

## **Wokingham Recovery College – Frequently Asked Questions**

This document provides answers to some frequently asked questions about Wokingham Recovery College.

### **General**

#### **Why is it called a ‘Recovery College’?**

We are part of a bigger movement in mental health support and ‘Recovery College’ is the term to describe the model we use. There are over 200 Recovery Colleges across the world now. The term refers to mental health services which use educational approaches to support people. We know that ‘recovery’ means something different to everyone (and that some people don’t like the word at all) and welcome all perspectives on mental health. Whilst we do teach skills for managing wellbeing, we are not a traditional ‘college’ as we do not have a single building, there is no homework or testing involved in our service.

#### **Is this service right for me?**

If you are over 18 and living or working in the Wokingham Borough then you can access the service. It can be helpful for anyone who wants to increase their understanding of mental health, learn new ways to improve their wellbeing or connect with new people.

#### **What if I don’t have a mental health diagnosis?**

There is no requirement to have any diagnosis or to have had contact with other mental health support. We are not a clinical service and everyone, diagnosed or not, may benefit from learning about mental wellbeing.

### **Booking Sessions**

#### **How do I book onto a course or peer support group?**

[Click here](#) to access our booking portal. We open bookings monthly and all students that have attended a session with us will receive an e-mail notification when sessions for the next month become available to book.

#### **It says the course is fully booked, what should I do?**

E-mail [recoverycollege@wokingham.gov.uk](mailto:recoverycollege@wokingham.gov.uk) or call 0118 237 9366 and request to be added to the waiting list. If a space becomes available, we will get in touch to offer it.

#### **I need to cancel my space, how can I do this?**

E-mail [recoverycollege@wokingham.gov.uk](mailto:recoverycollege@wokingham.gov.uk) or call 0118 237 9366 and we will cancel the space for you. Please try to let us know if you cannot make a session so we can offer the space to someone else.

### **Can I repeat a course I have attended before?**

We understand that repeating courses might be helpful. If you would like to do this, email or call us and request a space on the waitlist. We prioritise spaces for those attending for the first time but will offer you a space if one is available closer to the start date.

### **I can't decide which sessions I want to attend. What should I do?**

Get in touch and we can help with this. We can discuss what your goals are and which activities might support you to meet your goals.

### **The course I want to do is not on your timetable, when will it happen?**

We are unable to offer all our workshops every term. If there is enough interest in a course, it is likely that it will be offered again in the future.

### **The course I want to do is not being delivered in my preferred format, will this be offered?**

We try to alternate online and in person delivery each term so if a session you want to join is not available in your preferred format this term, there is a possibility that it will be next term.

## **Courses, workshops and groups**

### **Who delivers the sessions?**

Sessions are delivered by a range of mental health professionals and experts by experience. All trainers and group facilitators have varied experiences in mental wellbeing. We welcome curiosity so if you would like to know more about their backgrounds, feel free to ask.

### **What types of sessions do you offer?**

We run workshops which are structured training sessions including taught information, group discussions and activities. These are either single sessions or multiple sessions.

We also run peer support groups. These are facilitated discussions between group members. There is no content delivered in these groups, they are a space for sharing experiences and connecting to others.

All sessions have a group agreement in place, decided by group members which states behaviour expectations. You will always have a choice in how you participate and can leave a session at any time.

### **Will you tell anyone what I say in sessions?**

We uphold confidentiality in all our sessions which means that what is said in the room stays in the room and you'll never be pressured to share if you are not

comfortable to do so. The exception to confidentiality is if we believe that you or anyone else is at significant risk of harm. In that case, we have a duty to disclose the necessary information to relevant professionals but would endeavour to do so with your consent wherever possible.

### **What equipment will I need for the online sessions?**

We use Microsoft Teams for online sessions. You will need access to an e-mail address, a PC/laptop/tablet or phone and internet connection. We can share guidance for using Teams if needed.

### **Where will face to face sessions be delivered?**

Our sessions will be delivered in community venues. We will provide details and directions when sharing course information. Currently we are using the following venues: The Bradbury Centre, Wokingham Library and the Oakwood Centre.

### **How many people will be in the sessions?**

The maximum number of students in a session will be 12. We usually have between 5 and 8 students.

### **Other**

#### **I have some feedback or an idea for a course you could run. What should I do?**

We welcome all feedback, send us an e-mail with any ideas, compliments or complaints. Your feedback will shape our service and what we offer.

#### **Can I volunteer with the College?**

Yes! We welcome those with lived experience to volunteer. Find out more by getting in touch and asking to speak with our Peer Team Lead.

#### **My question was not answered here. Who should I speak to?**

Contact us via [recoverycollege@wokingham.gov.uk](mailto:recoverycollege@wokingham.gov.uk) and a member of the team will get back to you.