EQIS Stage 1- Governance and Responsibility

Top of Form

Your name and the organisation you are representing



Please let us know who you are.

Does the organisation or service have a constitution or mission statement, detailing its purpose, aims and outcomes and the way it will run, which is understood by your committee, Trustee Board

 Yes

 No

 Unsure

Does the organisation have the appropriate level of resources to deliver the service effectively?

By resources we mean anything you need to make the service happen.  This could be finances, people (staff and/or volunteers), clients / beneficiaries, facilites or equipment.

 Yes

 No

 If no, what would you need to deliver the service effectively?

Is your organisation part of a larger organisation and/or are affiliated to a national governing body (NGB)?

 Yes

 No

 Unsure

Please list the organisations or NGBs you are connected to



Does the organisation already have a quality assurance process?

 Yes

 No

 Unsure

Do you have a mark or award from another organisation?  e.g. Investors in Volunteers

Please list the QA that you already have (if applicable).



Are any of your Board/ Committee members related?

 Yes

 No

 N/A

If yes, explain how your management of conflict of interest here



Are the Board involved in delivering activities as well as the governance of the organisation?

 Yes

 No

 If so, how do they differentiate their roles and manage any conflict of interest?



Bottom of Form

# EQIS Stage 2 - People Delivering The Service

Top of Form

Your name and organisation.



Does your organisation have the staff or volunteers with the appropriate experience, training and qualifications to run the activities offered?

 Yes

 No

Please explain what measures you have in place to ensure staff and volunteers act consistently and give appropriate information and advice if people using the service need more specialist mental health support, or need urgent support for their mental health?



Do the people running the service, group or activity have DBS (Disclosure and Barring Service) checks?

 Yes, everyone

 Yes, the key people

 No

 N/A

Have the people running the service had training in Safeguarding adults and children, and do they know how to escalate concerns to the appropriate statutory organisations?

 Yes

 No

 When and with whom was the training you attended

Please list any specialised training such as Suicide Prevention or Prevent training to provide the appropriate support to vulnerable clients that your team has attended. Leave blank if no training attended.





Bottom of Form

# EQIS Stage 3 - Support For People Delivering The Service

Top of Form

Your name and organisation.



If volunteers are involved in the delivery of the service, group or activity, are there measures in place to ensure the volunteers are given appropriate support, supervision and guidance?



Do you provide wellbeing at work support?

 Yes

 No

 If yes, what does this entail

Explain where the people running the service, group or activity go to when they need advice or assistance relating to a situation?



Do you have a mentor/clinical supervision?

 Yes

 No

Please list any other organisations you connect to for wider support to address any problems, issues or provide encouragement and advice, such as MIND, WVA or other partners within the MHPB?





# EQIS Stage 4 - Service User Involvement

Top of Form

Your name and organisation.



Talk us through your process for the identification and referral of service users



Do you have processes in place to refer service users to other professionals or crisis services when appropriate?

 Yes

 No

The service users must access the most appropriate support. Explain how the people running the organisation and delivering the service understand who their audience is and the needs of the service user



Are the needs of service users taken into account in the design and delivery of services?

 Yes

 No

 If yes, please explain how

What do you consider when you choose meeting venues to meet the needs of service users and mitigate any potential risk?





Bottom of Form

# EQIS Stage 5 - Dealing With Challenges

Top of Form

Your name and organisation.



Does the service or group have a formal complaints procedure?

 Yes

 No

Does the service, group or activity have measures in place to manage unacceptable or challenging behaviour?

 Yes

 No

Explain what measures are in place to ensure everyone involved in delivering the service maintains confidentiality



Explain the process you have to deal with both internal and external safeguarding issues should they arise.





Bottom of Form

# EQIS Stage 6 – Communication & Engagement

Your name and organisation.



Does your organisation ensure a professional but approachable standard to any digital presence?

 Yes

 No

What do you have in place to ensure professionals and potential service users can fully understand the service that is available and who it is aimed at through your social media presence and/or website?



Do you have any processes for moderating content on your social media accounts?

 Yes

 No

 If yes, can you tell us more, please?

How do you take into account the vulnerability of potential service users in your communications and engagement?





Bottom of Form