

# Mental Health & Wellbeing

## A Resource for Civil Servants

2018 Version I



# Contents

<b>Introduction</b>	<b>3</b>
<b>Mental Health</b>	<b>4</b>
<b>Mental Health Facts</b>	<b>5</b>
<b>Stress</b>	<b>6</b>
<b>Generalised Anxiety Disorder (GAD)</b>	<b>7</b>
<b>Depression</b>	<b>8</b>
<b>Obsessive Compulsive Disorder (OCD)</b>	<b>9</b>
<b>Bipolar Disorder</b>	<b>10</b>
<b>Self Harm</b>	<b>11</b>
<b>Eating Disorders</b>	<b>12</b>
<b>Post-Traumatic Stress Disorder (PTSD)</b>	<b>13</b>
<b>Neurodiversity</b>	<b>15</b>
<b>Autism Spectrum Disorder (ASD)</b>	<b>16</b>
<b>Dyslexia</b>	<b>18</b>
<b>Dyspraxia</b>	<b>19</b>
<b>Attention Deficit Hyperactivity Disorder (ADHD)</b>	<b>20</b>
<b>Civil Service Links</b>	<b>21</b>
<b>Departmental Intranet Links</b>	<b>22</b>
<b>NHS &amp; Charity Links</b>	<b>24</b>
<b>About the Team</b>	<b>27</b>

# Introduction

Photo by Quino Al on Unsplash



This document is the culmination of a year of work by a cross-government team of seven civil servants taking part in a development programme called the [CS Local Leadership Academy](#), held by [Civil Service Local - North East, Yorkshire and the Humber](#).

Our team was charged with creating our own project to work on that embodied an aspect of the [Brilliant Civil Service](#) campaign that exemplifies the vision of the Civil Service as a whole.

After much discussion we settled on a theme that aligned with making the Civil Service a great place to work; something that we all felt passionate about and had personal experience of: Mental Health and Wellbeing.

The team was made up of members from diverse departments across the North-East, and we all were aware that easy access to mental health information and support varied significantly between departments, with some intranets having a wealth of information and resources, and others having less.

We all agreed that things should be better, and while there was a great wealth of resources across the spectrum of the Civil Service, it could be hard to find or confusing to navigate through policies and intranet sites.

In response to this we decided to make a central signposting document that would be accessible to all Civil Servants, a document that explained what common mental health issues were and pointed you to support and resources from expert charities that anyone could access; and directed users to policies and support within individual departments.

The document is intended to be as easy to use as possible. None of the team are medical or psychiatric professionals, so we have taken the details of all the conditions listed in this document straight from professional sources and linked directly to those sources.

The information presented is intended for those who might be experiencing issues or those supporting them, including managers.

While we have researched and developed this document over the course of 2018, we are fully aware that online resources change, are updated or just moved. We would hope that the existence of this resource continues to exist for some time to come and will be updated regularly to continue its usefulness to Civil Servants across the UK.

We hope that if you are using this document that it will be helpful and informative.





# Mental Health



Photo by Luke Stackpoole on Unsplash

## **Mental Health issues are a normal part of life.**

In any one year approximately one in four people experience at least one diagnosable Mental Health issue and the World Health Organisation (WHO) forecasts that by 2030 Depression will be the single leading cause of the global burden of disease. The long-standing stigma around mental ill health means that many people have a limited understanding of Mental Health.<sup>1</sup>

This document lists the most commonly suffered mental health conditions worldwide. There are many others and it is intended that many of these will be added to future versions of the document alongside revisions and updates. It is our intention that this resource will help aid understanding of these common conditions for both those struggling and those wanting to support a sufferer.

There are a great many online resources supporting mental health issues. A list of charities and professional resources are listed at the end of this document.

All facts and figures used on the following page have been taken from the Adult Mental Health First Aider (MHFA) Manual. MHFA England 2016. The references that they used have been included as the original point of reference. They can be seen below in the order that they were used.



# Mental Health Facts

According to a study by WHO, 676 million people are currently affected by mental health issues worldwide. <sup>2</sup>

According to most of the WHO World Mental Health Surveys, about half of all people who develop a mental health issue have the first onset by the mid-teens and three-quarters by the mid-20's. <sup>3</sup>

Suicide is the most common cause of death aged 20-49. <sup>4</sup>

Of the twenty leading causes of disability worldwide, over a quarter are mental health issues and depression is the number one leading cause of disability worldwide. <sup>5</sup>

On average an episode of depression will last 6-8 months but this can extend for up to a year or longer. <sup>6</sup>

75% of people with diagnosable mental illness receive no treatment at all. <sup>7</sup>

People with suicidal thoughts may be more likely to act on them if under the influence of alcohol. <sup>8</sup>

In the UK the most common diagnoses among those dying from suicide are: <sup>9</sup>

1. Mood disorders (32-47%) particularly depression
2. schizophrenia (15-20%)
3. alcohol dependence (8-17%)
4. personality disorder (8-11%)
5. Drug dependence (3-9%)

## **Role of family and friends in recovery.**

People are more likely to recover if: <sup>10</sup>

- They have a stable family relationship
- They are not treated with criticism and hostility by their family
- They have supportive friends
- Their friends don't use alcohol or drugs themselves and they encourage the person not to use.

1. Adult MHFA Manual 2016. MHFA England P.10

2. World Health Organisation (WHO). Health in 2015: from MDG's to SDG's,

3. The WHO World Mental Health Survey Consortium. Prevalence, severity and unmet need for treatment of mental disorders.

4. Office for National Statistics. Suicides in the United Kingdom, 2013 Registrations. Statistical bulletin 2015.

5. Vos T et al. Global, regional and national incidence, prevalence and years lived with disability for 301 acute and chronic diseases and injuries in 188 countries 1990-2013. & WHO methods and data sources for global burden of disease estimates, 2000-2011.

6. Whiteford HA et al. Global burden of disease attributable to mental and

substance use disorders: findings from Global Burden of Disease Study 2010. (1575-1586)

7. Davies SC. Annual Report of the Chief Medical Officers 2013, Public Mental Health Priorities: Investing in Evidence. Department of Health 2014.

8. Teesson M, Slade T, Mills K. Comorbidity in Australia: findings of 2007 National Survey of Mental Health and Wellbeing. Australian and New Zealand Journal of Psychiatry.

9. Windfuhr K, Kapur N. Suicide and mental illness: a clinical review of 15 years findings from the UK National Confidential Inquiry in Suicide. British Medical Bulletin. 2011; 100-121.

10. Adult MHFA Manual. MHFA England P.118



# Stress

## What is Stress?

We all know what it's like to feel stressed, but it's not easy to pin down exactly what stress means.

