

Rightsteps

**Mental health specialists,
supporting your workforce.**



Who are Rightsteps?

We provide personalised and accessible mental health support suited to the needs of organisations. Our customers range from small teams, to benevolents and charities, to larger corporations.

Some of our benevolent clients include:



**THE
AMBULANCE
STAFF
CHARITY**



**Royal Medical
Benevolent Fund**
The Doctors' Charity



**THE
FISHERMEN'S
MISSION**



The BT
Benevolent
fund



Foothold
Supporting engineers



**The
Fire Fighters
Charity**

**Mental Health
First Aider
Support**

**My Rightsteps
Hub and
wellbeing
platform**

**Menopause
Support**

Rightsteps

**Talking
Therapies
And CBT**

**Online Mental
Health Self-
Assessment
Tool**

**Reflective
Support for
Professionals**

Rightsteps

Understanding the experiences of those in beneficiary facing roles

- Our mission is to help organisations to create psychologically safe workplaces where all individuals feel valued and supported. To achieve this, there is an ongoing need to truly understand the experiences and the unique needs of those we support.
- We recognise that frontline colleagues are consistently supporting individuals in difficult and traumatic circumstance, or emotional distress. While those in beneficiary-facing roles are equipped to provide effective support, the emotional toll it can have is too often overlooked.
- As a result, together with ACO, we created a survey to help us to better understand the lived experiences of those who support others on a day-to-day basis.
- The survey was easy to complete, confidential and completely anonymous. It has provided us with invaluable insights which can be used to shape what effective support looks like for the sector.



Survey Background & Purpose

Anonymised responses - 122 employees across a wide range of benevolent organisations.

Diversity of roles represented:

- Frontline advisers and caseworkers
- Counsellors and mental health practitioners
- Grants and welfare staff
- Managers, Heads of Service, Directors and CEOs

Emotional impact isn't confined to one role or one part of an organisation.

Survey purpose: To reflect perspectives from across the workforce, from those providing direct support through to those leading services and organisations.

Why does it matter?

This survey offers insights into how organisations can **better support the people who support others**.

The survey explored:

- Emotional wellbeing and resilience
- Burnout and work-related symptoms
- Manager support and psychological safety
- Access to organisational wellbeing support
- Job satisfaction and workforce sustainability

We wanted to understand not only what impact this has on staff wellbeing, but also what helps people stay well, what barriers exist to seeking support, and what organisations can do differently.

Key Findings



The majority of respondents (64%)
reported high levels of job satisfaction.

But, beneath the surface...

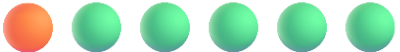
- **84%** have experienced **at least one** work-related wellbeing symptom
- 45% report trouble sleeping
- 43% report burnout or emotional exhaustion
- 42% report physical health symptoms
- 38% report anxiety

Can we love our work and still be paying a significant personal cost?

Are We Relying on Resilience?

- **80%** experience emotional impact at only a slight or moderate level
- **52%** feel very or completely comfortable speaking to their manager about wellbeing concerns
- **77%** have not taken time away from work because of the emotional demands of the role

There are also some clear warning signs:

- **1 in 5** do not feel comfortable discussing wellbeing concerns with their manager 21% 
- **2 in 3** carry stress from work into their personal life 68% (sometimes, often, always) 
- **1 in 6** have taken time away from work, or felt they should have, due to emotional strain 18% 
- **3 in 4** have not accessed organisational wellbeing support in the last 12 months 74% 
- **5 in 6** report at least one work-related wellbeing symptom 84% 

If support exists but isn't being used, how do we begin to understand why?

How do we move from relying on individual coping strategies to creating cultures where support is accessed early, consistently, and without stigma?

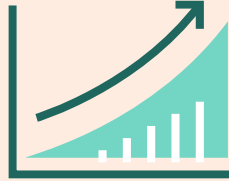
Organisations play a critical role in creating environments where people feel safe to speak up, ask for help, and access support before difficulties escalate.

Supporting the people who support others.

How do we know it's enough?



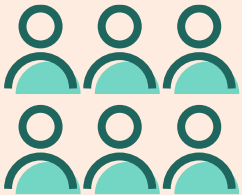
**Move beyond
frontline assumptions**



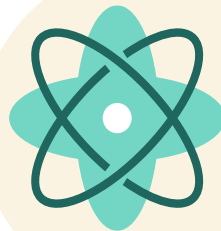
**Invest in early
intervention**



**Strengthen manager
confidence and
capability**



**Create structured
opportunities to
decompress**



**Promote awareness of
the cumulative impact
of emotional labour**



**Prioritise
psychological safety**



What's next?

How can organisation-wide, preventative approaches complement existing support services?

Group Reflective Support for the Fisherman's Mission:

- Group sessions for up to six colleagues who work in frontline roles in ports
- Provides a safe, confidential space to reflect on the emotional impact of their roles
- Therapist-led, working through focused, reflective discussions
- Sessions are designed to help
 - Increase self-awareness
 - Develop coping strategies
 - Strengthen resilience
 - Increase confidence
 - Foster peer support



“The BT Benevolent Fund have been working with Righsteps for 4 years to ensure that our team has access to mental health support.

We have found Righsteps to be an **invaluable resource** and providing support in this way shows that our **team are valued and supported in a way that helps them cope** with the rigours of their job and have somewhere to turn to if needed.

The Rightsteps team are always helpful and professional and we look forward to working with Righsteps for many years to come.”





Any Questions?

Get
in touch

Call **0161 238 5264** or email **info@rightsteps.co.uk**
to speak to our friendly team now.



Rightsteps