Stress Management

**GUIDANCE UHSG/SM/2021**

Health & Safety Guidance

Table of Contents

[1. Introduction 3](#_Toc76033025)

[2. Who is the Guidance aimed at? 3](#_Toc76033026)

[3. Guidance 4](#_Toc76033027)

[Toolkit for Supervisors, Line Managers and Managers 4](#_Toc76033028)

[Using the HSE Management Standards; a checklist to aid risk assessment 5](#_Toc76033029)

[Example Stress Risk Assessment 6](#_Toc76033030)

[Checklist to aid a discussion on work-related stressors between a Line Manager & employee 10](#_Toc76033031)

[4. Relevant Training courses 12](#_Toc76033032)

[5. Internal Sources of Support 13](#_Toc76033033)

[Other useful links 14](#_Toc76033034)

[Other relevant policies 14](#_Toc76033035)

[Student Services: 14](#_Toc76033036)

[6. External Sources of Support on Stress 15](#_Toc76033037)

[Help with non-work stressors 15](#_Toc76033038)

[Support for mental health problems 16](#_Toc76033039)

**Stress Management Guidance**

# 1. Introduction

This Guidance supports the University’s [Stress Management Policy](https://intranet.birmingham.ac.uk/hr/wellbeing/worksafe/policy/hspolicies.aspx)by providing tools, checklists and resources which will help managers and other duty holders implement the Policy. This [Guidance](https://intranet.birmingham.ac.uk/hr/wellbeing/workhealth/stress-management-guidance.aspx) is also available as a web resource.

# 2. Who is the Guidance aimed at?

The guidance is aimed at those identified in the University’s [Stress Management Policy](https://intranet.birmingham.ac.uk/hr/wellbeing/worksafe/policy/hspolicies.aspx) as being responsible for specific duties related to managing stress. This includes all members of staff (including Post Graduate Researchers) that work for the University.

|  |  |
| --- | --- |
| Groups and Committees | * University Health and Safety Executive Group (UHSEG) * College and Professional Services Health and Safety Management Committees * Occupational Health Advisory Group (OHAG) * Joint Safety Advisory Committee (JSAC) |
| Duty holders | * Heads of College, Directors of Professional Services Departments * Senior Managers * Supervisors, Managers, and Line Managers * Employees including Post Graduate Researchers |
| Support | * HR Workplace Wellbeing * Contracted Employee Assistance Programme (EAP) * HR People and Organisational Development (POD) * HR Advisory Services and other areas of HR * Student Services * External agencies |

# 3. Guidance

## Toolkit for Supervisors, Line Managers and Managers

The Stress Risk Assessments described in the Policy can be completed as a generic risk assessment or for an individual. There is also guidance available for managers on how to carry out Stress Risk Assessments.

1. Stress Risk Assessments
   1. [Flowchart of the process of stress risk assessments for processes, roles and teams](https://intranet.birmingham.ac.uk/hr/documents/public/wellbeing/process-of-proactive-stress-management-flowchart-july-2021.pdf)
   2. [Flowchart of the process for an individual stress risk assessment](https://intranet.birmingham.ac.uk/hr/documents/public/wellbeing/flowchart-to-support-individual-stress-risk-assessment-july-2021.pdf)
   3. [Risk Assessment templates](https://intranet.birmingham.ac.uk/hr/wellbeing/worksafe/topics/riskassessment.aspx)
   4. [Carrying out Risk Assessments](https://intranet.birmingham.ac.uk/hr/documents/public/hsu/hsuguidance/17RA1.pdf)
2. Guidance on mental health for Managers

A guidance document is also available which covers Mental Wellbeing at work in more detail. This provides staff and managers with guidance about creating a mentally healthy workplace.

1. [Advice to managers on mental ill health conditions](https://intranet.birmingham.ac.uk/hr/wellbeing/workhealth/mental-health-and-the-workplace.aspx)
2. [Mental Health Support](https://intranet.birmingham.ac.uk/hr/wellbeing/workhealth/Mental-Health-Support.aspx)
3. The HSE Competency Indicator tool developed by the HSE referenced in the Stress Management Policy, is below. This is intended to help managers to reflect on the competencies needed to deal with work related stress and whether they would benefit from any professional development in any areas.
4. [Stress Management Competency indicator tool](https://www.hse.gov.uk/stress/mcit.pdf)
5. Monitoring and Auditing

Further information and the link to the HSE’s Stress Indicator Tool, which can be useful to survey groups of staff by location or role to identify any areas, within the Management Standards, where additional attention or mitigation may be indicated.