When we say things like "this is stressful" or "I'm stressed", we might be talking about:

Situations or events that put pressure on us – for example, times where we have lots to do and think about, or don't have much control over what happens.

Our reaction to being placed under pressure – the feelings we get when we have demands placed on us that we find difficult to cope with.

There's no medical definition of stress, and health care professionals often disagree over whether stress is the cause of problems or the result of them. This can make it difficult for you to work out what causes your feelings of stress, or how to deal with them. But whatever your personal definition of stress is, it's likely that you can learn to manage your stress better by:

Managing external pressures, so stressful situations don't seem to happen to you quite so often  
Developing your emotional resilience, so you're better at coping with tough situations when they do happen and don't feel quite so stressed.

## How you may feel emotionally

- Overwhelmed
- Irritable and "wound up"
- Anxious or fearful
- Lacking in self-esteem

## How you may feel mentally

- Racing thoughts
- Constant worrying
- Difficulty concentrating
- Difficulty making decisions

## How you may feel physically

- Muscle tension or pain
- Dizziness
- Sleep problems
- Feeling tired all the time

## How you may behave

- Eating too much or too little
- Drinking or smoking more
- Snapping at people
- Avoiding things or people

## Charity sites

### Mind

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/stress/#.W5pSPuhKjIV>  
Information on Stress

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/stress/dealing-with-pressure/#.W5pSx-hKjIU>  
How to deal with Stress

### NHS

#### About Stress

<https://www.nhs.uk/conditions/stress-anxiety-depression/understanding-stress/>

#### Reducing Stress tips

<https://www.nhs.uk/conditions/stress-anxiety-depression/reduce-stress/>

## OTHER SITES OR RESOURCES

### Mental Health Foundation

<https://www.mentalhealth.org.uk/a-to-z/s/stress>  
About Stress

## Facts about Stress

In the past year, 74% of people have felt so stressed they have been overwhelmed or unable to cope.

46% reported that they ate too much or ate unhealthily due to stress. 29% reported that they started drinking or increased their drinking, and 16% reported that they started smoking or increased their smoking.

[Results of the Mental Health Foundation's 2018 study](#)



# Generalised Anxiety Disorder

## What is GAD?

Generalised Anxiety Disorder means having regular or uncontrollable worries about many different things in your everyday life. Because there are lots of possible symptoms of anxiety this can be quite a broad diagnosis, meaning that the problems experienced might be quite different from another person's experiences.

Generalised Anxiety Disorder (GAD) is characterized by persistent and excessive worry about a number of different things. People with GAD may anticipate disaster and may be overly concerned about money, health, family, work, or other issues. Individuals with GAD find it difficult to control their worry. They may worry more than seems warranted about actual events or may expect the worst even when there is no apparent reason for concern.

In 2013, there were 8.2 million cases of anxiety in the UK. Women are almost twice as likely to be diagnosed with anxiety disorders as men.. The disorder comes on gradually and can begin at any age, though the risk is highest between childhood and middle age. Although the exact cause of GAD is unknown, there is evidence that biological factors, family background, and life experiences, particularly stressful ones, play a role.

## Symptoms of GAD

### Psychological symptoms

- Restlessness
- A sense of dread
- Feeling constantly "on edge"
- Difficulty concentrating
- Irritability
- Dizziness
- Tiredness

### Physiological symptoms

- A noticeably strong, fast or irregular heartbeat (palpitations)
- Trembling or shaking
- Dry mouth
- Excessive sweating
- Shortness of breath
- Stomach ache
- Feeling sick
- Headache
- Pins and needles
- Difficulty falling or staying asleep (insomnia)

## Charity sites

### Mind

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/anxiety-and-panic-attacks/#.W4I8Y-hKjIU>  
Information on anxiety and anxiety disorders including GAD

### NHS

#### Overview

<https://www.nhs.uk/conditions/generalised-anxiety-disorder/>

## OTHER SITES OR RESOURCES

### Bupa

<https://www.bupa.co.uk/health-information/mental-health/generalised-anxiety-disorder>

### National Institute of Mental Health

<https://www.nimh.nih.gov/health/publications/generalized-anxiety-disorder-gad/index.shtml>  
About GAD

### Mental Health Foundation

<https://www.mentalhealth.org.uk/a-to-z/a/anxiety>  
About Anxiety





# Depression

## What is Depression?

Depression is more than simply feeling unhappy or fed up for a few days. Depression is a low mood that lasts for a long time and affects your everyday life. Most people go through periods of feeling down, but when you're depressed you feel persistently sad for weeks or months, rather than just a few days.

In its mildest form, depression can mean just being in low spirits. It doesn't stop you leading your normal life but makes everything harder to do and seem less worthwhile. At its most severe, depression can be life-threatening because it can make you feel suicidal or simply give up the will to live.

## Different kinds of Depression

**Seasonal affective disorder (SAD)** – depression that usually (but not always) occurs in the winter. SAD Association provides information and advice.

**Dysthymia** – continuous mild depression that lasts for two years or more. Also called persistent depressive disorder or chronic depression.

**Prenatal depression** – sometimes also called antenatal depression, it occurs during pregnancy.

**Postnatal depression (PND)** – occurs in the weeks and months after becoming a parent. Postnatal depression is usually diagnosed in women but it can affect men, too.

## Symptoms

- Low mood lasting two weeks or more
- Not getting any enjoyment out of life
- Feeling hopeless
- Feeling tired or lacking energy
- Comfort eating or losing your appetite
- Sleeping more than usual or being unable to sleep
- Having suicidal thoughts or thoughts about harming yourself.

## Charity sites

### Mind

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/depression/#.W42KuehKjIW>

Information on depression

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/depression/useful-contacts/#.W42MbehKjIU>

Further resources for depression and help

### NHS

Overview

<https://www.nhs.uk/conditions/stress-anxiety-depression/low-mood-and-depression>

## OTHER SITES OR RESOURCES

### Time to Change

<https://www.time-to-change.org.uk/category/blog/depression>  
Personal Stories of depression

### Mental Health Foundation

<https://www.mentalhealth.org.uk/a-to-z/d/depression>

## Facts about Depression

Depression is one of the top 3 Mental Health conditions globally each year.

The most common Mental Health issue reported in England is depression (19%).

The disability caused by severe depression is similar to the impact from a moderate to severe heroin dependency, or an untreated spinal cord injury.

Depression is the number one leading cause of disability worldwide and there is a much higher prevalence of anxiety and depressive disorders in women.

Stress, anxiety and depression alone were responsible for 15 million working days lost in 2013.





# Obsessive Compulsive Disorder

## What is obsessive Compulsive Disorder?

Obsessive compulsive disorder (OCD) is a common mental health condition in which a person has obsessive thoughts and compulsive behaviours. It affects men, women and children and can develop at any age. Some people develop the condition early, often around puberty, but it typically develops during early adulthood.

