



Participant Handbook

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SECTION 1: Introduction

Welcome to Tonic Music for Mental Health.

The Participant Handbook will explain how to self-refer to our service, our terms of attendance, and the policy and procedure that relates to your attendance. You should familiarise yourself fully with our terms prior to completing a registration form.

We realise this is a lengthy document, but we want to ensure that potential problems are minimised before you attend our services.

The information included in the Participant Handbook is intended to make prospective participants fully aware of our expectations, and what they can expect from us in return.

This document contains links to external sites. They are provided for informational purposes only and do not constitute an endorsement or an approval by Tonic Music for Mental Health. We bear no responsibility for the accuracy, legality or content of any external sites or for that of subsequent links. Please contact the external site for answers to questions regarding its content.

Any concerns or questions, please email us at: teamtonic@tonicmusic.co.uk

Tonic Framework & Evaluation

At Tonic, we work within a framework called Recovery and Quality of Life (ReQoL).

The design of our evaluation methods is led by Dr John Barnes, a Consultant Psychiatrist in rehabilitation.

To help us with the evaluation of our service, we ask that all participants complete ReQoL questionnaires at registration, after six weeks of attendance, and then at the end of each six-week term if you continue to access our service. By measuring participant wellbeing and quality of life we can evaluate the effectiveness of Tonic services, enabling us to continually improve them.

We also ask participants to give feedback at the end of each session. This lets us know what you think about the workshops, choirs and courses. We take feedback into account when preparing future sessions.

What is Tonic?

Tonic Music for Mental Health is a charity based in Portsmouth. We raise mental health awareness, challenge stigma and promote mental wellbeing through music and the arts. We already have a proud history and have helped many isolated and vulnerable people in our community.

Tonic was founded in 2012 as a direct response to the lack of creative support for people experiencing mental health difficulties. It was founded upon the belief that participation in music and the arts can aid you in your recovery from mental illness.

Our first event was at Portsmouth Pyramids Centre. It included four stages of live music with over 50 local and nationally recognised performers. A year later we organised our second all day event to a capacity crowd of 1500, headlined by Dub Pistols and Terry Hall. These events were followed by four gigs at the 100 Club in London.

From our early beginnings promoting mental health awareness, we now champion mental health action. By providing opportunities for people to participate in music and the arts, we directly support them on their journeys of recovery.

Tonic runs two choirs – the Tonic Ska Choir and the Tonic Punk Choir. The Tonic Ska Choir was funded by The Specials through their 2019 Encore album launch at the 100 Club and the tour that followed. Our choirs regularly perform at gigs, festivals, rallies and events.

Tonic also runs various workshops, including vocals, guitar, bass, songwriting, blogging, song & gig review writing and performance anxiety. All of these services are provided free of charge and have helped many people in their recovery from mental illness.

We have tried to create a home for those who don't feel they belong in the mainstream. We do this by focusing on music subcultures, such as ska, punk and rock. But don't worry – you don't need to be a punk or a rude boy to get involved. Everyone's welcome.

Tonic is looking to expand its operations. The centrepiece of this expansion will be moving Tonic HQ to larger premises so we can grow the Tonic community. Our services will be increased to include greater support, such as one-to-one counselling, and we hope to offer further workshops and choirs, taking on more staff and volunteers in the process.

Our Mission

Our mission is to raise mental health awareness, challenge stigma and promote mental wellbeing through music and the arts.

Our Values

We believe that participation in music and the arts can promote and sustain the mental wellbeing of everyone involved.

We believe in standing up for the rights of people suffering from mental illness, who deserve hope, support and respect.

We believe in a recovery-based approach to mental healthcare. People's lives should be about more than just survival.

We believe that finding purpose and a sense of belonging can be an effective tonic for mental illness.

We believe that people suffering from mental illness deserve better. The stigma, discrimination and marginalisation of people suffering from mental illness is an injustice that needs to be put right.

We believe that discussion, education and inclusion are a means to reducing stigma and breaking down barriers.

We believe that participation in music and the creative arts can support people in their recovery from mental illness, and empower them to become the best versions of themselves. Creative therapies have long been known to aid in recovery.

We believe that the practice of waiting for people to reach crisis, and then treating them at great expense – as the public sector model currently does – is failing some of the most vulnerable people in our society. Tonic aims to prevent crisis in the first place, by lifting people up before they hit rock bottom. Early intervention saves lives.

We believe in health equality. There should be equality between physical and mental healthcare.

We believe in the importance of trust, which is built through the transparency and integrity of our organisation.

Our Vision

We strive for a world where people suffering from mental illness are no longer marginalised – an inclusive and just world, where people suffering from mental illness have the hope, support and respect they deserve.

We strive for a future where those facing adversity through mental illness feel safe and supported – a future where we have the services needed to achieve good mental health and emotional wellbeing for all.

We see an opportunity to achieve this.

By providing non-clinical community environments in which people can find purpose and a sense of belonging, we can support people in their recovery from mental illness.

By normalising the participation of people suffering from mental illness, we can break the stigma and create a kind and inclusive society.

By promoting mental wellbeing through music and the arts, we can give people the hope, support and respect they deserve.

What is the Tonic – Recovery Through Music programme?

The Tonic – Recovery Through Music programme provides music workshops, courses, group tuition, choirs, and opportunities for recording and performing. The service is for adults (and older adults) over 18 years of age who are likely to benefit from brief therapeutic music workshops. You must be able to self-manage and regulate your mental health within our groups.

Participants are typically registered with a GP in Portsmouth or surrounding areas, with a mental health diagnosis. However, it is not necessary for you to be accessing mental health services to attend Tonic – people without a formal mental health diagnosis are welcome to attend.

