

Changing the conversation on mental health

Paul Farmer, Chief Executive

We're Mind, the mental health charity.
We're here to make sure anyone with a
mental health problem has somewhere to turn to
for advice and support.



We give advice and support

Through our network of over 140 local services, we reach over 400,000 people each year

We offer:

- Counselling
- Training
- Supported housing
- Art therapy
- Debt advice
- Employment services
- Advocacy
- Ecotherapy



140+ local Minds across England and Wales



- 440,000 people supported
- Combined income of c£97m
- 2,500 staff and 7,000 volunteers
- More than 1100 trustees
- People living with mental health problems involved in the running of all local Minds

We listen and understand

- Our online peer support network has over 10,000 users
- Over 6.5 million visits to our website
- Our helplines respond to 50,000 calls annually

We speak out



"1 in 4 people, like me, have a mental health problem. Many more people have a problem with that."

time to change
We can make mental health a conversation

You can help. Find out how at www.time-to-change.org.uk



BBC NEWS UK

26 September 2013 Last updated at 07:21

Asda 'mental patient' costume withdrawn from sale online

Mental Patient Fancy Dress Costume
£20.00

Select colour, size & quantity

Colour: 101 M
Size: S/M/L/XL
Quantity: 1

ADD TO BASKET

Asda's 'Mental Patient' costume was the subject of a row over its design

Supermarket chain Asda has apologised and withdrawn a Halloween outfit it was selling online as a "mental patient fancy dress costume", after criticism.

BBC NEWS UK

Home World UK England & Ireland Scotland Wales Business Politics Health

Archbishop Welby's daughter on mental health stigma

8 October 2014 Last updated at 10:25 BST

Ruthanne Welby-Hoskins, the 16-year-old daughter of Canterbury's Archbishop, has lived with depression since she was 12 and says the experience has helped her to understand others who are struggling with their mental health.

She made a film for the BBC's Newsnight programme about the way mental health is portrayed in the media and how attitudes are changing.

THE Sun

I GOTTO £20,000
Sun LOTTO

JOIN SUN+ FOR CHANCE TO WIN TEN FROM PRIZES

EXCLUSIVE INVESTIGATION

1,200 KILLED BY MENTAL PATIENTS

Shock 10-year toll exposes care crisis

Tam's a man eater
He smokes when he wants

THE TIMES Banking and Finance

News Opinion Business Money Sport Life Arts Puzzles Features

Bank signs up to help tackle mental health stigma in City

Article Summary: Bankers' anxiety

The Bank of England has pledged to stamp out stigma surrounding mental illness at the organisation, with executives admitting that the financial crisis has taken its toll on the Bank's staff.

They say that many of its 5,500 employees have suffered from stress and "the demands of work" since 2008, after working under intense pressure to keep the banks afloat.



Mental health on the political agenda

-Teresa May 'there is not enough help to hand for people with mental health problems' in her first speech as PM.

-Jeremy Hunt continues as the Secretary of State for Health but is now also personally responsible for mental health. This sends a strong message that mental health will be high on the political agenda