OCD can be distressing and significantly interfere with your life, but treatment can help you keep it under control.

If you have OCD, you'll usually experience frequent obsessive thoughts and compulsive behaviours. An obsession is an unwanted and unpleasant thought, image or urge that repeatedly enters your mind, causing feelings of anxiety, disgust or unease.

A compulsion is a repetitive behaviour or mental act that you feel you need to carry out to try to temporarily relieve the unpleasant feelings brought on by the obsessive thought.

For example, someone with an obsessive fear of their house being burgled may feel they need to check all the windows and doors are locked several times before they can leave the house.

It is fair to say that to some degree OCD-type symptoms are probably experienced at one time or another by most people, especially in times of stress where they have succumbed to the seemingly nonsensical need to perform an odd and often unrelated behaviour pattern, which is why we often hear the really unhelpful phrase 'everybody is a little bit OCD'. However, OCD itself can have a totally devastating impact on a person's entire life, from education, work and career enhancement to social life and personal relationships, which is why such a phrase is spectacularly inaccurate!

Lots of people have misconceptions about OCD. Some people think it just means you wash your hands a lot or you like things to be tidy. They might even make jokes about it.

This can be frustrating and upsetting, especially if people who think this are friends or family, colleagues or even healthcare professionals.

It's not about being tidy, it's about having no control over your negative thoughts. It's about being afraid not doing things a certain way will cause harm.

## Charity sites

### Mind

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/obsessive-compulsive-disorder-ocd/about-ocd/?o=6290#.W7EuZOjKjIW>  
Information on OCD

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/obsessive-compulsive-disorder-ocd/symptoms-of-ocd/?o=6290#.W7E2qehKjIU>  
Information on OCD Symptoms

### NHS

#### Overview

<https://www.nhs.uk/conditions/obsessive-compulsive-disorder-ocd/symptoms/>

## OTHER SITES OR RESOURCES

### OCD uk

<https://www.ocduk.org/>

### Top UK

The OCD & phobia charity  
<http://www.topuk.org/>

### Mental Health Foundation

<https://www.mentalhealth.org.uk/a-to-z/o/obsessive-compulsive-disorder-ocd>



# Bipolar Disorder

## What is Bipolar Disorder?

Bipolar disorder (BPD), formerly known as manic depression, is a condition that affects your moods, which can swing from one extreme to another. Everyone has variations in their mood, but in bipolar disorder these changes can be very distressing and have a big impact on your life. You may feel that your high and low moods are extreme, and that swings in your mood are overwhelming.

Depending on the way you experience these mood states, and how severely they affect you, your doctor may diagnose you with a particular type of bipolar disorder.

## Symptoms

Bipolar disorder mainly affects your mood. If you have bipolar disorder, you are likely to have times where you experience:

- Manic or hypomanic episodes (feeling high)
- Depressive episodes (feeling low)
- Potentially some psychotic symptoms during manic or depressed episodes
- Mixed episodes (feeling high and low at the same time)

## Charity sites

### Mind

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/bipolar-disorder/#.W5o5V-hKjIV>

Information on bipolar disorder

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/bipolar-disorder/bipolar-moods-symptoms/#.W5o6GehKjIU>

More information on how BPD affects mood

### NHS

Overview

<https://www.nhs.uk/conditions/bipolar-disorder/>

## OTHER SITES OR RESOURCES

### Bipolar UK

<https://www.bipolaruk.org/>

Supporting people affected by bipolar

### Mental Health Foundation

<https://www.mentalhealth.org.uk/a-to-z/b/bipolar-disorder>

## Facts About Bipolar

- 1% to 2% of the population experience a lifetime prevalence of bipolar and recent research suggests as many as 5% of us are on the bipolar spectrum.
- Bipolar also has a huge impact on family and friends.
- On average it takes 10.5 years to receive a correct diagnosis for bipolar in the UK and before bipolar is diagnosed there is a misdiagnosis an average of 3.5 times.
- Bipolar increases the risk of suicide by 20 times.
- The World Health Organisation identifies bipolar as one of the top causes of lost years of life and health in 15 to 44-year olds.
- Just 21% of people with a long-term mental health condition are in employment.
- Compared to other health problems, treatment of bipolar is still badly affected by misunderstanding and stigma.
- Bipolar affects every aspect of your life and your relationship. Family and friends can all be put under stress. This is why you need to get a correct diagnosis, accept treatment and start to learn how you can adapt your lifestyle to cope with the ups and downs.



# Self Harm

## What is Self Harm?

Self-harm is when somebody intentionally damages or injures their body. It's usually a way of coping with or expressing overwhelming emotional distress. Sometimes when people self-harm, they feel on some level that they intend to die. Over half of people who die by suicide have a history of self-harm.

However, the intention is more often to punish themselves, express their distress or relieve unbearable tension. Sometimes the reason is a mixture of both.

## Why do people Self Harm?

Some people have described self-harm as a way to:

- Express something that is hard to put into words
- Turn invisible thoughts or feelings into something visible
- Change emotional pain into physical pain
- Reduce overwhelming emotional feelings or thoughts
- Have a sense of being in control
- Escape traumatic memories
- Have something in life that they can rely on
- Punish yourself for your feelings and experiences.

After self-harming the individual may feel a short-term sense of release, but the cause of distress is unlikely to have gone away. Self-harm can also bring up very difficult emotions and could make the individual feel worse.

Some people find that certain actions, such as drinking alcohol or taking drugs, increase the likelihood of self-harm, or that self-harm is more likely to happen at certain times (at night, for example).

Sometimes people talk about self-harm as attention-seeking. If people make comments like this, it can leave the sufferer feeling judged and alienated. In reality, a lot of people keep their self-harm private, and it can be painful to have their behaviour misunderstood in this way.

## Charity sites

### Mind

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/self-harm/#.W5t7euhKjIV>

Information on Self Harm

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/self-harm/why-people-self-harm/#.W5t6kuhKjIU>

Why people self harm

### NHS

Overview

<https://www.nhs.uk/conditions/self-harm/>

## OTHER SITES OR RESOURCES

### Mental Health Foundation

<https://www.mentalhealth.org.uk/a-to-z/s/self-harm>

About Self Harm

## Facts about Self Harm

In one study, self-poisoning was responsible for 82.2% of all self-harm cases recording in primary care.

In the UK, there are 12.3 new cases of self-harm per 1000 males and 17.9 cases per 1000 females in the 15-64 age bracket each year.

In 2014, statistics found that 1 in 15 people (7.3%) had self-harmed at some point in their life. This was higher in women (8.9%) than in men (5.7%).

The UK has the highest self-harm rate in Europe.

