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Time to Change – Mental Health Support Survey Report

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**Summary**

Fitmums and Friends carried out a survey as part of their Time to Change action plan, to establish how the employees and volunteers feel their mental health is supported by the organisation.

Most respondents are happy with the support and information they receive from Fitmums and Friends. However, there were some comments made which would warrant further discussion within the Welfare and Wellbeing team.

**Background and Objectives**

On 11th July 2019 Chief Officer Sam Barlow signed the Fitmums and Friends Time to Change Employer Pledge. This demonstrated Fitmums and Friends commitment to change how the organisation think and act about mental health in the workplace and to make sure that the charity’s employees and volunteers who are facing these problems feel supported.

Time to Change is a social movement working to change the way we all think and act about mental health problems. The scheme has reached millions of people and begun to improve attitudes and behaviour. The local MIND organisation supported Fitmums and Friends to develop an action plan. As part of the action plan Fitmums and Friends carried out a survey to establish how well Fitmums and Friends employees and volunteers feel supported with their mental health, by the organisation.

**Methodology**

Fitmums and Friends employees and volunteers were invited to participate in an online survey using Survey Monkey. The questionnaire consisted of 6 questions, see Appendix 1. The survey was kept short to encourage participation. The questions were written by the Time for Change lead and sent to the Chief and Deputy Officer for comments and amendments. The questions were also shared with the mental health leads for their approval prior to distribution.

The questionnaire was distributed on 13/04/2020 to 140 individuals, who were either an employee or a volunteer and the survey was anonymous. This included the Central Team, Club coordinators, Club run leaders and the Welfare and Wellbeing group. The survey remained open until 02/05/2020.

**Results**

Out of 140 people invited to participate, 41 responses were received in total. Giving a total response rate of 29%.

Q1 How do you rate your own mental health?

41 responses to this question - 100%

The average range was 78%, (ranging from a lowest score of 8 up to 100)

Q2 Do you feel that your mental health is supported through your involvement with Fitmums and Friends?

41 responses to the question – 100%

The average range was 87% (scores ranging from 6 – 100)

Q3 Are you aware that Fitmums and Friends has a mental health organisational structure e.g. Mental Health Lead, Mental Health Champions?

41 responses to the question – 100%

100% of respondents answered yes they are aware the Fitmums and Friends has a mental health organisational structure.

Q4 Would you know how to find help with regards to mental health within the Fitmums and Friends organisation?

41 responses to the question – 100%

87.8% responded Yes

12.2% responded No

Q5 Is there anything as an organisation, we could do better to support your mental health?

33 people responded – 80.5%

8 people skipped the question - 19.5%

See Appendix 2 for responses

Q6 Do you have any other comments or feedback?

29 people responded - 70.7%

12 people skipped the question - 29.3%

See Appendix 3 for responses

**Conclusions and Recommendations**

There was a very good response rate to the survey. This was a higher rate than the organisation had anticipated. Most of the participants, 32/41, rated their own mental health as being good by scoring themselves more than 70/100. However, it needs to be acknowledged that there are some employees or volunteers in the organisation who do not rate their mental health high. There is one participant who scored their mental health as low as 8/100. There is no evidence to suggest that this is directly related to volunteering/ being employed by Fitmums and Friends.

In response to the question of whether participants feel that Fitmums and Friends supports the mental health of the volunteers or employees, once again most of the participants, 32/41, scored themselves at least 70/100, suggesting that they do. However once again there was a significant outlier who rated theirs as 6/100.

All participants who undertook the survey are aware of the mental health structure within the organisation, which is excellent and would suggest that information publicising the mental health structure is successfully disseminated. 87.8% of participants stated that they would know how to find help within the organisation with regards to their mental health. However, there were some participants, 12.2%, who did not know.

There were some helpful comments with regard to how the organisation could further support their employees and volunteer’s mental health. Most respondents did not feel that there was any thing further to add. Someone suggested that the process of choosing mental health champions could be more rigorous, as it is for the In the Pink Scheme. Someone commented that they would like more support as a daytime leader as most of the leader catch ups have been held in an evening, which some leaders would not be able to attend. This was also suggested by another participant who felt that more frequent catch ups are needed.

The general comments section (appendix 3) was very positive and all but one of the comments reflected that individuals are very happy with the mental health support and information provided by Fitmums and Friends. One comment suggests that the support only reaches the people who want to engage. They suggested that individuals who are truly suffering from Mental Health challenges maybe quite withdrawn and therefore their suggestion is that the organisation needs to look at initiatives for engaging these individuals.

**Recommendations**

1. To share the findings of the survey with the Welfare and Wellbeing group.

2. To inform individuals what mental health support the organisation is able to offer. This could be done in supervision or for those individuals who only receive adhoc supervision, this information could be disseminated in other ways.

3. To discuss with the Welfare team, the process of selection of mental health champions and the definition of roles within the structure.

4. To discuss with the Welfare and Wellbeing group the feasibility of further promotion of the mental health support that is offered by the organisation.

5. To explore if there are any other ways to engage with individuals who might be difficult to reach.

**Appendix 1**

Survey Questions

Q1 How do you rate your own mental health?

Q2 Do you feel that your mental health is supported through your involvement with Fitmums and Friends?

