

# What If (Female Service)



EFQM : A Different Perspective

# Why?



- Not about the award
- Inspirational presentation at senior staff conference
- Sustain momentum and energy
- Objective tool: Charity Juggler

# Areas of work



- Evidence based evaluation tool
- Raise awareness of service
- Volunteering Programme

Involving stakeholders in raison d'être of project

Staff development: training needs analysis

Tool for giving positive and constructive feedback

# The Process



- Steering Group membership
- Working group for each objective
- Link worker system
- Presentations

# Challenges



- Filling in the action plan
  - What do we mean by improvement
  - How will we measure our outcomes
- Considering learning points
- Ensuring planned work meets timescales

# Benefits



- Seeing the relevance of 'quality'
- Systems go beyond EFQM timeframe
- Involvement of partners, team and young people
- Developed skills base of team
- Valued and Motivated
- A different perspective of the service

# What Next...Key Processes



- Team development day Oct 10
- Ante-Natal issues with three work groups
  - Pregnancy workbook
  - Guidelines/info for staff
  - Role of other agencies
- Extension of link worker system
- Development of Database