Northumberland
Recovery College

Mental wellbeing for all

Participant Information Pack

V 1.0 – August 2022
V 2.0 – April 2024
V 3.0 – November 2025

Information for Participants

About the College

The Northumberland Recovery College (NRC) offers courses, sessions and workshops to provide knowledge and skills to improve mental health and wellbeing. These cover a wide range of topics from Yoga to mindfulness to coping skills and are designed to increase your knowledge and skills and promote self-management. The college is co-developed with partner organisations, experts, and our participants to deliver a wide variety of courses and sessions.

All residents of Northumberland – and those who work or study in our County - with an interest in their wellbeing are welcome to attend the Recovery College workshops, courses and activities, as well as be involved in the development of the college directly. This includes:

- Participants
- Family members
- Carers
- Members of the community and voluntary sectors

We focus on activities that promote physical and mental wellbeing to allow people to connect with others, discover more about themselves and each other and to enjoy a sense of community. **We do not provide therapy or clinic interventions as part of our offer.**

Where is the NRC?

The Northumberland Recovery College does not have a particular building that it runs from, though we do have a base at The Bothy in Ashington. We also have sessions running in community venues across Northumberland, which are dependent upon local need and facilitator availability. We work closely with development groups who represent distinct areas of Northumberland. It is their role to meet and to use their knowledge to identify the specific needs of the local community and to help to design and deliver appropriate sessions in each area.

If you would be interested in finding out more about these groups or in representing your local area, please let us know by emailing nrc@everyturn.org

We also run a number of online offerings so that they can be accessed across the whole of Northumberland so that those who struggle transport or health wise can also access support and provision.

Safeguarding

We all have a duty of care to all our participants, staff and visitors. Therefore, it is very important for everyone to understand that, if any individual discloses information that indicates that there is a risk of harm to themselves or other people, we must report this to an appropriate third party. This may be a person's emergency contact, a mental health professional or, in exceptional circumstances, the police.

If a participant or facilitator is concerned that they or another participant are at risk of neglect or abuse, they should contact Recovery College staff for support.

If there are difficulties or concerns during a group and you feel it is important to pass on, please contact a member of the Recovery College team or email nrc@everyturn.org

Boundaries

All staff, peer supporters and facilitators involved in the delivery of the Recovery College seek to establish professional relationships and boundaries with all participants of the sessions we offer. A boundary is the 'line' between a professional and a personal relationship and all of our staff, peer supporters and facilitators are aware that they need to be mindful of these boundaries.

What might this mean to you the participant?

Examples include:

- Staff being unable to accept friend requests from you on social media
- Peer Support Workers not being able to offer 1:1 support to you
- Facilitators not being able to give personal phone numbers to you or being unable to support you outside of the session you attend

These are just some of the examples of what a boundary might look like. If you'd like more information or have questions or concerns regarding boundaries within any of the sessions that you attend please contact a member of the Recovery College team or email nrc@everyturn.org

FAQ's

How do I find a course/session?

All of our sessions can be found on our website online at https://northumberlandrecoverycollege.co.uk/ . We have weekly timetables on the 'Timetables' page of our website, and you can find further information about sessions on the 'What's on' page. We send a regular newsletter to our mailing and distribution lists as

well as post information on our Facebook page. We also run 'Welcome sessions' where you can find out about our provision and ask any questions you may have.

How do I enroll on a course/session or check there are still places left on my chosen option?

Please contact the office for further information on 07866 053717, or you can email nrc@everyturn.org

It is important to note that you may not be able to attend a session if you have not first registered your interest with the NRC.

What do I need to do to cancel my space?

If you are unable to attend a session or a workshop for which you have enrolled, please let us know as soon as possible. This allows for us to provide places for those on our waiting lists.

Attendance at sessions

We appreciate that lives are busy and that sometimes people cannot attend sessions. To enable us to ensure the college continues to offer spaces in an accessible way please note that if you are registered on a session and do not attend for four weeks or more without informing the college of your circumstances we may need to remove you from the register of that session so that the space can be opened up for others to attend. We will do our best to contact you first in these circumstances to discuss.

