

THRIVE LDN COMMUNICATIONS TOOLKIT

Getting Through This Together and wider wellbeing promotion

Updated Monday, 20 March 2023

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About this toolkit

If you'd like to chat with the Thrive LDN team about making the suggested copy more relevant to your community/audiences, then please get in touch, e-mail James Ludley: james.ludley@nhs.net.

To download high quality images and assets:

- Explore the full range of <u>Getting Through This Together assets via Google Drive</u>.
- Download a <u>Getting Through This Together ZIP file with all static assets</u> (videos to be downloaded via Google Drive).
- Right click a suggested image in this toolkit and select 'open link' to download a full-size image to use across digital channels.

Getting Through This Together campaign

Context and introduction

Getting Through This Together is a collective campaign which aims to encourage Londoners to strengthen their social networks with family members and friends, and trusted others in their community – which a significant factor in supporting people during this period. As well as highlighting the professional support and advice services which are available.

This is the second iteration of this toolkit to support colleagues activate the campaign. We're grateful for the support given towards London's shared Getting Through This Together campaign to date.

This toolkit also follows Great Mental Health Day held in London at the end of January, which was designed, in part, to support the campaign and respond to increasing cost-of-living pressures.

As we enter the spring, resilience to and dealing with the economic crisis and wider threats remains a key priority and challenge for public mental health.

Getting Through This Together provides a shared narrative and campaign for London, supporting the following principles:

- Avoiding a narrative which dilutes the importance of context and collectivism and places the burden on the responsibility of individuals, which was heightened during the peak of the pandemic.
- Providing both practical support and wellbeing support, as well as highlighting how money and mental health is interlinked.
- Humanising the cost-of-living crisis by centring the lived experiences of those most impacted and amplifying their voices to influence change.
- We know that London is full of amazing communities and people, many of whom want to find ways of helping their friends, families, colleagues or communities. We can help share their stories to reinforce the message that there is support within an individual's social and community network.

Spring 2023 update

The updated suggested copy and digital assets have been developed following a series of user testing sessions carried out by Thrive LDN and partners with Londoners, both adult and children and young people.

This iteration is designed to support colleagues continue to retain the key narrative and overarching message (see Appendix A) as we enter spring, but also:

- Promote the use of gentle questions and deeper engagement to support this at a community level.
- Share acts of support, togetherness and inclusion across London through the #ThroughTogether stories and video content.
- Signpost to the range of resources and guidance which has been developed in response to the cost-of-living crisis.

As before, the messaging for each is adaptable and, in most cases, the signposting would be best localised for specific audiences.

Activating the Getting Through This Together campaign

Our shared success of this campaign will come down to having people in each and every community who can help us amplify our messages.

- Use the suggested messaging (see below) and <u>Getting Through This Together</u>
 <u>campaign assets</u> across your own digital channels. [Download a <u>Getting Through This</u>
 <u>Together ZIP file with all static assets</u> (videos to be downloaded via Google Drive)]
- Download and use a range of <u>Getting Through This Together printable posters</u>.
- Let local organisations and community groups in your networks or area know about the <u>Getting Through This Together campaign</u> and encourage them to support it by sharing their stories of togetherness.
- You can follow Thrive LDN on <u>Facebook</u>, <u>Instagram</u>, <u>LinkedIn</u> and <u>Twitter</u>, and share our content.
- You might have ideas for content that showcases how people are 'Getting Through This
 Together' in your community or for events that bring the campaign to life get in
 touch and let us know.
- You can subscribe to our regular updates and encourage others to do the same.

Ultimately, you know your community best. Can you help find the best channels and the best way to connect people with the campaign – and help us Get Through This Together?

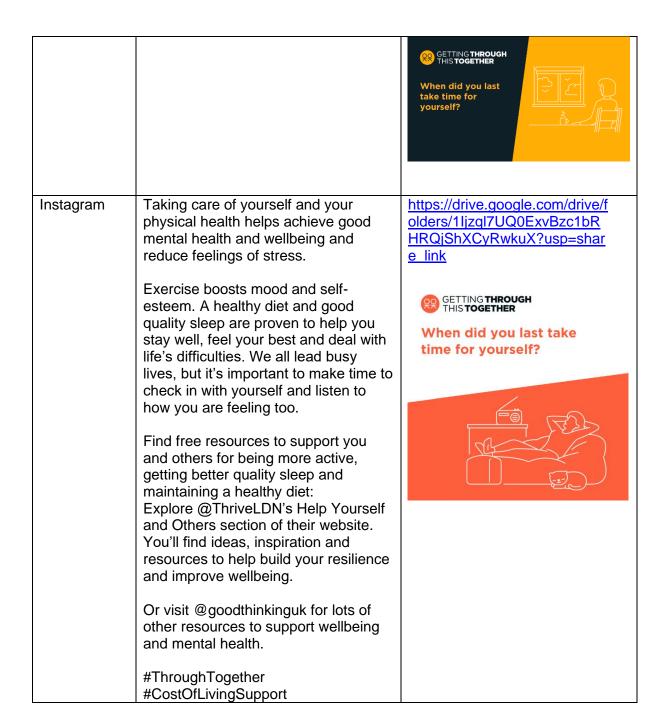
Suggested messaging for social media

To support the Getting Through This Together campaign, we have developed suggested messaging for digital and social media channels. Please consider incorporating the below alongside any other planned communications.

- Explore the full range of <u>Getting Through This Together assets</u> for using across your own digital channels you can do this via <u>Google Drive</u> or a <u>ZIP file download</u>.
- Use **#ThroughTogether** or tag @ThriveLDN, where you can so we are able to reshare.

Spring 2023 update – suggested content

1. When did you last take time for yourself?			
Channel	Suggested post	Assets	
Twitter	We all lead busy lives, but it's vital to make time for yourself.	https://drive.google.com/drive/folders/16eX6qdbW0L9d5I-rnS2Lk7DVKvJhoFhl?usp=sha	
	Physical health is important for good wellbeing. Exercise, a healthy diet and good quality sleep are proven to help support good mental health.	<u>re_link</u>	
	Explore self-care tips and resources: https://thriveldn.co.uk/help-yourself-and-others/self-care-and-physical-health/		



IG Story	https://thriveldn.co.uk/help-yourself-and-others/self-care-and-physical-health/ Explore self-care tips	GETTING THROUGH THIS TOGETHER When did you last take time for yourself?
Facebook / LinkedIn	Taking care of yourself and your physical health helps achieve good mental health and wellbeing and reduce feelings of stress. Exercise boosts mood and selfesteem. A healthy diet and good quality sleep are proven to help you stay well, feel your best and deal with life's difficulties. We all lead busy lives, but it's important to make time to check in with yourself and listen to how you are feeling too. Find free resources to support you and others for being more active, getting better quality sleep and maintaining a healthy diet: https://thriveldn.co.uk/help-yourself-and-others/self-care-and-physical-health/ Or visit Good Thinking and download their 'how to' guides. Alongside lots of other resources to support wellbeing and mental health: www.good-thinking.uk/how-guides	https://drive.google.com/drive/folders/16eX6qdbW0L9d5I-rnS2Lk7DVKvJhoFhI?usp=sharelink GETTINGTHROUGH THISTOGETHER When did you last take time for yourself?

