

## **Notes of the Quality Meeting held on 19<sup>th</sup> July 2011 at CornerHouse**

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

**Apologies:** Paul Watchorn, Shirlyn Grover

**Update:** Pauline provided an update on progress regarding the QMiM [Quality Management in Mind] process. She explained that she and Shirlyn are continuing the process of mapping evidence for the submission. Pauline has also spoken to Kingston Mind who recently completed the process to seek their advice on mapping evidence.

### **Work in progress:**

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

Helen has started to develop the information pack for volunteers. A series of subject headings has been agreed and she is in the process of putting some detail to each of these sections. She will then be further seeking additional input and advice from Trustees, volunteers and members regarding the content.

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

Amy has met with the subgroup of members and presented the areas that have been identified for inclusion in the pack. There was a longer discussion about two issues. The first being that not all members will not want to be presented with written information and how can this best be addressed. This led to a discussion about the second issue which is the development of a buddy system for new members. It was agreed that this would fill an important need and the group discussed how best to introduce a new member to the concept. Amy offered to provide support to individuals who agree to act as buddies. Amy will attend the Management Committee to discuss the development of this resource.

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

Pauline mentioned that the development and review of policies were in hand and that she would be providing an update at the Management Committee tomorrow night.

**Any other Business:**

- As we have a number of new members it was agreed that our group would take the opportunity to talk to them, in the next couple of weeks, about their experience of attending the drop-in sessions and seek their suggestions as regards what works well and what could be improved. These comments will be discussed at the next meeting.
- Paul suggested that we should consider setting up a visit to another local mind that has a similar outlook to our own to share ideas and good practice.

**Date of next meeting:** Tuesday 23<sup>rd</sup> August 2011 11.00 at CornerHouse