Do I have to talk in a session if I don't want to?

No - you will be invited to participate at a level you feel comfortable with.

I have seen a session that I am interested in advertised but can't see dates for it. Why is this?

We produce timetables in advance. We are not always able to offer every course and workshop each term/month, although we do our best. This is because of a difference in local demand or facilitator availability. You can pre-register for sessions that don't have dates so that when dates are available a member of the team will contact you.

Participant Charter

The Northumberland Recovery College aims to create an environment that encourages learning and where those attending feel they are supported. This charter is designed to help understand what is expected from you and of us, whilst accessing the college.

Before you become a participant at Northumberland Recovery College

You can expect us to:

- Do everything we can to assist you to access our sessions including making reasonable adjustments where possible.
- Deal with your enquiries in an efficient, professional, and friendly manner.
- Provide sessions that promote hope, identity, and empowerment, supporting participants to overcome barriers.
- To confirm with you the sessions you are enrolled on.

We expect you to:

- Use the enrolment/referral form, follow up call or session to tell us about any difficulty which may make it harder for you to access our sessions. This will give us the opportunity to make adjustments and explore whether you need any additional learning support.
- Give us the relevant information that we need to enrol you.

Throughout your time at Northumberland Recovery College

You can expect us to:

- Make every attempt to ensure the learning is accessible to you.
- Maintain a focus on learning, rather than treatment or therapy.
- Meet your specific access needs with respect to mental health and physical health conditions or impairments, if you tell us about these issues in advance.
- Provide a safe and healthy learning environment.
- Provide an environment free from any and all discrimination.
- Respect your personal beliefs, religious and cultural practices and traditions.
- Respect and listen to you and respond to feedback.
- Signpost you to other appropriate sources of support where necessary.

We expect you to:

- To be considerate and respectful to all those who use and work for the college and to follow the code of conduct and group agreements in place for each session you access.
- Agree to behave appropriately within the learning environment and accept guidance from the course facilitator.
- Be mindful of your own wellbeing before, during and after a Recovery College course. If you feel you need further assistance in anything, please feel free to highlight this with your course facilitator who will ask if you would like a member of the NRC Coordination team to get in touch.

Code of Conduct

Everyone attending Northumberland Recovery College in either a work or participant capacity should:

- Be mindful of the participants in their class/session so that everyone that wishes to participate has space to do so. This allows for a range of views and experiences to be heard.

- Maintain confidentiality of issues discussed in any group or session whilst respecting the rights, life choices and opinion of others and promoting freedom of speech.

- Be aware of and take responsibility for your own behaviour during sessions. Please let the facilitator or trainer know if you are feeling unwell.

- Not behave in any way that may be considered threatening or disruptive or be likely to lead to physical or emotional harm to any participants or staff. Everyone is responsible for maintaining a calm and inclusive atmosphere in the sessions which supports the learning of all.

- Refrain from the use of alcohol, and non-prescription medication, or illicit substances when attending Northumberland Recovery college courses and sessions.

- Not use violent, disorderly or offensive behaviour or language or make personal remarks of a slanderous nature. This includes not wearing logos or slogans that could be offensive to others.

- Respect the property of other participants and Northumberland Recovery College and report any safety concerns you may have.

- Where possible limit and refrain from using mobile phones during Recovery College sessions and courses, but we understand that participants may need to take, or make urgent calls. We ask that in the event of a phone call, participants please take this outside of the classroom and keep phone on silent and/or vibrate.

- Make the most of your participant experience and your course - ask for clarification if you are not sure about anything.

- Ask questions freely; participate as much as you feel able to.

- Provide honest and constructive feedback on any causes you attend to allow us to constantly improve our offer.

Online Conduct expected of participants

We ask that you sign into the online session (via MS Teams or Zoom) with your user name being solely your first name. This allows us to protect your personal information and also to support your wellbeing.

- Please ensure that you are in a quiet, safe, and private space, leaving yourself plenty of time to log on and arrive.

- If you are unable to attend a session, please contact us by phone or email as soon as possible, so that we can offer your place to another participant, as places are limited to a maximum class size.

