MENTAL HEALTH AND WELL-BEING POLICY

Cambridge United Football Club (CUFC) and Cambridge United Foundation (CUF) are committed to providing a caring, friendly, safe environment for all its employees and volunteers (members) so that they can participate in any activity in a relaxed and secure atmosphere.

CUFC and CUF deliver expectations separately but have a management process of joint regular reviews to ensure consistency and continuity of outcomes. This is in the form of quarterly structured meetings, in which a well-being member from each department attends including attendance by the Club Chaplin.

Introduction

CUFC and CUF values all members, seeking to provide a positive and satisfying working environment in which each member is treated with respect and with regard for their health, safety and well-being. Our Mental Health & Well-Being Policy provides further information regarding support for all members, including external support available.

CUFC and CUF is committed to fostering a culture of co-operation, trust and mutual respect allowing all members to work at their optimum level, thus creating a workplace environment that promotes the mental well-being of all.

We will treat all concerns with sensitivity and confidentiality. There may be circumstances where information needs to be shared to protect a member's safety and well-being, to address safeguarding or legal concerns, or where there is an immediate risk of harm

Principles

Many factors in the environment influence mental well-being and understanding and addressing the factors which affect people's mental well-being at work have a wide range of benefits, both for individuals and the organisation.

Everyone can contribute to improved mental well-being; by addressing mental well-being it can reduce risk factors for mental ill health and improve general health.

We recognise stress as a key risk factor linked to Mental Health & Well-Being with The Health and Safety Executive defining stress as:

"The adverse reaction people have to excessive pressure or other types of demand placed on them".

This makes an important distinction between pressure, which can be a positive state if managed correctly. Pressure and challenge, even when high can be motivating and stimulating. However, when an individual feels pressure at a time when they cannot cope, or in some cases too little pressure or challenge, this can lead to stress. It is important to recognise that the ability to cope with stress differs from person to person and it will depend on the individual as to how they react to stress.

Objectives

1. Develop management skills to promote mental wellbeing and manage mental health issues effectively.
2. Develop a culture based on trust, support, and mutual respect through management behaviour, communication and training.
3. Provide support for players and staff experiencing mental health issues.
4. Ensure non-discriminatory recruitment procedures.
5. Acknowledge the importance of identifying and reducing workplace stressors.
6. Organise and facilitate monthly activities to enable staff to focus on their well-being away from the working environment.
7. Create an inclusive workplace where all employees are valued and supported, provided with reasonable adjustments, understanding, and access to appropriate resources to help them thrive and reach their full potential.

Responsibilities for implementing the Staff Well-being policy.

Club Directors and Foundation Trustees

The Directors and Foundation Trustees have overall responsibility for ensuring this guidance is implemented through the Management teams of CUFC and CUF.

- Provide support for CUFC and CUF by promoting good performance management practice and communication.
- Review the policy annually following feedback and consultation from all members and the well-being group.

The Directors and Trustees recognise that on occasions the culture they create could be a source of stress to others and accept responsibility for this and take appropriate action.

Management Team

The management teams of both CUFC and CUF are responsible for implementing this guidance by their actions and through their staff. Managers are responsible for taking action to minimise stress and promote the well-being of their staff.

- Ensure good communication between management and members particularly where there are organisational and procedural changes.
- Assist and support members who are known to have mental health problems or are experiencing stress outside work, including signposting to appropriate support services.
- Ensure members are provided with the resources and training required to carry out their job.
- Monitor workloads and working hours.
- Promote a culture of consultation, participation and open communication throughout CUFC, and within teams, along with CUF, ensuring that there are opportunities for individuals to raise concerns about their workload.
- Monitor sickness absence and promote self-care strategies to reduce this.

Human Resources

- Support members who have had sickness and absence due to stress and work with them and their manager through a planned return to work.
- Ensure there are arrangements in place to support individuals experiencing ill mental health.
- Collate management information which will enable CUFC and CUF to measure its performance in relation to staff well-being such as sickness absence data and staff turnover.

Members of CUFC & CUF

- Raise concerns with their line manager if they feel there are work issues that are causing them stress and having a negative impact on their well-being.
- Take responsibility for their own development skills as one of the means to enable them to work effectively in their team.
- Take responsibility for their own health and well-being.
- Take responsibility for working effectively in their assigned roles, helping to avoid stress to their colleagues.

Referrals

Where appropriate, referrals will be made for members to other support services.

We recognise that mental health and well-being recovery is not linear; therefore, support will be provided as appropriate and dependent upon the individual.

Support Services

Shout 85258 – Official mental health partner of Cambridge United – mental health text support open 24/7, 365 days a year.

- Text 'shout' to 85258

Samaritans – Registered charity aimed at providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide. Open 24/7, 365 days a year.

- Call 116 123

Mind CPSL – Community based wellbeing support, talking therapies and information.

- Call 0300 303 4363 | Email enquiries @cpslmind.org.uk

Centre 33 – Free, confidential support for young people up to the age of 25.

- Call 0333 4141809 | Whatsapp 07514 783745 | Email hello@centre33.org.uk

The Kite Trust – Supporting the wellbeing and creativity of LGBTQ+ young people in Cambridgeshire through information, support and groups.

- Call 01223 369508 | Email info@thekitetrust.org.uk

Childline – Counselling service for children and young people up to their 19th birthday in the United Kingdom provided by the NSPCC.

- Call 0800 1111 | Chat online

NHS 111 – NHS first response service.

- Call 111, option 2

How are you Cambridge – Informative website that brings together everything in the local community that is good for wellbeing.

- www.haycambridge.co.uk

Fullscope – A group of charities with a mission to improve wellbeing of children and young people in Cambridgeshire.

- www.fullscopecollaboration.org.uk | info@fullscopecollaboration.org.uk

Blue Smile – Provides counselling and therapy for pupils in schools between the ages of 3 and 13

- www.bluesmile.org.uk | 01223 314725

JAAQ – An online social media platform that has been developed to engage with people regarding mental health and a range of other topics.

- www.jaaq.app

Rehab Recovery – Drug and alcohol rehabilitation and recovery via residential treatment and outpatient sessions.

- Call 0800 088 66 86 – Rehab Recovery is a website for those seeking drug or alcohol addiction treatment.

Mynurva – Online mental health support available to staff. Staff are given an agreed number of 'credits' to use on appointments with a therapist.

- bookings@mynurva.com

Mental Health First Aid – Mental health support and signposting to organisations can be obtained by speaking to one of the club's mental health first aiders as detailed on appropriate signage across the club.

Chaplains – Support is available from both of the club chaplains.

- Ben Barton - benb@cambridgeunited.com
- Stuart Wood – stuartw@cambridgeunited.com

Wellbeing Members - Each department at Cambridge United has a representative in the joint Wellbeing Group who is on hand to speak to if you have a concern, simply want to chat or are seeking some advice.

Effective Date	August 2023

Policy Author	Well-being Group / Head of HR & People
CEO/Board Approver	Board
Board Director Signature	Alex Tunbridge
Review Date	November 2027

Review History

Version	Date	Review details	Authorised by Board/CEO
1	August 2023		Board
2	March 2025		Board
3	March 2026	Annual Review	Board
4	November 2026	Review following creation of Well-being Group	Board