Q3 Are you aware that Fitmums and Friends has a mental health organisational structure e.g. Mental Health Lead, Mental Health Champions?

Q4 Would you know how to find help with regards to mental health within the Fitmums and Friends organisation?

Q5 Is there anything as an organisation, we could do better to support your mental health?

Q6 Do you have any other comments or feedback?

**Appendix 2**

Qualitative Responses to question 5 - Is there anything as an organisation, we could do better to support your mental health?-

1. Not really. I know that I can talk to almost all of my Fitmums friends, especially when we are out running together, and I know who the Mental Health champions are.

2. No

3. Perhaps have a more rigorous process for choosing Mental Health Champions. I am not sure if the process is as rigorous as it is as for ITP

4. All good

5. No we do a lot around mental health and everyone knows there is support

6. Not really, it's mainly up to the individual to seek help if required. Although a little more advertising in a poster format of what is available at this time would be useful. Something that "pops" and grabs people's attention, instead of wordy Facebook posts or emails that have to be read in more depth and lose you half way through. Any form of advertising help is always gratefully received though.

7. No

8. No, Fitmums is an amazing support for me.

9. No

10. Nope

11. Feel we are fully supported, always know they are there for you.

12. The mental health ambassadors within each club could do with being a more defined role and made more obvious to members what the ambassadors can do for them (and specifically what they cant) and how and when those people can be accessed.

13. More frequent catch ups

14. No thank you

15. You're all doing a fantastic job, can't think of anything else.

16. Feel very well supported

17. No everything is great

18. No - I think there is great support throughout the clubs & would hope that people know where to turn for help should they need it. MHC’s wear their t-shirts regularly & strange nice things such as treat week where they bring along fruit/chocolates whilst promoting the MHC team.

19. No. The fitmums and friends network and ethos has mental health absolutely nailed

20. No

21. No

22. No

23. No thank you

24. No

25. I think as an organisation you provide a good source of facilities for members to access. I love the fact that at the check list chat we alway mention mental health and the fact that we are all thee to support each other. Must admit even though my own mental health is good it has been so hard missing my Tuesday morning sessions and the Thursday evening sessions. I am sure I am not the only person feeling this.

26. There should be more opportunity to get leaders together - it's a lonely job. Apart from the annual training, there is no sharing. On a local level, there have been 1 or 2 meetups for leaders but it always excludes those who cannot get out for evenings. There is little support for daytime only leaders. I think it's important to recognise that there are 3 groups of leaders, those exclusively daytime bound, those evening bound, and a few who can do both. But support needs to be there for all types.

27. Contingency for when mental health ambassadors and champions aren't around. Mental health support for ambassadors and champions

28. No

29. Not really

30. Lots been done, so I am quite certain things are working.

31. No

32. No

33. No

**Appendix 3**

Qualitative responses to question 6 - Do you have any other comments or feedback?

1. I think that one of the reasons that it is easy to talk whilst out running is that it doesn’t involve eye contact and feels less intense. It also feels as though one has client confidentiality.
2. No
3. No
4. No
5. No
6. Just keep doing what you're doing, and you can't go wrong!
7. No
8. I am grateful for all the support and encouragement I have received in my recovery journey, including relapses.
9. No
10. Fitmums and running is what helps keep my mental health well.
11. No
12. I love Fitmums. It definitely helps my mental health. Not just through the running sessions but the friendship built too.
13. Keep up the good work 🙂
14. As an organisation I feel Fitmums cares tremendously about their employees and members mental health
15. No
16. Grateful that Fitmums look out for the mental well-being of their members. It is still a difficult subject to discuss so it’s great that Fitmums take the time to incorporate mental health into their regular routines.
17. I think that our organisation manages the metal health of its members to a very high standard. The organisation is essentially proactive rather than reactive
18. No
19. Although I haven't experienced mental health issues to date, if the need ever arose in the future, I would reach out to the avenues of support both within Fitmums, along with other organisations that they could signpost me to. It is a good to know that the structure is in place if needed.
20. F&F support is excellent. They really care about the members’ mental health as well as their physical health.
21. No
22. No, thank you
23. None
24. The only thing I would mention is access to the Zoom seasons. I was out running on Tuesday evening and stopped to chat to a Beverley fitmum. I asked her if she was doing the zoom classes and she said she wasn’t as wasn’t sure about how to access and also wasn’t sure they were for her. I told her how much I have been enjoying them and how easy they are to access. My suggestion would be to do some screen shots and a step by step guide to how to access. I did this for my mum’s friend who isn’t very tech savvy and she managed to download the app this way.

*Update – news feature created to address this* <https://fitmums.org.uk/news-article/Zoom-user-guide/205>

1. The Mental Health support within Fitmums is very 'clunky'. It reaches only the people who want to engage in a 'bouncy' way. Those who are truly suffering from Mental Health challenges (temporary or long-term) are running a mile from the Mental Health initiatives. And it is such a delicate balance, but ppl truly challenged with mental health are quite withdrawn and not always able to engage with the initiatives Fitmums are trying. But it is a dilemma how to reach these ppl in a positive way, and not easy. The Fitmums Mental Health initiative has seemed more about wanting to be seen to provide it, rather than actually reaching those who need the support. The sight of the Post-it notes sees quite a few ppl running away ...
2. No
3. No
4. Feel very supported and valued
5. No