



Review Date June 2026

Mental Health & Wellbeing Support Policy

1. Statement of Commitment

NewCreativityCIC is committed to supporting the mental health and emotional wellbeing of all staff, volunteers, and participants. We recognise that mental health is just as important as physical health, and we aim to foster a culture where everyone feels safe, supported, and empowered to thrive—personally, creatively, and professionally.

2. Aims of This Policy

This policy seeks to:

- Promote positive mental health and wellbeing across all areas of the organisation.
 - Ensure early identification and support for anyone experiencing emotional distress or mental health challenges.
 - Create trauma-informed, inclusive spaces where individuals feel respected, heard, and valued.
 - Provide clear procedures for supporting and signposting those in need.
 - Equip staff and volunteers with training and tools to respond appropriately and sensitively.
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3. Promoting Wellbeing in Our Culture



We embed wellbeing through:

- Creative expression, reflective practices, and body-mind awareness in our workshops.
- Encouraging open dialogue and emotional check-ins with participants and staff.
- Providing safe breakout spaces or wellbeing zones during sessions.
- Allowing reasonable adjustments to support neurodiversity, anxiety, or mental health conditions.
- Celebrating individuality, diversity, and self-expression through the arts.

4. Support for Participants (Children and Young People)

We recognise that young people may face a range of emotional and psychological challenges. NewCreativityCIC staff will:

- Foster a supportive, non-judgmental environment in all sessions.
- Use trauma-informed practices to recognise signs of distress, anxiety, or overwhelm.
- Provide clear session structures, expectations, and breaks to support emotional regulation.
- Signpost to appropriate professional services when needed, with parental or guardian consent.
- Log and report wellbeing concerns via our safeguarding system.

We do not diagnose or offer clinical therapy, but we will always provide a listening ear and help access further support if required.

5. Support for Staff and Volunteers



Staff and volunteers may face emotional strain due to the nature of the work. To support our team, we will:

- Offer regular wellbeing check-ins, debriefs, and supervision.
- Signpost staff to counselling, GP services, or mental health charities if needed.
- Maintain open channels of communication through team meetings and online platforms.
- Encourage a healthy work–life balance and flexible working when possible.
- Respect confidentiality while ensuring safety through safeguarding procedures.

6. Training and Awareness

All staff will:

- Receive safeguarding and mental health awareness training as part of induction.
- Be encouraged to complete further CPD on trauma-informed education, mental health first aid, and wellbeing practices.
- Be supported in understanding how to spot the signs of poor mental health and how to respond with care and boundaries.

7. Confidentiality & Boundaries

- All disclosures of mental health concerns will be handled with sensitivity and confidentiality.
- If a concern poses a safeguarding risk or indicates harm to self/others, it must be reported to the DSL and handled under our **Safeguarding & Child Protection Policy**.
- Participants will be informed of limits to confidentiality.



8. Signposting and Emergency Support

In any case of crisis, the following services may be contacted:

- **CASS (Children's Advice & Support Service)** – 0121 303 1888
- **NHS Mental Health Crisis Line** – 111 (option 2)
- **YoungMinds Crisis Messenger** – Text YM to 85258
- **Samaritans** – 116 123 (24/7)

A full signposting guide is shared with staff and available for parents/carers.

9. Policy Review

This policy will be reviewed annually or following any significant incident or change in legislation. Staff feedback and lived experiences will be incorporated into updates to ensure relevance and inclusivity.

Together, we create brave spaces where people feel seen, heard, and safe to be their full selves.

"Be the best version of YOU." – NewCreativityCIC