

A guide to Recourse for union reps

Knowing who we are and when to make member referrals

We know that issues like stress, anxiety and money worries are becoming increasingly common among many of your members. It doesn't have to be like this...

By referring your members to our Support Line, or to our website, you can help improve their wellbeing, and also ease the burden on caseworkers who are so often used as a source of emotional support. With both the expertise and experience, Recourse provides the additional support needed to get your members back on track with their daily lives.

Who we are

Recourse is the only independent charity which provides emotional, financial and practical support to staff in post-16 education. We improve the wellbeing of staff, through free and confidential support, whenever they need it. All our services are accessible 24/7, 365 days a year, meaning we are always there whatever time of day.

How we can help your members

- **Emotional support** – we help staff with stress or anxiety and can work with them to identify goals they want to achieve, which may be about issues like work-life balance or life management. Our experience tells us that staff who seek help from us go away feeling empowered and comforted knowing that someone friendly is only a phone call away.
- **Financial support** – we can give money advice for staff in need of financial help arising out of debt problems. We also provide grants to staff in need of immediate priority payments, such as help with food and utility bills.
- **Practical support** – we provide information on support from other organisations, including health and voluntary sector bodies and signposting on claiming benefits.

Our support services

- **Support Line, 24/7, 365 days a year** – we have specially trained coaches, money advisers and professionally qualified counsellors ready to listen and give support. Being open all day, every day, means that anyone with an issue about their wellbeing can speak to one of our team at a time that suits them.
- **Online Support, 24/7, 365 days a year** – we have factsheets available on our website on dealing with emotional and practical issues. We also have an ask-a-question service, where our coaches or money advisers will respond to online questions about grants or money advice. If needed, we'll arrange to speak further about any issues sent to us through our online support service.

If you know a member who needs emotional or practical support we can help.
Just refer them to us via our:

Support Line – 0808 802 03 04

Website - www.recourse.org.uk

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