* 1. [HSE Management Standards Indicator Tool](https://www.hse.gov.uk/stress/standards/step2/surveys.htm)

1. HSE Further Guidance
   1. [Guidance on the Management Standards – Are you doing enough?](https://www.hse.gov.uk/stress/assets/docs/suggestions.pdf)
   2. [Talking Toolkit](https://www.hse.gov.uk/stress/assets/docs/stress-talking-toolkit.pdf)
   3. [Management Standards](https://www.hse.gov.uk/stress/standards/)
   4. Tackling work-related stress using the [Management Standards approach - A step-by-step workbook](https://www.hse.gov.uk/pubns/wbk01.pdf)
   5. [Action Plan Template](https://www.hse.gov.uk/stress/assets/docs/actionplan.pdf) with a worked example for demands
   6. [Advice for managers on mental ill health conditions](https://www.hse.gov.uk/stress/mental-health-line-managers.htm) has been developed by the HSE to guide managers on the actions to take.
2. Templates, checklists and worked examples
   1. Using the Management Standards; a checklist to aid risk assessment
   2. Worked example of a stress risk assessment
   3. Checklist to aid a discussion on work related stressors; between a Line Manager and employee (based on HSE’s Return to Work Questionnaire)

## Using the HSE Management Standards; a checklist to aid risk assessment

|  |  |
| --- | --- |
| HSE Stressor and Aspects of Work to Consider | Comments |
| **Demands of the job** |  |
| Is the amount of work that people are required to undertake adequate and achievable? |  |
| Do people’s skills and abilities match their job demands and are opportunities provided for them to develop knowledge and skills? |  |
| Is appropriate training provided for the job/s (including training when  job requirements change or new technology is introduced)? |  |
| Are people clear about how their job contributes to the overall function of the Department or College and how it links with other jobs? |  |
| Are regular meetings held with individuals to discuss work Plans and address their concerns? |  |
| **Control of the work environment** |  |
| Are employees encouraged to use their skills and initiative |  |
| Are employees encouraged to give feedback and involved in decision-making and how the work is carried out |  |
| Is the PDR process used to encourage development of new skills and to undertake new and challenging pieces of work, agreeing personal objectives, training and development plans |  |
| Is important University wide information regularly communicated to  employees |  |
| **Support to do the job** |  |
| Do employees know what support is available and how and when to access it? |  |
| Do employees know how to access the required resources to do their job? |  |
| Are employees provided with regular constructive feedback? |  |
| Are one to one meetings held so that employees have the opportunity to raise any issues and express concerns confidentially? |  |
| Are employees PDR’s conducted in a timely manner? |  |
| **Relationships within the workplace** |  |
| Are positive behaviours provided at work to avoid conflict and ensure fairness? |  |
| Is the sharing of information, relevant to their work, encouraged with and between employees? |  |
| Are employees familiar with policies and procedures to prevent and  resolve unacceptable behaviours and where to access them? |  |
| Is the environment one where employees feel safe to report unacceptable behaviour? |  |
| **Role within the University** |  |
| Is sufficient clear information provided to enable employees to understand their role and responsibilities? |  |
| Do employees have an up to date job description? |  |
| Are there mechanisms for concerns to be raised about uncertainties or conflicts they may have in their roles and responsibilities? |  |

## Example Stress Risk Assessment

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Site |  | **Department** |  | | **Version / Ref No.** |  |
| **Activity Location** |  | **Activity Description** | **Work Related Stress** | | | |
| **Assessor** |  | **Assessment Date** |  | **Date of Assessment Review** |  | |
| **Academic / Manager Name** |  | **Academic / Manager Signature** |  | | | |