Young people aged 15-24 are 4-9 times more likely to self-harm than people aged 55-64.



# Eating Disorders

## What is an Eating Disorder?

An eating problem is any relationship with food that you find difficult.

Food plays an important part in our lives and most of us will spend time thinking about what we eat. Sometimes we may try to eat more healthily, have cravings, eat more than usual or lose our appetite. Changing your eating habits every now and again is normal.

But if food and eating feels like it's taking over your life then it may become a problem.

Lots of people think that if you have an eating problem you will be over- or underweight, and that being a certain weight is always associated with a specific eating problem. This is a myth. Anyone, regardless of age, gender or weight, can be affected by eating problems.

Lots of people with eating problems also have other mental health problems, such as depression, anxiety or obsessive-compulsive disorders. Food is one of many mediums through which anxiety, depression or obsessive-compulsive behaviours can be expressed. Body dysmorphic disorder is an anxiety disorder linked to body image, which can also lead to eating problems.

For some people, eating problems are linked to self-harm – you may see your eating problem as a form of self-harm, and you may hurt yourself in other ways too. For others they're related to body image and self-esteem. And for others eating problems can be more like a phobia of certain foods.

## Symptoms of Eating Disorders

If you have an eating problem you might:

- restrict the amount of food you eat more than you need or feel out of control when you eat
- eat a lot in secret
- feel very anxious about eating or digesting food
- eat lots of food in response to difficult emotions (when you don't feel physically hungry)
- do things to get rid of what you eat (purging)
- stick to rigid rules around what you can and can't eat and how food should look – and feel very upset if you break those rules
- feel strongly repulsed at the idea of eating certain foods
- eat things that are not really food
- be scared of certain types of food or eating in public
- think about food and eating a lot or all the time
- compare your body to other people's and think about their shape or size a lot
- check, test and weigh your body a lot.

## Charity sites

### Mind

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/eating-problems/about-eating-problems/?o=6260#.W5uJluhKjIV>

Information on Eating Disorders

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/eating-problems/types-of-eating-disorders/#.W5uJl-hKjIV>

About specific eating disorders Such as Anorexia, Bulimia and other common eating disorders

### NHS

About Eating Disorders

<https://www.nhs.uk/conditions/eating-disorders/>

## OTHER SITES OR RESOURCES

### National Institute of Mental Health

<https://www.nimh.nih.gov/health/topics/eating-disorders/index.shtml>

### Mental Health Foundation

<https://www.mentalhealth.org.uk/a-to-z/e/eating-disorders>





# Post Traumatic Stress Disorder

## What is Post Traumatic Stress Disorder?

Post-traumatic stress disorder (PTSD) is a type of anxiety disorder, which you may develop after being involved in, or witnessing, traumatic events. The condition was first recognised in war veterans and has been known by a variety of names, such as 'shell shock'. But it's not only diagnosed in soldiers – a wide range of traumatic experiences can cause PTSD.

There are lots of misconceptions about PTSD. For example, people may wrongly assume it means you are 'dwelling' on past events. They might even suggest that you should 'get over it' or 'move on'. But having PTSD isn't a choice or a sign of weakness.

## Causes of PTSD

The situations we find traumatic can vary from person to person. There are many different harmful or life-threatening events that might cause someone to develop PTSD. For example:

- being involved in a car crash
- being violently attacked
- being raped or sexually assaulted
- being abused, harassed or bullied
- being kidnapped or held hostage
- seeing other people hurt or killed, including in the course of your job
- doing a job where you repeatedly see distressing images or hear details of traumatic events
- traumatic childbirth, either as a mother or a partner witnessing a traumatic birth
- extreme violence or war, including military combat
- surviving a terrorist attack
- surviving a natural disaster, such as flooding or an earthquake
- being diagnosed with a life-threatening condition
- losing someone close to you in particularly upsetting circumstances
- learning that traumatic events have affected someone close to you (sometimes called secondary trauma)
- any event in which you fear for your life.

## Charity sites

### Mind

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/post-traumatic-stress-disorder-ptsd/#.Wv6fnbpFwVM>

#### Information on PTSD

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/post-traumatic-stress-disorder-ptsd/for-friends-and-family/#.W5VdJehKjIU>

Advice on how to help a sufferer of PTSD

### NHS

#### Overview

<https://www.nhs.uk/conditions/post-traumatic-stress-disorder-ptsd/>

## OTHER SITES OR RESOURCES

### Combat Stress

<https://www.combatstress.org.uk/what-ptsd>  
About PTSD aimed at military veterans

### Mental Health Foundation

<https://www.mentalhealth.org.uk/a-to-z/p/post-traumatic-stress-disorder-ptsd>  
About PTSD

## Facts about PTSD

Some people have constant negative thoughts about their experience, repeatedly asking themselves questions that prevent them from coming to terms with the event. For example, they may wonder why the event happened to them and if they could have done anything to stop it, which can lead to feelings of guilt or shame.

PTSD can develop immediately after someone experiences a disturbing event or it can occur weeks, months or even years later.

PTSD is estimated to affect about 1 in every 3 people who have a traumatic experience, but it's not clear exactly why some people develop the condition and others don't.



## Symptoms of PTSD

Re-experiencing is the most typical symptom of PTSD. This is when a person involuntarily and vividly re-lives the traumatic event in the form of:

- Flashbacks
- Nightmares
- Repetitive and distressing images or sensations
- Physical sensations – such as pain, sweating, nausea or trembling

Sufferers of PTSD struggle with feelings of alertness or feeling on edge this can include:

- panicking when reminded of the trauma
- being easily upset or angry
- extreme alertness, also sometimes called 'hypervigilance'
- disturbed sleep or a lack of sleep
- irritability or aggressive behaviour
- finding it hard to concentrate – including on simple or everyday tasks
- being jumpy or easily startled
- self-destructive behaviour or recklessness
- other symptoms of anxiety

PTSD also causes a multitude of other symptoms such as: avoidance behaviors: feeling like you have to keep busy, avoiding anything that reminds you of the trauma, feeling emotionally numb or cut off from your feelings, feeling physically numb or detached from your body, being unable to express affection or using alcohol or drugs to avoid memories.

Sufferers also often feel like they can't trust anyone, feel like nowhere is safe and that nobody understands, having overwhelming feelings of anger, sadness, guilt or shame.

## Other impacts of PTSD

If you are experiencing symptoms of PTSD, you might also find that you have difficulty with some everyday aspects of your life, such as:

- looking after yourself
- holding down a job
- maintaining friendships or relationships
- remembering things and making decisions
- your sex drive
- coping with change
- simply enjoying your leisure time.

Sufferers of PTSD also commonly suffer from one or more other mental health conditions.