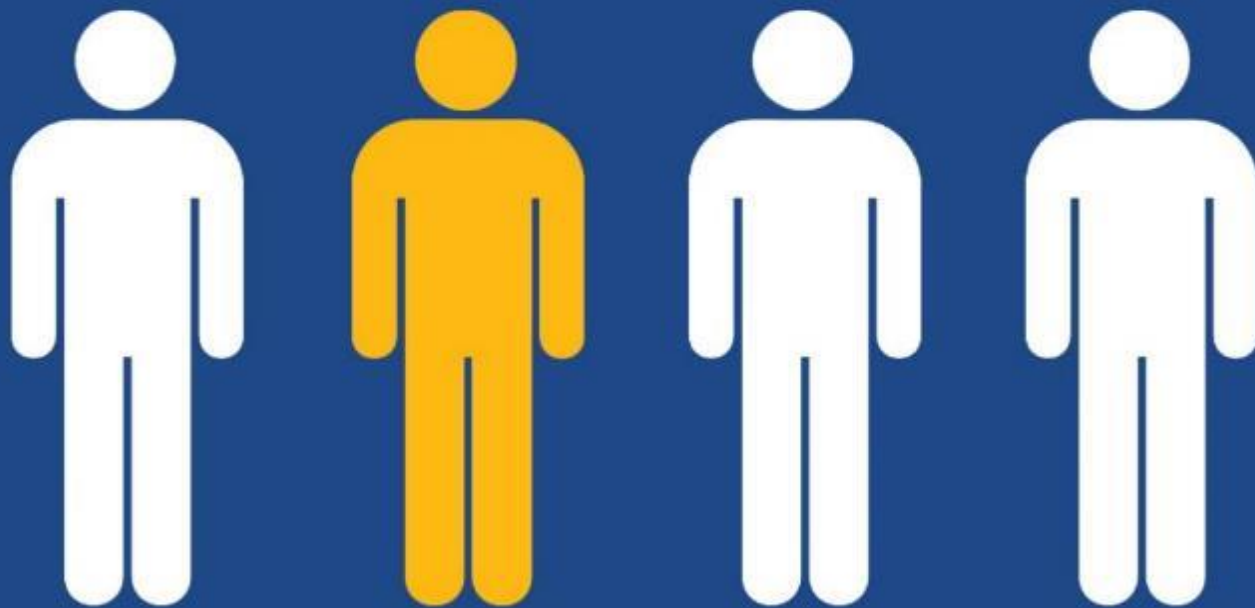


Reaching new audiences



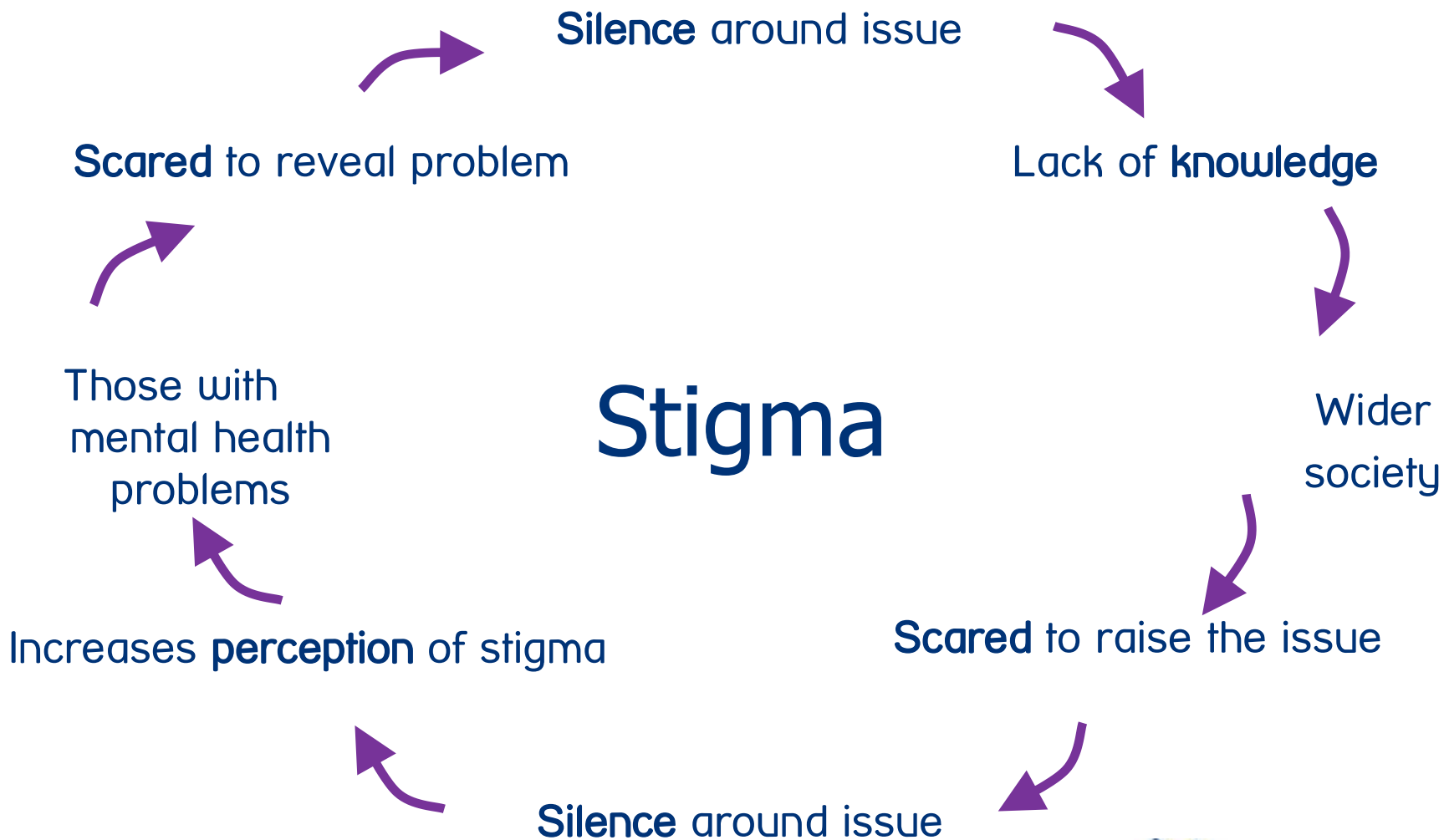
Mental health is
everyone's business

1 in 4 people experience a mental health problem in any given year



- We **all** have mental health
- **1 in 4** people will experience a mental health problem in any given year
- Mental ill health is **indiscriminate**
