

'Mind wants to ensure that when someone uses a Mind service, from Cornwall to Cumbria, or Hull to Aberystwyth, they can trust we are delivering the best possible service. We hope that commissioners will recognise Quality Management in Mind as a sign of an organisation which is robust, capable and responsive to the needs of service users.'

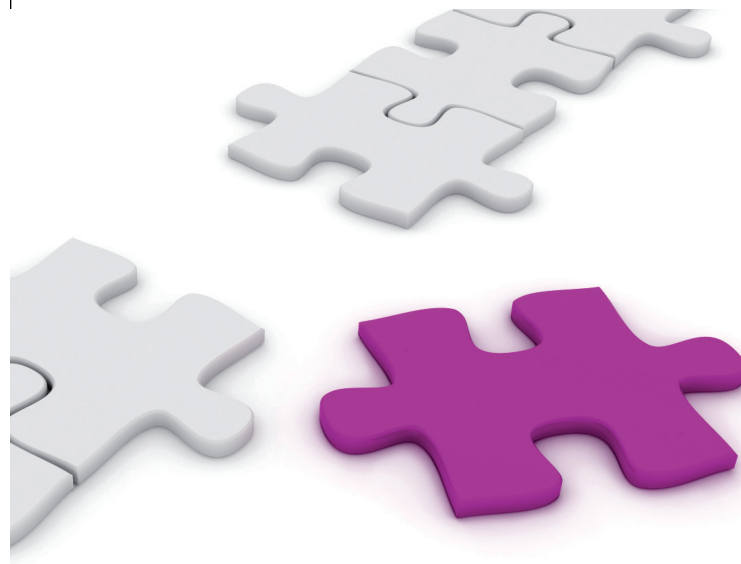
We owe it to people with experience of mental distress to ensure we provide the best possible support to them.'

Paul Farmer
Chief Executive
Mind

'The Charity Commission has been really pleased to share our experience and help Mind develop their Quality Management in Mind standards. Using our Hallmarks of an Effective Charity as a benchmark, we compared these against Mind's standards, and I am pleased to confirm they incorporate our Hallmarks at Levels Two and Three.'

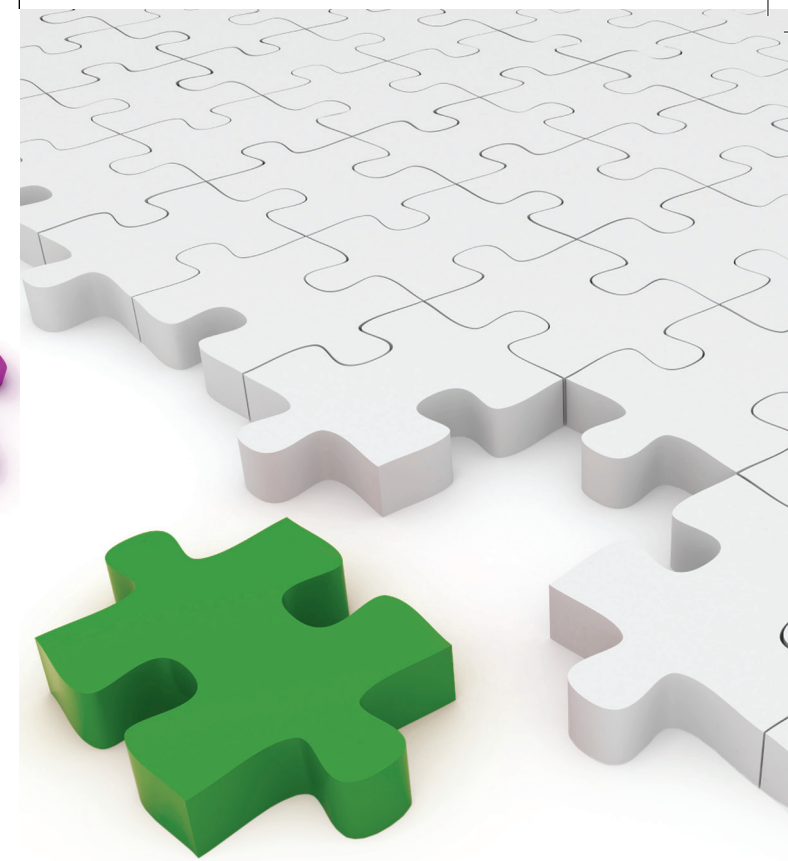
Stakeholders can be confident that member charities who achieve the standards will be effective in the delivery of their services to their users. I'm pleased to be able to endorse Mind's Quality standards.'

Andrew Hind
Chief Executive
Charity Commission



Find out more

If you would like to find out more information about Quality Management in Mind email a member of the Quality team at quality@mind.org.uk or contact your local Mind association. You can find your local Mind organisation at www.mind.org.uk



1 in 4 people will experience mental health problems

Mind's quality system means we deliver the best possible service



Quality Management
in Mind is endorsed by
the Charity Commission



For better
mental health



For better
mental health

Mind is the leading mental health charity in England and Wales. We work to create a better life for everyone with experience of mental distress by campaigning for people's rights, challenging poor practice in mental health and informing and supporting thousands of people on a daily basis. The needs and experiences of people with mental distress drive our work and we make sure their voice is heard by those who influence change.

A fundamental part of Mind's work is provided through our network of over 180 local Mind associations who last year worked with over 220,000 people running around 1,600 services locally. Services include supported housing, crisis helplines, drop-in centres, counselling, befriending, advocacy, and employment and training schemes.

What is Quality Management in Mind?

Quality Management in Mind ensures that when someone uses a Mind service, wherever they are in the country, the service is provided by an organisation which has strong, consistent values, has high standards of service delivery and is run in a robust way in line with the needs of their local community.

Each local Mind association participates in Quality Management in Mind, and affiliation to Mind is dependent upon them meeting the 12 quality standards.

How does Quality Management in Mind work?

The Quality Management in Mind system consists of a four part framework:

- 1 a set of 12 standards to ensure quality services including commitment to quality, measuring performance, governance, planning and development, financial management and system, user involvement, people management, information, equality and diversity, networking and partnerships, standards for services and branding
- 2 ensuring quality is embedded through self-assessment and other development tools

- 3 a quality review process including: a self-assessment by the local Mind association, a visit by Mind staff and peer reviewers (Service users, Trustees or staff of local Mind associations) to verify evidence and meet a range of stakeholders including service users, and finally a review panel comprised of Mind staff and peer reviewers, who make the final decision on the level achieved.
- 4 managing improvements through action plans and development agreements.

There are three levels of achievement. Level one shows that a local Mind association is providing a good standard of service required to retain its affiliation to Mind. Level two extends further best practice based on current guidance and policy. Local Mind associations achieving Level three demonstrate an organisation exceeding the needs of its service users in a particular area.

Those local Mind associations achieving Quality Management in Mind at an overall Level two or above also receive the Charity Commission endorsement – based on the Hallmarks of an Effective Charity.