

Scrutiny Panel Service Review: Mental Health Support June-July 2025

Why look at Mental Health Support?

The demand for mental health support is growing and while we understand Stonewater is not a mental health service, we know that good mental wellbeing plays a big role in helping customers engage positively with Stonewater's services and feel part of their community. Promoting wellbeing supports us to deliver our social purpose.

By reviewing Stonewater's approach to mental health signposting and services on offer with Longleigh Foundation, we can better meet the growing need, ensuring that customers receive clear and compassionate guidance from external partners.

What we focused on:

Stonewater supported us with this review by helping us to:

- Understand Longleigh's approach to providing a variety of support services to customers.
- Review case studies on customers who have been through the counselling, financial wellbeing and grant service with Longleigh.
- Understand Stonewater and Longleigh's workplace culture and mental health support in place for colleagues.
- Understand what training and support Stonewater colleagues have, especially in specialised services.

We want to thank Stonewater and Longleigh for supporting us with this review, we were pleased with the breadth of support available to customers and encouraged to hear positive stories of how it has already helped customers during difficult times.

Our priority recommendations

We made three recommendations in total, and we're pleased to note that all the recommendations have been accepted by Stonewater and agreed with the Customer Experience Challenge and Assurance Panel (CXCAP).

Our recommendations are:

Recommendation 1

Stonewater to review its customer communications about mental health support services. We would like Stonewater and Longleigh to think about how mental health services are communicated to customers to improve awareness.

Recommendation 2

Stonewater to explore options for signposting to mental health support. This should be readily available online and offline to customers as and when they need support.

Recommendation 3

We recommend for the managers of scheme-based colleagues to review information at on local mental health teams and services and consider how this is shared with customers.

What happens next?

Stonewater has already started progressing on our recommendations - we'll work closely with Stonewater to monitor the progress.

How do Scrutiny Reviews work?

The Scrutiny Panel is made up of a maximum of 14 Stonewater customers who work alongside Stonewater colleagues to review and improve services.

A Scrutiny review takes an in-depth look at services and makes recommendations for changes or improvements based on the panel's investigations and findings.

Visit our [Scrutiny Panel webpage](#) to find out more.