



E2: Quality Standards

We need to make sure that what we are delivering locally through MS Society groups is of benefit to people affected by MS (is **impactful**) and meets their needs.

While we have received informal feedback that many MS Society groups are offering what are seen as **good quality services**, we have no way of assessing these. We want all MS Society groups to provide good quality services, and we need to have the information available to show that this is the case.

Quality Standards will enable us to assess the quality of all the services delivered by MS Society groups. For those groups who are not yet able to meet them, we will provide ongoing support.

How have Quality Standards been developed?

Quality Standards have been developed by MS Society group volunteers, people affected by MS who use these services and MS Society staff from across the UK.

This **steering group** has decided:

- how the Quality Standards should work
- which services to start developing Quality Standards for
- what the outcomes should be from these services
- the timelines for roll out

They meet regularly to consider the best way forward which takes into account everyone's point of view and priorities.

What will Quality Standards do for us?

Supporting funding opportunities

You will be able to use the achievement of a Quality Standard to attract new local funding. Funders want to be sure that what they are funding is of good quality. Achieving a Quality Standard will 'prove' this.

Promoting your services

Achieving a Quality Standard for each of your services will help you to market your services locally to attract more service users and new volunteers. This could include good local news stories which help raise the profile of your MS Society group. Knowing a service is 'good' is far more likely to encourage people to make use of it; think about the publication of standards used in other settings, such as schools.

In time (once our website has been redeveloped), we will also use the information we hold about the services you deliver to publicise them through the MS Society website.



The **MS Society website** gives information and support and tells people how they can get involved. We promote services and events throughout the UK and all MS Society groups have their own web pages. Explore the website - <https://www.mssociety.org.uk/>

Knowing what you're aiming for

You will have a clear set of **criteria** to work towards. You will know exactly what you need to do to ensure your service is **good**. Quality Standards will give another sense of achievement and recognition.

Each Quality Standard will eventually have a **service starter kit** attached. Service starter kits will include everything you need to set up a new service that meets a Quality Standard.

Demonstrating your achievements

When you achieve a Quality Standard for a service, we will let others know that your service has the Quality Standard. This could be used as a way of publicising your services via MS Nurses and other health and social care professionals.

Sharing information

In the future, you will be able to identify other MS Society groups that have achieved the Quality Standard for the same service you deliver so you can share and solve problems together. We want to encourage you to learn from each other and to share best practice, particularly where another MS Society group wants to set up a new service and is keen to learn from your experiences to avoid any potential pitfalls.

What Quality Standards are available now?

Quality Standards for MS Society group services will be developed and published in batches **from now onwards**.

The first three services to have a Quality Standard attached to them are:

- **Exercise classes**
- **Social or peer support** (for example, your local coffee morning, regular social meet ups, Christmas party etc.)
- **Advice partnerships** (for example, an MS Society group that has a contract with a local Citizens Advice Bureau to deliver additional services or services at different times to meet the needs of people affected by MS)

This means that to begin with, not all the services delivered by your MS Society group will have a Quality Standard available.

How will Quality Standards work?

We already hold some information about MS Society group services. We will use this centrally held information, and if we are missing any details, we will ask you to add them.

Over time, we will ask you to review and edit your service information annually, but also if things change in between reviews (so your service information is kept up-to-date).

We will use this information to help us to answer whether or not the services you deliver meet the outcomes for each service.

If the information shows that you meet all the outcomes for that service (and a Quality Standard is available), you will be awarded the Quality Standard.

Editing and entering service information

Most of what we need to assess the quality of services being delivered by MS Society groups will be entered through the **portal**.

To access the portal, you will need to sign in with your personal email address and a password of your choice. MS Society group email addresses cannot be used to log in to the portal.



For more on using the **portal**, see [Local Networks Programme Guide C2: Portal](#) on our **volunteer website** or previously in this guide.

We are keen for you to edit/enter **all** the information about **all** the services you deliver, whether or not they have a Quality Standard attached to them yet. This will save you time in the longer term and ensure we have the right information about your services available to us and to people affected by MS. Entering your service information aims to be as simple as online shopping.

Quality Standards support

Portal video tutorial

The portal has been designed to be as simple to use as online shopping. You can watch a video tutorial here - <https://www.youtube.com/watch?v=ChjHFGz3kLo&feature=youtu.be>.

Staff support

Many of you will be ready to start editing/entering your information through the portal now and we will support you to do this both centrally and through your **Local Networks Officer**.



For contact details for your LNO, see [Your Local Networks Team](#) on the **volunteer website** or contact the **Supporter Care Team** for assistance.

We will continue to gather feedback on what works and develop new tools to help you to edit/enter your information as easily as possible.

For those of you who are not quite ready, we will provide support to enable you to edit/enter your information. Some of you may just need a small amount of support to edit/enter the data over the next few months and some of you may need a longer period of time.

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