GENERAL HEALTH AND SAFETY RISK ASSESSMENT FORM

| Hazard Assessment | | | | Control Assessment | | | | | | | | | | Actions | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Hazard Category | Hazards Identified | Who might be harmed?  Staff  Students  Contractors  Others | How might people be harmed? | Existing Control Measures | Initial Risk Rating | | | Are these adequate?  Yes/No | Changes to/ Additional Controls | Residual Risk Rating | | | | Owner | Due  Date | Action Complete |
| S | L | R | S | L | R |  | |
| Organisational | Demands | Staff | Staff unable to cope with the demands of their jobs | Staff are trained and competent in their roles  Work planning on the ratio of students to staff is reviewed annually to ensure these are adequate |  |  |  |  | Monitoring of workloads  Taking on additional resource at busier times of the year  Monitoring whether there is an area or job that has higher amounts of absence  Review sickness absence data within the area with the risk assessment - discuss with team to feedback issues and ideas |  |  |  |  | |  |  |
| Organisational | Control | Staff | Staff unable to have a say about the way they do their work | Regular team or forums/Town Hall are held to keep staff informed  Staff asked about how they feel about their work regularly |  |  |  |  | Use of PDR process to encourage development of new skills and to undertake new and challenging pieces of work, agreeing personal objectives, training and development plans |  |  |  |  | |  |  |
| Organisational | Support | Staff | Staff do not receive adequate information and support from their colleagues and superiors | Details of EAP promoted to all staff – by emails, posters, intranet and awareness sessions  Staff are supported on return to work after longer periods of absence and for any stress-related absence  A referral to Occupational Health is considered for anyone identifying or absence due to stress (work-related or not). |  |  |  |  | Review team meeting schedule and effectiveness of these in providing support  Reminding staff they can speak confidentially to managers or supervisors if they are feeling stressed at work |  |  |  |  | |  |  |
| Organisational | Relationships | Staff | Staff are subjected to unacceptable behaviours, e.g. bullying at work | Training for line managers in their role through POD’s People Management Toolkit2 and other courses |  |  |  |  | Providing a range of routes for staff to access support and raise any issues, if unable to do so directly with line manager or supervisor  Provision of staff support networks (any others happening more locally to the team?) |  |  |  |  | |  |  |
| Organisational | Role | Staff | Staff do not understand their role and responsibilities | All staff have job descriptions that identify the requirements of their role  All staff have an annual PDR to review their development within their role |  |  |  |  | Ensuring there are mechanisms for concerns to be raised by staff about uncertainties or conflicts they may have in their roles and responsibilities  Investigating whether there are any roles where it is difficult to recruit or retain staff |  |  |  |  | |  |  |
| Organisational | Change | Staff | The organisation does not engage staff frequently when undergoing an organisational change | Changes communicated openly, before these are made where possible, so staff can prepare and consider the effects of these.  Monitoring the effects of change on staff and signpost to additional support. |  |  |  |  | Acting on staff feedback and communicating this to the team  Review consulting with the team prior to changes and opportunities to identify when additional training may be indicated |  |  |  |  | |  |  |
| Organisational | Relevant non-work factors | Staff | Staff affected by non-work factors e.g. bereavement, new baby, house move, family or household relationship break-down | Details of EAP promoted to all staff – by emails, posters, intranet and awareness sessions |  |  |  |  | Consider management referral to OH  Consider increased flexibility around attendance, delivery of role or taking a period of absence |  |  |  |  | |  |  |

**Risk Assessment Guidance**

Risk Scoring System

The scoring system is provided as a tool to help structure thinking about assessments and to provide a framework for identifying which are the most serious risks and why.