- By 2020, depression will be the **second most common** cause of ill health worldwide

But people don't talk
about it...



Time to Change programme

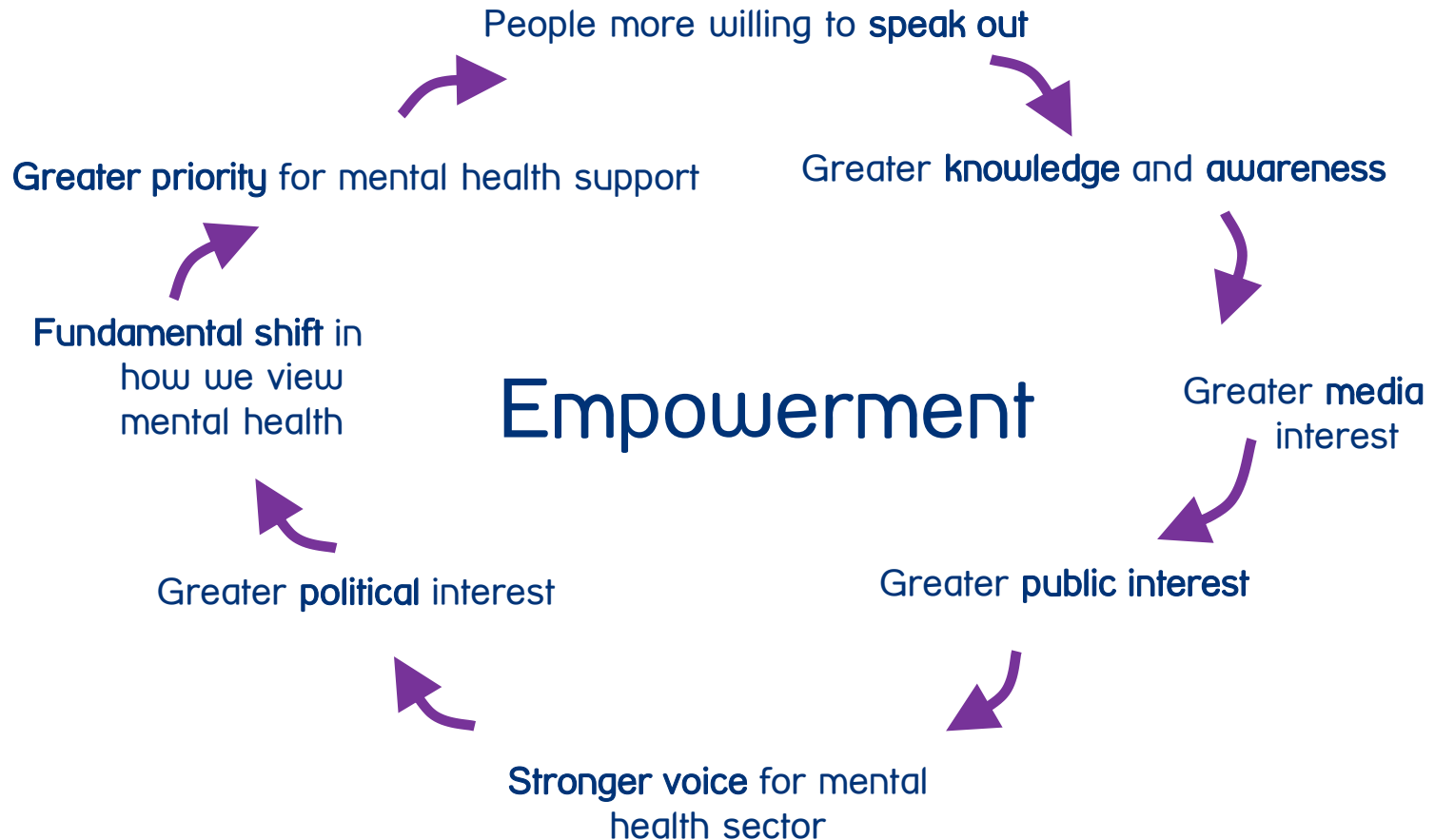
- England's biggest programme to end the stigma and discrimination faced by people with mental health problems
- Run by Mind and Rethink Mental Illness and funded by the Department of Health, Comic Relief and the Big Lottery Fund

