

## QUALITY ASSURANCE POLICY

### 1. **Mission Statement:**

Camden Mental Health Consortium (CMHC) is a voluntary organisation which operates in the London Borough of Camden.

It is run by its members who are users, former users and survivors of mental health services living, working or using services in Camden.

Its purpose is to enhance the quality of life of its members by promoting social contact and support, and enabling them to take control of their lives.

We promote equal opportunities and positively value individual differences and choice.

We combat negative prejudice and stereotypes of users of mental health services.

We seek to influence professionals and public opinion, to challenge poor practice, and improve the quality and variety of mental health and related services.

To achieve our goals we work with other voluntary bodies, statutory agencies and individual allies.

### 2. **The Organisation's Mission will be delivered through the following activities:**

#### ***Outputs to be delivered:***

- ***Camden Mental Health Consortium***

Number of members	120
Number of meetings	8 per quarter
Average number attending meetings	10

- ***The Camden Bugle***

Number of issues	12 per year
Number of copies distributed	700 per month

- ***Camden Borough User Group***

Number of members	12
Number of meetings	3 per quarter
Average number attending meetings	10
Annual Conference	1
Projects	2 each year

***Outcomes to be delivered:***

Service user satisfaction	80%
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**3. The resources used:**

As the approach encompasses the whole specification then the resource to be made available is the total service contract value.

**4. Checks & Balances:**

The delivery will be externally monitored four times a year.

**5. Periodic Review:**

The performance will be reviewed annually at the Annual General Meeting.

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