2. When did you last talk to someone you care about?			
Channel	Suggested post	Assets	
Twitter	Reaching out to someone could help them know that someone cares, that	https://drive.google.com/drive/folders/16eX6qdbW0L9d5I-	
	they are valued, and help them find the support they need.	rnS2Lk7DVKvJhoFhl?usp=sha re_link	

Explore @ThriveLDN's tips on having GETTING THROUGH THIS TOGETHER a supportive conversation: thriveldn.co.uk/communications/toolkit When did you last s-and-resources/toolkit/thrive-ldnmental-health-conversation-starter/ When times are tough, it's important Instagram https://drive.google.com/drive/f olders/1ljzql7UQ0ExvBzc1bR that we look after our own and each other's wellbeing. HRQjShXCyRwkuX?usp=shar e link Many Londoners are speaking with family, friends, and trusted others in GETTING THROUGH THIS TOGETHER their community to support themselves with their wellbeing When did you last talk to because of the impact of cost-of-living someone you care about? pressures. Reaching out to someone could help them know that someone cares, that they are valued, and help them find the support they need. Explore @ThriveLDN's tips on having a supportive conversation - click the link in their bio. Or visit @goodthinkinguk and download their 'how to' guides. Alongside lots of other resources to support wellbeing and mental health. #ThroughTogether #CostOfLivingSupport **IG Story** www.thriveldn.co.uk/communications/t GETTING THROUGH THIS TOGETHER oolkits-and-resources/toolkit/thrive-<u>Idn-mental-healt</u>h-conversation-starter When did you Explore Thrive LDN's conversation last talk to starter someone you care about?

Facebook /	When times are tough, it's important	https://drive.google.com/drive/fold
LinkedIn	that we look after our own and each	ers/16eX6qdbW0L9d5I-
	other's wellbeing.	rnS2Lk7DVKvJhoFhl?usp=share_
	Many Londoners are speaking with family, friends, and trusted others in their community to support themselves with their wellbeing because of the impact of cost-of-living	GETTING THROUGH THIS TOGETHER When did you last talk to someone you care about?
	Reaching out to someone could help them know that someone cares, that they are valued, and help them find the support they need.	
	Explore Thrive LDN's tips on having a supportive conversation - click the link in our bio for our conversation starter tool: www.thriveldn.co.uk/help-yourself-and-others/	
	Or visit Good Thinking and download their 'how to' guides. Alongside lots of other resources to support wellbeing and mental health: www.good-thinking.uk/how-guides	

3. How do you care for yourself and those around you?		
Channel	Suggested post	Assets
Twitter	Strong, supportive relationships – whether family or with the wider community and faith groups – are one of the most important factors to help us thrive and maintain good wellbeing. Explore a range of free resources to support you to stay connected: https://thriveldn.co.uk/help-yourself-and-others/social-networks-and-connections/	https://drive.google.com/drive/folders/16eX6qdbW0L9d5I-rnS2Lk7DVKvJhoFhl?usp=share_link GETTING THROUGH THIS TOGETHER How do you care for yourself and those around you?
Instagram	Staying connected is more important than ever. Strong, supportive relationships – whether family or with the wider community and faith groups – are one of the most important factors to help us thrive and maintain good wellbeing.	https://drive.google.com/drive/folders/1Ijzql7UQ0ExvBzc1bRHRQjShXCyRwkuX?usp=sharelink

GETTING THROUGH
THIS TOGETHER When times are tough, it's important that we look after our own and each How do you care for other's wellbeing. yourself and those around you? We know so many Londoners are making a difference to those in their local community and beyond by supporting each other through the emotional pressures and challenges they may be feeling right now. Explore @ThriveLDN's range of free resources to support you and others to stay connected. Or visit @goodthinkinguk and download their 'how to' guides. #ThroughTogether #CostOfLivingSupport IG Story Invite answers or link to GETTING THROUGH THIS TOGETHER www.good-thinking.uk/how-guides How do you care for yourself and those around you?

Facebook / Staying connected is more important https://drive.google.com/drive/fold LinkedIn ers/16eX6qdbW0L9d5Ithan ever. Strong, supportive relationships - whether family or with rnS2Lk7DVKvJhoFhl?usp=share the wider community and faith groups link - are one of the most important factors to help us thrive and maintain GETTING THROUGH THIS TOGETHER good wellbeing. When times are tough, it's important that we look after our own and each other's wellbeing. We know so many Londoners are making a difference to those in their local community and beyond by supporting each other through the emotional pressures and challenges they may be feeling right now. Explore Thrive LDN's range of free resources to support you and others to stay connected: https://thriveldn.co.uk/help-yourselfand-others/social-networks-andconnections/ Or visit Good Thinking and download their 'how to' guides. Alongside lots of other resources to support wellbeing and mental health: www.goodthinking.uk/how-guides

4. Do you know where you can get support?				
Suggested post	Assets			
Whether you're looking for yourself, or to help family, friends or others in your community, support and advice services are free and available.	https://drive.google.com/drive/f olders/16eX6qdbW0L9d5I- rnS2Lk7DVKvJhoFhI?usp=sha re_link			
Find help with the cost of living: www.london.gov.uk/help-cost-living Find ideas to support wellbeing: www.thriveldn.co.uk/help-yourself-and-others/	GETTING THROUGH THIS TOGETHER Do you know where you can get support?			
	Suggested post Whether you're looking for yourself, or to help family, friends or others in your community, support and advice services are free and available. Find help with the cost of living: www.london.gov.uk/help-cost-living Find ideas to support wellbeing: www.thriveldn.co.uk/help-yourself-			

Instagram	Right now, things may feel uncertain or difficult, and it's OK to feel anxious or worried. When times are tough, it's important that we look after our own and each other's wellbeing. Whether you're looking for yourself, or to help a friend or others in your community, support and advice services are there to help. Talk to someone you trust Take things one step at a time Focus on what you can control Reach out to friends and family For a range of information to support Londoners, including on money and mental health, search 'GLA help with the cost of living online hub'. Or find out more by following the link in @ThriveLDN's bio. #ThroughTogether #CostOfLivingSupport	https://drive.google.com/drive/folders/1 jzql7UQ0ExvBzc1bRHRQjShXCyRwkuX?usp=sharelink GETTINGTHROUGHTHISTOGETHER Do you know where you can get support?
IG Story	www.london.gov.uk/help-cost-living Cost of living support	Do you know where you can get support?

https://drive.google.com/drive/fold Facebook / Right now, things may feel uncertain or difficult, and it's OK to feel anxious ers/16eX6qdbW0L9d5I-LinkedIn rnS2Lk7DVKvJhoFhl?usp=share or worried. link When times are tough, it's important that we look after our own and each GETTING THROUGH THIS TOGETHER other's wellbeing. Do you know where Whether you're looking for yourself, or to help a friend or others in your community, support and advice services are there to help. Find more ideas by visiting: www.thriveldn.co.uk/help-yourselfand-others Or visit Good Thinking and download their 'how to' guides. Alongside lots of other resources to support wellbeing and mental health: www.goodthinking.uk/how-guides

5. What brings you peace?			
Channel	Suggested post	Assets	
Twitter	Learning to accept that there are things you cannot control is a big step in learning how to manage whatever problems you may be having.	https://drive.google.com/drive/folders/16eX6qdbW0L9d5I-rnS2Lk7DVKvJhoFhI?usp=share_link	
	What brings you joy? Do a little more self-care than usual and be honest with yourself and others about how you're feeling. #ThroughTogether	GETTING THROUGH THIS TOGETHER What brings you peace?	

