
Policy name:	Commitment to Quality
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1 Introduction

- 1.1 Mind Monmouthshire aims to provide high quality services for people experiencing mental distress. We will challenge stigmatisation, oppression and discrimination by raising awareness of positive well-being and recovery for all.
- 1.2 We passionately believe that everyone has the right to live lives that are meaningful and which enable them to reach their full potential as individuals.
- 1.3 It is therefore the policy of Mind Monmouthshire to provide a range of services which meet the needs and reasonable expectations of our service users, staff, volunteers and stakeholders.

2 Implementation

- 2.1 The implementation of the quality policy is the responsibility of every member of staff, and led by the Director (or nominee) under the direction of the Trustees. The Director (or nominee) will lead the process taking policy decisions to enable the correct action to be implemented throughout the organisation.
- 2.2 Staff are expected to work together to ensure that activities are controlled and delivered in a way that meets the required levels of service quality and obligations effectively.
- 2.3 It is essential that all staff follow the procedures in order to achieve a consistent approach to quality assurance.

3 Service Delivery

- 3.1 Mind Monmouthshire is committed to setting and achieving quality standards that ensure that the organisation operates in an effective, timely manner and

within agreed financial parameters to maintain a consistently high standard for all of our services.

- 3.2 All work is carried out to a nationally recognised standard and we seek continual improvement and development in services through the involvement and participation of all levels of management, staff, volunteers, service users and other interested parties.
- 3.3 We will provide all staff, volunteer and trustees with the training necessary for them to be effective in their role.

4 Monitoring

- 4.1 To ensure a high quality service Mind Monmouthshire operates a performance and quality management system – “Quality Management in Mind.”
- 4.2 Through this quality system Mind Monmouthshire seeks to monitor its work against defined themes, (as listed below) to help provide a quality service across Wales.
- Commitment to Quality
 - Measuring performance
 - Governance
 - Planning and policy development
 - Financial management and systems
 - People management
 - Information
 - User involvement
 - Equality and diversity
 - Networking and partnerships
 - Standards for service
 - Branding
- 4.3 Mind Monmouthshire recognises that despite the best efforts of staff, trustees, and volunteers there will be times when people coming into contact with our work may be dissatisfied with their experience. We are keen to learn from our mistakes and rectify and problems and as such encourage people dissatisfied with any aspect of our service to let us know and where appropriate use our complaints procedure.