time to change

let's end mental health discrimination







Living with stigma is
often worse than the
illness itself...

Time to Change poll data

Stigma and discrimination faced by an individual with a mental health problem is often worse than the illness itself:

- 60% of people said that stigma and discrimination are as damaging or more damaging than the symptoms of their mental health problem
- 35% of respondents said that stigma had made them give up on their ambitions, hopes and dreams for their life
- 27% said stigma had made them want to give up on life

Stigma in the workplace...



Nearly half of people **(49%)** said they would feel uncomfortable talking to an employer about their mental health.



What is the current picture
in workplaces?

Mental health at work

- Right now **1 in 6 workers** is dealing with anxiety, depression or stress
- Work is the **most stressful factor** in people's lives
- **40 per cent of employers** view workers with mental health problems as a 'significant risk'

What are the causes?

- Issues with management
- Excessive workload and unrealistic targets
- Not enough support from colleagues
- Job insecurity



Work/life balance

- 1 in 5 felt work has put a strain on their relationship
- 11% had missed important events like birthdays and weddings
- 13% check work emails when out with family
- 24% have been contacted by their employer while on holiday
- 53% said it had affected their sleep
- 36% experience Sunday night blues

Culture of silence

- **Eight in ten** employers have no mental health policy to help staff sustain good mental health
- **1 in 5** workers have called in sick due to stress but **95%** gave a different reason to their boss
- Managers **want to do more** to improve staff mental wellbeing
- Staff would feel **more loyal and committed** if their employer took action on staff wellbeing
- So employers need to take the first step and **make it a priority**

Where do we need to get to?

- Our goal is to mainstream good mental health and make it core business for all employers
- Everyone is supported to have good mental health at work, no matter where they are on the spectrum
- People get appropriate support when they are experiencing a mental health problem

“Open and supportive workplaces benefit everyone – employees, employers and the bottom line”

How to create a mentally healthy workplace...



Promote wellbeing

A comprehensive mental health strategy will create an open and supportive working environment

Three-pronged approach

1. Promote wellbeing
2. Tackle work-related mental health problems
3. Support employees with mental health problems

Senior leadership across the organisation is crucial

This is *me*

Promote wellbeing

- Get mental health on the agenda and build mental health literacy
- Strong leadership – positive, open and clear culture which values staff
- Support flexible working where possible
- Promote open dialogue and involve staff in decision-making
- Invest in your staff
- Promote physical and social activities
- Encourage peer support and buddy systems

Tackling the causes

- Routinely take stock of organisation's mental health and wellbeing
 - Organisational level
 - Team level
 - Individual level
- Ensure line managers are supported and confident on mental health
- Organise work efficiently and effectively and clearly communicate responsibilities and expectations
- Consider the physical environment
- Publicise internal and external support



Supporting employees

- Develop tailored support for individuals when needed. A useful tool is developing an Action Plan that covers:
 - What keeps you well at work
 - Workplace triggers and early warning signs
 - Impact of mental health problem on performance
 - Steps for the line manager to take
 - Steps for the individual to take
- Put in place support measures and workplace adjustments

What can you do for your team?

1. Lead by example
2. Build your confidence on mental health
3. Normalise mental health
4. Take stock
5. Be available to your staff
6. Treat people as individuals and don't judge
7. Embed employee engagement
8. Create opportunities for coaching, learning and development
9. Promote positive work relationships
10. Raise awareness



A woman with long red hair and blue eyes is looking off to the side with a thoughtful expression. She is wearing a grey patterned cardigan over a black top and holding a white cup. In the foreground, the back of a person with dark curly hair wearing a purple shirt is visible, and to the right, the side of a person in a white lab coat is partially seen. The background is a kitchen with a white wall and a round light fixture.