Instagram	Right now, things may feel uncertain or difficult, and it's OK to feel anxious or worried. Learning to accept that there are	https://drive.google.com/drive/folders/1Ijzql7UQ0ExvBzc1bRHRQjShXCyRwkuX?usp=sharelink
	things that you cannot control can be a big step in learning how to manage and resolve whatever problems you may be having.	GETTING THROUGH THIS TOGETHER What brings you peace?
	Ask yourself, what brings you joy? What brings you peace?	
	Talk to someone when you're struggling, do a little more self-care than you usually do, and be honest with yourself and others about how you're feeling.	
	Find ideas to support wellbeing from @ThriveLDN.	
	#ThroughTogether #CostOfLivingSupport	
IG Story	Find ideas to support wellbeing from @ThriveLDN.	GETTING THROUGH THIS TOGETHER
	www.thriveldn.co.uk/help-yourself- and-others/	What brings you peace?

Facebook / Right now, things may feel uncertain https://drive.google.com/drive/fold LinkedIn or difficult, and it's OK to feel anxious ers/16eX6qdbW0L9d5Ior worried. rnS2Lk7DVKvJhoFhl?usp=share link Learning to accept that there are things that you cannot control can be GETTING THROUGH THIS TOGETHER a big step in learning how to manage and resolve whatever problems you What brings you peace? may be having. Ask yourself, what brings you joy? What brings you peace? Talk to someone when you're struggling, do a little more self-care than you usually do, and be honest with yourself and others about how you're feeling. Find ideas to support wellbeing from @ThriveLDN: www.thriveldn.co.uk/help-yourselfand-others/ Or visit Good Thinking and download their 'how to' guides. Alongside lots of other resources to support wellbeing and mental health: www.goodthinking.uk/how-guides

6. We are heard and seen when we share our stories		
Channel	Suggested post	Assets
Twitter	Whatever you're going through, you are not alone and there is nothing to be ashamed of.	https://drive.google.com/drive/f olders/16eX6qdbW0L9d5I- rnS2Lk7DVKvJhoFhl?usp=sha re_link
	Talk to someone you trust Reach out to friends and family	GETTING THROUGH THIS TOGETHER
	Sharing our stories and challenges will help us get through this together: https://thriveldn.co.uk/through-together/	We are heard and seen when we share our stories.
	#ThroughTogether	

Instagram Whatever you're going through, you https://drive.google.com/drive/f are not alone and there is nothing to olders/1ljzql7UQ0ExvBzc1bR be ashamed of. HRQjShXCyRwkuX?usp=shar e link Talk to someone you trust 💬 Take things one step at a time GETTING THROUGH THIS TOGETHER Focus on what you can control Reach out to friends and family 💝 We are heard and seen when we share our stories. When times are tough, it's important that we look after our own and each other's wellbeing. @ThriveLDN has lots of examples on how Londoners are making a difference to those in their local community by supporting each other through the emotional pressures and challenges many are facing right now. Search #ThroughTogether. For a range of information to support Londoners, including on money and mental health, search 'GLA help with the cost of living online hub'. Or find out more by exploring @goodthinkinguk's resources and tools. #CostOfLivingSupport **IG Story** https://thriveldn.co.uk/through-GETTING THROUGH THIS TOGETHER together/ When times are tough, it's important We are heard that we look after our own and each and seen when other's wellbeing. we share our stories.

Facebook / LinkedIn

Whatever you're going through, you are not alone and there is nothing to be ashamed of.

Talk to someone you trust

Take things one step at a time

Focus on what you can control

Reach out to friends and family

When times are tough, it's important that we look after our own and each other's wellbeing.

Thrive LDN has lots of examples on how Londoners are making a difference to those in their local community by supporting each other through the emotional pressures and challenges many are facing right now: https://thriveldn.co.uk/through-together/

For a range of information to support Londoners, including on money and mental health, search 'GLA help with the cost of living online hub'.

Or visit Good Thinking and download their 'how to' guides. Alongside lots of other resources to support wellbeing and mental health: www.good-thinking.uk/how-guides

https://drive.google.com/drive/fold ers/16eX6qdbW0L9d5IrnS2Lk7DVKvJhoFhl?usp=share_ link



7. Sharing our stories can help others going through similar experiences.		
Channel	Suggested post	Assets
Twitter	London works best when we look out for each other. Right now, things may feel difficult for many people. Take some time to check in with friends, family, and those in your community. Sharing our stories can help others going through similar experiences. #ThroughTogether	https://drive.google.com/drive/folders/16eX6qdbW0L9d5l-rnS2Lk7DVKvJhoFhl?usp=share_link GETTINGTHROUGH THIS TOGETHER Sharing our stories can help others going through similar experiences.

Instagram We know that our city works best https://drive.google.com/drive/f when we all look out for each other. olders/1ljzql7UQ0ExvBzc1bR HRQjShXCyRwkuX?usp=shar Right now, things may feel uncertain e link or difficult for many Londoners. Take some time to check in with friends, GETTING THROUGH THIS TOGETHER family, and those in your community. Sharing our stories can help Sharing our stories can help others others going through similar going through similar experiences. experiences. @ThriveLDN has lots of examples on how Londoners are making a difference to those in their local community by supporting each other through the emotional pressures and challenges many are facing right now. Search #ThroughTogether. Or find out more by exploring @goodthinkinguk's resources and tools. #ThroughTogether #CostOfLivingSupport IG Story www.thriveldn.co.uk/communications/t GETTING THROUGH THIS TOGETHER oolkits-and-resources/toolkit/thrive-Idn-mental-health-conversation-starter **Sharing our** Explore Thrive LDN's conversation stories can help starter others going through similar experiences.

Facebook / We know that our city works best https://drive.google.com/drive/fold LinkedIn when we all look out for each other. ers/16eX6qdbW0L9d5IrnS2Lk7DVKvJhoFhl?usp=share link Right now, things may feel uncertain or difficult for many Londoners. Take some time to check in with friends, GETTING THROUGH THIS TOGETHER family, and those in your community. Sharing our stories can help others going through similar experiences. Sharing our stories can help others going through similar experiences. Whether you're looking for yourself, or to help a friend or others in your community, support and advice services are there to help. For more ideas visit: www.thriveldn.co.uk/helpyourself-and-others Or visit Good Thinking and download their 'how to' guides. Alongside lots of other resources to support wellbeing and mental health: www.goodthinking.uk/how-guides

8. Through	Suggested post	Assets
Twitter	Creativity and the arts provide ways for people to have discussions around issues that can be difficult to explore in other ways. Creative activity can also help to engage people from all communities. Support your wellbeing through creative activity: https://thriveldn.co.uk/help-yourself-and-others/creativity-and-wellbeing/	https://drive.google.com/drive/folders/16eX6qdbW0L9d5l-rnS2Lk7DVKvJhoFhl?usp=share link GETTINGTHROUGH THISTOGETHER Through creativity we can tell alternative stories about ourselves.

Instagram	Have you turned to creative activities to support your wellbeing? There are so many forms creativity and culture can take, allowing people to express themselves in different ways, without having to use words if necessary. The arts provide one of the most	https://drive.google.com/drive/folders/1 jzql7UQ0ExvBzc1bRHQjShXCyRwkuX?usp=sharelink @GETTINGTHROUGHTHISTOGETHER Through creativity we can tellalternative stories about ourselves.
	effective ways for people to have discussions around issues that can be difficult to explore in other ways. This can help us tackle inequalities by engaging people from all backgrounds and communities. #ThroughTogether #CostOfLivingSupport	
IG Story	Support your wellbeing through creative activity. https://thriveldn.co.uk/help-yourself-and-others/creativity-and-wellbeing/	GETTING THROUGH THIS TOGETHER Through creativity we can tell alternative stories about ourselves.