- We understand that sometimes there are circumstances where it is necessary to answer your phone. If this is the case, please let us know you may need to take a call and do so with the minimal amount of disruption to the other participants. Please ensure that your phone is set to silent.

- Please ensure that you have sufficient battery life for the duration of the session or keep your charger to hand if you have concerns.

- We hope that we will be able to share a number of different experiences and viewpoints. We expect respect to be given to one another in this process.

- If someone is sharing their personal experiences – please wait until they've finished before asking questions.

- We expect that you maintain confidentiality of items discussed in the classroom whilst respecting the rights, life choices and opinions of others – this would include being mindful of your surrounding and affording yourself and classmates privacy from others who may overhear. We ask that you do not replicate/record the session, content or conversations and experiences that are shared confidentially within the classroom.

- **It is extremely important to consider your own wellbeing before, during and after a Recovery College course**. We can provide you with some tips on internet safety and keeping yourself well before and after your online course. If you feel you need further assistance in anything, please feel free to highlight this with your course trainer or facilitator who will ask if you would like a member of the Recovery College Coordination team to get in touch. Information is available for you if you require a crisis support pathway. If you have previously worked with a clinical team, it may be that you have a safety plan in place, if not please feel free to discuss this with your clinician.

- The trainers/facilitators will be in the online or in-person classroom until the last participant has left.

Safety for All

Participants who use abusive, foul or personally targeted language will be immediately removed from the session and the breach will be investigated as outlined in the section below. Examples of the types of language include, but are not limited to:

- **Foul language;**
- **Homophobic language;**
- **Transphobic language;**
- **Racially abusive language;**
- **Religiously abusive language.**

External WhatsApp/Social media Groups

Sometimes members of sessions facilitated by the College may set up personal groups on social media platforms. In these situations, the College is not responsible for the running, privacy, or management of these groups, even if the group discusses College-related content. If a personal group has been set up and you disagree with any topic of discussion, the language used or content shared, you have the right to leave that group at any time without it affecting the main session. We would encourage such groups to be an extension of the positive and supportive environment cultivated within College sessions.

If the Code of Conduct is breached

Facilitators or NRC staff may challenge any behaviour that is contrary the Code of Conduct during a session or post session Participants may also speak to staff for advice or support or to raise concern about breaches to the Code of Conduct. If any participant has difficulty with the meaning or implications of any part of the Code of Conduct, they should contact a member of staff who will help them develop their skills in relation to this.

If a member of the Recovery College staff team feels that you have breached this Code of Conduct, they will discuss this with staff/participants, before handing over to an NRC Coordinator. When investigating a breach of the Code of Conduct and responding to the outcome of this, the NRC Coordinator will always aim to meet the needs of the individual whether this be staff or participant, as well as protecting the safety of the environment for others who use Northumberland Recovery College.

A serious breach of the code of conduct or persistent disregard of warnings may result in a participant losing access to our services for a period of time, to be decided by the NRC Coordinator or other senior Everyturn manager.

As well as following our Code of Conduct, participants agree to abide by any rules or guidelines set by the establishments used by Northumberland Recovery college for sessions and activities.

Everyone has the right to learn work in a safe environment, free from threats or harm. We all have responsibilities to ensure that this code of conduct is adhered to. Please approach a member of Northumberland Recovery College staff if you have any concerns or email nrc@everyturn.org or ellie.grebby@everyturn.org the Northumberland Recovery College Coordinator to raise a complaint.

Staying Safe & Well Online

1) We ask that participants sign into online courses (via MS Teams or Zoom) with their user name being solely their first name. This allows us to protect personal information and also to support participant wellbeing.

2) Tester sessions are available for participants who are unfamiliar or apprehensive in using MS Teams or Zoom platforms for the online delivery of courses. These short sessions will allow participants to connect with us before the date of your online course to ensure that you are happy with logging in, turning on/off camera and microphone, how to raise their hand and use group chat etc. Facilitators should also cover this at the beginning of each new course.

