

Good practice questions for services

Who has overall responsibility for the service offered?

1. Who runs your service, group or activity? Is it part of a larger organisation (such as WBC or an NHS organisation)?
2. Is your service or group affiliated to a national body?
3. Does your service or group have a constitution, detailing its purpose and the way it will run?
4. Is there a management committee, or a trust board, which oversees your service, group or activity, to ensure that what it does is safe both for the people running the service and for the people using it?

People running the service

1. Do the people running your service, group or activity have the appropriate experience, training and qualifications to run the activities offered?
2. Do the people running your service, group or activity have the appropriate insurance?
3. If your group, service or activity offers information or advice, are measures in place to ensure the information and advice is accurate, up to date and impartial (e.g. do the people offering information or advice have the relevant qualifications, or training, are they supervised by a specialist, or are they affiliated to a professional body?)
4. Does your service or group have measures in place to ensure your staff and volunteers act consistently and give appropriate information and advice if people using your service need more specialist mental health support, or need urgent support for their mental health?
5. Do the people running your service, group or activity have DBS (Disclosure and Barring Service) checks? (It's good practice for all staff and volunteers to be checked by the Disclosure and Barring Service, with an enhanced disclosure if they come into contact with vulnerable people. The enhanced disclosure will identify if the person has a criminal record and will list all convictions, cautions, reprimands and warnings.)
6. How many workers or volunteers run your service, group or activity?

Support for people running the service

1. If volunteers are involved in the running of your service, group or activity do you have measures in place to ensure the volunteers are given appropriate support, supervision and guidance?
2. Do the people running your service, group or activity have mentors?
3. Who can the people running your service, group or activity go to when they need advice or assistance relating to a situation in your service?
4. If your service, group or activity is connected to part of a larger organization (e.g. the NHS) is there someone, within that larger organisation, who can help you problem solve, or provide encouragement or advice?

Dealing with conflict, complaints or unacceptable behaviour

1. Does your service or group have a formal complaints procedure?
2. Does your service, group or activity have measures in place to manage unacceptable behaviour? (E.g. disrespectful comments, bullying, shouting, racism, sexism, or taunts relating to disability)

Policies, procedures, guidelines

1. What written policies, procedures and guidelines does your service, group or activity have?
2. Does your service or group have a confidentiality policy? If so, do you have measures in place to ensure that staff, volunteers and people who use the service or group are made aware of the confidentiality policy and the circumstances under which confidentiality might be breached?

Charges

Is there a charge for your service, group or activity? If so how much is the charge?