How do I know if someone
needs support?

Potential indicators

- Changes in people's behaviour or mood or how they interact with colleagues
- Changes in their work output, motivation levels and focus
- Struggling to make decisions, get organised and find solutions to problems
- Appearing tired, anxious or withdrawn and losing interest in activities and tasks they previously enjoyed
- Changes in eating habits or appetite
- Increased smoking or drinking





How to take care of your
own mental health...

Building your resilience

- Do stuff to boost your wellbeing
- Build social connections
- Find ways to cope that work for you



Top tips at work

- Take your lunch break and get some fresh air
- Be honest if expectations are unrealistic
- Make the most of supervisions and one-to-ones
- Reflect on your achievements each day
- Talk to colleagues, friends and family



If you are feeling overwhelmed...

- Learn some relaxation techniques
- Take a deep breath and some time out
- Communicate if you need help



Having a work/life balance

Are you often the last to leave work? Do you do extra work outside of working hours?

- Create clear boundaries between work and home
- Refresh your 'to do' list at the end of the day
- Use the time on your commute home to wind down from work
- Make sure you're maintaining a life outside of work



How we can help

Mind, Bank Workers Charity (BWC) & Lloyds Banking Group

Mind & BWC co-created a blended training programme with the goal of changing manager behaviours and the wider culture on the subject of mental health within call centres. This was piloted with 4 banks including LBG

This programme is now going to be extended with LBG to include:

- Core programme – digital learning for all line managers
- Enhanced programme - additional resources, face-to-face training and quarterly webinars for line managers
- Train the trainer programme – to be rolled out
- Peer-to-peer support – to be built into the programme for achieve sustainability



Workplace Wellbeing Index

Introducing our benchmark of best policy and practice in workplace mental health

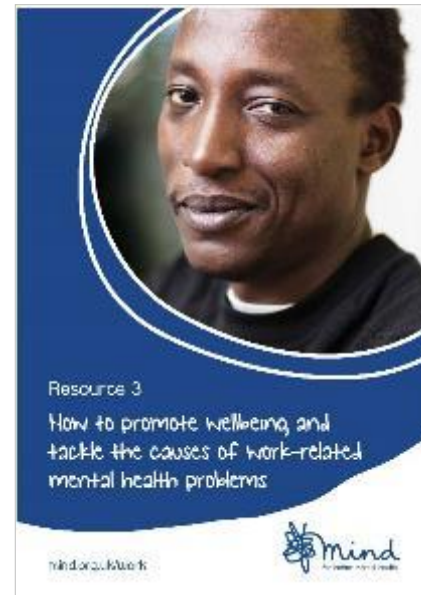
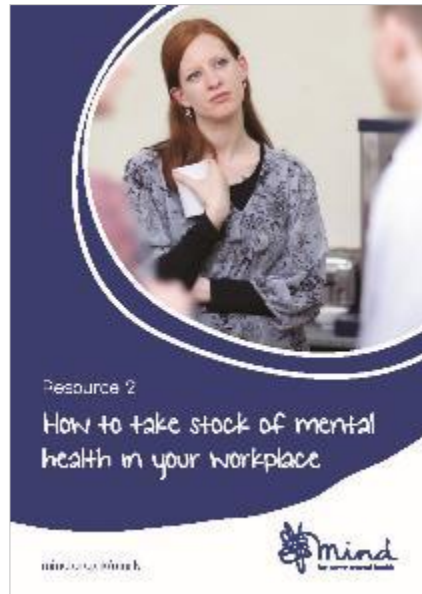
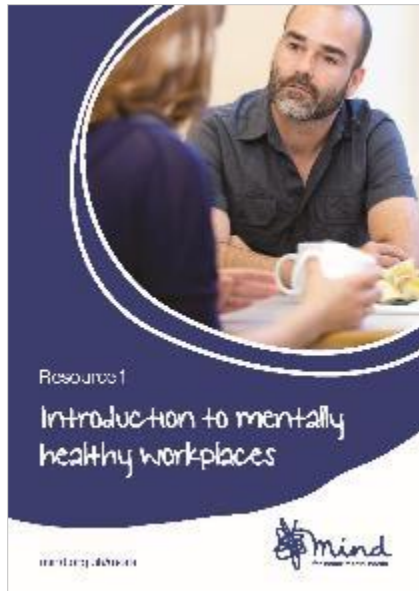
On September 12 2016, we officially launched a public Index recognising good mental health policy and practice in workplaces across the UK and Channel Islands and providing guidance on how to improve

