

Minding your head website | Service criteria



Eligibility Criteria

To upload details to this site, your organisation must:

- Be a constituted non-profit taking community and voluntary sector organisation **OR** Company Limited by Guarantee **OR** Community Interest Company (approved and recognised by HSC)
- Provide services in line with organisation's constitution, articles of association or strategic plan
- Promote and support mental health, emotional wellbeing and suicide prevention.
- Provide a service within Northern Ireland.
- Provide your organisation's current registered address.
- Provide a generic email address (such as 'info@') accessible by multiple users, without personal identifiers (such as 'toni@')

Exclusion Criteria

- Organisations not delivering services within Northern Ireland
- Organisations delivering services in Northern Ireland without a registered address in Northern Ireland can send details to myh.pha@hscni.net
- For-profit organisations
- Private / paid for services
- Individuals

Service Type

The service provided must fall into one of the predefined categories below.

Listings mentioning complementary therapies will only be approved if these complementary therapies are approved by Public Health Agency. Details can be found on the Public Health Agency standards resource hub <https://standards.pharesourcehub.co.uk/>

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|----------------------------|--|
| • Anxiety | • Money worries / debt |
| • Bereavement | • Other mental illnesses |
| • Chronic pain and illness | • Relationships |
| • Disability | • Self-harm |
| • Domestic violence | • Sexual health |
| • Drugs and alcohol | • Sexual orientation and gender identity |
| • Eating disorders | • Sexual violence |
| • Financial abuse | • Sleep |
| • Gambling | • Stress |
| • Infant mental health | • Suicide |
| • Low mood & depression | • Suicide Prevention |
| • Mental health Support | • Trauma |
| • Mental wellbeing | |

- Wellbeing

If your service does not fall into one of these predefined categories, please send details to myh.pha@hscni.net

Standards

To ensure governance, all services must complete a self- assessment against the Public Health Agency core standards for services promoting mental and emotional wellbeing and suicide prevention within the first 12 months of registering on this site. Services not completing the self-assessment within 12 months will be removed. The removed services listing can be re-added when self-assessment is completed. Further information can be found on the Public Health Agency standards resource hub <https://standards.pharesourcehub.co.uk/>

Information Accuracy and Completeness

- Organisations must ensure to keep their information up to date
- An annual reminder email will be sent to review and update service information
- This email will **only** be sent to a generic email address.
- Organisations **not updating or confirming** service details annually via the link provided will be removed from the database.
- All new, reviewed and updated listings will be reviewed by Public Health Agency before going live.

Information required

- **Contact information:** Must include a valid phone number, a generic email address and the organisation's current registered address.
- **Service Description:** A clear description of services offered, limited to 1000 characters (approximately 200 words), using bold for headings only.
- **Support provided:** Choose from the predefined list, selecting only specific services offered.

Example one: Your service focuses on anxiety, but you will support someone who is experiencing domestic violence with their anxiety, but you do not provide specific support in relation to domestic violence – you should not select 'Domestic violence'.

Example two: Your service supports people who self-harm, who undertake a holistic assessment which identifies contributing issues – such as money worries, and you refer or signpost for additional support – you should not select 'Money worries / debt'.

Example 3: Your service supports those with depression, and those requiring support in relation sexual orientation – you should select both ‘Low mood and depression’ and ‘Sexual orientation and gender identity’.

- **Who the service is for:** Select from predefined list, including age groups and specific audiences, e.g. rural communities
- **Geographical area(s) covered:** Select from predefined list of council areas; specify limitations in service description if applicable. Please include the address/postcode of outreach/secondary offices to enable these to be illustrated in the geo-mapping functionality.
- **Service access:** Include how support is provided, and whether direct access by public or by referral only
- **Declaration:** Confirm all services are delivered by qualified staff and adhere to Public Health Agency governance standards - <https://standards.pharesourcehub.co.uk/>.

Content Guidelines

- **Professionalism:** Language must be professional, clear, and free from jargon and abbreviations.
- **Non-Discrimination:** Services must adhere to non-discrimination policies and provide inclusive descriptions.
- **Images:** Only an organisational logo can be uploaded. No other images should be uploaded or included in service information.
- **Links:** Do not include links in service information. [A website link, if available will be included on your service page; social media account link will be accepted in the absence of a website]
- **No Promotions, Advertisements or Fundraising requests:** Listings should be informational only and not include promotional language, special offers or fundraising requests.

Verification and Updates:

- **Initial Verification:** All new listings will be verified by the Public Health Agency before going live.
- **Regular Updates:** Service providers must update their information at least once per year or whenever significant changes occur (see section 5).
- **Profile review:** All new, reviewed and updated profiles will be reviewed by Public Health Agency. Profile example can be found in Appendix A.

Consent

All service providers must consent to receiving emails from the Public Health Agency in relation to the Minding Your Head service directory information.

Appendix A

Service provider profile example:

Contact information: Name of the organisation: Inspire

Telephone number: 028 9032 8474

Email address: hello@inspirewellbeing.org

Website: <http://www.inspirewellbeing.org>

Physical address: Lombard House, 10-20 Lombard Street, Belfast Antrim, BT1 1RD

Services description:

Inspire provides local support for those with mental health needs in locations across Northern Ireland (see website for details). A wide range of services are offered including housing schemes, home support, advocacy services, information services, public education and research. As well as the provision of direct services, raising awareness of mental health issues in the wider community through training and events has been an important aspect of Inspire since its foundation.

Support provided: Low mood & depression, Mental wellbeing, Stress, Anxiety,

Who the service is for: Adults, Urban and rural communities Advocacy, Belfast, Housing, Mental health

Geographical areas covered: Belfast Trust; Belfast City Council

Service access: Direct access by the public, Referral by healthcare professional