

Diagnostic and Improvement Framework



See Me
End mental health
discrimination

Shared goal

To create mental health services where everyone is treated with dignity, and experiences equitable access and outcomes

About the framework



See Me's Diagnostic and Improvement Framework is designed to help mental health services to identify, understand, and reduce mental health stigma and discrimination experienced by people with mental health problems and illness.

It looks beyond individual attitudes to examine how stigma and discrimination are embedded in the structures, cultures, systems, and practices that shape how services are designed, delivered and experienced.

Key improvement areas



See Me identified key areas that centre prevention and early intervention, and target embedded structural stigma and discrimination in:

- Equity evidence, system design, resource allocation, accountability and workforce conditions.
- Anti-stigma and -discrimination practice.
- Service policies, pathways and practices.
- Lived experience leadership, power sharing, and co-design.

The framework



We address stigma and discrimination across four interconnected areas:

- **Structural**
Leadership, governance.
- **Cultural**
Beliefs, values, assumptions and norms.
- **Institutional**
Policies, pathways and organisational practices.
- **Personal**
Lived and living experience of people who use the service.

All four areas are interconnected and influence each other.

Who is it for?



The framework is for anyone involved in the design, leadership, delivery or improvement of mental health services.

- Senior leaders and decision-makers.
- Service managers and improvement leads.
- Practitioners and Multi Disciplinary Teams.
- Equality, human rights, quality, and workforce teams.
- People with lived and living experience.
- Communities, partners and organisations.

It's a shared process, not a checklist, and can be used at any stage in your journey.

How to use the framework

The framework follows a two-stage improvement process, with ongoing learning and action.



1 Diagnose

Identify, locate and analyse where stigma and discrimination may be operating in the service.

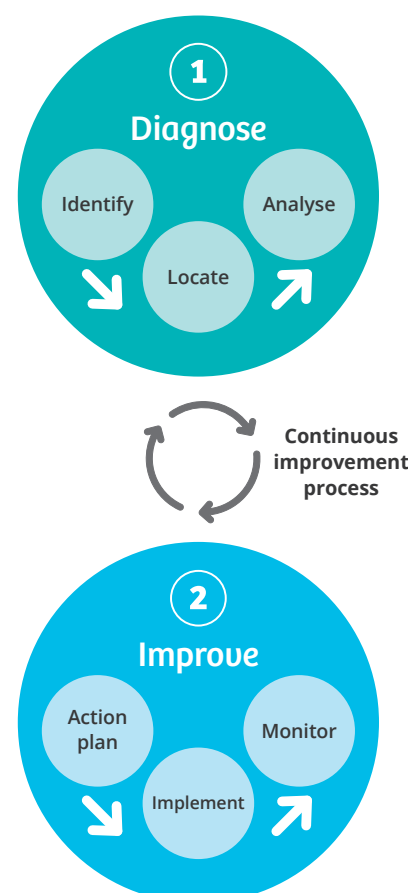
This involves examining evidence from across the Structural, Cultural, Institutional and Personal dimensions of the service. It supports services to look beyond individual attitudes to critically examine the ways that leadership, governance, service design, workplace culture, policies, pathways, and everyday experiences may create, reinforce, or challenge stigma and discrimination.

2 Improve

Use what has been discovered through the diagnostic process to prioritise and implement action.

This involves working collaboratively to develop improvement actions, identify responsibilities, monitor progress, and learn from the impact of change.

The process is continuous



What the framework helps services to do

- Make stigma and discrimination visible in the service.
- Identify what's working and where change is needed.
- Prioritise actions that address structural and systemic barriers.
- Involve people in meaningful ways.
- Build fairer, more inclusive and more effective services.



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