|  | **Consequence / Severity score (severity levels) and examples of descriptors** | | | | |
| --- | --- | --- | --- | --- | --- |
|  | **1** | **2** | **3** | **4** | **5** |
| **Domains** | **Negligible** | **Minor** | **Moderate** | **Major** | **Catastrophic** |
| **Impact on the safety of staff, students or public (physical / psychological harm)** | Minimal injury not requiring first aid or requiring no/minimal intervention or treatment.  No time off work | Minor injury or illness, first aid treatment needed or requiring minor intervention.  Requiring time off work for <3 days | Moderate injury requiring professional intervention  Requiring time off work for 4-14 days  RIDDOR / MHRA / agency reportable incident | Major injury leading to long-term incapacity/ disability (loss of limb)  Requiring time off work for >14 days | Incident leading to death  Multiple permanent injuries or irreversible health effects |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Likelihood score** | **1** | **2** | **3** | **4** | **5** |
| **Frequency** | **Rare** | **Unlikely** | **Possible** | **Likely** | **Almost certain** |
| **Broad descriptor** | This will probably never happen/occur | Do not expect it to happen/occur but it is possible it may do so | Might happen or occur occasionally | Will probably happen/occur but it is not a persisting issue | Will undoubtedly happen/occur, possibly frequently |
| **Time-framed descriptor** | Not expected to occur  for years | Expected to occur  at least annually | Expected to occur at  least monthly | Expected to occur at least weekly | Expected to occur at least daily |
| **Probability**  Will it happen or not? | <0.1 per cent | 0.1–1 per cent | 1.1–10 per cent | 11–50 per cent | >50 per cent |

The overall ***level of risk*** is then calculated by multiplying the two scores together.

**Risk Level = Consequence / Severity x Likelihood (C x L)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Likelihood** | | | | |
| **Likelihood score** | **1** | **2** | **3** | **4** | **5** |
|  | **Rare** | **Unlikely** | **Possible** | **Likely** | **Almost certain** |
| **5 Catastrophic** | 5 | 10 | 15 | 20 | 25 |
| **4 Major** | 4 | 8 | 12 | 16 | 20 |
| **3 Moderate** | 3 | 6 | 9 | 12 | 15 |
| **2 Minor** | 2 | 4 | 6 | 8 | 10 |
| **1 Negligible** | 1 | 2 | 3 | 4 | 5 |

The Initial Risk Rating is the level of risk before control measures have been applied or with current control measures in place.

The Residual Risk is the level of risk after further control measures are put in place.

## Checklist to aid a discussion on work-related stressors between a Line Manager & employee



(Based on HSE’s Return to Work Questionnaire)

| **Cause of stress** | **Question** | **Was it a problem for you?**  ***If it was, detail what the problem was. If it was not a problem, leave that line blank.*** | **What could be done about it?**  ***Can we make any adjustments?*** |
| --- | --- | --- | --- |
| **Demands** | Did different people at work demand things from you that were hard to combine? |  |  |
| Did you have unachievable deadlines? |  |  |
| Did you have to work very intensively? |  |  |
| Did you have to neglect some tasks because you had too much to do? |  |  |
| Were you unable to take sufficient breaks? |  |  |
| Did you feel pressurised to work long hours? |  |  |
| Did you feel you had to work very fast? |  |  |
| Did you have unrealistic time pressures? |  |  |
| **Control** | Could you decide when to take a break? |  |  |
| Did you feel you had a say in your work speed? |  |  |
| Did you feel you had a choice in deciding how you did your work? |  |  |
| Did you feel you had a choice in deciding what you did at work? |  |  |
| Did you feel you had some say over the way you did your work? |  |  |
| Did you feel your time could be flexible? |  |  |
| **Support (Manager)** | Did your manager give you enough supportive feedback on the work you did? |  |  |
| Did you feel you could rely on your manager to help you with a work problem? |  |  |
| Did you feel you could talk to your manager about something that upset or annoyed you at work? |  |  |
| Did you feel your manager supported you through any emotionally demanding work? |  |  |
| Did you feel your manager encouraged you enough at work? |  |  |
| **Peers** | Did you feel your colleagues would help you if work became difficult? |  |  |
| Did you get the help and support you needed from your colleagues? |  |  |
| Did you get the respect at work you deserved from your colleagues? |  |  |
| Were your colleagues willing to listen to your work-related problems? |  |  |
| **Relationships** | Were you personally harassed, in the form of unkind words or behaviour? |  |  |
| Did you feel there was friction or anger between colleagues? |  |  |
| Were you bullied at work? |  |  |
| Were relationships strained at work? |  |  |
| **Role** | Were you clear about what was expected of you at work? |  |  |
| Did you know how to go about getting your job done? |  |  |
| Were you clear about what your duties and responsibilities were? |  |  |
| Were you clear about the goals and objectives for this department? |  |  |
| Did you understand how your work fits into the overall aim of the University? |  |  |
| **Change** | Did you have enough opportunities to question managers about change at work? |  |  |
| Did you feel consulted about change at work? |  |  |
| When changes were made at work, were you clear about how they would work out in practice? |  |  |
| **Other non-work issues** | Is there anything else that was a source of stress for you, at work or at home, that may have contributed to you going off work with work-related stress? |  |  |

