

stonewall workplace conference

FRIDAY 22 SEPTEMBER 2017 - MERCURE PICCADILLY HOTEL, MANCHESTER

C10

Promoting positive mental health in the workplace

Facilitator: Kristofer Phelps, Group Manager,
Stonewall, @Kristofer_p

Speaker: Joanna MacCann, Senior Manager &
Group Executive Sponsor Lead, @CannJoanna



@StonewallUK
#EqualAtWork

Supported by



Mental Health within LGBT community what we know:

Lesbian, Gay, Bi:

- 50% more likely than straight people to experience long term mental health problems
- Twice as likely to attempt suicide as straight people. four times as likely in Bi men
- Young LGB people are six times likely to attempt suicide than straight people
- Alcohol misuse is 50% higher in LGB people

Trans:

- 88% of Trans people have experienced depression compared to one in four wider population
- More than 60% of Trans people have attempted suicide
- 77% of Trans people have used anti depressants



@StonewallUK
#EqualAtWork

Supported by



Lived experiences of LGBT people:

Unhealthy Attitudes:

- Six in ten Health & Social care practitioners with direct responsibilities for patient care say they don't consider sexual orientation to be relevant to one's health needs
- 51% of mental health care workers, counsellors, psychologists say that they don't consider sexual orientation to be relevant to one's health needs
- One in ten health Social care practitioners with direct responsibilities for patient care believe you can be cured of being LGBT

School Report

- 'The bullying I received in School had a direct impact on my mental health and I believe triggered my depression, self-harm and suicidal thoughts' Jade 19
- 'The bullying went on for over five consecutive year. I ended up developing severe mental health issues and being sectioned twice' Ben 17



@StonewallUK
#EqualAtWork

Supported by





@StonewallUK
#EqualAtWork

Supported by





MENTAL HEALTH

Presenter: Joanna MacCann, Senior Manager &
Group Executive Sponsor Lead

Twitter - @CannJoanna

WHY TAKE ACTION ON MENTAL HEALTH?



Mental Health and Helping Britain Prosper

**£70-100
Billion**

The estimated annual cost of mental illness to the UK economy¹.

91M

UK working days lost through mental illness which is the UK's most common cause of absence².

1 in 4

The proportion of people who will experience symptoms of a mental health condition in any given year³.

53%

Proportion of UK employees who would not be comfortable disclosing a mental health condition to their employer³.

Mental Health and Lloyds Banking Group

**£82.8
Million**

The estimated annual cost of mental illness to Lloyds Banking Group based on £1035 per colleague².

215k

Lloyds Banking Group working days lost based on external data from CIPD. The majority of these absences will not be recorded as being related to mental health

1272

The number of LBG colleagues comfortable sharing a mental health condition in BBFC Survey 2017

-10

The engagement gap for colleagues with mental health conditions at Lloyds Banking Group.

¹ – Estimates for the cost to the economy vary according to individual studies. The lower estimate comes from the OECD

² – UK Centre for Mental Health.

³ – Mind, UK Mental Health Charity

TOOLS AVAILABLE TO COLLEAGUES

COLLEAGUE SUPPORT



A range of support mechanisms are available to colleagues including the options below.



- **Validium** is Lloyds Banking Group's Employee Assistance Programme supplier.
- The Programme provides colleagues with free confidential support and advice on a range of issues from health and wellbeing related issues to financial issues.
- From time to time, everyone needs information and support to deal with what life throws at them so don't delay in making that call.
- Legal Assistance
- Enhance Wellbeing
- Debt
- Personal Money Matters
- Talking Through Issues
- Line Manager Support



- Our Private Medical Benefit provides all colleagues with access to good quality medical care, including accommodation, nursing care and specialist advice.
- A range of therapies available for colleagues with mental health conditions.
- In 2018, Lloyds Banking Group will increase cover available for mental health conditions so that physical and mental health have parity of esteem.
- Additional Bupa services including comprehensive health screening available via FLEX.

TOOLS AVAILABLE TO COLLEAGUES MENTAL HEALTH E-LEARNING



Available Now on Discover Learning – 10,000 colleagues completed so far.

All Colleagues

Mental Health Awareness

- What is mental health?
- Understanding the impact of mental health upon business and the UK economy.
- Demonstrating that there is stigma around mental health conditions.
- Identifying common signs and symptoms.
- Equipping colleagues to act in a mental health emergency.

All Colleagues

Wellbeing Awareness

- Understand the concepts of mental health, wellbeing and resilience and how they are inter-related.
- Introduces the concept of stress and science behind it.
- Increased understanding of how to build resilience and to reduce stress levels.