Facebook / Many Londoners have turned to https://drive.google.com/drive/fold ers/16eX6qdbW0L9d5I-LinkedIn creative activities to support their rnS2Lk7DVKvJhoFhl?usp=share wellbeing. link There are so many forms creativity and culture can take, allowing people GETTING THROUGH THIS TOGETHER to express themselves in different ways, without having to use words if Through creativity necessary. we can tell alternative stories about ourselves. The arts provide one of the most effective ways for people to have discussions around issues that can be difficult to explore in other ways. This can help us tackle inequalities by engaging people from all backgrounds and communities. Support your wellbeing through creative activity: https://thriveldn.co.uk/help-yourselfand-others/creativity-and-wellbeing/

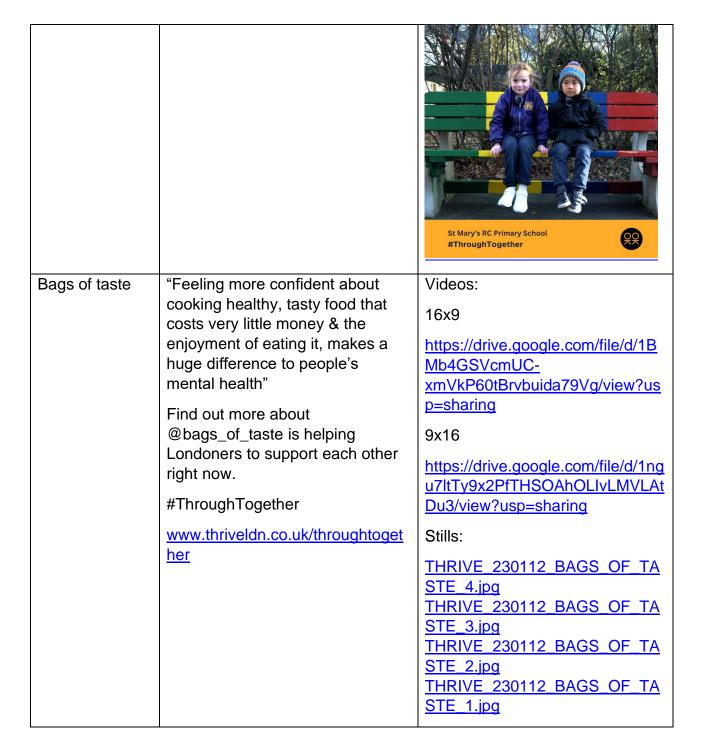
#ThroughTogether stories

Launched on Great Mental Health Day, twelve #ThroughTogether stories showcase how Londoners are making a difference to those in their local community and beyond. They tell the story of how people and organisations have been supporting each other through the emotional pressures and challenges they may be feeling right now. You can view and access the twelve stories via: thriveldn.co.uk/throughtogether

Below we have outlined some suggested social media posts for partners to consider using, to help amplify the stories and showcase the examples of community kindness can be found right across our city.

Name of group	Suggested post	Link to stills & videos
Dodgy Tickers - football exercise programme	"It's not the time you spend kicking a ball. It's the time before and after talking to people who are in a similar situation to you." Find out more about how Londoners like @dodgytickers are supporting each other right now. #ThroughTogether www.thriveldn.co.uk/throughtoget her	Videos: 16x9 https://drive.google.com/file/d/19 G3MytsAlAhn6M4cUgn6njh0iCk CfxTH/view?usp=sharing 9x16 https://drive.google.com/file/d/1C FwynLKImVW_iExt9HmBHZx6O KApo7xT/view?usp=sharing

		Stills: https://drive.google.com/file/d/1il7 4E- pSMR2GAxEW8hREFsstWB1RIg -4/view?usp=sharing The Dodgy Tickers #ThroughTogether
St Mary's RC school, Wimbledon	"If you're lonely or sad, someone will come sit next to you and they'll talk to you and basically cheer you up." Find out more about how pupils at @StMarysPriWim are supporting each other right now. #ThroughTogether www.thriveldn.co.uk/throughtoget her	Videos: 16x9 https://drive.google.com/file/d/18j 1cjtQH7k41_S7EswMuUcmkFwa kzhp9/view?usp=sharing 9x16 https://drive.google.com/file/d/1xT Emjf_UvACDuR2S1wRTn1s7Xti D4Jbx/view?usp=sharing Stills: https://drive.google.com/file/d/1C qCNBEXpShra0GZ5zx7jVaq_4fH lpLCP/view?usp=sharing https://drive.google.com/file/d/1nF L Vldl8GwLpHOezDY0voPKeldlw CeX/view?usp=sharing https://drive.google.com/file/d/1ru d2F8P3AXOdZs- JsrFwPsp_K9NIKIHp/view?usp=s haring





The Alexandra Pub

"Anybody who's thinking about doing stuff, thinking shall I, shan't I? Do it. Go for it. Because you'll make a difference to people's lives."

Feeling inspired by @thealexsw19?

Find out more:

www.thriveldn.co.uk/throughtoget her

#ThroughTogether

Videos:

16x9

https://drive.google.com/file/d/1if8 BdjwjXDG_ly-VyJ2xKRoKWUn10nBy/view?usp

<u>=sharing</u>

9x16

https://drive.google.com/file/d/1J RkDfBHzO6utuU1ecBVeyCdydNi -OWQP/view?usp=sharing

Stills:

THRIVE 230109 ALEXANDRA
PUB_STILL_1.jpg
THRIVE 230109 ALEXANDRA
PUB_STILL_2.jpg
THRIVE 230109 ALEXANDRA
PUB_STILL_3.jpg



UK Mens Sheds

"Having purpose, having a project you're involved in, having somebody around you and people who are willing to help you"

Find out more about how @UKMensSheds is helping Londoners to support each other right now.

#ThroughTogether

www.thriveldn.co.uk/throughtoget her

16x9

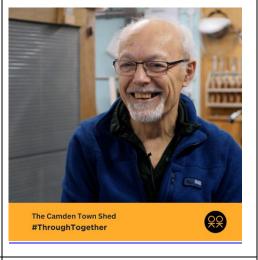
https://drive.google.com/file/d/1BJ 4ibHZxsa4jJz8hZWtp8wgs3xDR8 As4/view?usp=sharing

9x16

https://drive.google.com/file/d/1-nVU-m1DSdtXsDrU3EsCTNo7by3PYYUn/view?usp=sharing

Stills:

THRIVE_230109_MENS_SHED_
1.jpg
THRIVE_230109_MENS_SHED_
2.jpg
THRIVE_230109_MENS_SHED_
3.jpg



My Yard

"It's not telling a community what to do. It's their community and we're just there to offer a little bit of excitement."

Find out how organisations like @myyardlondon are helping Londoners to support each other right now.

