

Support Circle

Connecting people. Changing culture. Improving performance.



Bring Support Circle to your workplace:

www.lifefirstthenwork.co.uk

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Why Support Circle exists

Introduction

The workplace is full of silent struggle.

There are multiple reasons for this, including fear, stigma, low trust and uncertainty about where to start and these vary by individual, workplace and sector.

This isn't just a human problem.

It costs businesses time, money, productivity and it shapes culture in ways leaders rarely see.

Support Circle changes that.

Support Circle is a simple, human, everyday system that makes support safer, earlier and easier to access. It doesn't replace what you already have — it activates it.

More trusted touchpoints. More conversations. Fewer people slipping through the cracks.

Support Circle brings peer support into the heart of workplace culture through visible, normal, everyday behaviours:

- Real conversations between colleagues
- A visible culture of care
- Shared responsibility for wellbeing

Support Circle reminds teams to look out for one another, proactively check in, listen and signpost. It helps people reach the right support before crisis, builds a healthier workplace culture and creates continual improvement — protecting your people, productivity and profit.

This isn't therapy. It's not a compliance tick-box.

It's practical. It changes culture and it reflects what people actually need at work.

The result?

Safer workplaces. Earlier support. Stronger teams.

And a healthier culture that protects people, productivity and profit.

Turning mental health from a hidden cost into a competitive advantage.



Why workplace mental health support often goes unused (Problem)

Wellbeing Perks

- Gym membership
- Yoga
- Mindfulness apps

Useful but doesn't remove the barrier and isn't dealing with mental health challenges