What does the Tonic – Recovery Through Music programme offer?

Tonic provides a programme of creative group workshops, courses, tuition, choirs, and opportunities to perform. We provide practical and theoretical workshops in guitar, bass, vocals, songwriting, blogging, song review and gig review writing. We also have two choirs – a Ska Choir and Punk Choir. There are regular opportunities for participants to record and perform in a safe environment.

Tonic is not a clinical service. We do not offer therapy or treatment, and we are not an alternative to therapy or treatment. Our workshops, courses and choirs are planned, focused and educational in nature. We provide a safe environment for people to learn new creative skills, build self-esteem, make new friends and build a support network. We help people to build their resilience, self-worth and confidence through positive risk-taking, accomplishment and artistic expression.

One of Tonic's aims is to reduce dependency on mental health services through the delivery of creative educational programmes that support and connect people, enabling them to learn meaningful skills that can provide alternative ways of resolving mental distress and maintaining wellbeing.

All referrals to the Tonic – Recovery Through Music programme are screened to ensure it is the most appropriate service at the time of application. If screened as appropriate, you will be offered an appointment with one of our staff, either face-to-face or over the phone.

Once assessed and accepted into our service, you can choose to attend one workshop at a time. Attending more than one workshop will require a meeting with the music coordinator to discuss suitability and availability.

Music genres

Our workshops, courses and choirs are heavily based upon subcultures such as Mod, Punk, Ska, 2-Tone, Post-Punk, Rock, Soul, Reggae, Rock 'n' Roll, Indie, Jazz, Blues, and Folk. These genres may not be to everyone's taste, so please bear this in mind. Songs are also chosen for their suitability to mixed ability groups.

Is there a charge?

No. All of our services are free to attend.

Who does Tonic support?

Tonic supports people with a mental health diagnosis, such as:

Depression / Panic Disorder / Generalised Anxiety Disorder / Health Anxiety / Social Phobia / Specific Phobia / Post Traumatic Stress Disorder / Obsessive Compulsive Disorder / Adjustment Disorder / Low Self-Esteem / Anxiety & Depression in people with long-term health conditions / Bipolar Affective Disorder / Psychosis / Schizophrenia / Borderline Personality Disorder.

People without a formal mental health diagnosis are also welcome to attend.

Participants are required to be:

- Motivated to attend and engage, with regular attendance.
- A low level of risk to self and others.
- Able to work within a group setting and focus on the tasks, with minimal disruption to other group participants.
- Able to self-manage symptoms and regulate emotions for the duration of the group.

Who is Tonic not able to support?

Tonic cannot offer a service for people with the following difficulties, as they are unlikely to benefit from the brief, structured programmes we provide:

- Active risk of harm to self / current suicidal intent, or recent suicide attempt, or still in crisis.
- Active risk of harm to others or recent history of violence.
- Ongoing, active or relapsing symptoms of social, emotional and mental health (SEMH) / psychosis or manic / hypomanic episodes.
- A diagnosed personality disorder or personality traits that would make engagement in a brief therapeutic music workshop ineffective or unhelpful. Where necessary, we would require participants to have received Dialectical Behaviour Therapy (DBT) or attended an Emotional Coping Skills group.
- Complex needs requiring multidisciplinary input or longer-term psychological input, such as severe OCD, chronic agoraphobia, complex PTSD, or complex learning difficulties.
- Active complex drug and alcohol misuse.
- Significant psychosocial factors which prevent engagement in a regular programme of therapeutic workshops and / or requiring multidisciplinary team (MDT) input.
- Significant neurological conditions that prevent engagement in regular therapeutic workshops.
- Criminal convictions / restrictions that prevent close contact with vulnerable people.

Not sure if Tonic is the appropriate service?

If you feel you or someone you know may benefit from our support and service, please feel free to contact us to discuss circumstances before completing our registration form.

Visiting our service

We welcome visits from individuals and professionals who would like to see our service in action. We also encourage professionals to visit with prospective participants prior to registering with us. If you would like your care coordinator / named worker to sit in for the first 1-2 workshops with you while you get used to it, we welcome this. Please email us in advance to ensure we have space within the workshop.

Participants requiring additional support

We are unable to offer additional 1-1 support to participants who present with complex and / or additional support needs. If you receive 1-1 support to attend community activities, your support worker will need to register and attend with you. If we observe / assess your behaviour as impacting upon the group learning, or impacting upon another participant's experience, we will discuss this with you. If this is the case, you may be required to have 1-1 support provided by a support worker to attend our services, and they will need to register with us. It may be that we are not the right or most appropriate service for your particular needs.

Participants who wish to bring a supporter to a workshop

We will always endeavour to support a participant's individual needs to access our services. Professionals and support workers are able to attend workshops, courses and choirs with participants for 1-2 sessions to help ease the transition process. We will require professionals and support workers to register with us prior to attending to ensure we have space within our groups. Due to space restrictions, we request that family members / friends do not turn up to support a participant, unless they register and take part in our service in their own right. We also request that family / friends do not wait for the whole duration of the group within our shop due to space restrictions.

All professionals, support workers and other supporters will be required to adhere to the same policies, procedures and guidelines as participants.

Limited resources

Tonic has limited resources to provide multiple workshops, groups and choirs. It is therefore essential that we prioritise supporting people who will most benefit from our creative support, and who have a passion for music, rather than those attending only because it is available.

Commissioning services from Tonic

If you would like to commission Tonic to provide a specific, specialist one-off workshop, short course, or ongoing group, please contact us at: teamtonic@tonicmusic.co.uk

Team Tonic

Our dedicated staff and volunteers come from all walks of life. This includes people who have experienced mental illness, as well as those with experience working in the mental healthcare sector.

