

Mental Health **Friendly Places**

Information Pack



**START A
CONVERSATION**

What is a Mental Health Friendly Place?

A Mental Health Friendly Place (MHFP) is an existing public-facing organisation whereby staff and/or volunteers have been upskilled and have received resources and support to have conversations around mental health and wellbeing.

This programme aims to upskill and support the wider community to provide wellbeing and preventative mental health support to help their local people.

This can include fixed or mobile places such as hairdressers, barbers, tattoo parlours, sports clubs, community groups, or any business, organisation or group that comes into contact with the general public.

Community touch points, such as those listed above, play a vital role in kickstarting the conversation about mental health, by giving the chance for people to open up whilst they're out and about.



Why becoming a Mental Health Friendly Place is so important...

125 people die by suicide every week in the UK. 1 in 4 of us will experience a mental health problem in any given year. Yet so many of us don't know where to turn when we need help or somebody to talk to.

This is where you can help!

This programme builds on the relationships you already have and the conversations you're already having. In becoming a Mental Health Friendly Place, you will proudly contribute to the wider suicide prevention offer throughout Leicester, Leicestershire and Rutland (LLR) – highlighting that suicide is everybody's business.

We believe that by talking about our mental health and wellbeing, we can encourage people to reach out and seek support before they reach a point of crisis, ultimately saving lives.

How will this work?

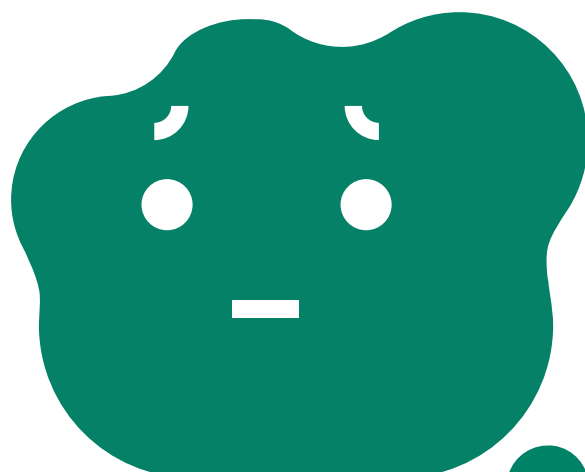
In completing the free training offer and becoming a Mental Health Friendly Place, you will be able to recognise signs and symptoms of poor mental health, ask appropriate questions, listen effectively and signpost to local mental health and wellbeing services.

There are three levels of training opportunities available, which are outlined in the table below. To become a Mental Health Friendly Place, we encourage most of your staff and/or volunteers to complete level one and two. Level three is available for those who want to go one step further in their ability to support others.

Training

	Training	Learning Outcomes	How it's completed	Time frame guidance
Level 1	Start a Conversation suicide prevention eLearning	Raise your awareness of the risk factors, prevalence, impacts and signs of suicide and increase your confidence to have a conversation about suicide	On demand online – 20 minutes	Within 2 months of registering
Level 2 (to achieve MHFP status)	2a) Samaritans Listening Skills	Explore what active listening looks like in practice, develop a range of open questions, react with empathy, ask effective questions and learn how to end conversations sensitively	Live online – 3 hours	Within 6 months of registering
	2b) Mental Health First Aid Aware	Gain an understanding of what mental health is and how to challenge stigma, gain basic knowledge of common mental health issues, an introduction into looking after your own mental health, and confidence to offer support to someone in distress	Live online – 4 hours	
Level 3	Mental Health First Aid	Recognise signs and provide them with support, practise active listening and empathy, improve mental health literacy around language and stigma, understand boundaries and confidentiality, practice self-care	Online or in person – 2 day course	Within 12 months of registering

We massively appreciate you taking the time to do this, so we've selected the training to be short enough for your convenience but long enough to give you a good understanding and the confidence to support others. We've also given you time frame guidance, so your organisation has a timeline to work around, but feel free to work your way through quicker!



Registering

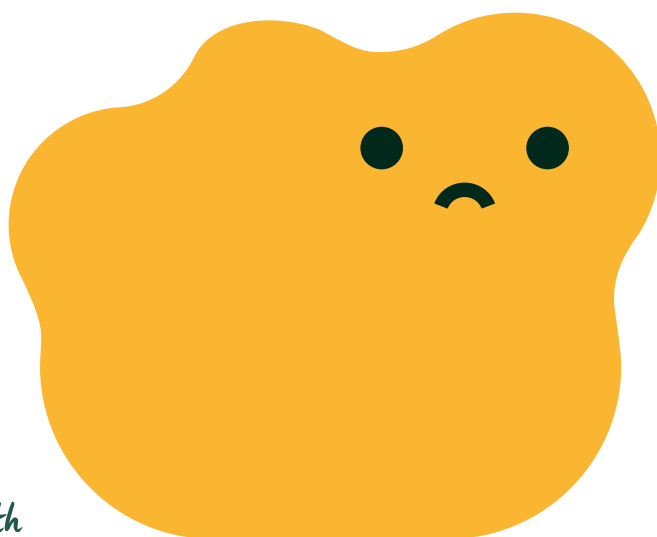
Once you've completed the registration survey on behalf of your organisation, the team will review this and be in touch. Once reviewed, you will receive an onboarding pack via email. This includes links to access the training and quarterly online check-in sessions, and to request which MHFP resources you would like to receive. It also includes safeguarding information and tips for looking after yourself.

Mental Health Friendly Places Resources

The MHFP resources will support you to operate as a Mental Health Friendly Place while promoting mental health and wellbeing information for your customers/members/visitors to access. This resource pack includes mental health and wellbeing signposting support, conversation tips and general material to raise awareness of mental health, suicide prevention and the Start a Conversation campaign. Once level two has been completed, you will receive resources which allow you to promote yourself as a Mental Health Friendly Place, including a window sticker, poster and a digital graphic. You will also be plotted on our digital MHFP map!

Support

You will receive a range of support, including the Mental Health Friendly Places webpage, where you will have your own dashboard to report your training progress and any case studies. You will also be invited to quarterly online 'check-in' meetings and can contact us throughout the year by emailing MHFP@leics.gov.uk for Leicestershire and Rutland, or MHFP@leicester.gov.uk for Leicester.



**If we can all start
one conversation
about mental health,
together we can save
more lives.**



**To register to become a
Mental Health Friendly Place...**

[Start a Conversation: Mental Health Friendly Places](#)
has a [registration survey](#) where you can input
the details of your organisation to sign up to the
programme.

If you have any questions, please don't
hesitate to contact MHFP@leics.gov.uk for
Leicestershire and Rutland based organisations,
or MHFP@leicester.gov.uk for Leicester based
organisations.