#ThroughTogether

www.thriveldn.co.uk/throughtoget her Videos:

16x9

https://drive.google.com/file/d/1jE YL8XjnQcWrllMlHV5QQsqQHLT z3RB_/view?usp=sharing

9x16

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Stills:

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		MY_YARD_2_4.jpg
		MY_YARD_2.jpg
		MY YARD 3.jpg
		My Yard #ThroughTogether
Tramshed	"It's good to have a safe space to	Videos:
	know you can come to every	16X9
	week and meet new friends &	10/9
	musicians. It's good to be around	https://drive.google.com/file/d/17
	people that are on the same path	MvtY7_8JTASCw7PjpboRPnt2W
	as you."	kpezN4/view?usp=sharing
	Find out how organisations like	9X16
	@Tramshed_ are helping	https://drive.google.com/file/d/1x
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		2.jpg
		THRIVE 230112 TRAM SHED
		3.jpg
		THRIVE_230112_TRAM_SHED_
		4.jpg



Paradox Community Centre

"A lot of attendees have said that they wouldn't have come out of their homes if it wasn't here."

Find out how Londoners at @PeabodyLDN are supporting each other right now.

#ThroughTogether

www.thriveldn.co.uk/throughtoget her Videos:

16x9

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9x16

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stills:

THRIVE 230112 PARADOX C
OMMUNITY 1.jpg
THRIVE 230112 PARADOX C
OMMUNITY 2.jpg



Herts Inclusive Theatre

"Our group immediately greets and welcomes someone to make them feel safe.

"It's a simple act of kindness but it means that person might step in and then may stay."

Find out how @HertsInclusive are helping Londoners to support each other right now.

#ThroughTogether

www.thriveldn.co.uk/throughtoget her Videos:

16X9

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9X16

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Stills:

THRIVE 230112 HERTS INCL USIVE THEATER 1.jpg THRIVE 230112 HERTS INCL USIVE THEATER 2.jpg THRIVE 230112 HERTS INCL USIVE_THEATER_3.jpg



S.T.O.R.M Family Centre

"It's about helping and empowering people and letting people reach their full potential."

Find out how organisations like @storm100youth helping Londoners to support each other right now.

#ThroughTogether

www.thriveldn.co.uk/throughtoget her

Videos:

16x9

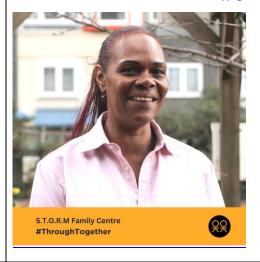
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Stills:

THRIVE 230113 STORM 1.jpg THRIVE 230113 STORM 2.jpg THRIVE 230113 STORM 3.jpg THRIVE 230113 STORM 4.jpg



The Food Chain

"As human beings we need that love, that kind of hug, that kind of feeling from another person."

Find out how organisations like @thefoodchain are helping Londoners to support each other right now.

#ThroughTogether

www.thriveldn.co.uk/throughtoget her

Videos:

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Stills:

THRIVE 230113 FOOD CHAIN 1.jpg

THRIVE 230113 FOOD CHAIN 2.jpg

THRIVE 230113 FOOD CHAIN 3.ipg

THRIVE 230113 FOOD CHAIN 4.jpg



Getting Through This Together: top line & core messages

- When using the below, you may wish to signpost to localised services/ webpages instead of using the suggested regional offers below.
- Explore the full range of Getting Through This Together assets for using across your own digital channels
- Use **#ThroughTogether** or tag @ThriveLDN, where you can, so we are able to reshare.

Top line message: When times are tough, it's important that we look after our own and each other's wellbeing.		
Channel	Suggested post	Suggested asset
Twitter 1	Right now, things may feel uncertain or difficult, and it's OK to feel anxious or worried. Whether you're looking for yourself, or to help others, support and advice services are free and available.	When times are tough, it's important that we look after our own and each other's wellbeing.
	Find help with the cost of living: www.london.gov.uk/help-cost-living #ThroughTogether	Alt text: The image shows two people having a conversation on the telephone. The Getting Through This Together logo is visible alongside text that reads:
Twitter 2	Whether you're looking for yourself, or to help family, friends or others in your community, support and advice services are free and available.	When times are tough, it's important that we look after our own and each other's wellbeing.
	Find help with the cost of living: www.london.gov.uk/help-cost-living Find ideas to support wellbeing:	

www.thriveldn.co.uk/help-yourselfand-others/ #ThroughTogether Facebook Right now, things may feel uncertain GETTING THROUGH THIS TOGETHER / LinkedIn or difficult, and it's OK to feel anxious or worried. When times are tough, it's important When times are tough, it's important that we look after that we look after our own and each our own and each other's wellbeing. other's wellbeing. Alt text: The image shows two people Whether you're looking for yourself, having a conversation on the telephone. or to help a friend or others in your The Getting Through This Together logo community, support and advice is visible alongside text that reads: services are there to help. When times are tough, it's important that we look after our own and each other's wellbeing. Find more ideas by visiting: www.thriveldn.co.uk/help-yourselfand-others #ThroughTogether Instagram Right now, things may feel uncertain Square (feed): or difficult, and it's OK to feel anxious GETTING **THROUGH** THIS **TOGETHER** or worried. When times are tough, it's When times are tough, it's important important that we look after our that we look after our own and each own and each other's wellbeing. other's wellbeing. Whether you're looking for yourself, or to help a friend or others in your community, support and advice services are there to help. Talk to someone you trust 💬 Take things one step at a time 📢 Focus on what you can control 2 Alt text: The image shows two people Reach out to friends and family 💝 having a conversation on the telephone. The Getting Through This Together logo For a range of information to support is visible alongside text that reads: When times are tough, it's important Londoners, including on money and that we look after our own and each mental health, search 'GLA help with other's wellbeing. the cost of living online hub'. Or find out more by following the link in @ThriveLDN's bio. #ThroughTogether

Core message 1: We can all do our bit to spread hope and kindness, and to help each other.	
Twitter 1 We can all do our bit to spread hope and kindness, and to help ea	
	Reaching out to someone could help them know that someone cares, that they are valued, and help them find the support they need.
	See @ThriveLDN for ideas: www.thriveldn.co.uk/help-yourself-and-others
	#ThroughTogether
Twitter 2	London works best when we all look out for each other.
	Right now, things may feel uncertain or difficult for many people. Take some time to check in with friends, family, and those in your community.
	Find more via @ThriveLDN: www.thriveldn.co.uk/help-yourself-and-others
	#ThroughTogether
Facebook / LinkedIn	Right now, things may feel uncertain or difficult for many Londoners. Take some time to check in with friends, family, and those in your community.
	Whether you're looking for yourself, or to help a friend or others in your community, support and advice services are there to help.
	For more ideas by visiting: www.thriveldn.co.uk/help-yourself-and-others
	#ThroughTogether
Instagram	London is full of amazing people and communities who have pulled together during the most challenging of times. We know that our city works best when we all look out for each other.
	Right now, things may feel uncertain or difficult for many Londoners. Take some time to check in with friends, family, and those in your community.
	Visit www.london.gov.uk/help-cost-living for more information and to discover support local to you.
	For more ideas on looking after your own and each other's wellbeing, follow the link in @ThriveLDN's bio for simple tools, ideas and inspiration, tried and tested to help improve wellbeing.
	#ThroughTogether

