



## **MIND IN CROYDON QUALITY POLICY**

Mind in Croydon is committed to providing services that are of the highest quality. All decisions made within the agency will take this into consideration. The commitment to quality appears as part of Mind in Croydon's mission statement and will be reported on as part of the charity's annual report every year.

Mind in Croydon will agree the scope of its activities and ensure, through the Board, that it provides appropriate high-class and innovative services that meet the requirements of its users, within the legislative requirements. Also, that services are delivered by a highly skilled, trained, motivated and well supported workforce.

The Mind in Croydon Board, sub committees and service user groups will identify the need for additional services or changes to existing services to meet the needs of current and potential service users. They will review solutions and ideas for development and improvement so that well developed service and strategic plans can be reviewed and approved by the Mind in Croydon Board.

In addition to the review, reporting and planning functions the Board will monitor the performance of the services being delivered and strive to continually improve the effectiveness of those services.

Mind in Croydon will endeavour to secure funding from all appropriate funding sources and ensure that it provides the relevant performance management data and reports required to the funders. It will also seek to involve funders closely in its work, particularly in quality improvement.

Mind in Croydon will work in partnership with the appropriate statutory organisations involved in mental health services in Croydon and with other organisations where such collaboration will be to the benefit of mental health service users. When the services provided by Mind in Croydon are not appropriate users will be signposted to an organisation that can provide the required service.

Mind in Croydon will work to the standards set by National Mind, 'Quality Management in Mind', and will assess all services regularly against those standards to ensure that they meet the minimum required at level one of the standards whilst aspiring to attain the higher levels.

When any shortfalls in its performance, against the Mind standards, are identified these will be addressed in the strategic and operational plans for development and improvement.

Mind in Croydon will strive to work to and achieve other relevant quality marks, accreditations and awards that monitor the quality of its services and celebrate the quality and innovation in Mind in Croydon services. Currently, Mind in Croydon holds the Investor in People Quality Mark, The Fundraising Standards Board Mark and the Mindful Employer Mark. Our Counselling Service is BACP (British Association of Counselling and Psychotherapy) accredited, our Advocacy Service holds the Advocacy Quality Performance Mark and our Welfare Benefits Advice Service holds the Advice Quality Mark (AQS).

Awards include the National Charity Awards, the Third Sector Excellence Award for Employee Innovation and the National Health and Social Care Award for Mental Health & Wellbeing.

Mind in Croydon will ensure that all interested parties at all levels of the organisation are represented in decision making processes that contribute to the development and improvement of services. Service users' views and feedback will be central to the review, report, improvement and development of services.

Mind in Croydon will communicate this policy to all levels of the organisation and ensure that representatives of all interested parties review it, in accordance with the policy on reviews, to ensure that there is continuous improvement in the delivery of our services.