

# Mediation Quality Mark for 2010

## Purpose

1. This paper provides a summary of changes to the MQM to take effect from 1 April 2010.

## Introduction

2. The MQM has been reviewed to make it more generic, with critical (LSC contract specific requirements) such as the supervisor competence standards placed into the contract. This mirrors the approach that we have adopted for the Specialist Quality Mark, the quality standard in place for legal advice providers.
3. Where there are common requirements between the SQM and the MQM these have been brought closer together. This will ensure that there are consistent standards for all LSC contract holders, and simplify things where organisations hold both a family mediation and a legal advice contract.
4. The standard has also been updated to reflect changes in terminology and law. Duplications between the standard and the LSC contract have also been addressed where appropriate.
5. The changes made have not resulted in the raising or lowering of the standards set by the MQM. We are confident that the level the standard is pitched at is appropriate, and provides effective quality assurance.

## Changes to the MQM

6. The headline changes to the content of the standard are:
  - Removal of supervisor competence standards
  - A new E&D standard has been included to reflect developments in this field
  - Removal of duplications between the contract and the standard
7. The table in **Annex A** shows all the changes.

## Timing of Changes

8. The updated version of the MQM will be published in late August 2009 alongside the revised SQM, and made available to all providers. The new version of the MQM will take effect from 1 April 2010.



The tables below outline the sections of the MQM where changes have been made. If a requirement is not listed, no material change has been made to the content of that section.

<b>Requirement Reference</b>	<b>Requirement Description</b>	<b>Action</b>	<b>Comments</b>
A2.2	Logo Guidance on Advertising and Promotion	Removed from MQM	- Covered by the contract (clause 6.1 standard terms)
B2	CLSP protocols	Removed from MQM	Obsolete
C1.4	Membership of recognised rep bodies	Removed from MQM	- Covered by the contract (clause 7.15 Standard terms) - Not integral to a quality management standard.
C3.4	Indemnity Insurance	Removed from MQM	- Covered by the contract – (clause 7.15 Standard terms) - Not integral to a quality management standard.
C3.5	Public Liability Insurance	Removed from MQM	Covered by the contract – Not integral to a quality management standard.
D1.3	Equalities	Updated to reflect new E&D standard	Takes into account development in legislation and reflects the likely requirements of public sector funders. For example, the new section D1.3 outlines a system that will enable LSC providers to meet their contractual requirements.  This will be a requirement for legal services providers (is included in the revised SQM)

Requirement Reference	Requirement Description	Action	Comments
D3.2	Competence standards	Removed from MQM	<p>Covered by the contract (Section 10 standard terms and the mediation specification section 2.</p> <p>This is a reflection of the importance of the role they play they to the delivery of a good service to clients</p>
D3.3	Supervisory skills	Updated	Renumbered
E1.3	Mediation files are logical and orderly	Updated	Addition of need to record funding limitations
F6.1	Confidentiality procedure	Updated	<ul style="list-style-type: none"> <li>- Additional details included.</li> <li>- Brought in line with requirements for other LSC providers (as outlined in the SQM)</li> </ul>
G1.1	Informing clients about how and to whom they should complain	Updated	<ul style="list-style-type: none"> <li>- Redrafted</li> <li>- Brought in line with requirements for other LSC providers (as outlined in the SQM)</li> </ul>
G1.2	Complaints procedure	Updated	Removed ref to Solicitor Code of Conduct and replaced with reference to Family Mediation Council