## 4. Relevant Training courses

Information on all of the courses identified below as developing the skills and knowledge to manage stress can be accessed from: <https://intranet.birmingham.ac.uk/staff/development/Index.aspx> apart from IT training which can be accessed from: <https://intranet.birmingham.ac.uk/it/training/Training-courses.aspx>

Personal Effectiveness Skills

* Assertiveness
* Developing as a Researcher
* Developing as a Teacher
* Having effective 121’s
* Managing difficult conversations
* Resilience

Management Skills

* Coaching skills for managers
* ILM Leadership and Management (levels 3 & 5)
* Interview Skills
* IOSH Managing Safely
* Leading Change
* Management & Leadership Development
* Recruitment and Selection
* Risk Assessment
* *People Management Toolkit – coming soon*
* PDR training (reviewer)
* Team Leader development
* Unconscious bias

Skills for Life

* Hands-on Financial planning
* IT training
* Presentation skills
* Time Management
* Writing Business necessary Minutes & Notes

Induction Programme

Central induction canvas course and all staff receive local induction within their Budget Centre

Mandatory Update training

* GDPR
* Health & Safety Induction
* Fire Awareness training
* Information Security training
* Equality & Diversity

## 5. Internal Sources of Support

1. HR Wellbeing Services comprises a wide range of benefits, services and facilities to support employees to stay healthy and happy at work. These include Employee Support and Occupational Health services. The full list of Wellbeing Services can be accessed on the intranet:

<https://intranet.birmingham.ac.uk/hr/wellbeing/workhealth/index.aspx>

1. Employee Support is available to support staff with work and personal issues. Both the Citizens Advice and Employee Assistance Programme (EAP) operate their own confidential practices. Support available includes:
2. EAP – helpline, counselling, lifestyle advice, My Healthy Advantage app and Web Portal



1. Citizens Advice: <https://intranet.birmingham.ac.uk/hr/wellbeing/workhealth/index.aspx>
2. Occupational Health offers objective professional advice in a neutral capacity to the University of Birmingham employees and managers to assist the University in maintaining the health of employees at work. It also assists individuals in remaining at or returning to work should they experience work-related stress or any other health condition.
3. Management referrals can be made through the HR Service Portal. Further information can be found on the Wellbeing Services intranet page <https://intranet.birmingham.ac.uk/hr/wellbeing/workhealth/index.aspx>;
4. A Quick Guide to making a Referral to Occupational Health has been developed by Human Resources and can be found on the HR [Quick Guides (birmingham.ac.uk)](https://intranet.birmingham.ac.uk/hr/managers/employee-relations/quick-guides/index.aspx) page.
5. People and Organisation Development (POD) run a number of training courses for staff at the University of Birmingham. Some of the courses are relevant to supporting wellbeing in the workplace, e.g. resilience and mindfulness courses. Courses can be viewed and booked online. POD also facilitate coaching which can be helpful in enabling staff to work in an effective and comfortable way.

POD are also developing a People Management Toolkit to inform and support line managers and their direct reports, further information will be published, as the toolkit is finalised through the intranet on <https://intranet.birmingham.ac.uk/staff/development/index.aspx>.

1. Human Resources can offer support to managers when the outcomes of Stress Risk Assessments might require practical changes to staffing levels or roles. More information and support can be accessed through the intranet <https://intranet.birmingham.ac.uk/hr/index.aspx>.
2. The Chaplaincy welcomes all staff and students regardless of whether they are religious or not. It offers an inclusive space for prayer, meditation, relaxation and worship. The chaplains can provide pastoral support that is independent of the University structures academic procedures. More information is
3. available through the intranet

<https://intranet.birmingham.ac.uk/as/studentservices/chaplaincy/index.aspx>.