3) **Links to specific sessions that are sent to individuals should not, under any circumstances, be shared or forwarded**. Any sharing of links will be investigated as a serious breach of the code of conduct and dealt with accordingly.

Useful Support

As you will be aware Northumberland Recovery College does not offer therapeutic or 1:1 interventions. There may though be times when you feel that you need more support or help during a crisis. We have added the information below to provide you with a starting point to access further support if you need it. This does not prevent you from reaching out to any of the team if you need to as we will always do our best to provide an appropriate level of emotional support and to signpost you to where next if needed.

NHS Crisis team- Call 111 (Option 2 / Mental Health support)

Northumberland Safe Haven- The Bothy- Ashington 01670 336139- Open from 2pm-10pm, 365 days a year. Just drop in or call – you don't need an appointment! Online appointments also available via Everyturn website: www.everyturn.org/crisis-support/safe-havens/

There is also the OneCall Service available to residents in Northumberland:
One Call Social Services- 01670 536400/ onecall@northumberland.gov.uk
All adult social care services in Northumberland can be contacted through their single point of contact.

Hub of Hope - https://hubofhope.co.uk/ - searchable database of organisations that support mental health, searchable by location and type of support you are looking for.

Mental Health Organisations

Samaritans- 116 123 - https://www.samaritans.org/ - Confidential support for people experiencing feelings of distress or despair.

Anxiety UK- 03444 775 774- www.anxietyuk.org.uk : Charity providing support if you have been diagnosed with an anxiety condition.

Bipolar UK- 0333 323 3880 www.bipolaruk.org.uk : A charity helping people living with manic depression or bipolar disorder.

CALM- 0800 58 58 58- www.thecalmzone.net : CALM is the Campaign Against Living Miserably, for men aged 15 to 35.

Men's Health Forum- www.menshealthforum.org.uk : 24/7 stress support for men by text, chat and email.

Mental Health Foundation- www.mentalhealth.org.uk : Provides information and support for anyone with mental health problems or learning disabilities.

Mind- 0300 123 3393- www.mind.org.uk : Promotes the views and needs of people with mental health problems.

No Panic- 0300 772 9844 - www.nopanic.org.uk : Charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD).

OCD Action- 020 7253 5272 / 0300 636 5478- www.ocdaction.org.uk : Support for people with OCD. Includes information on treatment and online resources.

OCD UK- 01332 588 112 - www.ocduk.org : A charity run by people with OCD, for people with OCD.

PAPYRUS- 0800 068 4141- www.papyrus-uk.org : Support and advice for people living with mental illness.

Rethink Mental Illness- 0300 5000 927/0121 522 7007/- www.rethink.org : Support and advice for people living with mental illness.

SANE- 0300 304 7000- www.sane.org.uk/support : Emotional support, information and guidance for people affected by mental illness, their families and carers.

YoungMinds- 0808 802 5544- www.youngminds.org.uk : Information on child and adolescent mental health. Services for parents and professionals.

General signposting contacts

Child Safeguarding

NSPCC- https://www.nspcc.org.uk/
For adults concerned about children Tel: 0808 800 5000
For Children and Young People Childline Tel: 0800 1111
Helpline for FGM 0800 028 3550

Family Lives
Parenting help support and guidance
Parentline 0808 800 2222
http://www.familylives.org.uk/

The **Victoria Climbié Foundation**
Advice and specialist support to children, young people and families involved with children's social care, particularly around aspects of culture and faith
020 8619 1191 - https://vcf-uk.org/

The **Coram Children's Legal Centre** (CCLC)
Provides free legal information, advice and representation to children, young people, and their families, and to carers and professionals.
Families can call its advice service free on 08088 020 008 for legal advice on child law, family law and education law.
www.childrenslegalcentre.com

Domestic Abuse

National Domestic Violence Support
http://www.nationaldomesticviolencehelpline.org.uk/
National Domestic Violence Helpline 0808 2000 247
Links to **Women's Aid:** https://www.womensaid.org.uk/
Links to **Refuge** for women and children: https://www.refuge.org.uk/

Men's advice line
0808 801 0327, Mon-Fri 9am-5pm. http://www.mensadviceline.org.uk/

