Access to Work
Mental Health Support Service
Employer toolkit
Introduction

Welcome to our Employer toolkit. We’ve created this step-by-step guide to help you get acquainted with the service including materials to help you promote the service to colleagues.

Throughout, there are links to download the materials. You’ll find an overview of the services offered, leaflets and posters to print, a presentation to view, examples of case studies plus details of our mental health training courses and webinars and many more...

We hope you find this toolkit useful. Please share it with line managers, HR and Diversity and Inclusion teams in your organisation.

If you have any queries, please contact Remploy’s Marketing and Communications team via communications@remploy.co.uk

The Access to Work Mental Health Support Service delivered by Remploy is funded by the Department for Work and Pensions.
Overview

A brief overview of the mental health services we offer to support your staff and apprentices. Click here to download.
### Key differences between services

<table>
<thead>
<tr>
<th>Access to Work Mental Health Support Service</th>
<th>Employee Assistance Programme (EAP)</th>
<th>Occupational Health (OH)</th>
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| This service offers non-clinical work-focused mental health support to allow employees to perform well in their role whilst managing the symptoms of their mental health condition. Here’s how it differs to EAP and OH services that many employers provide to staff. | **Workplace personality conflicts** Advice and suggestions on how to work with a difficult manager or co-workers  
**Drug addiction** Advice on how to deal with an employee or a family member’s addiction, including teen drug use prevention  
**Mental health issues** Depression, anxiety, anger management or other needs an employee or their family members may be dealing with  
**Health and caregiving issues** How best to manage a return to work after illness, a disability or medical issue at work, or how to obtain help for an ill or elderly loved one  
**Legal and family advice** Marriage counselling, divorce, or child custody issues  
**Financial counselling** How to avoid bankruptcy, pay down a credit card debt, or create a budget  
**Grief assistance** Support for employees who have lost a loved one, a co-worker or dealing with a significant event. The above support is often offered via a 24/7 helpline or face-to-face counselling. | **Specialist clinical support** Focus on the physical and mental wellbeing of employees in the workplace  
**Safety at work** Encourage safe working practices  
**Ergonomics** Study how employees work and how they could work better  
**Employee health** Monitor the health of the workforce  
**Sickness absence** Support the management of sickness absence  
**Health and Safety policies** Work with employers to implement policies to ensure Health and Safety compliance  
**Assessments** Conduct pre-employment health assessments  
**Health programmes** Provide support for health promotion and education programmes  
**Employee advice** Provide advice and counselling to employees around non-health-related problems  
**Employer advice** Provide employers with advice and guidance around making reasonable adjustments to working conditions. |

- **Confidential support** From a Vocational Rehabilitation Consultant for nine months, including face-to-face meetings at the one, six and nine month stages, as well as fortnightly phone calls
- **Coping strategies** To allow employees to effectively undertake their duties and responsibilities and to manage the symptoms of their mental health condition at work
- **Eligibility** No formal diagnosis is required to access the support
- **Recommendations for employers** Effective workplace adjustments with employee consent; this could include meeting employers face-to-face
- **Other support** Available to friends and family of employees who are in employment or an apprenticeship.

Click [here](#) to download.
Resources

Service marketing materials

We have created a range of materials including A5 leaflets and A4 posters that can be shared digitally with your employees and managers, hosted on your intranet, or printed and displayed in your workplace.

You can download them here.

“Visit our webpages on mental health and apprentices for more information.”
The Access to Work Mental Health Support Service delivered by Remploy is funded by the Department for Work and Pensions. The service provides confidential support to help your staff remain in work. There is no charge to access the service.

Our advisers will help with:
- Workplace support for nine months
- Coping strategies
- A wellbeing plan
- Workplace adjustments.

Your employees can qualify for this service if they:
- Are in permanent or temporary employment (working or signed off sick)
- Have a mental health condition that has resulted in workplace absence, or making it difficult to remain in work.

For alternative formats, please email communications@remploy.co.uk quoting Ref.R214-Sept18

Follow us:
- /remploy
- @remploy
- /remploytv
- /remploy

Get in touch and we’ll do the rest:
- 0300 456 8114
- a2wmhss@remploy.co.uk
- www.remploy.co.uk/mentalhealth

Applications are subject to a decision by Access to Work advisers.

Mental health support for your employees

If your employees are experiencing mental health difficulties at work, we can provide support at no cost to you.

Do your staff need help with their mental health?

If you have apprentices who are experiencing mental health difficulties at work, we can help.

The Access to Work Mental Health Support Service for Apprentices delivered by Remploy, funded by the Department for Work and Pensions, provides confidential support to help them remain in their apprenticeships. There is no charge to access the service.