# Neurodiversity

Photo by XiaoXiao Sun on Unsplash

**"Neurodiversity"** is a relatively new term, thought to have been coined in the 1990s by Judy Singer (an autism activist).

It was originally used by the autistic community, who were keen to move away from the medical model and dispel the belief that autism is something to be treated and cured rather than an important and valuable part of human diversity.

The idea of neurodiversity has now been embraced by many other groups, who are using the term as a means of empowerment and to promote the positive qualities possessed by those with a neurological difference. It encourages people to view neurological differences such as autism, dyslexia and dyspraxia as natural and normal variations of the human genome. Further, it encourages them to reject the culturally entrenched negativity which has typically surrounded those that live, learn and view the world differently.

The following pages cover some of the most common neurodiverse conditions to be found in the workplace: Autism Spectrum Disorder (ASD), Dyslexia, Dyspraxia, and ADHD.

To learn more about neurodiversity, the benefits for organisations, and how to support neurodivergent people to be comfortable and successful at work see the guide by CIPD [here](#).

A report on the benefits of Neurodiversity in the workplace conducted by ACAS can be found [here](#).

Further definition of Neurodiversity can be found [here](#).

[Neurodiversity as a Competitive Advantage](#) - Article by Harvard Business Review



# Autism Spectrum Disorder

## What is Autism?

Autism is a lifelong developmental disability that affects how people perceive the world and interact with others. Autism is much more common than most people think. There are around 700,000 autistic people in the UK - that's more than 1 in 100.

There are many different names and classifications used in relation to Autism. Because of recent and upcoming changes to the main diagnostic manuals, 'autism spectrum disorder' (ASD) is now likely to become the most commonly given diagnostic term, however Asperger Syndrome or Asperger's are still common terms. Many autistics refer to themselves as being an 'Aspie' which is meant as an affectionate term and is not generally considered as derogatory.

Autism is not a mental health condition and many Autistics see Autism as an expression of Neurodiversity. Someone who is Neurodivergent means having a brain that functions in ways that diverge significantly from the dominant societal standards of "normal."

Autistic people see, hear and feel the world differently to other people. If you are autistic, you are autistic for life; autism is not an illness or disease and cannot be 'cured'. Often people feel being autistic is a fundamental aspect of their identity.

Autism is a spectrum condition. All autistic people share certain difficulties, but being autistic will affect them in different ways.

Some autistic people also have learning disabilities, mental health issues or other conditions, meaning people need different levels of support. All people on the autism spectrum learn and develop. With the right sort of support, all can be helped to live a more fulfilling life of their own choosing.

## Asperger Syndrome

People with Asperger syndrome are of average or above average intelligence. They don't have the learning disabilities that many autistic people have, but they may have specific learning difficulties. They have fewer problems with speech but may still have difficulties with understanding and processing language.

## Charity sites

### The National Autism Society (NAS)

<http://www.autism.org.uk/>

The leading UK charity for autistic people (including those with Asperger syndrome) and their families

NAS advice for employers

<http://www.autism.org.uk/professionals/employers/information-for-employers/managing.aspx>

NAS: The language we use to describe autism

<http://www.autism.org.uk/about/what-is/describing.aspx>

### NHS

Overview

<https://www.nhs.uk/conditions/autism/>

Autism in Adults

<https://www.nhs.uk/conditions/autism/adults/>

## OTHER SITES OR RESOURCES

Mencap

<https://www.mencap.org.uk/learning-disability-explained/conditions/autism-and-aspergers-syndrome>

National Institute of Mental Health

<https://www.nimh.nih.gov/health/topics/autism-spectrum-disorders-asd/index.shtml>

Mental Health Foundation

<https://www.mentalhealth.org.uk/a-to-z/a/autism-spectrum-disorder>



Some people with Asperger syndrome say the world feels overwhelming and this can cause them considerable anxiety.

In particular, understanding and relating to other people, and taking part in everyday family, school, work and social life, can be harder. Other people appear to know, intuitively, how to communicate and interact with each other, yet can also struggle to build rapport with people with Asperger syndrome. People with Asperger syndrome may wonder why they are 'different' and feel their social differences mean people don't understand them.

Often adults with Asperger Syndrome find and feel that they are misunderstood because of their difficulties in communicating and this is a source of deep frustration.

### **Social Communication**

Autistic people have difficulties with interpreting both verbal and non-verbal language like gestures or tone of voice. Many have a very literal understanding of language, and think people always mean exactly what they say. They may find it difficult to use or understand:

- facial expressions
- tone of voice
- jokes and sarcasm

It often helps to speak in a clear, consistent way and to give autistic people time to process what has been said to them. Autistic people may:

- appear to be insensitive
- seek out time alone when overloaded by other people
- not seek comfort from other people
- appear to behave 'strangely' or in a way thought to be socially inappropriate

Autistic people may find it hard to form friendships. Some may want to interact with other people and make friends, but may be unsure how to go about it.

To find out more about the basics of Autism click [here](#).

### **Sensory Sensitivity**

Many people on the autism spectrum have difficulty processing everyday sensory information. Any of the senses may be over- or under-sensitive, or both, at different times. These sensory differences can affect behaviour and can have a profound effect on a person's life. To find out more click [here](#).

### **Shutdowns and Meltdowns**

You can read more about this and what you can do for someone experiencing a meltdown or a shutdown [here](#) and [here](#).

### **Mental Health and Autism**

Mental illness can be more common for people on the autism spectrum than in the general population. You can find out more about this [here](#).

### **Managing an autistic employee**

Many autistic people have a variety of sometimes exceptional skills that enable them to thrive in the workplace. However, they are often disadvantaged when it comes to getting and keeping a job because of difficulties with social communication and interaction, other people's lack of understanding, and sensory issues.

There is a great deal of things you can do as a manager that will help an autistic employee in the workplace. Read The National Autistic Society's advice on managing an autistic employee [here](#).



# Dyslexia

## What is Dyslexia?

Dyslexia is a common learning difficulty that can cause problems with reading, writing and spelling.

It's a "specific learning difficulty", which means it causes problems with certain abilities used for learning, such as reading and writing. Unlike a learning disability, intelligence isn't affected.

It's estimated that up to 1 in every 10 to 20 people in the UK has some degree of dyslexia.

Dyslexia is lifelong problem that can present challenges on a daily basis, but support is available to improve reading and writing skills and help those with the problem be successful at school and work.

## Signs of Dyslexia

Signs of dyslexia usually become apparent when a child starts school and begins to focus more on learning how to read and write.

A person with dyslexia may:

- read and write very slowly
- confuse the order of letters in words
- put letters the wrong way round (such as writing "b" instead of "d")
- have poor or inconsistent spelling
- understand information when told verbally, but have difficulty with information that's written down
- find it hard to carry out a sequence of directions
- struggle with planning and organisation

But people with dyslexia often have good skills in other areas, such as creative thinking and problem solving.