Core message 2: When times are tough, it's normal to feel a bit worried, frustrated or overwhelmed.	
Twitter 1	Talking about financial concerns and difficulties is challenging. But you are not alone, and there is nothing to be ashamed of.
	Talk to someone you trust □ Reach out to friends and family ♥
	If you need advice there is support available: www.london.gov.uk/what-we-do/communities/help-cost-living/help-if-money-worries-are-affecting-your-mental-health
	#ThroughTogether
Twitter 2	Accessing help and support for financial difficulties is really important. And doing what you can to stay well will help you deal with things better.
	Talk to someone you trust 💬
	Take things one step at a time d
	Focus on what you can control
	Reach out to friends & family 💝
Twitter 3	For some Londoners, thinking about money or debt may feel overwhelming.
	If you need support and impartial advice, there are free professional services available. Ask for help if you need it.
	@DebtFreeAdvice_ 0800 808 5700 @CAPuk 0800 328 0006
	Or visit: www.london.gov.uk/what-we-do/communities/help-cost-living/help-if-money-worries-are-affecting-your-mental-health
Twitter 4	If you find yourself in urgent financial or personal need, there is support and information available for you. Please seek help if you need it.
	@turn2us_org: 0808 802 2000
	⚠ @Shelter: 0344 515 1540
	@TrussellTrust: 0808 208 2138
	Or visit www.london.gov.uk/what-we-do/communities/help-cost-living/

Twitter 5 If you're feeling the strain financially Find relevant Good Thinking assets: and things seem overwhelming, you https://goodthinking-strapi.s3.eu-westcan take small steps to help you stay 2.amazonaws.com/Good_Thinking2022 mentally healthy. _Comms_Toolkit_1300fff036.docx @GoodThinkingUK has lots of Or practical tips and links to organisations that can help ease the https://drive.google.com/drive/folders/1 pressure: www.goodthinking.uk/articles/cost-living-crisis-QcbmAUo1Rbxi6IUAS8kYGzBxUlZm3Z how-look-after-your-mental-health #ThroughTogether Facebook / Talking about financial concerns and difficulties is challenging. But you are LinkedIn not alone and there is nothing to be ashamed of. If you need support and impartial advice, there are free professional services available. Accessing help and support for financial difficulties is really important. But so is also doing what you can to stay well, which will help you deal with things better. Talk to someone you trust 💬 Take things one step at a time \triangleleft Focus on what you can control Reach out to friends and family 💝 The GLA's Help With the Cost of Living online hub contains a range of

information to support Londoners, including on money and mental health: https://www.london.gov.uk/what-we-do/communities/help-cost-living

#ThroughTogether

Instagram

Talking about financial concerns and difficulties is challenging. But you are not alone and there is nothing to be ashamed of.

If you need support and impartial advice, there are free professional services available.

Accessing help and support for financial difficulties is really important. But so is also doing what you can to stay well, which will help you deal with things better.

Talk to someone you trust 💬

Take things one step at a time of

Focus on what you can control

Reach out to friends and family 💝

For a range of information to support Londoners, including on money and mental health, search 'GLA help with the cost of living online hub'.

And for more ideas on looking after your own wellbeing, @ThriveLDN has simple tools, ideas and inspiration. Follow the link in their bio.

#ThroughTogether

Core message 3: London is full of amazing people and communities who have
come together during the most challenging of times.

Twitter 1

Londoners are speaking with family, friends, and trusted others in their community to support themselves through the emotional pressures felt through the cost-of-living crisis.

@ThriveLDN has tips on having a supportive conversation: www.thriveldn.co.uk/communications/toolkits-and-resources/toolkit/thriveldn-mental-health-conversation-starter/

#ThroughTogether

Twitter 2

London works best when we look out for each other.

Right now, things may feel difficult for many people. Take some time to check in with friends, family, and those in your community.

How do you care for yourself and those around you?

Let us know below \(\frac{1}{2} \) #ThroughTogether

Twitter 3	Cost-of-living pressures are putting a strain on many Londoners. The financial pressure is likely impacting on people's mental health.
	Check in with friends, family, and those in your community.
	When are you next catching up with someone you care about? \$\frac{1}{2}\$
	#ThroughTogether
Facebook / LinkedIn	London is full of amazing people and communities who have pulled together during the most challenging of times. We know that our city works best when we all look out for each other.
	Right now, things may feel uncertain or difficult for many Londoners. Take some time to check in with friends, family, and those in your community.
	London is full of amazing people and communities who have come together during the most challenging of times.
	Whether you're looking for yourself, or to help a friend or others in your community, support and advice services are there to help. For more ideas by visiting: www.thriveldn.co.uk/help-yourself-and-others
	#ThroughTogether
Instagram	London is full of amazing people and communities who have pulled together during the most challenging of times. We know that our city works best when we all look out for each other.
	Right now, things may feel uncertain or difficult for many Londoners. Take some time to check in with friends, family, and those in your community.
	London is full of amazing people and communities who have come together during the most challenging of times.
	For more ideas on looking after your own and each other's wellbeing, follow the link in @ThriveLDN's bio for simple tools, ideas and inspiration, tried and tested to help improve wellbeing.
	#ThroughTogether

Thrive LDN conversation starter

We have revisited our <u>conversation starter tool</u> to help Londoners engage with friends, family, neighbours or those they support in your community or workplace about good mental health, wellbeing and financial worries. As well as importantly knowing the most appropriate help and advice services to signpost to for professional support.

Download the conversation starter resource (PDF):

- Cost-of-living version (November 2022)
- Covid version (January 2021)

Channel	Suggested post	Suggested asset
Twitter 1	Talking about mental health is important, but it isn't always easy.	S I G N SS
	@ThriveLDN's updated conversation starter tool gives you the tips and prompts to help you get your community talking about good mental health, wellbeing and financial worries.	Talking about mental health is important, but it isn't always easy. Try our conversation tips and prompts to help you get your community talking. Thrive LDN
	https://thriveldn.co.uk/communications/toolkits-and-resources/toolkit/thrive-ldn-mental-health-conversation-starter/	Alt Text: A graphic that highlights the conversation starter tool SIGNSS framework. The text below says "Talking about mental health is important, but it isn't always easy. Try our conversation tips and prompts to get your community talking."
Twitter 2	It's not always easy for someone to talk about how they're feeling or share the concerns they may have. This is particularly true for financial worries.	
	@ThriveLDN's updated conversation starter tool gives you the prompts to get your community talking.	
	https://thriveldn.co.uk/communications/toolkits-and-resources/toolkit/thrive-ldn-mental-health-conversation-starter/	

Instagram

Talking about mental health is important, but it isn't always easy. @ThriveLDN's updated conversation starter tool gives you the tips and prompts to help you get your community talking about good mental health, wellbeing and financial worries.

This conversation starter tool follows a SIGNSS framework – Situation, Initiate, Guide, Nudge, and Support and Signpost – and aims to help encourage a gentle and supportive conversation.

SIGNSS outlines a set of clear stages to start, maintain and safely close a conversation about mental health. It is designed to complement what many Londoners are already doing to support those close to them or in their social networks through difficult times.

Follow the link in @ThriveLDN's bio.



Talking about mental health is important, but it isn't always easy. Try our conversation tips and prompts to help you get your community talking.



Alt Text: A graphic that highlights the conversation starter tool SIGNSS framework. The text below says "Talking about mental health is important, but it isn't always easy. Try our conversation tips and prompts to get your community talking."

Facebook and LinkedIn

Talking about mental health is important, but it isn't always easy. Thrive LDN's updated conversation starter tool gives you the tips and prompts to help you get your community talking about good mental health, wellbeing and financial worries.

This conversation starter tool follows a SIGNSS framework – Situation, Initiate, Guide, Nudge, and Support and Signpost – and aims to help encourage a gentle and supportive conversation.

SIGNSS outlines a set of clear stages to start, maintain and safely close a conversation about mental health. It is designed to complement what many Londoners are already doing to support those close to them or in their social networks through difficult times.