Team Tonic includes mental health professionals from a range of disciplines including: Social Work, Mental Health Nursing, Occupational Therapy, Cognitive Behavioural Therapy, Counselling, and Psychiatry. Our music facilitators are professional, gigging and recording musicians.

We are artists, musicians, caregivers and innovators. We draw from this diverse range of experience and expertise to provide a unique service – using music and the arts to empower people on their journeys of recovery.

What sets us apart is our emphasis on recovery through the arts, and our use of non-clinical environments to achieve it. It is plain to see the positive impact that our work has on people's lives.

We are honoured to have Terry Hall (The Specials), Barry Ashworth (Dub Pistols), and Kevin Cummins (Music Photographer) as our patrons.

Our ambassadors are Lynval Golding (The Specials), Rhoda Dakar (The Bodysnatchers), Gary Crowley (BBC 6 Music), Jeff Horton (100 Club), Eddie Piller (Acid Jazz), Morgan Howell (SuperSizeArt), and Seanie Tee (Dub Pistols).

Further information

For more information about Tonic, and to read testimonials from current participants, please visit our website: www.tonicmusic.co.uk

SECTION 2: Referral Process & Tonic Guidelines

If you have read the sections detailing who we can and cannot support, consider yourself eligible, and would like to refer yourself to the Tonic – Recovery Through Music programme, you can do so by completing the online registration form, found on our website:

<https://www.tonicmusic.co.uk/get-involved>

When registering, please let us know if you have any physical health conditions, limited mobility or communication difficulties that could affect your ability to access our services, so that we can consider how best to support you. It would be helpful for us to be aware of any access requirements, as our workshops are often held in a basement studio with steep, narrow stairs.

If you are a GP, Mental Health Professional (Mental Health Nurse, Social Worker, Occupational Therapist, Psychologist), Employment Adviser, Local Authority Officer, or any other professional, you can complete or support a referral for someone by completing the same online registration form.

Please note:

- Incomplete referrals will be returned for completion. Please complete all sections fully to avoid delays.
- We are a 10:00am-4:00pm service operating workshops on Tuesdays, Wednesdays and Thursdays, term time only. We are unable to provide urgent support. Replies to messages and referrals may be delayed, as we have a skeleton team. Please be patient with us.
- Our workshops can be oversubscribed and we may occasionally operate a waiting list.

What happens when a referral has been received?

You will be offered a telephone or a face-to-face appointment, and a member of Team Tonic will discuss the information on your registration form, and then consider the best workshop options. If you both agree that support from Tonic may be helpful, we will register you, and you will be expected to attend workshops on a weekly basis during term time, and practise at home some of the ideas you learn in the sessions. Practising new skills is an important part of the programme.

Appointments are Tuesdays, Wednesdays and Thursdays, 10:00am-4:00pm, with some limited availability for evening appointments, Tuesdays and Wednesdays, 4:00-7:00pm. Please note, all appointments are term time only and must be booked in advance. We cannot register new participants who present unannounced.

Risk assessments

If you would normally require a risk assessment to be completed to attend a community service, or we feel you need a risk assessment to attend our services, we will require your named professional to do this prior to you joining our service.

Guidelines for our workshops and choirs

Prior to joining our workshops and choirs, participants will be required to read and agree to all of the policy and procedure contained in the Participant Handbook. Our policies set out appropriate behaviour standards for our workshops and choirs. Staff also adhere to these standards.

Participants experiencing periods of relapse

From time to time, you may experience periods of relapse that make it difficult for you to participate in our workshops and choirs. Creative workshops, such as the ones we provide, may add to hypersensitivity and agitation, and attendance within a group may increase symptoms of mental illness. In these situations, it can be beneficial for participants to have a period away from our workshops and choirs, until the episode has passed. We would appreciate you passing on relevant information in such circumstances, and working with us to ensure these periods are well-managed. For more information, please read our guidance: “What to do if you become distressed or unwell at Tonic”, found in Section 4.

Safeguarding and anti-social behaviour guidance

If our policies are breached, you may be asked to leave the group by the music facilitator or co-facilitator. Staff will endeavour to speak privately with you away from the group to resolve the issue. If the issue is able to be resolved, you will be able to re-join the group. In cases where an issue cannot be resolved, you may be asked to leave. In such cases, we will endeavour to make contact with you afterwards, and invite you to meet with the manager of the service to discuss the incident and work towards a resolution. If you have a care coordinator or named worker, and you have given us permission, we will advise them of the incident and invite them to attend any meetings. Where incidents are recurring, we may ask your care coordinator / named worker to attend a workshop to monitor and support you. We will always work towards a resolution.

Exclusions from our service will be based upon the severity of an incident, and will only occur where resolution is not possible. When deciding whether to exclude someone, the welfare of the wider Tonic community will always take precedent.

All incidents will be recorded on our Incident Reporting and Recording Form. Serious incidents will be referred to Tonic’s board of trustees. All correspondence relating to incidents are recorded and filed electronically in accordance with GDPR regulations. In cases where a participant makes an allegation about Tonic, we will fully investigate.

Action towards incidents of violence and aggression

Tonic does not tolerate acts of violence, threatening or aggressive behaviour, or any behaviour which disrupts the rest of the group. You can expect staff and facilitators to prevent anyone from behaving in a bullying, threatening or disrespectful manner towards you. Equally, you will be warned if your behaviour is unacceptable. If a participant becomes violent or aggressive, or makes threats of violence towards participants or staff, we will call the police and report the crime. Participants acting in a violent or aggressive manner will be excluded from our services.