Read more about the symptoms of [dyslexia](#).

## Charity sites

### British Dyslexia Association

<https://www.bdadyslexia.org.uk/>

The BDA is the voice of dyslexic people. They aim to influence government and other institutions to promote a dyslexia friendly society, that enables dyslexic people of all ages to reach their full potential.

BDA advice for employers

<https://www.bdadyslexia.org.uk/employer>

### NHS

Overview

<https://www.nhs.uk/conditions/dyslexia/>

## OTHER SITES OR RESOURCES

The Dyslexia Association

<https://www.dyslexia.uk.net/>

## Facts about Dyslexia

People with dyslexia are often more creative - Dyslexia is not related to low intelligence. Children and adults with dyslexia are often highly creative.

Dyslexia is highly hereditary - A person has 50% chance of having dyslexia if one parent has it and a 100% chance if both parents have it.

The symptoms of dyslexia aren't always what you think - It is often thought that people with dyslexia see words and letters backwards, however this is not a sure sign of dyslexia. Many children reverse their letters when learning to write whether or not they have dyslexia. There are many symptoms of dyslexia and a person will often only exhibit a handful of them.

Dyslexia is not a disease - Dyslexia can sometimes make it difficult for a person to learn in the traditional sense. But it is not a "disease" or something that needs a "cure". There are many ways to effectively teach people with dyslexia by catering to that person's strengths and needs.



# Dyspraxia

## What is Dyspraxia?

Dyspraxia, a form of developmental coordination disorder (DCD) is a common disorder affecting fine and/or gross motor coordination in children and adults. It may also affect speech. Dyspraxia is a lifelong condition, formally recognised by international organisations including the World Health Organisation. Dyspraxia is distinct from other motor disorders such as cerebral palsy and stroke, and occurs across the range of intellectual abilities. Individuals may vary in how their difficulties present: these may change over time depending on environmental demands and life experiences.

An individual's coordination difficulties may affect participation and functioning of everyday life skills in education, work and employment.

There may be a range of co-occurring difficulties which can also have serious negative impacts on daily life. These include social and emotional difficulties as well as problems with time management, planning and personal organisation, and these may also affect an adult's education or employment experiences.

Many people with Dyspraxia also experience difficulties with memory, perception and processing. While Dyspraxia is often regarded as an umbrella term to cover motor coordination difficulties, dyspraxia refers to those people who have additional problems planning, organising and carrying out movements in the right order in everyday situations. Dyspraxia can also affect articulation and speech, perception and thought.

People who have dyspraxia often find the routine tasks of daily life such as driving, household chores, cooking and grooming difficult. They can also find coping at work is hard. People with dyspraxia usually have a combination of problems, including:

- Gross motor coordination skills (large movements)
- Fine motor coordination skills (small movements)
- Poorly established hand dominance
- Speech and language
- Eye movements
- Perception (interpretation of the different senses)
- Learning, thought and memory
- Emotion and behaviour

You can find out more about the symptoms of Dyspraxia in adults [here](#).

## Charity sites

### Dyspraxia Foundation

<https://dyspraxiafoundation.org.uk/>  
The UK's leading charity for Dyspraxia

Dyspraxia Foundation's advice for employers

<https://dyspraxiafoundation.org.uk/dyspraxia-adults/workplace-employers/>

Dyspraxia Foundation's advice for employees

<https://dyspraxiafoundation.org.uk/dyspraxia-adults/workplace-employees/>

### NHS

Overview

<https://www.nhs.uk/conditions/developmental-coordination-disorder-dyspraxia-in-adults/>

## OTHER SITES OR RESOURCES

### Mental Health Foundation

<https://www.mentalhealth.org.uk/learning-disabilities/a-to-z/d/dyspraxia>

### The Guardian

<https://www.theguardian.com/commentisfree/2012/oct/29/dyspraxia-serious-recognition>  
Article advocating wider recognition of Dyspraxia



# Attention Deficit Hyperactivity Disorder

## What is Attention Deficit Hyperactivity Disorder?

ADHD is a neurodevelopmental condition affecting brain structure and neurotransmission: the way in which messages are communicated around the brain and different areas of the brain are activated.

ADHD is thought to be caused by a complex mix of environmental and genetic factors but is a strongly hereditary condition. ADHD is present from childhood, but an increasing number of adults are now being diagnosed with ADHD for the first time, having been 'missed' when they were younger, and the condition was not as well understood as it is now.

ADHD has three core symptoms which affect people with it to different degrees:

### Inattention

- Difficulties with concentration, short term and working memory
- Difficulties with planning and getting started (activation)
- Difficulty with organisation and losing things
- Easily distracted by small things which others wouldn't notice

### Impulsiveness

- Acting or speaking on the spur of the moment without thinking through the consequences.
- Difficulty controlling emotions.

### Hyperactivity

Whilst adults with ADHD are usually much less active than children with ADHD, they may still have symptoms such as restlessness and the need to tap or fidget. Some people are diagnosed with attention deficit disorder, without hyperactivity: this is particularly the case for girls and women.

Whilst not a core symptom, many people with ADHD have problems with sleep. This can have knock-on consequences for getting up and out to work in the morning.

## Charity sites

### ADHD Foundation

<https://www.adhdfoundation.org.uk/#>

The ADHD Foundation works to improving emotional well being, educational attainment, behaviour and life chances through better understanding and self management of ADHD, ASD and related learning difficulties

### Advice for employers

<https://www.adhdfoundation.org.uk/wp-content/uploads/2018/03/An-Employers-Guide-to-ADHD-in-the-Workplace.pdf>

### Advice for adults

<https://www.adhdfoundation.org.uk/information/adults/>

### NHS

#### Overview

<https://www.nhs.uk/conditions/attention-deficit-hyperactivity-disorder-adhd/>

## OTHER SITES OR RESOURCES

### AADD-UK

<https://aadduk.org/>

### Mental Health Foundation

<https://www.mentalhealth.org.uk/a-to-z/a/attention-deficit-hyperactivity-disorder-adhd>

### Royal College of Psychiatrists

<https://www.rcpsych.ac.uk/healthadvice/problemsdisorders/adhdinadults.aspx>





# Links Pages

## DEPARTMENTAL INTRANET LINKS

### Gov.uk

Blog of Jonathan Jones, Civil Service Health and Wellbeing Champion

<https://civilservice.blog.gov.uk/author/jonathan-jones/>

Blog entry on Autism by Sir Philip Rutnam

<https://civilservice.blog.gov.uk/2016/04/04/raising-awareness-of-autism/>

Blog entry by Sir Jeremy Heywood: Supporting mental health and wellbeing a top priority for the Civil Service