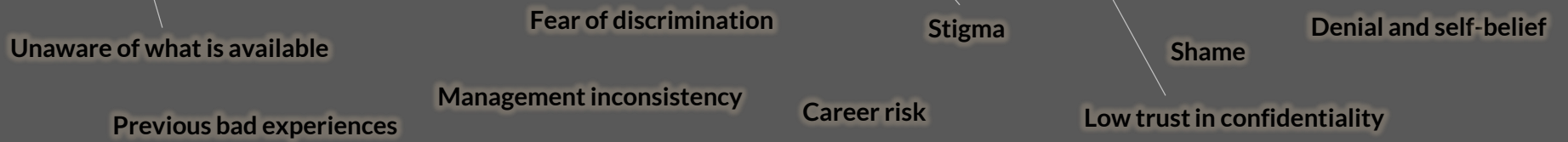
The workforce

People under pressure



The invisible barrier

Why support feels unsafe to access



Existing workplace support

Why they're blocked or under-utilised



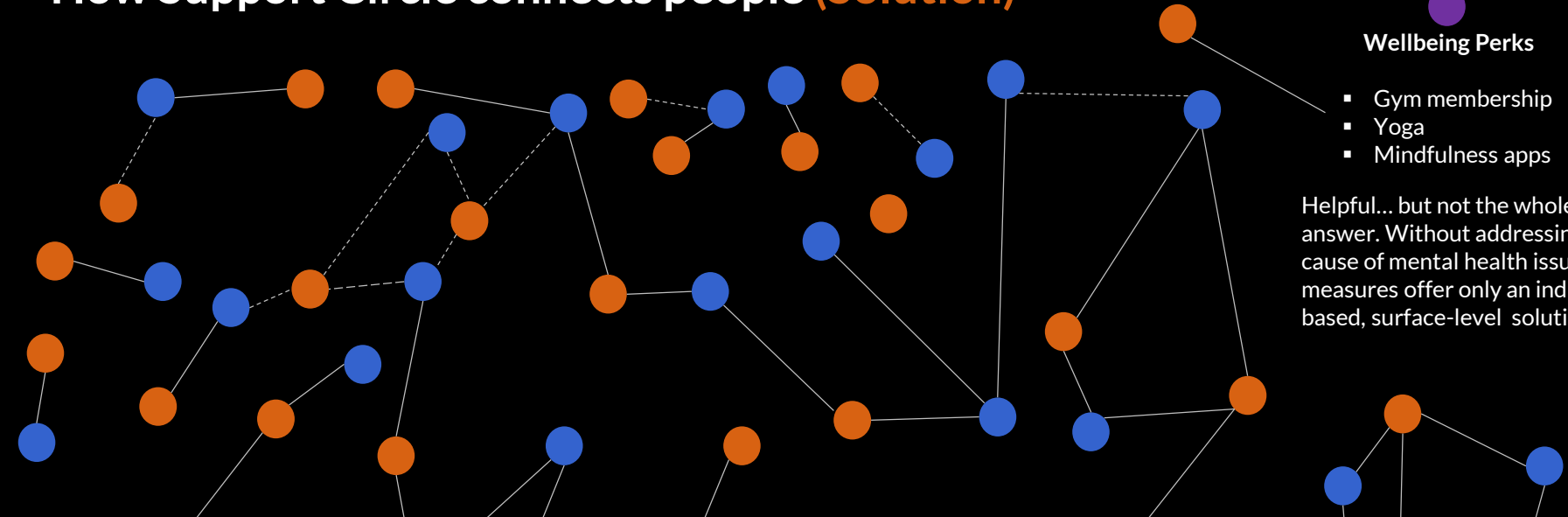
Low engagement doesn't mean low need. It often means low trust and silence doesn't mean people are OK



How Support Circle connects people (Solution)

- Wellbeing Perks
- Gym membership
 - Yoga
 - Mindfulness apps

Helpful... but not the whole answer. Without addressing root cause of mental health issues these measures offer only an individual based, surface-level solution.

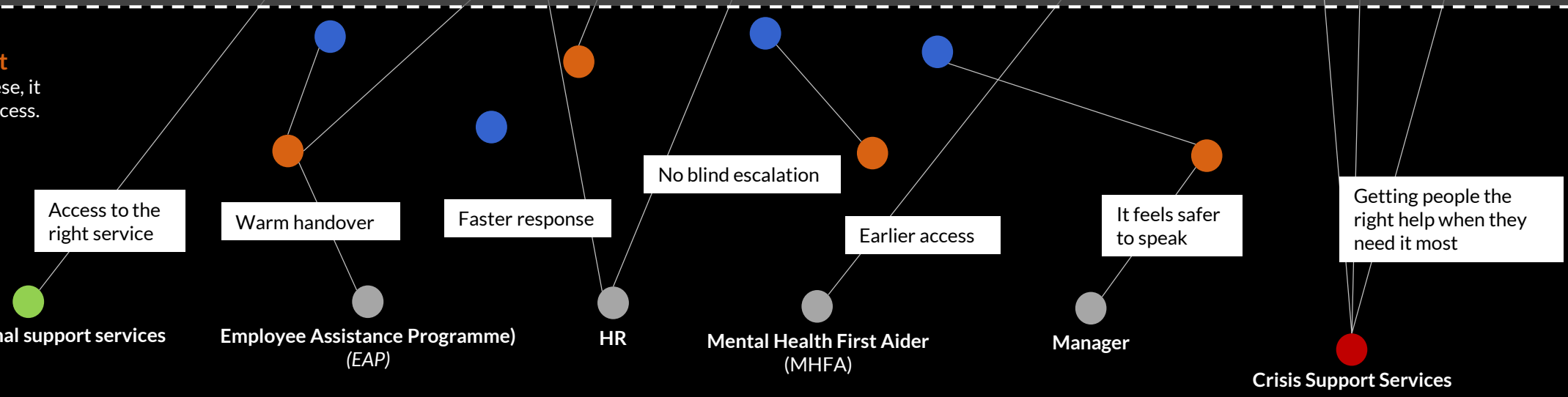


The workforce
 People don't all struggle in the same way. Some go quiet. Some burn out. Some push through. Most don't break suddenly. They struggle quietly first.