Guidelines for social media, WhatsApp, email and telephone contact

If you consent to being added to a WhatsApp group upon registering with us, we will add your name and mobile number for the relevant workshop or choir you have joined. We will communicate all relevant workshop information and updates using these WhatsApp groups.

We also have private members' Facebook groups. These groups are monitored Tuesdays, Wednesdays and Thursdays, 10:00am-4:00pm. They will not be checked outside of these hours. You can communicate with us through these channels if you are unable to attend a workshop.

If you become aggressive or abusive within these groups, we will delete the conversation and exclude you and/or other individual(s) from the WhatsApp / Facebook groups with immediate effect and without warning. We will contact you and / or other participants privately and formally invite you individually to attend a meeting to seek resolution.

We reserve the right to remove any content we deem inappropriate. This includes, but is not limited to, offensive, libellous and accusatory material. We may also delete promotional or political content if we deem it inappropriate. If you post inappropriate content, we may report this and seek to ban you from posting. If necessary, we will contact the police and take legal action.

Please see our Online Safeguarding Policy for full details.

For more information, please email: teamtonic@tonicmusic.co.uk

To make a complaint, please email: complaints@tonicmusic.co.uk

How we keep and use your personal information

The information you give us on the registration form is kept confidential and solely for the use of Team Tonic.

Under the General Data Protection Regulation (GDPR) (EU) 2016/679, we have a legal duty to protect any information we collect from you. We have taken appropriate measures to ensure that the data you have provided us is always secure.

Term time structure

We operate a term time structure. Generally, terms run for six-week periods. A term is followed by a staff review week where we review the previous term and plan future workshops, courses, choirs, recordings, and performances. We also use this time to plan future articles for our website, festivals, gigs, training, and fundraising. It is essential that you plan for our closures and have support in place should you find changes in routine difficult to manage.

What we offer

We offer three levels of creative workshops, courses and choirs – open workshops, closed courses, and choirs. We require participants to attend our open workshops initially, before progressing onto our closed courses and choirs.

Tonic typically has one music facilitator for each workshop and course. Occasionally, we also have a co-facilitator. Where we have one facilitator in a group, we will have at least one other member of staff in the shop.

Our choirs take place away from the Tonic premises at St Margaret's Church, Highland Road, Southsea, PO4 9DD. The choirs are large groups and have one music facilitator and one co-facilitator for each session.

All of our virtual online workshops have two members of staff – a facilitator and co-facilitator.

Workshop space

Our workshops often take place in a small basement studio accessed via steep narrow stairs. Please be mindful of access if you have mobility issues.

Group size

Our workshops and courses in our current Tonic premises are capped at six people due to the small size of our workshop space. This is also an optimum number for group learning. Our choirs are much bigger groups with up to 50 people attending.

Prompt arrival

We request that you arrive promptly for workshops, courses and choirs. If you are over 10 minutes late, you may be refused entry to avoid disrupting the rest of the group. Latecomers may miss vital information or warm-up exercises that take place at the beginning of sessions. This is particularly important for vocal and choir sessions.

Deemed unfit for the session

If the workshop facilitator or member of staff deems you unfit for the session, i.e. any state that would prevent you from participating safely, you will be asked to leave and return only when the problem has been resolved.

Music facilitators

Our music facilitators are trained and experienced musicians and vocalists within their respective fields. We request that you listen carefully to any advice they give and try to take on board the information shared.

Disruptions

Our workshops, courses and choirs are full of activity. We ask that you avoid interruptions, as these can bring the session to a standstill, which is unfair and frustrating for the rest of the group. Please allow the facilitator to guide the group.

Giving advice

Although we promote an open and sharing environment, we request that you refrain from giving advice to other group members without the permission of the facilitator. Unsolicited advice can hinder personal progress and lead to poor, unsafe and inconsistent learning. If assistance is required, the facilitator can be approached at the beginning or end of the session and will be able to assist in the appropriate manner.

Gossip and negativity

We do not tolerate group members talking negatively about other participants, facilitators or staff to the rest of the group. Any issues with other participants, facilitators or staff should be raised privately with a facilitator or staff member. Anyone taking part in personal attacks, bullying or hurtful gossip towards other participants, facilitators or staff will be excluded from the group, perhaps permanently. Once a decision has been made on how to resolve a situation, that situation is considered fully closed.

Behaviour

We request that you are mindful of your behaviour when attending our workshops, courses and choirs. Certain behaviours can be interpreted as aggressive, such as the use of inappropriate sexual innuendo, swearing, or combative body language. You can never be sure how people are going to take a joke. Our groups are intended to provide a calm, safe and relaxing space for everyone involved.

If you feel distressed during a workshop

If you feel distressed during a workshop, course or choir, there will always be a member of staff within the shop to confide in, whatever the reason.

We request the following action if you feel distressed:

Please remove yourself from the group, speak to a member of staff, and take some time out until you feel able to return.

Urgent support

Tonic is not an emergency service and we do not offer crisis support. The service email accounts, phone lines and social media pages are only monitored 10:00am-4:00pm Tuesdays, Wednesdays and Thursdays, during term time. If you are in need of urgent mental health support, please contact your GP, your Solent NHS Trust 24-hour helpline, or NHS 111.

Respecting the workshop space

Please treat our workshop space with respect at all times. All equipment, furnishings and amenities must only be used for their intended purpose, and put back in their rightful place after use. At the end of every workshop, all rubbish should be put in waste bins, and used mugs placed in the sink. Please do not assemble loose tobacco cigarettes in the shop or basement studio, and clean up after yourself where necessary.

