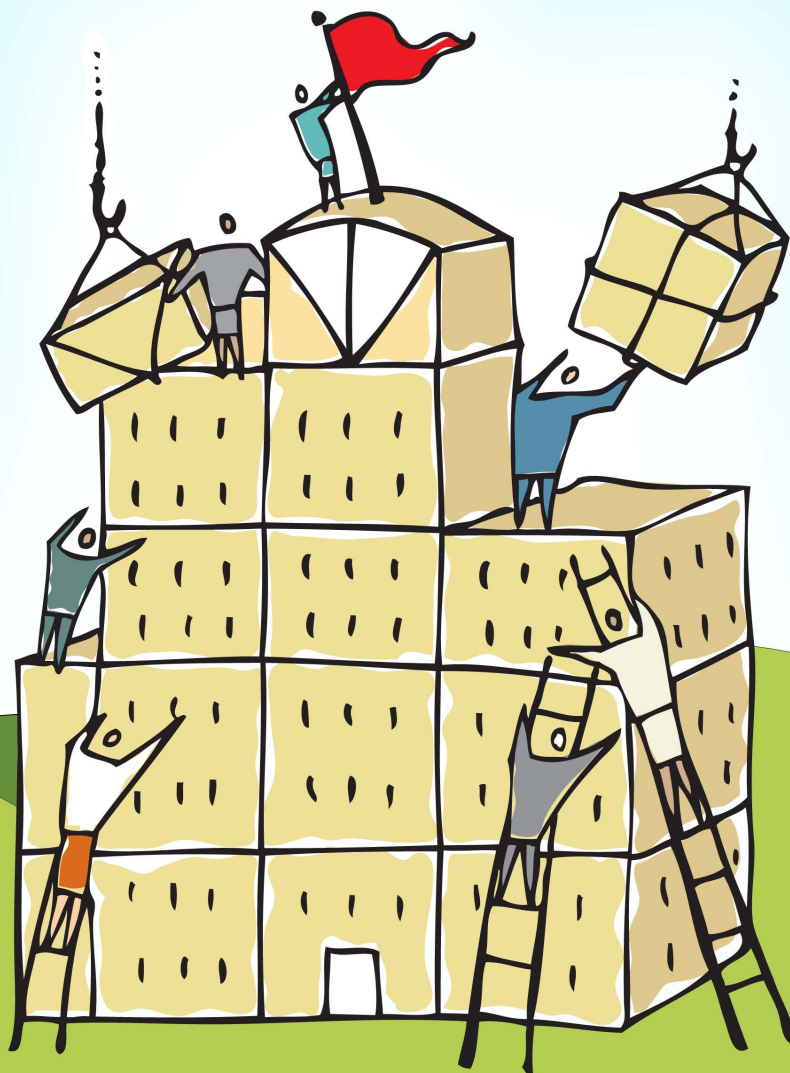


Making The Standard CLEAR

Service Standards and
Quality Assessment Framework for Community
& Voluntary Sector Organisations.



November 2010

CLEAR
EMOTIONAL WELL-BEING
MENTAL HEALTH
DECLARATION OF INTEREST - QUALITY

DHC Supported Initiative

HSC Public Health
Agency

Introduction

Mental health and emotional well being services delivered by community and voluntary sector organisations varies greatly from intensive personal support and counselling to self-help groups.

To ensure consistency of service provision within the community and voluntary sector, the CLEAR project, a partnership of community and voluntary sector agencies have developed new **“Service Standards and Quality Assessment Framework for community and voluntary sector organisations”**, working in the fields of suicide prevention and mental health.

Standards have been developed for organisations in accordance with the level of intervention of services provided and are designed to complement other standards which are currently in use.

Levels of intervention provided by community and voluntary services include:

Tier 1: Promotion, Prevention and Education

Services aimed at the population as a whole e.g. health promotion, awareness raising and brief interventions.

Tier 2: Early Intervention

Services aimed at people experiencing mild or moderate mental health problems and/or emotional distress e.g. mentoring, befriending, listening ear support, counselling, access to diversionary activities or support in life-style changes.

Tier 3: Specialised Intervention

Services aimed at people who require more specialised support e.g. counselling and psychotherapy.

There is a 4th tier for those experiencing more severe mental health difficulties. These are typically provided by the statutory services.

What do Standards Cover?

Five key areas are covered with a number of standards relating to each, these are:

- Organisational Management and Governance
- Service User Involvement
- Privacy and Confidentiality
- Knowledge and Skills
- Service Delivery

Standards are expressed as statements. **Organisations identify which tier they operate at and self-assess themselves and their services against the good practice standards identified for the relevant tier.**

Following each standard, examples of policies and practices are stated which, if in place, should help organisations to demonstrate that they are meeting the standard. Organisations are encouraged to introduce other practices to complement or where necessary, replace those listed.

Under Pinning Values

The Standards highlight the need for sign-posting and/or referrals to other appropriate services or interventions. The standards strongly reflect values of **Privacy and Dignity; Communication; Behaviour; Attitude and Respect.**

Development

Over the period of the CLEAR Project and subject to funding, organisations operating at minimum levels will be supported to enhance their practices. They will be encouraged to achieve the highest level as outlined within the standards and support to maintain them.

		Self - Assessment Status				
		Not met	Just started	Making good Progress	Fully met	
Standard	Example	Personal information regarding service users is treated in the strictest confidence in accordance with relevant legislation.	<ul style="list-style-type: none"> • Data Protection Policy • Staff training in Data Protection. • Ensuring service users understand how information is kept & used. 			
		The organisation records, stores and maintains information on service users in accordance with the Data Protection Act.	<ul style="list-style-type: none"> • Data Protection Policy • Locked filing cabinets • Secure IT Systems 			
		Any information shared by the organisation regarding service users is provided only with the consent of the service user (unless legally required).	<ul style="list-style-type: none"> • Recorded Consent 			

Theme - Privacy and Confidentiality
Tier one organisations

Benefits of the Standards

- Better quality for service users
- Improved service user involvement
- Greater confidence when sign-posting / making referrals to other organisations
- Greater credibility with funders
- Continuous professional development (CPD) for the organisations, staff & volunteers
- Enhanced working practices

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