Explore via Thrive LDN's website: https://thriveldn.co.uk/communications/toolkits-and-resources/toolkit/thrive-ldn-mental-health-conversation-starter/



Alt Text: A graphic that highlights the conversation starter tool SIGNSS framework. The text below says "Talking about mental health is important, but it isn't always easy. Try our conversation tips and prompts to get your community talking."

Accounts to tag: @thriveldn

Free trauma-informed practice training

Thrive LDN has been working with Nicola Lester Psychological Trauma Consultancy to offer free, pre-recorded online trauma-informed practice training to support individuals and organisations.

The training is offered across three levels, Bronze, Silver and Gold. At each level, participants will receive a certificate of completion and certified badge which can be used to demonstrate their knowledge and trauma informed training status. Training is free to complete and does not require registration to join. More details including the links to the courses can be found on the Thrive LDN website.

Below we have provided some suggested social copy which you may find useful to promote the training opportunity to your networks, internally and externally.

Whilst the training videos can be accessed individually, some organisations may prefer to participate in a group, either in person or online. On our website, you can also find a brief guide for facilitators to promote engagement and enhance opportunities for discussion and sharing learning.

Channel	Suggested post	Suggested asset
Twitter (1)	@ThriveLDN has been working with Nicola Lester to offer free, pre-recorded online trauma-informed practice training to support individuals and organisations. Available at Bronze, Silver & Gold levels. Training and supporting resources can be accessed via: www.thriveldn.co.uk/trauma-informed	Download all digital assets. The Gift of Reconnection: free, pre-recorded trauma-informed practice training. GETTING THROUGH THIS TOGETHER NICOLA LESTER
	Interested in becoming more trauma aware?	The Gift of Reconnection: Becoming Trauma Aware Trauma-Informed Practice Bronze Level SCHING THROUGH MICCLA LESTER
	Then take @ThriveLDN and Nicola Lester's free, online training and get certified at bronze, silver or gold level. Full details about the training and supporting resources can be accessed via: www.thriveldn.co.uk/trauma-informed	The Gift of Reconnection: Developing Trauma Informed Practice Silver Level SILVER LESTER NICOLA LESTER
	#ThroughTogether	The Gift of Reconnection: Committed to Trauma Informed Practice Gold Level THIS TOGETHER RICCLA LESTER

Instagram

How trauma aware are you?

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The training is offered across three levels, Bronze, Silver and Gold, with the opportunity to move up to the next level at each stage.

At each level, participants will receive a certificate of completion and certified badge which can be used to demonstrate their knowledge and trauma informed training status.

Training is free to complete and can be accessed from @ThriveLDN's website: www.thriveldn.co.uk/trauma-informed

Or search the link in their bio.

#TraumaInformed #MentalHealthTraining #ThroughTogether

Download all digital assets.

The Gift of Reconnection: Trauma-Informed Practice training



thriveldn.co.uk/trauma-informed

The Gift of Reconnection: Developing Trauma Informed Practice





thriveldn.co.uk/trauma-informed

LinkedIn and Facebook

How trauma aware are you?

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Training is free to complete and can be accessed from @ThriveLDN's website: www.thriveldn.co.uk/trauma-informed

Download all digital assets.



Thrive LDN and Money and Pensions Service money and mental health webinar

To mark Talk Money Week, Thrive LDN and the Money and Pensions Service hosted a free learning webinar on the relationship between money and mental health, and the practical ways to get support. You can watch the webinar back via YouTube.

As well as finding out more about the link between money and mental health, attendees were guided through the support and practical advice available to those they may be supporting through a tough time such as the <u>Mental Health & Money Toolkit</u>.

Twitter 1

@ThriveLDN and the

@MoneyPensionsUK hosted a webinar on the relationship between money and mental health, and the practical ways to get support.

You can watch it back for advice and resources available to support those going through a tough time:

https://thriveldn.co.uk/latest/news-and-blog/all/thrive-ldn-marks-talk-money-week-2022/



Alt text: A graphic of a calculator and note pad with the adjacent text reading support is available to help you manage debt or money worries.

Instagram

The relationship between money and mental health...

@ThriveLDN and the Money and Pensions Service recently hosted a free learning webinar on the relationship between money and mental health, and the practical ways to get support.

As well as finding out more about the link between money and mental health, attendees were guided through the support and practical advice available to those they may be supporting through a tough time such as the Mental Health & Money Toolkit.

Follow the link in @ThriveLDN's bio to watch the webinar back via YouTube.



Alt text: A graphic of a calculator and note pad with the adjacent text reading support is available to help you manage debt or money worries.

Facebook and LinkedIn

The relationship between money and mental health...

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Watch back via Thrive LDN's website: https://thriveldn.co.uk/latest/news-and-blog/all/thrive-ldn-marks-talk-money-week-2022/



Alt text: A graphic of a calculator and note pad with the adjacent text reading support is available to help you manage debt or money worries.

Accounts to tag: @thriveldn

Updated suicide prevention messaging for digital channels

An important part of the suicide prevention strategy focusses on building resilience across London and supporting people so they don't get to a point of crisis.

Additionally, the ongoing <u>#ZeroSuicideLDN campaign</u> is aiming to get Londoners to take free, online suicide prevention training. We've partnered with the Zero Suicide Alliance, who have created a training program to help people to be able to identify warning signs and to feel comfortable having conversations about suicide.

All #ZeroSuicideLDN assets: Twitter (1) We all need to look out for one another. That's why we are supporting https://drive.google.com/drive/u/0/ folders/189EzBGDyPA96jr-Tw6-#ZeroSuicideLDN to encourage everyone to take free, online training to sTIh2eqGI CdE know what to do if a loved one, colleague, or stranger is in distress. GOT 20 Learn to save a life today... www.thriveldn.co.uk/ZeroSuicideLDN MINUTES? Twitter (2) It's never been more important to think Learn to save a life today and talk more about mental health. That's why we are taking 20 #ZeroSuicideLDN @Zer0Suicide's free suicide prevention training, to learn what to do if a loved one, colleague, or stranger is at risk of suicide. You can too. Visit />

www.thriveldn.co.uk/zerosuicideldn

Twitter (3)	Some people may be finding life harder than usual at the moment. It's vital we all look out for each other, in case someone may be in crisis.	
	That's why we are supporting the #ZeroSuicideLDN campaign. You can too, it only takes 20 minutes.	
	Visit www.thriveldn.co.uk/zerosuicideldn	
Twitter (4)	London works best when we all work together and look after each other.	
	There's FREE online 20-minute training available to help us all to spot the signs when someone may be thinking about taking their life.	
	Visit www.thriveldn.co.uk/zerosuicideldn	
	#ZeroSuicideLDN	
Twitter (5)	For some Londoners right now, worries over money or debt may be overwhelming. Would you be able to spot a neighbour or friend in distress? There's FREE @Zer0Suicide online training to help.	
	Join the #ZeroSuicideLDN campaign by visiting: www.thriveldn.co.uk/zerosuicideldn	
Twitter (6)	First Hand has been developed by @ThriveLDN, @AfterSuicideUK and	
Witness to suicide resource and support	@GrassrootsSP to support anyone who has witnessed the suicide of someone they do not know.	First Hand Making sense of lasting memories and emotions after the suicide of someone you didn't know.
	If this is you, please know that there is help and support available. You are not alone 💙	ThriveLDN GRASSRO®TS
	https://supportaftersuicide.org.uk/resource/first-hand/	

Twitter (9)

NHS urgent mental health support lines signposting

Life can be really difficult, and you might sometimes feel completely overwhelmed. But remember, a mental health emergency should be taken as seriously as a physical one.