SECTION 3: The Programme

Open Workshops

These include: Guitar, Bass, Vocals, Songwriting, Blogging, Song Review and Gig Review Writing. These open workshops are suitable for beginners and people wishing to improve their skills, gain confidence and meet new people in a safe environment. Participants are not expected to commit to attending every week.

Once participants are registered with us, they can attend open workshops as often or infrequently as they choose. There will be opportunities for participants to practise in professional rehearsal studios, in recording sessions and at live performances. Participants can also make song requests.

Closed Courses

These six-week themed courses include: Guitar, Bass, Vocals, Songwriting, Blogging & Song Review Writing. These courses are suitable for participants with experience – people at intermediate level who would like to learn theory and further develop their skills. Closed courses follow a set structure.

Participants would be expected to commit to attending the whole course and spend time practising in their free time. There will be opportunities for participants to practise in professional rehearsal studios, in recording sessions and at live performances.

Participants are required to enrol in advance to ensure we can support as many people as possible. Spaces will be allocated on a first come first served basis. There may be a waiting / cancellation list for participants who have already attended one or more course.

Ska & Punk Choirs

We have two choirs that meet weekly for rehearsals. The choirs are large groups that are split into four sections: Soprano, Mezzo, Alto and Tenor. They have a wide repertoire of songs that have been arranged by the choir leaders. Both choirs perform across the UK at gigs, festivals and events.

Participants are required to attend choir practice on a regular basis, practise at home, and attend performances as often as possible. The choirs produce EPs, are featured in the press, and have airplay on the radio. If a participant does not attend practice sessions for over six weeks, Tonic may release the space to a new participant. To take part in live ticketed performances at festivals and gigs, participants will need to have been registered with Tonic for at least six weeks, to have learnt the songs, and to have attended all prior rehearsals.

Tonic – Recovery Through Music programme – social distancing

Due to social distancing guidance, we are not always able to offer our full range of services. When this is the case, we will instead provide as many of our services as possible using an online format.

Current services:

Guitar

A 60-minute workshop for everyone from complete beginners to those looking to improve their skills.

To include: guitar tuition, music theory, technique, practical work, good tone and tuning, guitar maintenance and care, learning songs (requests welcome), practising effectively, group playing, developing repertoire and style, playing live.

Bass

A 60-minute workshop for everyone from complete beginners to those looking to improve their skills.

To include: theory and technique, repertoire development, achieving a good tone, stylistic awareness, overcoming nerves and anxiety, performance techniques, making practise beneficial and productive, learning songs (requests welcome).

Vocals

A 60-minute workshop for everyone from complete beginners to those looking to improve their skills.

To include: confidence building, repertoire development, the opportunity to develop your singing voice through vocal exercises, correct singing techniques, and vocal pedagogy, including breathing, posture, resonance, vocal registers, and vocal styles.

Songwriting

A 60-minute workshop exploring songwriting.

To include: song analysis, basic music theory, song structure, musical genres, famous songwriters, and style.

Blogging / gig and song review writing

A 60-minute workshop exploring the art of blogging and song / gig review writing.

To include: style, structure, use of imagery, impact, language, technique, writing for your audience, and promotion via social media.

Volunteering opportunities at gigs and festivals

We offer participants opportunities to volunteer with us in various roles at one-off gigs, both locally and across the UK, as well as at festivals, such as Victorious Festival, the Isle of Wight Festival and Boomtown Festival. Opportunities to volunteer in the shop or within workshops are rare due to restricted space.

Please note, all volunteering opportunities will require an application process, interview, references, and DBS checks.

Website and social media

We regularly post articles, videos, tutorials and information on our website and social media pages. Participants may be provided with opportunities to contribute to this content.

1-1 Reviews

We offer participants annual 1-1 recovery-focused reviews with a music facilitator to discuss progress, strengths and areas for further development.

SECTION 4: Policy and Procedure

Induction for new Tonic participants

When you first attend Tonic as a participant, a member of Team Tonic will give you a brief tour of the facilities. This will include the locations of the:

- Emergency exits
- Fire assembly points
- Toilets
- Drink and snack making facilities

You will also be introduced to the members of Team Tonic in attendance.

If you have any additional needs that haven't already been discussed, please raise them in your induction.

If you have any other concerns, such as a question about health and safety, please ask a member of Team Tonic. Alternatively, please email: teamtonic@tonicmusic.co.uk

Guidance if you become distressed or unwell at Tonic

During a workshop, course or choir, you may feel concerned for your wellbeing. For example, you may be experiencing distress, anxiety, or having negative thoughts.

What you should do in these circumstances:

1. Think about risk management from your own perspective and make any needs known to a member of Team Tonic. If possible, please do this prior to the groupwork commencing.
2. If you start feeling distressed during a group, the best course of action is often removing yourself from the group, and then addressing the problem somewhere else on your own terms. Please speak to a member of Team Tonic if you are feeling distressed.
3. It is your responsibility to communicate your needs to Tonic staff / facilitators and to make a judgement about how best you can manage your thoughts and feelings.
4. If you become distressed, or a facilitator becomes concerned about your wellbeing, the facilitator or co-facilitator will have a conversation with you. If you do not wish to engage with the facilitators, this will be raised with the Music Coordinator or a Tonic manager to ensure appropriate follow up action is taken.
5. If you or the facilitator feel that immediate action is needed, they will talk to you first. The facilitator will explain that they are worried about you and would like to make sure that you are safe and have somewhere to turn for support. If you or the facilitator can wait until after the course, or in a break, this will provide an opportunity to speak in private. If you feel it is a pressing issue, the co-facilitator may take you outside or into another private area to discuss it.
6. If you become physically unwell during a workshop, course or choir, the facilitator will call your emergency contact to assist with getting you home. If the facilitator believes your illness may be more serious, they will call an ambulance, and they may do this without your permission.
7. If you or the facilitator believes there to be a risk of serious and imminent harm, whether to yourself or other people, please let the facilitator or co-facilitator know who best to contact. If you are unable to advise the facilitator, they may go ahead and seek assistance from your emergency contact, your care team, or the emergency services, and this may be without your permission.
8. In rare circumstances, facilitators have a duty to take action without your permission.