1. Trade Union Health & Safety Reps, as recognised by the University, further information on how they can support staff members can be found through the intranet:

<https://intranet.birmingham.ac.uk/hr/wellbeing/worksafe/safetyreps/safetyreps.aspx>

## Other useful links

1. Mental Health Support: <https://intranet.birmingham.ac.uk/hr/wellbeing/workhealth/Mental-Health-Support.aspx>
2. Mental Health in the Workplace: <https://intranet.birmingham.ac.uk/hr/wellbeing/workhealth/mental-health-and-the-workplace.aspx>
3. PDR (Performance and Development review scheme):<https://intranet.birmingham.ac.uk/hr/employment/pdr/index.aspx>
4. Grievance Process:<https://intranet.birmingham.ac.uk/hr/employment/conflict/grievance.aspx>
5. Disciplinary process:<https://intranet.birmingham.ac.uk/hr/employment/conflict/disciplinary.aspx>
6. Absence Monitoring and Attendance Procedure for Support Staff:<https://intranet.birmingham.ac.uk/hr/documents/public/absence-monitoring.pdf>
7. Equality and Diversity:<https://www.birmingham.ac.uk/university/about/equality/index.aspx>

## Other relevant policies

The University has a number of other employment policies and procedures which assist with minimising the risks of stress and promoting a safe and supportive working environment: including:

1. Health and Safety policy UHSP/0/10:<https://intranet.birmingham.ac.uk/hr/documents/public/hsu/hsupolicy/0uhsp.pdf>
2. Harassment, Bullying and Victimisation procedures:<https://intranet.birmingham.ac.uk/as/studentservices/conduct/harassment/index.aspx>
3. Grievance Procedure: [https://intranet.birmingham.ac.uk/hr/documents/staff/managers/disciplinary- investigation.pdf](https://intranet.birmingham.ac.uk/hr/documents/staff/managers/disciplinary-investigation.pdf)
4. For sick leave and sick pay procedures: [https://intranet.birmingham.ac.uk/hr/leave/health/sick-leave.aspx](%20https://intranet.birmingham.ac.uk/hr/leave/health/sick-leave.aspx)
5. Flexible working procedures, parental leave, compassionate leave and time off for dependents procedures. <https://intranet.birmingham.ac.uk/hr/leave/index.asp>

## Student Services:

1. Stress, resilience and work-life balance <https://intranet.birmingham.ac.uk/student/taking-care-of-yourself/stress.aspx>
2. Mental Health Information for staff: <https://intranet.birmingham.ac.uk/as/studentservices/disability/mentalhealth/staffinfo.aspx>

## 6. External Sources of Support on Stress

###### Health & Safety Executive website:

<https://www.hse.gov.uk>

<http://www.hse.gov.uk/stress>

[Tackling work-related stress using the Management Standards approach](http://www.hse.gov.uk/pubns/wbk01.pdf)

[Working together to reduce stress – a guide for employees](https://www.hse.gov.uk/pubns/indg424.pdf)

ACAS: Stress at work Booklet: <http://www.acas.org.uk/media/pdf/l/m/B18_1.pdf>

Remploy Mental Health Support Service: <https://www.remploy.co.uk/about-us/current-programmes/access-work-mental-health-support-service>

###### Chartered Institute for Personnel and Development (CIPD):

###### [Stress in the workplace](https://www.cipd.co.uk/knowledge/culture/well-being/stress-factsheet)

###### [Supporting mental health at work](https://www.cipd.co.uk/knowledge/culture/well-being/mental-health-support-report)

###### Mental Health England:

###### [“Address your stress” toolkit](https://mhfaengland.org/mhfa-centre/campaigns/mhaw2018/)

MIND LEAFLET: Manage stress: <https://www.mind.org.uk/information-support/types-of-mental-health-problems/stress/signs-of-stress/>

###### <https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-your-staff/employer-resources/wellness-action-plan-download/line-managers-guide-form/>

## Help with non-work stressors

**Alcohol:** Drinkline. Help for anyone worried about their own or someone else's drinking. 0300 123 1110

**Bereavement:** [Cruse Bereavement Care](http://www.cruse.org.uk/). Help for bereaved people and people caring for bereaved people. 0844 477 9400 email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk) and web: <https://www.cruse.org.uk>

