



Northampton Town Football Club

Mental Health and Wellbeing Policy

Policy Overview

Our Mental Health and Wellbeing Policy sets out our commitment to create a culture where mental health and wellbeing is recognised by all, the subject is discussed, issues raised, and support provided.

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Overview

At Northampton Town Football Club we want to be recognised as a great place to work in terms of mental health and wellbeing. As part of our commitment, we will work together to:

- Raise our awareness of mental health and wellbeing issues and their impact.
- Improve our understanding of mental health and how we can help ourselves and each other to promote and maintain good mental health.
- ensure coaches and managers have the training and support to enable them to identify when team members may need additional support, build resilience in their teams and create an environment that promotes positive wellbeing.
- identify and tackle stigma and discrimination, as part of our wider culture of embracing diversity.

Culture

Creating a culture that promotes good mental health and wellbeing is very important to us and we strive to ensure that we create a culture whereby:

- Everyone feels able to talk about and access the support they need, whether for specific mental health issues or more general wellbeing.
- That proactively considers the impact of how we work and our working environment on our mental health and wellbeing.
- Provide effective, timely and good quality support to employees and academy players who are experiencing mental health difficulties.

Mental Health Work Plan

Our 3 main focus areas of our Mental Health at Work Plan are:

- Developing a culture of openness and understanding
- Building a healthy working environment
- Providing effective support when employees/academy players need it

Roles and Responsibilities

The Clubs Heads of Department will work towards an ethos where everyone is valued, where respect, empathy and honesty are the core values and where health and wellbeing are central to practice.

We expect all staff to show respect and empathy for each other, and to treat confidential information sensitively and according to policy.

Board Responsibilities

The Board with the support of the Chief Executive are responsible for:

- Fulfilling its duty of care as an employer
- Monitoring the workloads of senior staff
- Ensuring that the resources are in place to keep staff workload at healthy levels
- Reviewing this policy in conjunction with the senior safeguarding lead
- Ensuring that demands are not placed on individual members of staff that interfere unfairly with their work-life balance
- Ensuring that other policies and procedures take account of staff wellbeing
- Overseeing that change management is operated in a fair and reasonable way.

Heads of Department Responsibilities

The Heads of Department are responsible for:

- Providing personal and professional development such as team building, management of change, stress management, assertiveness, communication
- Providing a non-judgemental and confidential support system such as coaching, mentoring and pastoral support for staff
- Monitoring the workload of members of staff and being alert to signs of stress
- Listening to the views of members of staff and players
- Ensuring that the efforts and successes of staff and players are acknowledged and celebrated
- Ensuring that staff are equipped with the right training to do the job confidently
- Ensuring that staff feel valued, and that time is set aside for them
- Making special arrangements, where possible, to enable staff to combine the demands of family life and work life
- Recognising that staff may have experiences in their personal lives that may make them vulnerable to pressures at work, and which may have a temporary influence on their work performance e.g. health issues, bereavement or loss, or personal circumstances
- Ensuring that there are effective methods of communication

Senior Safeguarding Staff Responsibilities

The Club's Senior Safeguarding Officer and Academy Lead DSO are responsible for:

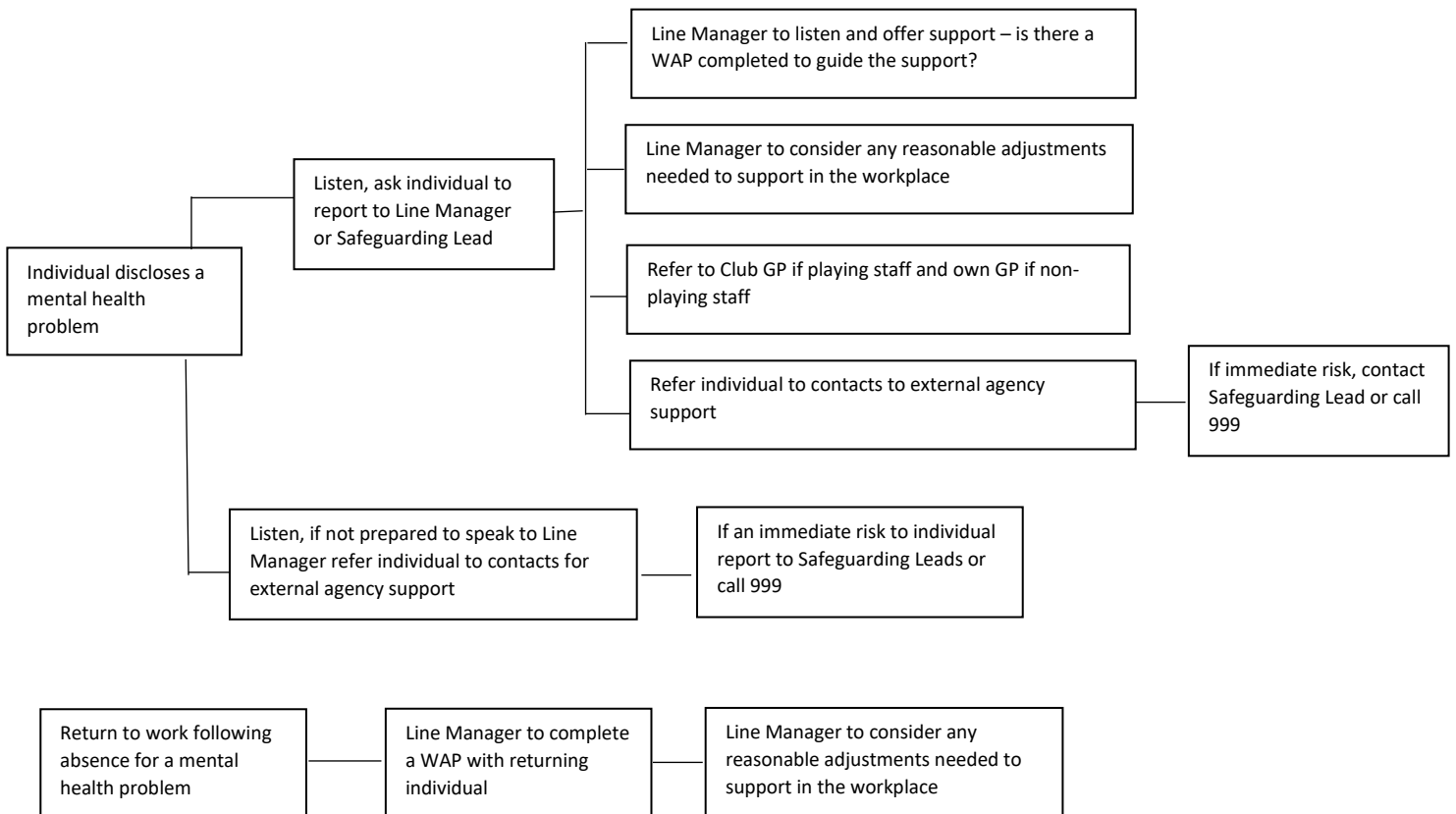
- Ensuring support services are made available or signposted on behalf of members of staff where additional specialist support is needed
- Maintaining contact with staff during long absences
- Ensuring that the staff induction process is put into place
- Conducting risk assessments for work-related stress

General Staff Responsibilities

General staff members are responsible for:

- Treating one another with empathy, respect and kindness
- Taking care of their own health and safety at work and communicating with key staff where they need support
- Being committed to the ethos of staff wellbeing and keeping in mind the workload and wellbeing of colleagues
- Developing and respecting shared areas where possible so that there is space to relax as well as appropriate workspaces.

Referral Process



Available Support

Club Safeguarding and Player Care Leads:

- Julie Delauney (Senior Safeguarding Manager) julie.delauney@ntfc.co.uk/07917442266
- Pete Stephenson (Academy Designated Safeguarding Officer)
pete.stephenson@ntfc.co.uk/07788421360
- Michael Harriman (Player Care – Academy) 07538 007299/michael.harriman@ntfc.co.uk

Other staff to have completed half-day Mental Health Awareness course at NTFC:

- Jamie Duncan (Media Assistant) jamie.duncan@ntfc.co.uk
- Graham Biggs (Head of Coaching) graham.biggs@ntfc.co.uk
- Charlotte Burge (Marketing Manager) charlotte.hyams@ntfc.co.uk

Mind Infoline: The Mind Infoline can help you to find out what services are available in your area.

You can call them on **0300 123 3393** email info@mind.org.uk or text **86463**. They are open 9am-6pm, Monday to Friday <https://www.mind.org.uk>

Rethink Mental Illness: Founded 40 years ago through voluntary groups for people affected by mental illness, Rethink Mental Illness have over 100 groups in England. Call them on **0300 5000 927**

The Samaritans	Tel: 116 123	https://www.samaritans.org
ChildLine:	Tel: 0800 1111	https://www.childline.org.uk
NSPCC:	Tel: 0808 800 5000	https://www.nspcc.org.uk
PFA:	Tel: 07500 000 777	https://www.thepfa.com/wellbeing
Sporting Chance Clinic	Tel: 0870 2200714	https://www.sportingchanceclinic.com/
Young Minds	Tel: 0808 8025544	https://www.youngminds.org.uk/
Download the free Calm App		https://calmharm.co.uk/

Northamptonshire Healthcare NHS Foundation Trust (NHFT)

Crisis & Telephone Support Service (CATSS) Helpline: 0800 917 0464 open 24 hours. Provides 24-hour support for those people who the Trust currently supports with mental health problems, their carers, families and friends. The service is available to help when people feel unsafe, at risk or unable to cope without professional advice and cannot get the support they need from usual avenues.