9. The Tonic – Recovery Through Music programme is about creative learning, not therapy, and the facilitator’s responsibility is limited to helping you find the right source of help.
10. We are aware that everybody is on their own unique journey of recovery, and we are here to encourage and learn from each other, so if you find yourself feeling distressed in any way, we will encourage and support you to take control as best you can.
11. As Tonic is an independent charity, and non-clinical, we will not have access to your clinical records if you are (or have been using) mental health services. We would only have this information if you have disclosed it to us and given us permission to contact the mental health services on your behalf.
12. If you feel there is an immediate risk – for example, you believe that you are at risk of suicide, or if you have imminent concerns for your safety, or the safety of others – the facilitator will not hesitate to contact emergency services.

Tonic does not provide urgent support

Tonic is not an emergency service, and the service email account, phone lines and social media pages are only monitored 10:00am-4:00pm Tuesdays, Wednesdays and Thursdays, during term time. If you are in need of urgent mental health support, please contact your GP, your Solent NHS Trust 24-hour helpline, or NHS 111.

Urgent Help In A Crisis

If you are in crisis, feeling suicidal, and need immediate help, then please do one of the following:

- Call 999 in an emergency. If you are unable to speak, press 55 once the call has been answered.
- If you are under the care of secondary mental health services, call the [Solent NHS Trust 24/7 Crisis Resolution Home Treatment Team \(CRHT\)](#) on: 0300 123 3924 or your care coordinator during office hours.
- Ask to be seen by the [Mental Health Liaison Team](#) based in A&E at Queen Alexandra Hospital. They can be contacted on: 02392 296000 extension 5930.
- Call [NHS 111](#) and select the mental health option (when you need medical help fast, but it's not a 999 emergency). Help is available 24/7. You can talk to a mental health professional who can provide advice and support.
- Call [Samaritans](#) on: 08457 90 90 90 or email jo@samaritans.org – offers 24/7 emotional support and befriending in complete confidence.
- Call [SANEline](#) on: 0845 767 8000 or send a message to: 07984 967 708 – offers emotional support and information to those experiencing mental health difficulties, their families and carers.
- Call [CALM](#) on: 0800 58 58 58 (daily, 5:00pm-midnight) – a charity dedicated to preventing male suicide.

Mental Health Support

If you are worried about how you are feeling, but are not in crisis, you should make an appointment with your GP. Your GP will be able to assess if you need more specialist mental health support, or can be supported by them.

Self-help

- [NHS recommended mental health helplines](#)
- Call [Talking Change](#) on: 0300 123 3934 – talking therapies to help you cope and feel better – for people struggling with low mood and anxiety.
- Call [Positive Minds](#) on: 023 9282 4795 or drop-in at: Melbourne Place, Portsmouth, PO5 4BG – offers support if you are experiencing low mood or feeling helpless and overwhelmed.
- [Mind](#) offers information and support for anyone experiencing mental health difficulties.
- [GetSelfHelp](#) has proven self-help resources for a wide range of problems.
- [HelpGuide](#) helps you to better mental and emotional health through free guides and tools on a wide range of topics including loss, sleep, stress and relationship break-ups.
- Five Ways To Wellbeing - the New Economics Foundation has developed [five practical ways to keep yourself mentally well](#).
- [Grassroots](#) offers a free [Stay Alive app](#) which offers help and support to people with thoughts of suicide and people concerned about someone else.
- [Staying Safe](#) offers free resources for anyone distressed, thinking about suicide, or worried about someone they care about. It provides Safety Plan guidance tools, with easy to print online templates, and video tutorials designed to help people through the process of writing their own Safety Plan.
- [HOPELineUK](#) is a confidential support and advice service for anyone under the age of 35 who might be having thoughts of suicide. You can call 0800 068 41 41, text 07786 209697, or email pat@papyrus-uk.org. Opening hours are 10am-10pm weekdays, 2pm-10pm weekends, and 2pm-5pm Bank Holidays.
- Two local Portsmouth services that offer support for those affected by suicide are [Survivors of Bereavement by Suicide \(SOBS\)](#) and [The Red Lipstick Foundation](#). There is also a national service called [Support After Suicide](#).

Portsmouth City Council Mental Health Support Tools:

[Mental health crisis card](#)

[Looking after your mental health leaflet](#)

[Supporting someone with their mental health leaflet](#)

[Top 10 tips for managing stress](#)

[Suicide Prevention - The Portsmouth Approach - one page overview](#)

[Suicide prevention action plan 2018-2021 full document](#)

Tonic Participant Code of Conduct

As a Tonic participant, we aim to give you all the support and guidance you need to achieve success in a supportive, accessible and non-threatening learning environment.

This Code of Conduct details what we expect in return from participants of the Tonic – Recovery Through Music programme.