Find your local NHS urgent mental health helpline for 24/7 advice and support.

www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline



More assets:

https://drive.google.com/drive/folders/1P35u0hUFqd2LTKYM6ThatE1SMA2EoHIB

Instagram

Have you got 20 minutes to learn how to save a life today?

Around 10 people a week take their own life in London. We want to encourage Londoners to take the FREE online training provided by the @zerosuicidealliance so they know what to do if a loved one, colleague or stranger is in distress.

Learn to save a life today...take the training.

Visit rhriveldn.co.uk/zerosuicideldn

Or find details in @ThriveLDN bio.

#ZeroSuicideLDN #London #LifeInLondon #WeAreLDN #OKLDN #SuicidePrevention #Teamwork #Together #ZeroSuicideAlliance #Londoners #MentalHealth #OnlineTraining



More assets:

https://drive.google.com/drive/u/0/folders/189EzBGDyPA96jr-Tw6-sTlh2egGl_CdE

Facebook and LinkedIn

Living and working in London can be stressful, and right now for some it may be overwhelming. Would you be able to spot a colleague or friend in distress?

That is why we want to encourage Londoners to take the Zero Suicide Alliance's free, online training to know what to do if a loved one, colleague or stranger is in crisis.

Learn to save a life today...take the training.

Visit: www.thriveldn.co.uk/zerosuicideldn



More #ZeroSuicideLDN assets:

https://drive.google.com/drive/u/0/folders/189EzBGDyPA96jr-Tw6-sTlh2egGI_CdE

LinkedIn (for individuals)

I've taken suicide prevention training.

It's never been more important to think and talk more about mental health. The Zero Suicide Alliance's free suicide prevention training is a really helpful way to learn what to do if a loved one, colleague, or stranger is in a crisis or at risk of suicide.

Learn to save a life today, join me in supporting the #ZeroSuicideLDN campaign.

Visit Thrive LDN's website for more details:

www.thriveldn.co.uk/zerosuicideldn



More assets:

https://drive.google.com/drive/u/4/folders/1ywBx uVXKPh4AXorsQJqBCzyy4lKpxSc

APPENDIX A: Getting Through This Together - key messages

The below messaging house focuses attention on a predominant umbrella message (in this case: Getting through this together) and then explores key sub-messages that help to strengthen the overall narrative, support any subsequent campaign(s), and offer a route into signposting to relevant advice and support services.

A messaging house supports both the consistency and volume of messaging and signposting across London, to complement the good work already underway to support Londoners and communities at a regional, sub-regional and local level.

Messaging house

Top Li Gettir	ine: ng through this together.		
When	times are tough, it's important that we look after our own and each other's wellbeing.		
_	We can all do our bit to spread hope and kindness, and to help each other.		
Core message 1	Reaching out to someone could help them know that someone cares, that they are valued, and help them find the support they need.		
e me	Call to action (CTA):		
Cor	Accessing relevant resources, tools, ideas, and training offers to help others through tough times.		
	Understanding the relationship between money and mental health.		
Core message 2	When times are tough, it's normal to feel a bit worried, frustrated or overwhelmed.		
	There are some simple things we can do to help keep ourselves well, and if you are finding it hard support and advice services are there for you.		
	CTA:		
	Individuals accessing the relevant support services they need. Normalising needing and seeking help.		
Core message 3	London is full of amazing people and communities who have come together during the most challenging of times.		
	Many Londoners are speaking with family, friends, and trusted others in their community to support themselves with their wellbeing because of the impact of cost-of-living pressures.		
	CTA:		
	Londoners sharing their stories.		
	Seeing acts of support, togetherness and inclusion across London through storytelling. Normalising needing and seeking help.		

APPENDIX B: Why is resilience important?

Resilience is protective of mental health.

It's about coping with adversity and maintaining core functions during difficult times. Resilience does not necessarily remove risk but focuses on building the capacity to cope with challenges and adversity. It is protective of mental health particularly in times of difficulty¹. Resilience is adaptive and can be transformative, especially when a return to the pre-crisis or challenge point is not possible. Individual and collective resilience are interconnected and strengthening one supports the other.

Collective resilience is the ability for populations to endure, adapt and create new ways of thinking and functioning in the context of change, uncertainty, or adversity². Resilience of collectives are underpinned by values³. For example, communities that share values of participation and diversity are more likely to be trusting. Ultimately, collective resilience is impacted by the structural and environmental factors it depends on. There are several ways that collective resilience can be strengthened in the face of the cost living crises, which for many is part of continuation of crises since the COVID-19 pandemic.

Community cohesion and integration have been identified as foundations for collective resilience. Additionally, social connectedness and social capital include a sense of trust and community belonging, a sense of attachment to place, and civic participation⁴. This framework is likely to withstand adversity, lead to adaptation during times of hardship and to recovery. On a practical level, individuals can strengthen their social networks with family members and friends, and trusted others in their community. Supporting others creates a pathway for connection and participation, which are both known to strengthen resilience. Creating opportunities to facilitate connections to social support and the wider community will aid in strengthening collective resilience.

Additionally, resilience can be built through culture, which is the space where shared narratives are created and reinterpreted. The ability for new stories to be created, told, and shared by communities and individuals in a way that is important to that community, supports both individual and collective resilience. This also provides opportunities for reframing the issue to make sense of the situation and to process. While the effect of the cost-of-living crisis is disproportionally felt, it is an experience affecting a significant part of the population.

Furthermore, collective resilience can be strengthened by supporting others⁵. Supporting others is a potential pathway to socially connect, and create networks, both established practices that maintain good mental health. By identifying and

¹ Campion J (2019) Public mental health: Evidence, practice and commissioning. Royal Society for Public Health.

² Seaman, P. et al., Resilience for public health: Supporting transformation in people and communities. Glasgow Centre for Population Health, 2014. (PDF) Resilience for public health Supporting transformation in people and communities (researchgate.net)

³ Seaman, P. et al., Resilience for public health: Supporting transformation in people and communities. Glasgow Centre for Population Health, 2014. (PDF) Resilience for public health Supporting transformation in people and communities (researchgate.net)

⁴ Norris, F. et al., 2008. Community Resilience as a Metaphor, Theory, Set of Capacities, and Strategy for Disaster Readiness, American Journal of Community Psychology.

⁵ Chan et al., 2006

strengthening access to different sources of support communities are able to access wider support networks and resources.

Behavioural insights

Hertfordshire County Council Behaviour Change Unit (BCU) has provided helpful advice in the context of supporting people with the increased cost-of-living pressures. Three key take-aways for communications are:

- Understand what drives stigmatisation. Ensure that the language used is non-judgemental, collaborative, engaging, free from any content that causes shock, is person-centred and normalises the behaviour.
- Focus on the help available, rather than the underlying issue causing the need for help. For example, "needing support" instead of "having money problems" or "struggling". Use phrases such as "if this is your situation, this is the support that is available to you".
- Any content that can generate a negative emotional response can cause people to feel angry and frustrated, which can lead them to disengage with your message. For example, avoid words like "crisis" and "emergency" and focus on the positives.

Further evidence and insights

You can also download the latest <u>Thrive LDN evidence briefing on the cost-of-living crisis and implications for Londoners' public mental health</u> which outlines the emerging issues.