The Mind Quality Mark

The Mind Quality Mark (MQM) is the quality framework for Mind. MQM supports local Minds to be sustainable, effective, and influential. It covers what is needed for a local Mind to make a positive impact on the lives of people experiencing or at risk of experiencing mental health problems, both now and in the future. It sets out expectations of best practice and legal compliance.

MQM is designed to be used as an organisational development framework. As well as ensuring that everything is up to date, MQM provides the impetus for continual improvement, growth and organisational ambition. Local Minds are expected to meet or be actively working towards the MQM standard at all times.

MQM is a key tool for achieving the ambitions of the Network Futures plan, which states that:

> "By 2021 we will be the most efficient and effective federated network we can be with a partnership approach to everything we do, reaching more people with mental health problems than ever before."

How MQM is structured

MQM is structured around the three overarching Network Futures priorities: leadership and governance, sustainability and growth, and influence and engagement.

Within each of these areas are clear themes and standards describing the requirements of best practice and legal compliance. Each standard is made up of indicators providing the detail of what needs to be in place.

Using MQM

There are three aspects of MQM:

1. **Self-assessment:** using the MQM standards, local Mind's will identify strengths and areas for improvement, creating a development plan for their organisation. A workbook is available to use and keep track of actions and progress. A full range of useful resources is also available on OpenHub to help with any gaps identified.

2. **Annual MQM Snapshot:** once a year, local Minds complete their self-assessment on OpenHub, sharing an honest view of where they are in meeting the requirements of MQM. This exercise helps local Minds identify their strengths and where further work is needed. It also enables Mind to identify strengths and risks across the network, and helps tailor the support offer to where it is most needed.

3. **Peer review:** at least every three years, all local Minds will have a full review undertaken by team of peer reviewers and a member of Mind staff. The review is based on the self-assessment along with a comprehensive set of supporting documentation. The review team will visit the local Mind meeting with staff, trustees, volunteers and service user. A report will be prepared which will include any necessary improvement actions.

MQM support

There is help for local Minds to meet MQM through a wide ranging support offer delivered by teams across Mind. This includes resources such as policies and procedures, toolkits and guidance, as well as training, workshops, conferences and events and individual support for local Minds. Support is available for each of the MQM standards.

We are committed to continually investing in the support offer to help build and develop a strong, healthy, vibrant network that is at the forefront of mental health support and innovation across England and Wales.

For further information, please email: **mqm@mind.org.uk**

Annual MQM snapshot

Annual MQM snapshot

To build and develop a vibrant network, quality needs to be embedded within each local Mind. Each year local Minds are required to submit a snapshot of their current position against the MQM indicators. To help with this, we have produced a self-assessment workbook, which is a tool enabling local Minds to understand their strengths and areas for development. The annual MQM snapshot is designed to require minimal work to complete, because only the development actions need to be recorded. The first annual MQM snapshot might take more time to complete, but subsequent snapshots will be easier. We have updated OpenHub to make the submission process as simple as possible.

Local Minds need to complete their annual MQM snapshot on OpenHub and submit along with their strategic plan, organisational risk assessment, current budget, latest management accounts and the last set of trustee meeting minutes. The submission forms are live documents on OpenHub and local Minds are encouraged to update them as they work through their action plans. In each quarterly data return, local Minds will be required to report any significant changes to their MQM self-assessment.

How do I complete the annual MQM snapshot?

Each local Mind has an area on OpenHub which contains an online version of the self-assessment workbook which details each of the 156 indicators that make up MQM. Taking each indicator in turn, the local Mind assesses that they meet it or not and if they do they move onto the next; if they don't there is space to identify any actions needed. On completion of the workbook, the local Mind will have an improvement action plan which can be downloaded. To complete the annual MQM snapshot, the local Mind will also need to upload the supporting documents – as detailed above.

The deadline for completing the annual self-assessment is Thursday 15 May 2018.

What happens with the annual MQM snapshots?

Mind will use the annual MQM snapshots in a number of ways:

1. To provide assurance that all local Minds are delivering high quality, safe, effective services, and are well run, sustainable and inclusive organisations with high levels of influence and engagement.

2. To identify local Minds who are experiencing difficulties or are struggling in a particular area. This will enable Mind to provide support to where it is most needed in a timely way.

3. To identify which local Minds would benefit from a full MQM review. The review will provide a comprehensive assessment of the local Mind which will help determine the support they need.

4. To enable Mind to understand the support needs of the network. Mind will analyse the self-assessments to look for trends and common themes. This will help inform the support we provide to local Minds, e.g. where a number of local Minds have identified undertaking financial risk assessments as being an area for development, Mind might run a series of workshops and training on this theme.

5. To identify excellence in the network. As well as highlighting areas for development, the self-assessments will help Mind identify local Minds who are exemplars of quality and best practice.

What happens if a local Mind doesn't complete their annual MQM snapshot?

From 2018 all local Minds will need to complete and submit an annual MQM snapshot. Ultimately, completing Mind's quality framework is a requirement of being a member of the Mind network. Where a local Mind is experiencing difficulty, Mind will offer support.