If you would like this information in a different format, please email communications@remploy.co.uk quoting Ref.R272-Oct18

0300 456 8210
apprentices@remploy.co.uk
www.remploy.co.uk/mentalhealthforapprentices

Remploy, 18c Meridian East
Meridian Business Park, Leicester LE19 1WZ

Just talk to us and we’ll do the rest:

Your apprentices can qualify for this service if they:
- Are on an apprenticeship programme – attending, signed off sick or with an agreed start date
- Have a mental health condition (diagnosed/undiagnosed) that has resulted in absence, or is causing difficulties to remain in their apprenticeship.

Applications are subject to a decision by Access to Work advisers.

We’re here to help

Do your apprentices need help with their mental health?

Anxious?
Stressed?
Depressed?
Not eating?
Feeling low?
Not coping?
Not sleeping?

They’re not alone. We can help.

The Access to Work Mental Health Support Service for Apprentices

0300 456 8210
www.remploy.co.uk/mentalhealthforapprentices

A5 leaflets to promote the service to line managers and HR teams

Click here to download
The Access to Work Mental Health Support Service delivered by Remploy is funded by the Department for Work and Pensions.

The service provides confidential support to help you remain in your job. There is no charge to access the service. Our advisers will help you with:

- Workplace support for nine months
- Coping strategies
- A wellbeing plan
- Workplace adjustments
- Getting support from your employer, if you'd like us to.

You can apply for this service if you:

- Are in permanent or temporary employment (working or signed off sick)
- Have a mental health condition that has made you miss work, or is making it difficult to remain in work.

Applications are subject to a decision by Access to Work advisers.

Mental health support for individuals in work or apprenticeships

Are you juggling work and your mental health?

- Not sleeping?
- Not coping?
- Feeling low?
- Anxious?
- Stressed?
- Depressed?
- Not eating?

You're not alone. If you are experiencing mental health difficulties at work, we can help.

Applications are subject to a decision by Access to Work advisers. If you would like this information in a different format, please email communications@remploy.co.uk quoting Ref.R271-Oct18

Help is available if you:

- Are about to start or on an apprenticeship programme and finding it difficult to attend or concentrate due to a mental health condition, or
- Have been signed off sick with a mental health condition, (diagnosed/undiagnosed), but want to go back to your apprenticeship.

We can:

- Provide support for nine months
- Help you cope so you can concentrate on your apprenticeship
- Develop a support plan, to get you back on track
- Advise on adjustments you or your employer could make to help you complete your apprenticeship more easily
- Help your employer to understand how they can support you (if you'd like us to).

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Just talk to us and we'll do the rest:

The Access to Work Mental Health Support Service for Apprentices, delivered by Remploy, is funded by the Department for Work and Pensions. The service provides confidential support to help you remain in your apprenticeship. There is no charge to access the service.

You're not alone.
We can help.

Are you an apprentice juggling work and your mental health?

Depressed? Stressed?

You're not alone.
We can help.

The Access to Work Mental Health Support Service for Apprentices
0300 456 8210
www.remploy.co.uk/mentalhealthforapprentices

A5 leaflets to promote the service to employees and apprentices

Click here to download
You're not alone.
If you are experiencing mental health difficulties at work, we can help.

There is no charge to access the service and applications are subject to a decision by Access to Work advisers.

Anxious?
The Access to Work Mental Health Support Service delivered by Remploy is funded by the Department for Work and Pensions.

Mental health support in work

Depressed? Not eating? Stressed?

Not coping? Feeling low?

Are you having more bad days than good at work?

Anxious? Not sleeping?

You're not alone.
If you are experiencing mental health difficulties at work, we can help.

There is no charge for this service.

0300 456 8114
a2wmhss@remploy.co.uk
www.remploy.co.uk/mentalhealth

Are you an apprentice juggling work and your mental health?

Anxious?
Depressed? Stressed?

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We can help.

There is no charge for this service.

0300 456 8210
www.remploy.co.uk/mentalhealthforapprentices

The Access to Work Mental Health Support Service for Apprentices, delivered by Remploy, is funded by the Department for Work and Pensions.
The Access to Work Mental Health Support Service

Presented by:

Date:

The Access to Work Mental Health Support Service

• Confidential and vocational support for employees with mental illness to retain/regain their ability to participate at work.
• Helped thousands of people since launch with a range of mental health conditions. 93 per cent retention rate.
• Delivered by Vocational Rehabilitation Consultants (VRCs) – experts in supporting people with mental health conditions.
• No financial contribution required from employer or employee.

Standard client journey

Telephone assessment with VRC to develop an Individual Support Plan (ISP).

First face-to-face appointment and six months support begins.

Further fortnightly telephone reviews to check on wellbeing and to review coping strategies listed in action plan.

Additional appointment based on needs of employee/apprentice.

Third face-to-face appointment with VRC.