<https://civilservice.blog.gov.uk/2017/10/26/supporting-mental-health-a-top-priority-for-the-civil-service/>

Thriving at Work: a review of mental health and employers (from Department for Work and Pensions and Department of Health and Social Care)

<https://www.gov.uk/government/publications/thriving-at-work-a-review-of-mental-health-and-employers>

### Public Health England

Guidance: Wellbeing and Mental Health: Applying All Our Health

<https://www.gov.uk/government/publications/wellbeing-in-mental-health-applying-all-our-health/wellbeing-in-mental-health-applying-all-our-health>

### Civil Service Learning

CS Learning Mental Health Resources

[https://civilservicelearning.civilservice.gov.uk/gsa\\_advanced\\_search/site/alllearning/meta/false/keyword/mental%2Bhealth](https://civilservicelearning.civilservice.gov.uk/gsa_advanced_search/site/alllearning/meta/false/keyword/mental%2Bhealth)

Mental Health at Work

<https://civilservicelearning.civilservice.gov.uk/learning-opportunities/mental-health-work>



## Departmental Intranet Links

Please note that these links will only work on the intranet of their respective departments.

### Cabinet Office

Employee Assistance Programme

<http://intranet.cabinetoffice.gov.uk/task/counselling-and-support/>

Workplace Adjustments

<http://intranet.cabinetoffice.gov.uk/how-do-i/hr-code/workplace-adjustments/>

ABLE:The Cabinet Office Disability Network

<http://intranet.cabinetoffice.gov.uk/task/co-disability-network/>

Mental Health First Aiders page

<https://intranet.cabinetoffice.gov.uk/about/networks-and-groups/workwell-community/mental-health-first-aiders/>

Cabinet Office Support Services page

<https://intranet.cabinetoffice.gov.uk/task/cabinet-office-support-services/>

### DWP

DWP HR Wellbeing Page

<https://intranet.dwp.gov.uk/section/working-dwp/human-resources/wellbeing>

DWP Health & Wellbeing Page

<https://intranet.dwp.gov.uk/page/health-and-wellbeing-intranet-site-z>

Mental Health First Aiders Directory

<https://intranet.dwp.gov.uk/page/mental-health-first-aid-dwp>

Workplace Adjustments Passport Page

<https://intranet.dwp.gov.uk/page/workplace-adjustments-passport>

### Forestry Commission England

Employee Assistance Programme (EAP)

<https://my-eap.com/>

Organisation code is: **FCWELL**

Manager Support Helpline

0800 1116 385



## HM LAND REGISTRY

Mental Health Support at Work

<https://intranet.landregistry.gov.uk/task/access-mental-health-support-at-work/>

Mental Health First Aiders Directory

<https://intranet.landregistry.gov.uk/task/mental-health-first-aid-service/contact-a-mental-health-first-aider/>

Employee Assistance Programme

<https://intranet.landregistry.gov.uk/task/employee-assistance-programme/>

Guidance For Managers

<https://intranet.landregistry.gov.uk/task/sickness-absence-guide-for-managers/support-an-employee-with-an-illness/>

HM Land Registry Stress Policy

<https://intranet.landregistry.gov.uk/task/manage-stress/>

## HMRC

Mental Health advocates

[http://internal.active.hmrci/page/hr62308-mental-health-advocacy-service#how\\_do\\_i\\_contact\\_a\\_mental\\_health\\_advocate](http://internal.active.hmrci/page/hr62308-mental-health-advocacy-service#how_do_i_contact_a_mental_health_advocate)

Mental Health Network

<http://internal.active.hmrci/page/about-you/hr-policies-and-guidance/health-and-safety/health-and-safety-guidance/hr62300-mental-health/hr62312-mental-health-mental-health-network>

Mental Health Support at Work

<http://internal.active.hmrci/page/hr6-mental-health>

Workplace Wellness

<http://internal.active.hmrci/page/employee-assistance-programme-0>





## PROFESSIONAL RESOURCE INTERNET LINKS

### NHS

List of Mental Health Charity Helplines

<https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>

### Charity For Civil Servants

Supporting civil servants, past and present, when times are tough, listening without judgement and offering practical, financial and emotional support.

<https://www.foryoubyyou.org.uk/our-services/wellbeing>

<https://www.foryoubyyou.org.uk/info-resources/mental-health-wellbeing-information-and-resources>

### Mental Health At Work

Dedicated website for sharing information and resources on Mental Health

<https://www.mentalhealthatwork.org.uk/>

### Mind

Providing advice and support to empower anyone experiencing a mental health problem

<https://www.mind.org.uk/>

**Mind Infoline** – provides information only on mental health.

Phone: 0300 123 3393

Opening times: Mon-Fri 9am-6pm

Advice for employers

<https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-your-staff/>

### MHFA

MHFA aim to train one in ten of the population in England in Mental Health First Aid (MHFA) skills – because we all have mental health.

<http://mhfaengland.org>

Workplace wellness Toolkit

<http://mhfaengland.org/mhfa-centre/campaigns/workplace-wellbeing-toolkit.pdf>

### Mental Health UK

Working to improve life for people affected by mental illness in England, Scotland, Wales, and Northern Ireland.

<https://www.mentalhealth-uk.org/>

### Time To Change

Working to change the way we all think and act about mental health problems and end mental health discrimination.

<https://www.time-to-change.org.uk/>

### Addaction

Provides support to all ages to make positive behavioural changes around alcohol, drugs, mental health and wellbeing.

<https://www.addaction.org.uk/>



## **AADD-UK**

The site for and by adults with ADHD  
<https://aadduk.org/>

## **ADHD Foundation**

The national charity dedicated to supporting individuals with ADHD  
<https://www.adhdfoundation.org.uk/>

## **Anxiety UK**

Provides support and information for anyone affected by anxiety.  
<https://www.anxietyuk.org.uk/>

## **No Panic**

Specialises in self-help-based recovery for anyone who experiences anxiety.  
<https://www.nopanic.org.uk/>

## **National Autistic Society (NAS)**

The leading national charity dedicated to supporting individuals with autism spectrum disorder.  
<https://www.autism.org.uk/>

## **Bipolar UK**

The national charity dedicated to supporting individuals with the condition of bipolar  
<https://www.bipolaruk.org/>

## **Depression UK**

Provides support to everyone affected by Depression.  
<https://www.depressionuk.org>

## **Association for Postnatal Illness**

Provides support for all women who experience postnatal Depression.  
<https://www.apni.org>

## **Combat Stress**

The UK's leading charity for veterans' mental health. Helping former servicemen and women deal with trauma-related mental health problems such as anxiety, depression and post-traumatic stress disorder (PTSD).  
<https://www.combatstress.org.uk>

## **British Dyslexia Association**

The national Dyslexia charity, supporting and campaigning for people with dyslexia.  
<https://www.bdadyslexia.org.uk/>

## **The Dyslexia Association**

Providing support and services for dyslexic children and adults of all ages, their parents/families, educators, employers and the wider community.  
<https://www.dyslexia.uk.net/>





## **Dyspraxia Foundation**

The UK's leading charity for Dyspraxia

<https://dyspraxiafoundation.org.uk/>

## **Beat**

Provides support to anyone affected by eating disorders.

