



MARSTON'S

The Licensed Trade Charity and support guide



We care



Introduction

It's normal to feel a little worried or uncomfortable during periods of change, but you don't have to go through it alone, there's a lot of support out there.

We're here to help you as much as we can, so we've put together a useful guide on all the support and guidance available to you.

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The Licensed Trade Charity:

What is the Licensed Trade Charity (LTC)?

In 2019, we entered into a partnership with the LTC to help our pub teammates when they most need it. Now, more than ever, it's important that our people know how to access vital support and guidance.

The LTC supports hundreds of people in pubs, bars and breweries with practical services, emotional support and financial assistance each year.

The service is free and confidential and covers any support needed for team members and their family.

What can I get help with?

- Mental health: the free helpline gives you access to trained counsellors. The online 'help sheets' offer practical guidance and tips for managing your mental health and wellbeing
- Housing: support on things you might be concerned about like finding housing, repairs for your home and disability aids
- Money: get advice from friendly advisors on managing debt, benefits and tax credits or planning for the future
- Health: support for you and your family including how to cope with a life-changing illness, live with a disability or support your child's health
- Education and training: guidance to help you maximise opportunities and gain confidence

Who is it for?

Thanks to our special partnership with the LTC, the service is available to pub team members.

For all other teammates (including General Managers), support is available through the [AXA PPP Employee Assistance Programme](#).

Can Marston's get hold of the information I share?

The service is completely confidential. Under no circumstances would any individual team member or family member be identified.

Pub teammates can access the service by calling a free helpline (24/7) on **0808 801 0550**. Or, by visiting the LTC website at www.licensedtradecharity.org.uk, where there's loads of information, practical tools and an online messaging service.



Chaplaincy support: Paul Watson

What is a chaplain?

Chaplains work with businesses, hospitals and schools throughout local communities. They offer a listening ear and support, which can play a significant role in people's wellbeing. A chaplain is there for people of all faiths and none, and conversations are in complete confidence.

Paul Watson is a Chaplain working in Wolverhampton. He regularly visits Marston's House and Banks's Brewery to chat to people and to listen to any worries they might have.

How can I get in touch with a chaplain?

During this time, Paul is offering his support to anyone across the business who might need it. All conversations are completely confidential

Call or text Paul on 07841 375064 (Monday, Wednesday, Friday 12pm-2pm). Alternatively get in touch via email (Paul.transformbusiness@gmail.com) to arrange a call.



Hospitality Action

What is Hospitality Action?

Hospitality Action offers vital assistance to all who work or have worked within hospitality in the UK.

Whatever challenge you face - from physical illness or mental health issues to financial difficulty, family problems to addiction - Hospitality Action will help you get back on your feet again.

How can I access support?

Call the Hospitality Action helpline on 0808 802 0282 (24 hours a day) for free advice and guidance.



The Drinks Trust

What is The Drinks Trust?

The Drinks Trust provide vocational, practical, emotional and financial support to those who are currently working or have worked in the UK drinks

industry. This is defined as anybody working in the supply chain including, but not limited to, production, distribution, marketing, import, export, pubs, breweries, bars, distilleries, off-licensed, warehouses or in an office-based role at a company producing, distributing or selling drinks.

You must have been working in the drinks industry for a minimum of two years (or 20% of your life). If you require urgent support contact the helpline on 0800 915 4610.



Useful resources

Check out our other guides by visiting www.news.marstons.co.uk.

Topics include:

- Mindfulness and wellbeing
- Financial guidance (inc. pension Q&A)
- How to stay active and healthy during isolation
- Top tips for people home schooling
- Useful learning resources



Other resources

- Tips for staying active during isolation:
<https://www.paycare.org/paycare-blog-for-you/tips-for-staying-active-during-social-isolation/>
- 10 simple health checks you can do at home:
<https://www.paycare.org/paycare-blog-for-you/simple-health-checks-you-can-do-at-home/>
- Set up your home office to avoid back problems:
<https://www.paycare.org/paycare-blog-for-your-business/set-up-your-home-office-correctly-to-avoid-back-problems/>
- How to build resilience to stress through exercise:
<https://www.paycare.org/paycare-blog-for-your-business/guest-blog-how-to-build-resilience-to-stress-through-exercise/>
- 5 ways to build resilience:
<https://www.paycare.org/paycare-blog-for-your-business/5-ways-to-enhance-emotional-resilience-to-workplace-stress/>
- [Click here](#) for free tips on how to look after your mental health during a period of stress and isolation