**Carers**: [Carers UK](http://www.carersuk.org/). Advice and information for all carers. 0808 808 7777

**Disability:** DIAL. UK network of disability information and advice services run by people with experience of disability 01302 310 123

**Domestic violence**: [Women's Aid](https://www.womensaid.org.uk/) and [REFUGE](http://www.refuge.org.uk/) offer a joint helpline for practical advice and support for people experiencing domestic violence. 0808 200 0247

**Drugs:** National Drugs Helpline. For drug users, their families, friends and carers. 0800 77 66 00

[FRANK](http://www.talktofrank.com/)**:** helps you find out everything you want to know about drugs. For friendly advice in confidence.

**Equality:** [EASS: Equality Advisory Support Survey](https://www.equalityadvisoryservice.com/app/home). The Helpline (0808 800 0082) advises and assists individuals on issues relating to **equality and human rights**, across England, Scotland and Wales.

###### **Emotional crisis**: Samaritans. Confidential, emotional support for anyone in a crisis.

###### Tel: 08457 909090 [jo@samaritans.org](mailto:jo@samaritans.org)

**Family:** [Family Lives](http://www.familylives.org.uk/). Helpline for the parents and carers of children. 0808 800 2222

**Money**: National debtline. Help for anyone in debt or worried they may fall into debt. 0808 808 4000

**Older people**: [Age UK](http://www.ageuk.org.uk/). For older people, their families and people working with them. 0800 169 6565

Relate: Provides couples counselling for breakdown within relationships. 0300 100 1234 <https://www.relate.org.uk/>

**Social welfare:** [Shelter](https://england.shelter.org.uk/). Helpline for anyone facing a housing emergency. 0808 800 4444

**Young people**:

[Childline](https://www.childline.org.uk/). Help for children and young people in danger, distress or with any problem. 0800 1111

[**NSPCC**](https://www.nspcc.org.uk/)**:** For anyone worried about a child at risk of abuse. 0808 800 5000

## Support for mental health problems

[Anxiety UK](https://www.anxietyuk.org.uk/)**:**Anxiety UK works to relieve and support those living with anxiety disorders. 08444 775 774

[Dealing with Depression](http://www.dealingwithdepression.co.uk/)**:** Dealing with Depression is an online forum that provides a friendly and safe place for people to share information and talk about their experiences of depression.

[Mental Health Helplines Partnership Project](http://www.helplines.org.uk/)**:** The Telephone Helplines Association's website lists a number of different mental health telephone services.

[Mind Infoline](http://www.mind.org.uk/)**:** The Mind Infoline service is run by a dedicated team of specialists, responding to more than 20 000 enquiries a year. Topics range from types of mental distress, where to get help and drug treatments, to alternative therapies and who's who in mental health services and advocacy. 0300 123 3393 (Open Monday to Friday 9am to 6pm except for bank holidays) or text 86463

[NHS](http://www.nhs.uk/pages/home.aspx)**:** The NHS in England and Wales offers people medical information and advice by phone or over the internet. They can also refer callers to various self-help and support organisations. 111. In Scotland, contact [NHS 24](https://www.nhs24.scot/) on 111

[Rethink Mental Illness’ National Advice and Information Service](https://www.rethink.org/home): Rethink Mental Illness’ National Advice and Information Service provides expert advice and information on issues that affect the lives of people coping with mental illness. 0300 5000 927 (Open Monday to Friday 9:30am to 4pm)

[SANEline](http://www.sane.org.uk/SANEline)**:** Support, information and advice for anyone affected by mental health problems (Open 6pm to 11pm every day) 0845 767 8000

[SANEmail](http://www.sane.org.uk/SANEmail)**:** SANEmail runs alongside SANEline to provide an additional channel of support to those affected by mental health issues

Suicidal Ideation support <https://www.stayingsafe.net/>

[The Mental Health Foundation](http://www.mentalhealth.org.uk/)**:** [The Mental Health Foundation](https://www.mentalhealth.org.uk/) provides information, carries out research, campaigns and works to improve services for anyone affected by mental health problems, whatever their age and wherever they live.