The invisible barrier
 Fear, stigma, trust and career risk don't disappear overnight. But when support is informal, visible and human, the invisible barrier starts to fade.

Unaware of what is available Fear of discrimination Stigma Shame Denial and self-belief
 Previous bad experiences Management inconsistency Career risk Low trust in confidentiality

Existing Workplace Support
 Support Circle doesn't replace these, it makes them easier and safer to access.
 Still vital. Now reachable.



Support Circle gives you a safer, stronger, more connected workplace.



What Support Circle Delivers for People and Performance (Outcome)

Increases engagement & performance

- Earlier conversations across the workforce
- More people accessing support before crisis
- Managers with clearer visibility of what's really happening
- Higher trust and psychological safety
- Greater ownership of mental health at team level
- Stronger discretionary effort
- Higher day-to-day energy and focus
- Better collaboration and fewer silos
- Stronger employer brand and talent attraction

When people feel safe to speak, they think better, work better and perform better.

Increases return on existing investment

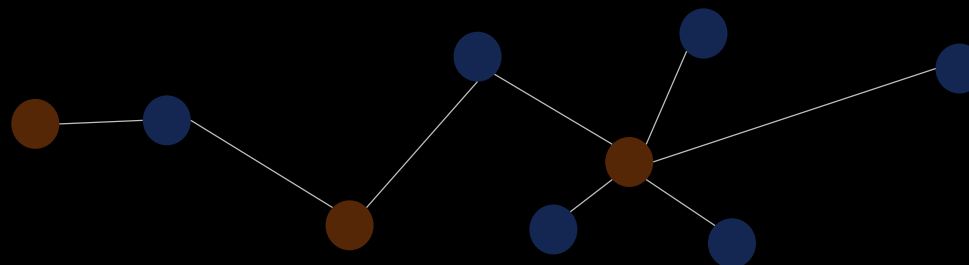
- Better utilisation of EAP, MHFA and internal support
- Earlier access means lower cost per case
- Fewer late-stage, high-cost interventions
- Wellbeing spend becomes measurable, not cosmetic
- Reduced duplication of support services
- Clearer line of sight on what's actually being used
- Less wasted spend on unused benefits

You stop wasting money on support people are too afraid to use.

Reduces absence, presenteeism & turnover

- Lower sickness absence
- Reduced burnout-driven disengagement
- Fewer people working while unwell
- Improved retention in high-pressure roles
- Lower recruitment churn
- Reduced reliance on agency and short-term cover
- More stable, experienced teams

You reduce the biggest hidden drains on productivity, continuity and profit.



Reduces risk, crisis & firefighting

- Fewer emergencies
- Faster response when risk appears
- Reduced Health & Safety exposure
- Fewer late-stage escalations
- Less reactive management
- Fewer stress-related grievances and claims
- Stronger evidence of proactive duty of care

Fewer surprises. Fewer incidents. Fewer legal and reputational risks.

Creates live, actionable culture intelligence

- Real-time insight into pressure points
- Early warning of burnout and disengagement trends
- Anonymous themes fed back by peer supporters
- Live visibility of gaps in systems, workload and support
- Leaders see what surveys miss and see it sooner
- Continuous improvement, not annual hindsight

This turns peer support into a live organisational early-warning system.
You manage culture and risk in real time, not after damage is done.

Creates shared responsibility & everyday prevention

- Mental health becomes everyone's responsibility, not just HR's
- Peer supporters actively looking out for each other
 - Support becomes visible and normal
 - "I'm fine" culture gets challenged safely
 - People stop getting lost in the system
 - More natural connection points for people to speak up
 - The more peer supporters you have, the stronger the safety net becomes
 - A culture people want to join and stay part of

You move from isolated, reactive care to collective, everyday prevention.

This is how mental health becomes your competitive advantage