Fortnightly telephone reviews to check on wellbeing and to review coping strategies listed in action plan.

Three month monitoring begins.

Final appointment with VRC at month nine.

Coping strategies

Dealing with change

Communication and working with others

Time management

Memory aids and strategies

Management of treatment and medication

Anxiety and stress management

Organization and prioritisation

Taking instructions

Relaxation and fatigue management

Mood and behaviour management

Presentation slides

Click here for our presentation slides promoting the service.
Case studies

We have a selection of case studies for you to download and print. Please also share them with your employees and apprentices.

You might also like to visit our News and media webpages for other case studies, press releases and blogs.

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**Case study: Access to Work Mental Health Support Service**

Stephen manages his anxiety following a health scare

Stephen Pieniazek from Bradford, knew something was wrong when he suffered a panic attack while walking his dog. At the time, the 59 year old was dealing with a serious health scare causing him extreme stress and anxiety that eventually kept him off work for six months.

After seeking support from Remploy, the disability, employment and skills specialist, to get back to work, Stephen is managing his health issues and has his life back on track after his health scare turned out to be a false alarm.

Stephen said: “Anxiety can be quite debilitating because the mind plays tricks and I get anxious about silly things, this was very frightening at times which is why this support is vital in helping you to deal with it. When I felt able to come back to work, my manager suggested getting in touch with Remploy which is when things started to improve.”

He was supported through the Access to Work Mental Health Support Service, a confidential service delivered by Remploy funded by the Department for Work and Pensions.

Stephen said: “My Remploy Vocational Rehabilitation Coach, Susan Spence, Remploy Vocational Rehabilitation Coach, said: “Stephen was a pleasure to work with and fully engaged with all aspects of the Access to Work Mental Health Support Service. Stephen has progressed so well and is determined to maintain his presence at work, which he is aware is beneficial to his mental wellbeing. I am looking forward to continuing to support Stephen on his continuing journey towards positive mental wellbeing.”

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**Case study: Access to Work Mental Health Support Service**

Apprentice Mark gets the mental health support he needs

Since the age of 14, Mark Woolman has struggled to cope with anxiety and depression, leading him to avoid social situations and isolate himself from people.

Mark, who is now 23 years old and lives with his mum in Leicester, is taking steps forward on a Customer Service Advisor apprenticeship. He’s also managing his mental health with help from the Access to Work Mental Health Support Service for Apprentices.

Mark said: “I was very anxious at first but my Vocational Rehabilitation Coach Kiran has been very supportive. We worked together to decide what I needed to do to manage my depression and anxiety going forward. This included keeping a mood diary which I have been doing and establishing methods of coping when I feel overwhelmed.”

Mark, who is completing his apprenticeship with the Employer Services team at Remploy added: “There’s no reason people shouldn’t be given opportunities, I’m capable of working and the only reason I would have struggled is because I find job applications and interviews really difficult. Having a mental health condition doesn’t mean you can’t be a really good employee. I appreciate working in an environment where people understand that and encourage me to progress; I hope I can repay their faith in me.”

Deborah Lane, Mark’s manager, said: “Having an apprentice is a great opportunity to bring in new talent and ideas but it can also be a daunting time for individuals entering a business. It’s essential therefore that support is available, particularly around mental health which we know can affect one in four in the workplace. Taking time to understand Mark’s mental health challenges has proved invaluable and helped him to feel comfortable accessing support. Through a personalised support plan provided by his coach, Mark is building his confidence and personal resilience and is flourishing in his role, confident that he can continue to access mental health support should he need it.”

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Access to Work Mental Health Support Service - Employer toolkit
YouTube videos

We have two videos showcasing how we and the service supported Nic and Chris.

Visit www.youtube.com/Remploytv
Mental health webinars

These short webinars will help you learn more about mental health and increase your disability confidence. Simply click here to register and you will receive a link to download them.

Do sign up to our mailing list to hear about future webinars and workshops or visit our employer events page for dates and times of when to join our live webinars or attend our workshops.

A PDF of our flyer is available to be shared with your staff - download here.
Other mental health training courses

Remploy specialise in helping employers like you and your staff, to develop the knowledge, confidence and capacity to support colleagues with their mental health, and to manage their own wellbeing. All of our training is delivered by a team of experienced consultants who have extensive knowledge and a practical understanding of workplace issues.

Visit our training courses webpage for a list of our courses and more information.

Download a PDF of our flyer to share with your staff.
Events

If you want us to promote the service at one of your events, please contact Chris Kingsbury on 07766 364155 or email chris.kingsbury@remploy.co.uk
Contact details for any queries

Access to Work Mental Health Support Service

Chris Kingsbury
Partnership Manager

📞 07766 364155
✉️ chris.kingsbury@remploy.co.uk

Other mental health training and webinars

✉️ employers@remploy.co.uk

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