

## **Notes of the Quality Meeting held on 21<sup>st</sup> June 2011 at CornerHouse**

**Present:** Tim Stratford, Zara Samoon, Stephen Boyles, Amy Hunter, Shirlyn Grover, Pauline Rogers

**Apologies:** Paul Watchorn, Paul Cheetham

**Introductions:** Zara, Stephen, Amy and Shirlyn were welcomed to this, their first meeting.

**Update:** Pauline provided an update on progress regarding the QMiM [Quality Management in Mind] process. She explained why Woking Mind had drawn a temporary halt to the quality management cycle that had been in place as National Mind had given notification of formal assessment in the summer of 2011. This meant that the timetable had to be revised and speeded up. Each trustee has agreed, according to their level of expertise, to take responsibility for completing the self-assessment of the 12 standards. This has now been completed and the submission to Mind of 2 standards for pre-assessment has taken place. Shirlyn has kindly agreed to support us with this process, which will include developing a catalogue of evidence. After the final version of the self-assessment has been submitted we can expect a visit from the quality team at Mind who will want to talk to some of our members, and also the trustees about the charity.

**Current role of the quality team:** While we are working towards the QMiM assessment the quality team will keep an overview of the process and communicate progress back to the members and bring back any feedback to the quality meetings. They will also undertake specific pieces of work in support of the assessment.

**Work in progress:** The Trustees are continuing to be very involved and are leading on the review and updating of current policies, procedures and documents. These can be described in broad areas as Personnel; Health and Safety; and Volunteer Support. The quality group agreed that they are best placed to review the information and support made available to members, particularly when they first join the charity. Amy offered to assist in the development of a new members pack and will meet with Stephen, Tim and Zara next week for a sub-group meeting to develop this. Stephen offered to put some suggestions down on paper to take to the sub-group. They will also talk to other members to obtain more views and ideas on what would be helpful. They agreed to bring a first draft to the next quality meeting and in time for the next Management Committee meeting. Pauline thanked everyone for coming to the meeting and for their valuable comments.

**Date of next meeting:** Tuesday 19<sup>th</sup> July 2011 11.00 at CornerHouse