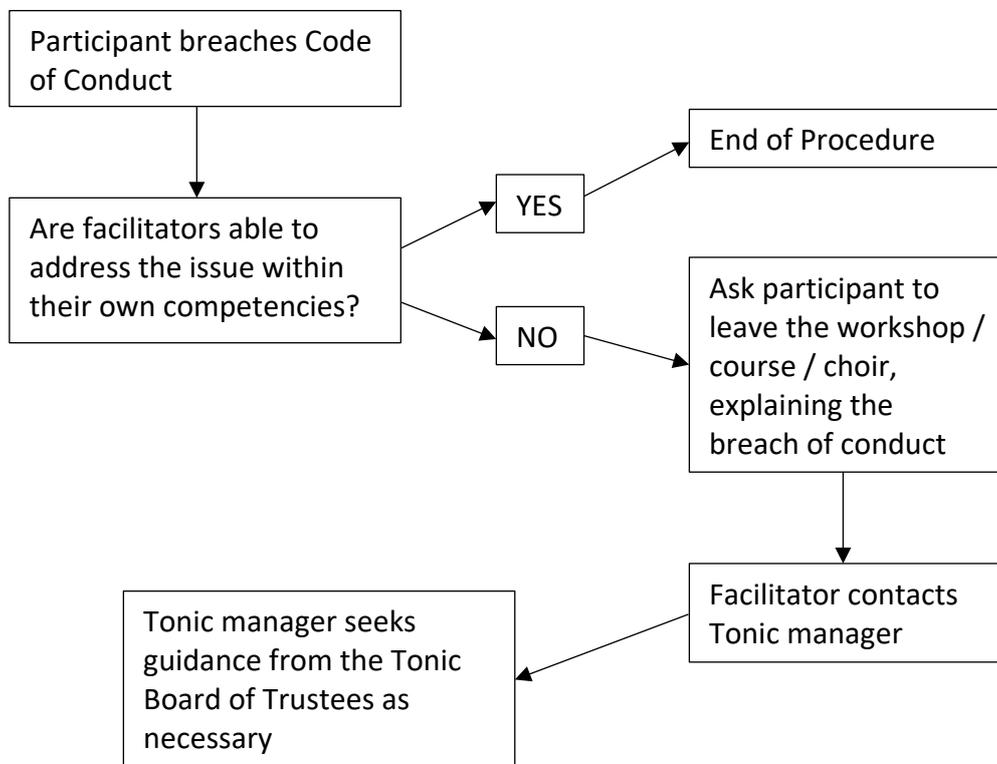
As a Tonic participant, we expect you to:

1. Show respect to all other participants, staff and volunteers, not use offensive or racist language, never discriminate or harass others, and not make assumptions, judgements or derogatory statements about others.
2. Respect the wellbeing and property of the other participants in the Tonic community.
3. Take an active part in your own learning and use the resources available to you.
4. Provide us with the information that we need to support your registration process.
5. Turn your mobile phones off / on silent during workshops, courses and choirs, unless exceptional circumstances have been agreed with the facilitator.
6. Attend workshops, courses and choirs punctually.
7. Take responsibility for your own learning and come to the session equipped to participate.
8. Communicate your wishes as to how we can support your wellbeing whilst attending sessions.
9. Advise us of anything that may be preventing you from getting the most out of your learning experience.
10. Refrain from the use of alcohol and illicit substances while attending workshops, courses and choirs, the Tonic shop, and when participating at live events.
11. Maintain confidentiality for and about who you see when attending workshops, courses and choirs, and any personal information shared with you by other participants. Photographs can only be taken with consent – this process will be managed by the facilitator.
12. Not engage in sexually inappropriate behaviour, talk or touching, or invade other people's personal space. Please respect personal boundaries.
13. Not glorify self-harm or suicide.

14. Tolerate other participant’s opinions that may differ from your own.
15. Not interrupt when participants and / or facilitators are speaking. Please let the facilitator guide the discussion.
16. Not engage in any threatening or aggressive behaviour, or any behaviour which disrupts the rest of the group. You can expect facilitators to prevent anyone from behaving in a bullying, threatening or disrespectful manner towards you. Equally, you can expect to be warned if your behaviour is unacceptable, and you may then be asked to leave if it continues.
17. Let us know as soon as possible if you have a complaint or problem. We are keen for your experience to be a positive one. Please discuss any concerns you have with the facilitator or co-facilitator on the day. We take all complaints very seriously, and we review them at our regular meetings. To make a complaint, please email us at: complaints@tonicmusic.co.uk

Failure to adhere to the Participant Code of Conduct may lead to exclusion from the Tonic – Recovery Through Music programme.

Escalation process for a breach of the Participant Code of Conduct:



Safeguarding Policy

Introduction

It is important that adults at risk are protected from abuse. All complaints, allegations or suspicions will be taken seriously.

We recognise that some of our participants will have additional needs. These will be accommodated for and risk assessed as required.

This Safeguarding Policy is available to all participants, staff and volunteers.

Policy Aims

The purpose of this policy is to outline the duty and responsibility of staff and volunteers working at Tonic Music for Mental Health (Tonic) in relation to Safeguarding Adults at Risk.

All adults have the right to be safe from harm and must be able to live free from fear of abuse, neglect and exploitation.

Objectives

Everyone who participates in the workshops, courses, choirs and events that Tonic provides is entitled to do so in a safe environment. Tonic is committed to helping everyone who works or volunteers for Tonic to accept their responsibility to safeguard adults at risk from harm and abuse.

All suspicions and allegations of abuse and poor practice will be taken seriously and responded to swiftly and appropriately. Staff and volunteers working with adults at risk have a responsibility to report concerns to the management committee or go directly to the local authority or the police.