Northamptonshire crisis cafes

Run in partnership with Mind, available for anyone 18 years old or over who are finding themselves in a crisis or need support with their mental health. Run by an NHFT mental health professional and a MIND peer support worker, they provide support and safety to anyone in need by offering coping mechanisms and management techniques to help reduce the risk of crisis. As well as offering support, professionals can also refer and direct you to further services if required. There is no need



to call and book an appointment, simply drop in to one of the Northamptonshire locations to receive support. Timetable: <https://www.nhft.nhs.uk/crisis-cafe>

Northamptonshire County Council: signposting to services

<https://www3.northamptonshire.gov.uk/councilservices/adult-social-care/disability/Pages/mental-health.aspx>

University of Northampton counselling and mental health

<https://www.northampton.ac.uk/student-life/support/counselling-and-mental-health-team/>

Counselling & Mental Health Team, The Learning Hub, Office 011, Waterside, University Drive, Northampton NN1 5PH. **Counsellors:** counsellors@northampton.ac.uk **Mental Health Advisers:** mha@northampton.ac.uk

Northants CAMHS <https://www.nhft.nhs.uk/camhs>

Our Child and Adolescence Mental Health service CAMHS are here to support children and young people up to the age of 18 in Northamptonshire, experiencing difficulties with their emotional wellbeing and mental health difficulties. The team offer a range of interventions and therapies delivered individually or in groups, in partnership with families in a number of localities.

COVID-19: Government guidance for the public on mental health and wellbeing

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing>

JAAQ.org – An online portal with lots of information around the whole spectrum of mental health and wellbeing, including short videos with questions to a range of celebrities and industry experts around a whole host of mental health conditions. This can be accessed 24/7 by visiting www.jaaq.org

If you need URGENT help

For urgent medical attention, your options are Accident & Emergency (A&E) and Emergency GP appointments. For urgent medical advice you can call the NHS 111 (England) or NHS Direct (Wales).

Use the online tool on Mind if You feel that yourself or someone you know needs urgent help.

<https://www.mind.org.uk/need-urgent-help/using-this-tool/>



Implementation Plan

The CEO and line managers are responsible for the promotion and maintenance of this policy by their staff and to others associated with the Club. The CEO has overall responsibility for monitoring the effectiveness of this policy and for ensuring its operation is effectively reviewed, this will be completed via meetings with the board as set out in the above sections.

To ensure the workforce is adequately meeting the need of both players and employees the club look to meet the following targets to meet both club and academy needs:

Club Requirement

- 2 members of staff will be qualified mental health first aiders (Completing the MHFA 2-day adult and 2-day child courses)
- All staff will be required to watch the mental health awareness training video. (Completing the video during induction)

Academy Requirement

- 1 member of staff will be qualified mental health adult first aider (Completing the MHFA 2-day adult course)
- 1 member of staff will be qualified mental health child first aider (Completing the MHFA 2-day children course)
- All staff will be required to watch the mental health awareness training video. (Completing the video during induction or training)

Employees must ensure that they are aware of this policy and work in accordance with any risk assessments undertaken. Northampton Town will ensure correct training and awareness is made during the employee's induction and any further training will be given when needed. Employees not complying with this policy may be subject to the Club's **Disciplinary Policy**.



DOCUMENT CONTROL 2019-2022

CHANGES HISTORY

Annual review & coming into line with EFL Standards – Julie Delauney, DSO

Review dates

August 2019
September 2020
August 2021

Approvals

**Policy approved by James Whiting, NTFC CEO &
Nick Ancel NTFC Club Secretary & SSM**

Review dates

August 2019
December 2020
August 2021

Distribution – to all staff, players, parents and volunteers

September 2019
January 2021
August 2021



DOCUMENT CONTROL 2022 onwards

CHANGES HISTORY

Annual review & coming into line with EFL Standards – Pete Stephenson, DSO

Review dates

August 2022
August 2023

Approvals

Policy approved by James Whiting, NTFC CEO & Julie Delauney Academy Operations Manager & SSM

Review dates

August 2022
August 2023

Distribution – to all staff, players, parents and volunteers

September 2022
September 2023