Line Manager

Promoting Mental Health

- Understand line managers roles and responsibilities when managing mental health.
- How to have a conversation about mental health with a colleague.
- Guidelines on keeping colleague confidentiality.
- Mental health and workplace adjustments.
- Mental health and the Group's health and attendance policy.
- Mental health and performance management.

Line Manager

Promoting Wellbeing

- Introduces the business case for proactive management of team wellbeing.
- How to promote wellbeing within your team.
- Managing your team through uncertainty and change.
- How to translate learning into action.

Discussion guides are available for team meetings including [mental health](#) and [wellbeing](#) guides

CHARITY PARTNERSHIP – MENTAL HEALTH UK

LLOYDS
BANKING
GROUP



The charitable partnership with Mental Health UK will be primarily focussed on fundraising for the charity, but we will also look at additional opportunities to align existing mental health awareness and programmes within the Group and within our local communities.

“Our ambition is to help Britain prosper by helping to tackle mental and financial health.”

How we will engage with our key audiences...

Communities and Stakeholders



Generate awareness and understanding of the causality and impact of mental health and financial wellbeing. Pioneer new services and resources to better support those affected.

Customers

Raise awareness of mental health and our partnership among customers and enhance our current offering to provide better support to customers with mental health problems.

Colleagues



Engage colleagues' hearts and minds to fund raise and volunteer to support our partnership. Equip colleagues to understand their own mental health and to support others.

Helping Britain Prosper

- Demonstrate our commitment to communities and helping Britain prosper
- Work collaboratively with the Foundations to demonstrate support at a grass routes level

Best Bank for Customers

- Increase brand perception and consideration among customers

Building the Best Team

- Raise £2m per year for MHUK
- Drive colleague pride and engagement in LBG
- Build confidence in talking about mental health

CREATING AN INCLUSIVE CULTURE OUR APPROACH



All colleagues play a role in creating a culture which is inclusive of mental health and wellbeing.



What can business leaders do?

- Use communications channels to clearly indicate that mental health and wellbeing is a priority.
- Make a public commitment to improving your wellbeing and encourage others to do so.
- Share your personal experiences of mental health and wellbeing (if appropriate)
- Keep mental health and wellbeing on the agenda.
- Complete your Mental Health E-Learning modules on Discover Learning .

What can all colleagues do?

- Break stigma by having regular conversations about mental health.
- Have a wellbeing discussion at your team and make a commitment to improving team / individual wellbeing.
- Share your stories.
- Fundraise for Mental Health UK.
- Mental Health Awareness Posters available.
- Complete your Mental Health E-Learning modules on Discover Learning.



MindOut Lesbian, Gay, Bisexual, Trans & Queer Mental Health Service

MindOut is a mental health service run by and for lesbians, gay men, bisexual, trans, and queer people.

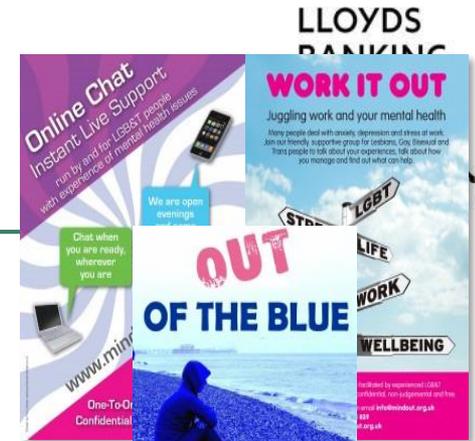
They provide advice & information, advocacy, a peer support group programme, wellbeing activities and events, a peer mentoring service, an out of hours online chat service and a food & allotment project.

Based in Brighton, they also work around the country to deliver LGBTQ Affirmative Practice training for Mental Health professionals and seek to influence national policy & practice.

Mental Health Promotion events and anti-stigma campaigns are important parts of their work to improve the mental health of the LGBTQ community

People with lived experience of mental health issues are involved in planning, designing, developing, promoting and running their services. ***Get in touch with Rainbow if you would like to be involved in anyway.***

MindOut rely on donations and money raised from fundraising to continue their vital work. All donations go directly to running services provided by and for LGBTQ people.



Discussion:

- In your groups discuss the scenario provided
- How would you approach this situation, who would you involve?
- What barriers do you perceive? How would you overcome these?
- Share your feedback to the group



@StonewallUK
#EqualAtWork

Supported by



Recap:

Creating a positive mental health workplace:

- Recognise National / International days (10th October)
- Encourage story telling
- Engage line mangers
- Regular check ups
- Review third party suppliers