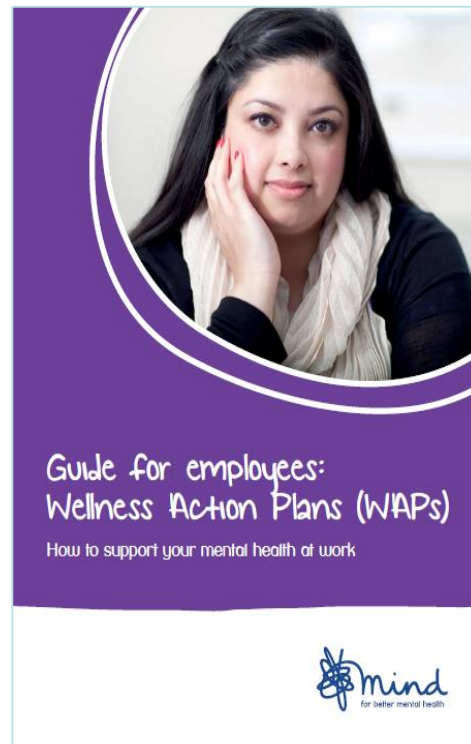
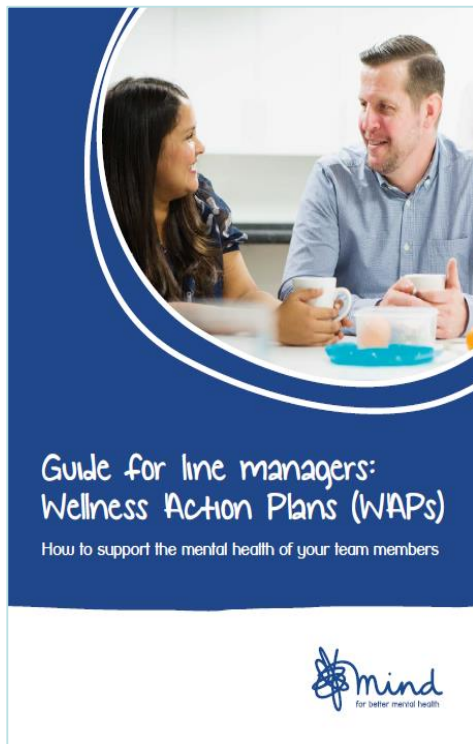
The Index will robustly assess where the gaps lie between an organisation's approach and staff perceptions of mental health policy and practice



Resources for employers

- Free e-newsletter with our latest updates
- Free guides for employers



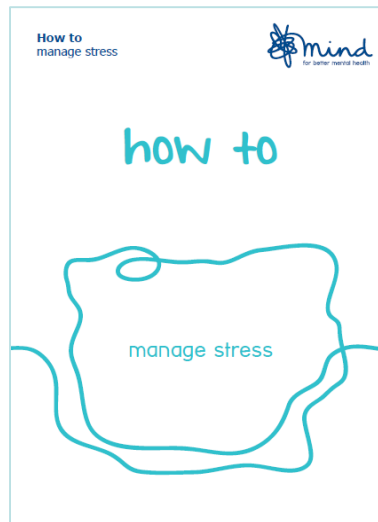
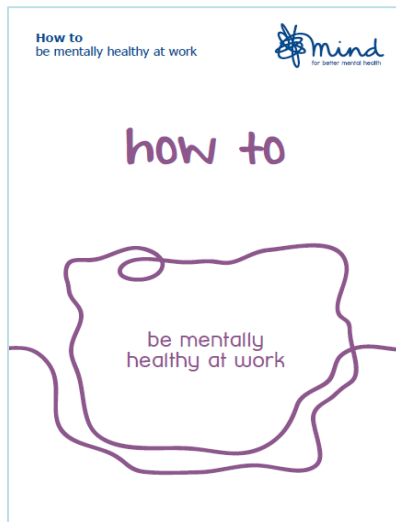


Guides to developing a WAP



Support for individuals

- Local Minds – counselling services, job retention services
- Elefriends – our online community
- Mind Infoline and Legal Advice Service
- Free resources for employees on managing their mental health at work



Any questions?



To find out more:

mind.org.uk/work for information and resources
on mental health at work

mind.org.uk for general information

Contact: work@mind.org.uk
020 8215 2231

