

## **Notes of the Quality Meeting held on 20<sup>th</sup> September 2011 at CornerHouse**

**Present:** Tim Stratford, Stephen Boyles, Amy Hunter, Paul Cheetham, Pauline Rogers

**Apologies:** Paul Watchorn, Shirlyn Grover

It was noted that Zara Samoon has now left the Woking area.

**Update:** Pauline confirmed that the QMiM submission was completed and returned by the due date. Mind has acknowledged the submission and we are waiting for further correspondence from them.

### **Work in progress:**

#### **1. Volunteer Information Pack:**

A first draft of the volunteer pack has now been produced and has been circulated to some volunteers for initial comment. Steve offered to comment on the draft and asked for a copy to be sent electronically.

#### **2. New Members Information Pack:**

Amy presented the first draft of the new members leaflet. This was well received. The group will now seek the views of other members and Amy will discuss it with Mike Andrews. Pauline will ask Moira if she has time to layout the final version before printing.

#### **3. Policies and Procedures:**

Pauline confirmed that a number of policies and procedures have been approved and that hard copies are now available in the main office and in the reception area at CornerHouse. They are also posted on the Woking Mind website.

#### **4. Feedback from new members:**

As requested Paul, Steve and Tim had been seeking the views of new members. They received a considerable amount of positive feedback regarding support and interest. This has been recorded at the end of the notes of the meeting and Pauline will feed it back to the Trustees and Management Committee.

This raised the issue of the need for a 'buddy system' and it was felt that it was still a positive action to support new members, particularly those who are very quiet or shy.

Paul described how he has been fulfilling this role for a new member and that he has been able to answer a number of questions for him as well as making a point of speaking to him each visit.

**5. Any other business:**

Steve mentioned that he would like to see more structured sessions introduced to the drop-in sessions. He felt that creative writing was keenly missed since Jean left. He wondered whether it would be possible to gain some OT input to the drop-in sessions to support members gain 'life skills'. Pauline offered to discuss this with the Services Co-ordinator Mike Andrews.

**Date of next meeting:** Tuesday 8<sup>th</sup> November 2011 11.00 at CornerHouse