



HEAR US
Croydon's Mental Health Service Users Group
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SECTION A QUALITY Part 3

Quality Policy

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Hear Us

To promote, educate, communicate and empower,
For the benefit and interest of people affected by mental health issues

Hear Us

Quality Policy

Hear Us is committed to providing services that are of the highest quality. All decisions made within the agency will take this into consideration. The commitment to quality appears as part of the Hear Us mission statement and will be reported on as part of the charity's annual report every year.

Hear Us will have a **named quality lead** and a **Quality Sub Group** of the Board which will include Board members, staff and users. This group will meet quarterly to ensure the quality standards are being met. The sub group will report at least annually to the Board on all aspects of its work.

Hear Us will agree the scope of its activities and ensure, through the Board, that it provides appropriate high-class and innovative services that meet the requirements of its users, within the legislative requirements. Also, that services are delivered by a highly skilled, trained, motivated and well supported workforce.

The **Hear Us Board, sub committees and Service User Forums** will identify the need for additional services or changes to existing services to meet the needs of current and potential service users. They will review solutions and ideas for development and improvement so that well developed service and strategic plans can be reviewed and approved by the Hear Us Board.

In addition to the review, reporting and planning functions the Board will monitor the performance of the services being delivered and strive to continually improve the effectiveness of those services.

Hear Us will endeavour to secure funding from all appropriate funding sources and ensure that it provides the relevant performance management data and reports required to the funders. It will also seek to involve funders closely in its work, particularly in quality improvement.

Hear Us will work in partnership with the appropriate statutory organisations involved in mental health services in Croydon and with other organisations where such collaboration will be to the benefit of mental health service users. When the services provided by Hear Us are not appropriate users will be signposted to an organisation that can provide the required service.

Hear Us will work to the standards set by **Hear Us Board, sub committees and Service User Forums**, and will assess all services regularly against those standards to whilst aspiring to attain the higher levels. When any shortfalls in its performance, against the standards, are identified these will be addressed in the strategic and operational plans for development and improvement.



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Hear Us will strive to work to and achieve other relevant quality marks, accreditations and awards that monitor the quality of its services and celebrate the quality and innovation in Hear Us services.

Hear Us will ensure that all interested parties at all levels of the organisation are represented in decision making processes that contribute to the development and improvement of services. Service users' views and feedback will be central to the review, report, improvement and development of services.

Hear Us will communicate this policy to all levels of the organisation and ensure that representatives of all interested parties review it, in accordance with the policy on reviews, to ensure that there is continuous improvement in the delivery of our services.