Definition of an Adult at Risk

An Adult (a person aged 18 or over) who 'is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.' (*Definition from the Department of Health, 2002*)

This could include people with learning disabilities, mental health problems, older people, and people with a physical disability or impairment. It may also include victims of domestic abuse, hate crime and anti-social behaviour. The person's need for additional support to protect themselves may be increased when complicated by additional factors, such as physical frailty or chronic illness, sensory impairment, challenging behaviour, drug or alcohol problems, social or emotional problems, poverty, or homelessness.

Types of Abuse

The Department of Health, in its [No Secrets](#) report (first published March 2000), suggests the following as the main types of abuse:

- Physical abuse – including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- Sexual abuse – including rape and sexual assault, or sexual acts to which the vulnerable adult has not consented, or could not consent to, or was pressured into consenting.
- Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.
- Financial or material abuse – including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Neglect and acts of omission – including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, or the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- Discriminatory abuse – including race, sex, culture, religion, politics, abuse that is based on a person's disability, age or sexuality, and other forms of harassment, slurs or similar treatment, including hate crime.
- Institutional abuse – although not a separate category of abuse in itself, this warrants specific mention to highlight that adults placed in any kind of care home or day care establishment are potentially vulnerable to abuse and exploitation.
- Multiple forms of abuse – may occur in an ongoing relationship or an abusive service setting to one person, or to more than one person at a time, making it important to look beyond single incidents, or breaches in standards, to underlying dynamics and patterns of harm.

Any or all of these types of abuse may be perpetrated as the result of deliberate intent and the targeting of adults at risk, negligence, or ignorance.

Tonic recognises that abuse may happen remotely. This is still a crime and must be reported appropriately. All group activity using Tonic online services is monitored for abusive behaviour.

Responsibilities and Communication

If you think a crime has been committed, contact the police straight away. Call 101 for non-urgent police enquiries. In an emergency call 999.

You can contact the adult social care helpdesk on 023 9268 0810 (Portsmouth), 0300 555 1386 (Hampshire) and 023 8083 3003 (Southampton); they will put you through to specially trained staff who can help. In addition, Tonic has a close working partnership with Solent

NHS Trust, and we will report any safeguarding concerns with the team in relation to service users.

You can contact the management team at Tonic by emailing: teamtonic@tonicmusic.co.uk

All reported safeguarding suspicions and allegations of abuse and poor practice will be reported by Tonic management to the Tonic Trustee board.

Monitoring and Review

This policy will be reviewed one year after being introduced and then every three years, or in response to significant new legislation, and amended as appropriate.

Online Safeguarding Policy

Tonic Music for Mental Health is committed to safeguarding the welfare of everyone who interacts with our services online. We seek to create and maintain a safe and positive online environment.

It is important that adults at risk are protected from abuse. All adults have the right to be safe from harm and must be able to live free from fear of abuse, neglect and exploitation.

We recognise that some of our participants will have additional needs. These will be accommodated for and risk assessed as required.

All Tonic staff and volunteers are provided with clear and specific directions on how to behave online.

All complaints, allegations or suspicions will be taken seriously.

This policy is supplementary to our Safeguarding Policy. It contains two sections:

1. Social media community rules
2. Tonic services provided by remote communication

Social media community rules

Please feel free to interact with and comment on our page. We welcome and respect any contributions you wish to make.

However, we reserve the right to remove any content we deem inappropriate. This includes, but is not limited to, offensive, libellous and accusatory material. We may also delete promotional or political content if we deem it inappropriate.

If you post inappropriate content, we may report you and seek to ban you from posting on our page. If necessary, we will contact the police and take legal action.

By participating in our services, you agree to abide by the rules as set out in this policy.

These rules apply to the Tonic Music for Mental Health pages on [Facebook](#), [Twitter](#), [Instagram](#) and [YouTube](#), as well as our [Google business page](#).

If you would like to make a complaint, please email: complaints@tonicmusic.co.uk

Tonic services provided by remote communication

Tonic services are sometimes provided by remote communication, such as by Zoom[®] video calling.

The following rules are designed to safeguard the welfare of everyone involved in remote services provided by Tonic Music for Mental Health.

Community rules:

Please allow the group facilitator to lead the video call, and respect their authority – their decision is final. The facilitator leading the call reserves the right to mute or remove a participant from the call if they deem it necessary. This could be to protect the mental or emotional wellbeing of the other participants.

Unacceptable behaviour on video calls includes, but is not limited to, offensive, slanderous and threatening language, intimidating gestures, and indecent exposure. Please treat other participants with respect.

The exclusion of someone from a video call would be made at the discretion of the facilitator, reported as an incident, and then reviewed as appropriate. If necessary, we will contact the police.

If you have a concern in a group video call, you can private message the facilitator. However, you should not private message the other participants.

Where possible, you should choose a quiet room to make video calls, free from distraction.

Please avoid distracting backgrounds, and do not make a video call where there is inappropriate material present in the video frame.

Video calls may be recorded for training and monitoring purposes. Recordings are treated as strictly confidential, and would not be used in the public domain without the written consent of everyone involved.

By participating in our services, you agree to abide by the rules as set out in this policy.

If you would like to make a complaint, please email: complaints@tonicmusic.co.uk

For all other queries, please email: teamtonic@tonicmusic.co.uk



CONTACT

General enquiries: teamtonic@tonicmusic.co.uk

Complaints: complaints@tonicmusic.co.uk

LINKS

www.tonicmusic.co.uk

[Facebook](#)

[Twitter](#)

[Instagram](#)

[YouTube](#)

[eBay shop](#)

[Local Giving](#)

LEGAL STATUS

Charity registered in England and Wales ([1189913](#)).

Private company limited by guarantee without share capital ([8093898](#)) – incorporated on 6th June 2012.