



QUALITY POLICY

Mind in Croydon is committed to providing services that are of the highest quality. All decisions made within / and by the organisation 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 impact 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 needs of the people who access its services, within the legislative requirements. Mind in Croydon is committed to the delivery, of services by a highly skilled, trained, motivated and supported workforce.

Mind in Croydon's Board of Trustees, management, staff and volunteers will identify the need for additional services or changes to existing services to meet the needs of current and potential service users in consultation with the Lived Experience Panel members and those invested stakeholders including local delivery partners. They will review solutions and ideas for development and improvement so that well developed service and strategic plans can be reviewed and approved by Board of Mind in Croydon.

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. This will exist within the framework of Board meetings which report of Key Performance Indicators including all aspects of Quality Assurance.

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 and supported to access this if required.

Mind in Croydon will work to the standards set out by National 'Mind's, 'Quality Mark', and will assess all services regularly against those standards to ensure that they are met.

Mind in Croydon will strive to work to and achieve other relevant quality marks, accreditations and awards that recognise and monitor the quality of its services and celebrate quality and innovation of Mind in Croydon run services. Mind in Croydon is registered with the Fundraising Regulator and holds the Mindful Employer Mark. We are a London Living Wage Employer and a Croydon Good Employer. 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) and any future accreditations relevant to our work.

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.

Reviewed and Updated by the Board of Mind in Croydon – May 2023