Safe Lives
Many resources and sources of information re MARACS etc
Includes DASH risk checklist in various languages. http://www.safelives.org.uk/

Respect
Information and advice for people who are abusive towards their partners and want help to stop. Working with male perpetrators and male victims. http://www.respect.uk.net/

Domestic Violence Intervention project (DVIP)
Supporting male perpetrators who have been violent to change their behaviour
Also child to parent violence and young people. http://www.dvip.org/

HBV, FGM, Forced Marriage

The Halo Project
Tel: 01642 683 045, website: http://www.haloproject.org.uk/

Karma Nirvana
UK Helpline 0800 5999 247 Monday - Friday: 9am - 5pm
http://www.karmanirvana.org.uk/

Radicalisation & Prevent

National Counter-Terrorism Hotline: 0800 789 321

Elder Abuse

Age UK Advice Line 0800 678 1174
Or Action on Elder Abuse Helpline 080 8808 8141
https://www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/protection-from-abuse/

Apps for Mental Wellbeing

The below apps are free and might help you with your mental wellbeing:

Headspace
Mindfulness and meditation app offering guided sessions for stress, anxiety, sleep, and focus.

Silvercloud
Programmes, tools and tactics to improve wellbeing

Daylio
Private diary to track your mood without having to type a single line. Pick your mood, add activities (option to add notes)

What's Up?
CBT (Cognitive Behavioural Therapy) and ACT (Acceptance Commitment Therapy) methods to help cope with depression, anxiety, stress and anger

My Possible Self
A mental health app designed to help people manage anxiety and stress through a combination of strategies

Happify
Science-based activities and games designed to reduce stress and build resilience, using positive psychology techniques

Breethe
Mindfulness and meditation app that helps people cope with stress, sleep issues, and anxiety with a variety of guided sessions.

CalmHarm
Provides tools to help you resist or manage the urge to self-harm and helps

StayAlive
Pocket suicide prevention resource packed full of info to help you stay safe

Happier (iOS devices only)
Helps you stay present and positive throughout the day

WellMind
NHS mental health and wellbeing app full of advice, tips and tools to help with stress, anxiety and depression.

Wysa
AI-powered mental health app offering personalized support through CBT, mindfulness, and self-help exercises

MindShift CBT
Provides tools and strategies based on Cognitive Behavioral Therapy (CBT) for managing anxious thoughts and feelings.

Clarity: CBT Self Help Journal
Offers CBT techniques to track thoughts, moods, and behaviors, helping challenge negative thinking and improve well-being.

Online Resources For Home Explorations

How to overcome anxiety and fear resources
https://www.mentalhealth.org.uk/explore-mental-health/publications/how-overcome-anxiety-and-fear

Money Saving Experts mental health & debt guide: This is a free PDF guide supported by Mind, Rethink, CAP UK and others, for people with mental health problems and those caring for them.
https://www.moneysavingexpert.com/credit-cards/mental-health-guide/

How to look after your mental health using exercise
https://www.mentalhealth.org.uk/explore-mental-health/publications/how-improve-your-mental-health-using-physical-activity

Free wellbeing courses
https://www.coursera.org/promo/wellness-free-courses

Online Recovery College
https://www.recoverycollegeonline.co.uk/

Open University
www.Open.edu/openlearn/

Children online learning
www.bbc.co.uk/schools

Cooking explorations
www.thehappyfoodie.co.uk

Museums/Tours you can visit online (adult and children)
https://www.mentalfloss.com/article/75809/12-world-class-museums-you-can-visit-online
https://www.louvre.fr/en/visites-en-ligne
https://www.farmfood360.ca/
https://www.montereybayaquarium.org/animals/live-cams
https://www.houstonzoo.org/explore/webcams/
https://spaceplace.nasa.gov/explore-mars/en/
https://explore.org/livecams/panda-bears/china-panda-cam-1

Free guide to living with worry and anxiety amidst global uncertainty
https://www.psychologytools.com/articles/free-guide-to-living-with-worry-and-anxiety-amidst-global-uncertainty/