policy and attitudes.

Mind Infoline: 0300 123 3393; Email: [info@mind.org.uk](mailto:info@mind.org.uk)

Legal Advice Line: 0300 466 6463; Email: [legal@mind.org.uk](mailto:legal@mind.org.uk)

020 8519 2122 (England); 029 2039 5123 (Wales) [www.mind.org.uk](http://www.mind.org.uk)

Find all of Mind's information and factsheets here: <https://www.mind.org.uk/information-support/>

### EDUCATION SUPPORT

Education Support is the only UK charity dedicated to supporting the mental health and wellbeing of teachers and education staff in schools.

<https://www.educationsupport.org.uk/>

Helpline: 08000 562 561

Find resources on mental health topics here:

<https://www.educationsupport.org.uk/resources/for-individuals/>

Specialist external support:

### ANGER AND ABUSE

Mind Anger, information on possible causes, treatment and tips for helping yourself:

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/anger/about-anger/>

Respect: information and support for people who are worried about their violent or aggressive behaviour towards loved ones, and for male victims of domestic abuse.

[www.respect.uk.net](http://www.respect.uk.net)

Women's Aid Live Chat support, Information and support for women and children who have experienced domestic abuse, including support by live chat, a directory of local services and a forum.

[www.womensaid.org.uk](http://www.womensaid.org.uk)

## ANXIETY AND PANIC ATTACKS

Mind Anxiety and panic attacks, information on possible causes, treatment and tips for helping yourself:  
<https://www.mind.org.uk/information-support/types-of-mental-health-problems/anxiety-and-panic-attacks/about-anxiety/>

Anxiety UK: <https://www.anxietyuk.org.uk/> Help line: 03444 775 774 Text service: 07537 416 905

## ALCOHOL & DRUGS

Alcohol and drugs mental health support from Mind:  
<https://www.mind.org.uk/information-support/types-of-mental-health-problems/drugs-recreational-drugs-alcohol/about-recreational-drugs/>

Alcoholics Anonymous offer area support meetings

National Helpline: 0845 769 7555

Email: [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk) [www.alcoholics-anonymous.org.uk/](http://www.alcoholics-anonymous.org.uk/)

Adfam, Information and support for friends and family of people with drug or alcohol problems.

[www.adfam.org.uk](http://www.adfam.org.uk)

## BEREAVEMENT AND GRIEF

Cruse Bereavement Care helpline for bereaved people and those caring for bereaved people

Telephone Helpline: 0808 808 1677

Website: <https://www.cruse.org.uk/>

Mind Greif, where to go for support:  
<https://www.mind.org.uk/information-support/guides-to-support-and-services/bereavement/about-bereavement/>

The Good Grief Trust, a charity run by the bereaved, helping all those suffering grief in the UK. Can help you find reassurance, advice and support. They have a detailed page of coronavirus bereavement advice.

[www.thegoodgrieftrust.org](http://www.thegoodgrieftrust.org)

## BI-POLAR

Bi-Polar UK is a national user-led organisation and registered charity for people whose lives are affected by Bi-Polar.

Telephone: 020 7931 6480 [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

Email: [info@bipolaruk.org.uk](mailto:info@bipolaruk.org.uk)

## DEBT

StepChange Debt Charity provides help for anyone in debt or concerned they may fall into debt

Freephone 0800 138 111 [www.stepchange.org](http://www.stepchange.org)  
(including all mobiles)

Email: [www.stepchange.org/Contactus/Sendusanemail.aspx](http://www.stepchange.org/Contactus/Sendusanemail.aspx)

## DEPRESSION

Mind depression, information on possible causes, treatment and tips for helping yourself:

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/depression/about-depression/>

Depression UK, a depression self-help organisation made up of individuals and local groups.  
[www.depressionuk.org](http://www.depressionuk.org)

## MENOPAUSE

[Trust guidance on menopause](#)

<https://www.menopausematters.co.uk/> - An independent, clinician-led site aiming to provide accurate information about the menopause.

<https://www.menopause-exchange.co.uk/> - Resource for unbiased information on the menopause.

<https://www.nice.org.uk/guidance/ng23> - Guidelines to improve the consistency of support and information provided to women in menopause.

<https://www.nhs.uk/conditions/menopause/> - information on symptoms and treatment.

## NUTRITION

Mind, food and mood:

<https://www.mind.org.uk/information-support/tips-for-everyday-living/food-and-mood/about-food-and-mood/>

## OCD

Mind OCD; information, treatment and tips for helping yourself:

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/obsessive-compulsive-disorder-ocd/about-ocd/>

OCD Action, Information and support for people affected by OCD and hoarding, including online forums and local support groups.

0300 636 5478 [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

OCD UK Charity run by and for people with OCD.

03332 127890 [www.ocduk.org](http://www.ocduk.org)

### RELATIONSHIP COUNSELLING

Relate offer relationship counselling and mediation for individuals and couples Telephone: 0300 100 1234 [www.relate.org.uk](http://www.relate.org.uk)

### STRESS

Teacher Support Network is an independent charity that provides practical and emotional support to trainee, serving and retired teachers and their families

24/7 Support Line: 08000 562 561 (UK); 08000 855 088 (Wales)

Email: [support@teachersupport.info](mailto:support@teachersupport.info) [www.teachersupport.info/](http://www.teachersupport.info/)

Mind Stress, what it is, how it can affect you and how to help:

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/stress/what-is-stress/>

Stressbusting, Information about stress, including causes, treatments and coping techniques.

[www.stressbusting.co.uk](http://www.stressbusting.co.uk)

### SCHIZOPHRENIA

Rethink Mental Illness (formerly National Schizophrenia Fellowship) is the largest mental illness charity in the UK and is dedicated to improving the lives of everyone affected by severe mental illness, whether sufferers, carers or professionals working in the mental health field Advice Line:

0300 5000 927 [www.rethink.org](http://www.rethink.org)

Supporter Care: 0121 522 7702 Email: [advice@rethink.org](mailto:advice@rethink.org)

### SUICIDE, SELF HARM AND EMOTIONAL CRISIS

SANE offer emotional and crisis support for people suffering from mental health problems, their friends and families

Telephone: 0845 767 8000 [www.sane.org.uk](http://www.sane.org.uk)

Email: [www.sane.org.uk/resources/contact\\_us](http://www.sane.org.uk/resources/contact_us)

Samaritans offer 24-hour confidential and emotional support for anyone in crisis

Telephone: 08457 909090 [www.samaritans.org.uk](http://www.samaritans.org.uk) Email:  
[jo@samaritans.org](mailto:jo@samaritans.org)

Harmless, User-led organisation that supports people who self-harm, and their friends and family.

[www.harmless.org.uk](http://www.harmless.org.uk)

## SMOKING

Quit offers friendly help, advice and support on how to stop smoking

Telephone: 020 7553 2100 <http://www.quit.org.uk/> Email:  
[stopsmoking@quit.org.uk](mailto:stopsmoking@quit.org.uk)