



Mental Health Organisational Standards

Mental Health External Provision Guidance

This category relates to one provision to support those experiencing mental health difficulties, such as counselling or a support line.

Mental health is taken as a spectrum from positive to negative, poor mental health is one end, however a mental health difficulty is when someone is unable to cope with poor mental health. Wellbeing can include mental health, physical health, or even financial health. Wellbeing initiatives seek to maintain wellbeing; mental health provision seeks to offer support to those experiencing difficulties.

Outcome 1. Effective Mental Health Support Provision

The charity provides mental health support that is evidence-informed, responsive to identified need, and effective in meeting the needs of those it supports. The provision is delivered directly by the charity.

1.1 Mental Health Support Provision

Attach evidence of a mental health support provision that has been implemented by the charity. (If you are unable to provide links, please email to tick@tickaccreditation.com)

Possible evidence (*this list is not exhaustive*)



- Website or service-user-facing information
- Information provided to beneficiaries or service users
- Marketing or promotional literature
- Information about a counselling, support or referral service
- Mental health support information or resources
- Referral or signposting information
- Partnership or service agreements
- Evidence of an externally provided or funded service
- Staff or volunteer communications where relevant
- Evidence of trained staff or volunteers where this forms part of the provision
- Attendance or participation figures
- Feedback from people accessing the provision

Bronze	Silver (<i>as Bronze, but also...</i>)	Gold (<i>as Silver, but also...</i>)
Evidence attached		



Outcome 2. Mental Health Provision: Need, Suitability and Accessibility

Describe how you ensure that your mental health resource or service is provided in response to an identified need and is selected, developed or commissioned based on evidence that it is appropriate and suitable for the people you support.

2.1 How do you identify and respond to the mental health needs of the people you support?		
Bronze	Silver (<i>as Bronze, but also...</i>)	Gold (<i>as Silver, but also...</i>)
Mental health provision is based on an identified need. The charity can demonstrate how it has identified the mental health needs of the people it supports and how these needs have informed the provision available.	The charity uses a range of relevant evidence to understand changing or emerging mental health needs and reviews whether the provision continues to respond to those needs.	The charity systematically uses needs data, trends, consultation and stakeholder insight to anticipate emerging needs and inform strategic planning and development of its mental health provision. This may include evidence of:
Possible evidence: • Beneficiary/service-user needs assessments • Consultation, surveys or feedback • Community or local needs data • Referral or service-use data • Evidence of gaps in existing support • Research and recognised good practice • Casework or service-delivery data • Feedback from staff, volunteers or partners • Needs analysis or reports • Strategic or service plans		



2.2 How do you ensure that your mental health provision is evidence-informed, appropriate and suitable for the people you support?

Bronze	Silver (as Bronze, but also...)	Gold (as Silver, but also...)
Mental health provision is selected, developed or commissioned according to evidence that it is appropriate and suitable for its intended purpose and the people it supports.	The charity evaluates the suitability and effectiveness of its provision and uses evidence and feedback to review whether it continues to meet identified needs.	The charity uses systematic evaluation, benchmarking, specialist expertise and relevant evidence to continuously develop and improve the quality and effectiveness of its provision.
Possible evidence: • Rationale for selecting a particular service or provider • Relevant research or recognised good practice • Service specifications • Commissioning arrangements • Partnership agreements • Referral pathways • Provider quality assurance • Evidence of specialist expertise • Staff/volunteer training • Mental Health First Aid training, where appropriate • Mental Health Resource Quality Assessment • Service evaluations • Beneficiary/service-user feedback • Outcome measures • Case studies • Review of external providers • Evidence of changes made following evaluation		

2.3 How do you ensure that your mental health provision is accessible to those who may need it, taking account of different needs, circumstances and preferences?

Bronze	Silver (as Bronze, but also...)	Gold (as Silver, but also...)
Mental health provision is accessible through appropriate routes and in a way that enables	The charity actively considers and addresses barriers to accessing mental	Accessibility is routinely evaluated using feedback, engagement data and



the people it is intended to support to access it.	health support and provides appropriate options to meet different needs, circumstances and preferences.	identified needs, with the charity proactively adapting and developing provision to remove barriers and improve access.
Possible evidence: • Different times of day/days of the week • Face-to-face and remote access • Telephone, online or written support • Accessible digital information • Different communication formats • Appropriate language or communication support • Reasonable adjustments • Confidential or private routes to access support • Different referral/self-referral routes • Geographical accessibility • Consideration of digital exclusion • Accessibility assessments • Feedback about barriers to access • Uptake and engagement data • Evidence of changes made to improve accessibility		



Outcome 3. Monitoring the Mental Health Provision and Its Impact

Give examples of how the charity monitors its mental health provision, including its impact on the people it is intended to support.

3.1 How do you monitor the delivery, use and effectiveness of your mental health provision?

Bronze	Silver (<i>as Bronze, but also...</i>)	Gold (<i>as Silver, but also...</i>)
Readily accessible evidence is used to monitor the delivery, use and effectiveness of the mental health provision.	The charity uses a range of appropriate monitoring and evaluation methods to identify trends, assess the effectiveness of provision and understand whether it continues to meet identified needs	Monitoring is systematic and embedded within the charity's quality assurance and performance processes, enabling the charity to identify emerging needs, risks and opportunities and proactively respond to them

Possible evidence:

- Beneficiary or service-user feedback
- Feedback from people accessing the provision
- Post-support or exit surveys
- Attendance or participation data
- Referral and signposting data
- Uptake or engagement figures
- Service-user comments or testimonials
- Case studies
- Feedback from staff or volunteers where they are recipients of the provision
- Feedback from partner organisations
- Records of issues, concerns or compliments
- Satisfaction measures
- Service-use trends
- Monitoring reports
- Review meetings
- Quality assurance records
- Mental Health Resource Quality Assessment or similar monitoring tools



3.2 How do you measure the impact of your mental health provision and use the findings to develop and improve it?

Bronze	Silver (<i>as Bronze, but also...</i>)	Gold (<i>as Silver, but also...</i>)
The charity uses appropriate feedback, outcome measures or other evidence to assess the impact of its mental health provision on the people it supports.	The charity uses a range of evaluation methods to measure outcomes and impact and reviews the findings to identify areas for development and improvement.	Findings from monitoring and evaluation are systematically incorporated into the charity's plan-do-review cycle, with evidence demonstrating how learning has informed the development, refinement and improvement of the provision.

Possible evidence:

- Beneficiary or service-user surveys
- Mental health or wellbeing outcome measures
- Pre- and post-support assessments
- Follow-up surveys
- Outcome monitoring
- Referral outcome monitoring
- Case studies demonstrating outcomes or change
- Impact measurement frameworks
- Service evaluation tools
- Annual impact reports
- Trustee or management reports
- Independent or external evaluation
- Evaluation reports
- Mental Health Resource Quality Assessment
- Annual service reviews
- Action plans
- Trustee or board papers
- Service development plans
- Updated provision or service specifications
- Changes to referral pathways
- Records of improvement actions
- Before-and-after comparisons



- Examples of changes made as a result of feedback or outcome data