<https://www.beateatingdisorders.org.uk>

Adultline: 0808 801 0677 - Studentline: 0808 801 0811 - Youthline: 0808 801 0711

Opening times: Mon-Fri 12pm-8pm. during the week, and Sat- Sun 4pm-8pm (including Bank holidays)

## **ABC (Anorexia & Bulimia Care)**

Provides ongoing care, emotional support and practical guidance for anyone affected by eating disorders.

<https://www.anorexiabulimiacare.org.uk/>

Phone: 0300 011 1213

Opening times: Mon-Fri 9.30am-5.30pm

## **OCD UK**

The national OCD charity, run by and for people with lived experience of OCD

<https://www.ocduk.org/>

## **OCD Action**

A national charity providing support for those affected by OCD.

<http://www.ocdaction.org.uk/>

## **SANE**

Working to improve the quality of life for anyone affected by mental illness.

<http://www.sane.org.uk/>

**SaneLine** – provides out of hours mental health and emotional support information.

Phone: 0300 304 7000

Opening times: 7 days a week 6pm-11pm

## **Harmless**

Provides a range of services about self-harm, including support, information, training and consultancy to people who self-harm.

<https://www.harmless.org.uk>

## **Self-injury Support**

Provides support to girls and women who are affected by self-injury and self-harm.

<https://www.selfinjurysupport.org.uk>

Phone: 0808 800 8088

Opening times: Mon-Fri 7pm-10pm

## **Top UK**

The OCD & Phobia charity.

<https://www.topuk.org/>

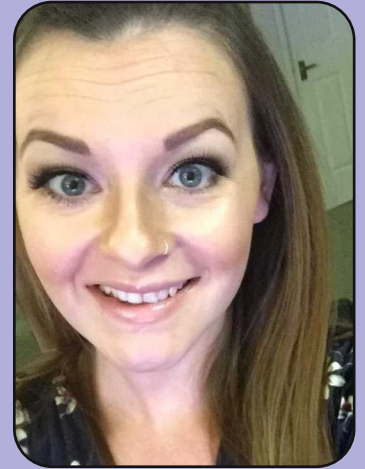


# About The Team

## Stacey Belshaw

Hi my name is Stacey. I joined the Civil Service May 2016 as an AO for the Overseas Health Care Team. I joined initially as a break to my studies. Once joining OHT I worked solely on Conciliation Panel work for UK representative of the EU Audit Board, coincidentally using my degree. The praise received by stakeholders meant the work was brought into operations streams and I was asked to lead a team as a TDA EO. This was the case until the department was privatised June 2018.

I am the treasurer for my departments Wellbeing team, I am also a staff rep. and am currently working towards a Level 4 qualification in business management. Most recently I became a mother to a little boy called Jack and I am currently on maternity leave. I have also accepted a promotion dealing with Case Management work for Universal Credit; which will commence after my maternity leave has ended.



## Lisa Lynn

Hi, my name is Lisa Lynn and I joined the Civil Service in June 2016 as an AO.

I currently work within HMRC's PT Operations directorate and my specific role is within the Online Services helpdesk. The role is very rewarding and allows me to assist Taxpayers whom have either encountered IT technical difficulties with their HMRC Business Tax Account, their Personal Tax Account, areas of Gov.uk or those requiring support with some of HMRC's software available to the public.

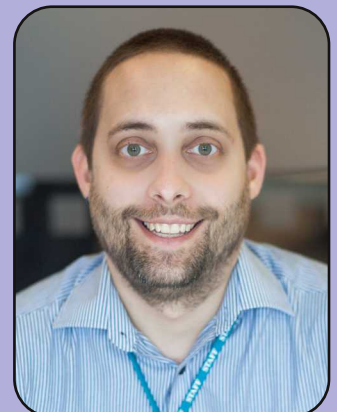
When deciding on our Academy project it was such an easy decision, and one that had full backing from every single one of the team. Our vision was to create a support document that could be accessed by any civil servant regardless of which Government department they worked within. It's great to see that certainly within HMRC, the HMRC strategy for mental health is being driven forward following the appointment of Angela MacDonald, Director General but what would be brilliant to see, is for the Civil service as a whole to take on a collaborative initiative to tackle Mental Health.



## Chris Muggleton

In 2016 I moved to Newcastle from the South East and joined the Civil service. I work for Cabinet Office in the Government Recruitment Service recruiting for Defra, NCA and several Civil Service Professions. I saw taking part in the Civil Service Academy as a perfect opportunity to develop myself.

In the development of this document I saw this project as a chance to benefit the whole of the Civil Service by increasing awareness and understanding of mental health and Neurodiversity, signposting support to those who might need it. By making the Civil Service more inclusive and accepting it immediately becomes a great place to work.



## Steve Orton

I work for Forestry England's North England Forest District.

Based on the Kielder West Beat which covers an area of seventeen thousand hectares. I am a forestry works supervisor managing the work programme for 4 crafts people. I also supervise all forest management including timber harvesting, establishment operations and general forest maintenance.

As well as facilitate the storage, treatment and dispatch of over 3.5million trees for planting across the whole district.



## Rosa Puig Marsal

I am a Product Administrator for HM Land Registry's Digital, Data and Technology Directorate. I currently work within the Internal Digital Services Team where our aim is to enhance HM Land Registry's current Casework Systems.

I joined HM Land Registry in March 2015 as an Administration Officer within the Official Copies team in Durham.

I feel very proud of the work that we have done as a team to create a document that raises awareness and shares information around Mental Health within the Civil Service. I think it is highly important that within a workplace people who require help and/or advice know that they can gain the support that they need. Mental Health - no one should feel alone.



## James Ralphs

I joined the DWP in July 2016 as a customer advisor for Pension Credit at Tyneview Park. In July 2018 I moved to the debt team where I currently work, recovering overpayments of Pension Credit.

In July 2018 I also became a qualified Mental Health First Aider (MHFA) which was part of a nationwide DWP initiative to tackle the on-going struggles against Mental Health and the workplace.

Tackling Mental Health both in and outside of the workplace is something I feel very passionate about and it is something that is still often ignored. I see this document as a strong step in the right direction and look forward to seeing it grow.

