



Mental Health Organisational Standards

Organisation-wide Mental Health Provision Guidance

<p>1. A range of training, resources and services is available for staff at universal, individual self-help and targeted support levels, including access to Employee Assistance Programmes (EAP) and Occupational Health as relevant.</p>		
<p>1.1 Attach evidence of the range of training, resources and services that are available for staff. (If you are unable to provide links, please email to tick@tickaccreditation.com)</p>		
<p>Possible evidence (<i>this list is not exhaustive</i>)</p>		
<ul style="list-style-type: none"> • Induction training • Website/ intranet screenshots • Marketing literature • Staff communications • Attendance registers/reports • Assessment reports • Staff survey • Feedback • Data (e.g. % of staff accessing different levels) • EAP data 		
Bronze	Silver (<i>as Bronze, but also...</i>)	Gold (<i>as Silver, but also...</i>)
Evidence attached		



1.2 Describe training, resources and services provision – levels of training (universal awareness, individual self-help, targeted support), resources for all staff.

Bronze	Silver (as Bronze, but also...)	Gold (as Silver, but also...)
<p>There are two levels of training available (which for smaller organisations may be supported or funded externally):</p> <ul style="list-style-type: none"> • universal awareness, • individual self-help, <p>Provision or resources are available for all staff, regardless of their situation (e.g. low-paid, home worker, zero hours, volunteer or driver). Mandatory training takes place within working time, or time off in lieu is available. For a smaller organisation these may all be externally provided or funded.</p>	<p>Further training, targeted support, services or resources are made available based on identified need, or a skills gap analysis (for small organisations these may be as and when available or when given funding).</p>	<p>The impact/effectiveness of training, resources and services is monitored, including a method for anonymous feedback for large organisations.</p>

2. Universal provision at a minimum includes awareness training of mental health difficulties, stress and emotional skills/coping.

2.1 Attach evidence that universal provision includes awareness training of mental health difficulties, stress and emotional skills / coping. (If you are unable to provide links, please email to tick@tickaccreditation.com)

Possible evidence (*this list is not exhaustive*)

- Website/ intranet screenshots
- Marketing literature
- Mentoring programme details
- Staff communications
- Attendance figures



- Assessment reports
- Staff survey
- Feedback
- Annual reports
- Data (e.g. % of staff accessing)

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

2.2 Give examples of the information and training available on recognising common mental health difficulties, resilience and stress and emotional skills.

Bronze	Silver (<i>as Bronze, but also...</i>)	Gold (<i>as Silver, but also...</i>)
<p>There is information or training available on recognising common mental health difficulties, resilience and stress and emotional skills. Coverage includes self-help strategies (e.g. when working at home) and supports individuals to seek help from managers or services, such as Occupational Health or their GP. For a smaller organisation these may all be externally funded, provided or signposting to sources of information.</p>	<p>Peer support is encouraged, such as through mentoring schemes. For smaller organisations this may be externally funded, provided or through other ways, such as partnering with another small organisation to allow individuals to turn to people other than their manager.</p>	<p>Feedback and effectiveness is monitored and reported internally and externally (for larger organisations only). Data is used to tailor or develop provision (including by providers).</p>

3. Training and resources cover topics designed to address stigmas and prejudice around mental health, such as discrimination or unconscious bias training.



3.1 Attach evidence that training and resources cover topics designed to address stigmas and prejudice around mental health. (If you are unable to provide links, please email to tick@tickaccreditation.com)

Possible evidence (*this list is not exhaustive*)

- Website/ intranet screenshots
- Marketing literature
- Staff communications
- Attendance figures
- Assessment reports
- Staff survey
- Feedback
- Annual reports
- Case studies

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

3.2 Give examples of how you ensure information and / or training is available for all staff to enable them to become more aware of unconscious bias, stigmas, prejudice and discrimination.

Bronze	Silver (<i>as Bronze, but also...</i>)	Gold (<i>as Silver, but also...</i>)
Information and/or training are available for all staff to help them become more aware of stigmas, prejudice and discrimination. Smaller organisations may attend external events, conferences or signpost staff to websites or training. Leaders and managers tackle discrimination or stigmas.	All individuals across the organisation are empowered to tackle stigmas and discrimination. Enhanced provision, such as focus groups, are available for staff to increase the awareness across the organisation (not required for smaller organisations).	Feedback and effectiveness is monitored and reported internally and externally (reporting for larger organisations only). Data is used to tailor or develop provision (including the use of feedback/data by providers to improve provision to the organisation).