

QS Voluntary Sector Meeting 19th August 2010, SCVO Edinburgh

Attendees: -

Hilary Bennison (Cornerstone)
Douglas Bell (Children 1st)
Celia Carson (SCVO)
Karen Indoo (Barnardo's Scotland)
Anne-Marie Logan (Penumbra)
Nicky Neilson (Momentum)
Harriet Grant (SCVO)
Neil Lovelock (CRNS)
Stewart Smith (Turning Point Scotland)
Andrea Wood (Key)
Andrea Duffield (Key)
Ann McGuigan (The Richmond Fellowship Scotland)
Frank Russell (Victim Support Scotland)
Thomas Moan (YMCA Glasgow)
Cathy Noble (Glasgow South West Regeneration Agency)
Julie Coulter (Glasgow South West Regeneration Agency)
John Wallace (Barony)
Julie Miller (Alzheimer Scotland)
Tricia de Beaux (Alzheimer Scotland)
Elaine Sneddon (Quality Scotland)
Orla McDonald (Quality Scotland)

Apologies: -

Anjie Rook (RNLI)
Laura Lebec (Quarriers)
Marie Redden (Quarriers)
Brian Robertson Fern (Apex Scotland)
Jack McVey (Options for Independence)
Colin Phillips (SAMH)
Janis McDonald (Renfrewshire CVS)
Glenn Harrold (Loretto Care)

“Quality is never an accident; it is always the result of intelligent effort” (John Ruskin)

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Actions arising

Introductions and Minutes of Last meeting

Congratulations were made to Glasgow South West Regeneration Agency, Key, Voluntary Action Highland, CVS and VC Falkirk and District, CVS East Ayrshire and Epilepsy Scotland who have all achieved Committed to Excellence since the last VSN meeting.

Website

Orla updated the group on the development of an online workspace that has been developed as part of the SVA Quality Matters Programme. Due to this development catering for the organisations that the Ning site was hoping to target, Orla decided not to further develop the Ning site and see how the online workspace developed.

At the meeting it was pointed out that some network members felt the terms and conditions of the Ning site were not suitable for their organisation.

Therefore it was decided to suspend the Ning site for the time being. Orla will update the group on the success of the Quality Matters online workspace.

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Model Changes

At the last network meeting, the group discussed the updates to the Excellence Model and raised some concerns around the impact it could have on their journey. Orla outlined some of the practicalities to the group;

From this year onward, all applications for R4E and the Scottish Award for Business Excellence will be assessed against the 2010 model. Due to the changes in the weightings this will have an impact on scores, but this will be covered in both the 2010 update courses and the submission writer's workshop.

To be an assessor, individuals who have gone through an Assessor course in the past 2 years will be eligible. If they were trained on the old model, then they should attend a 2010 update course.

The next 2010 update course will be held on 14th October in Edinburgh, to book your place on this free event, please follow the link below;

<http://www.qualityscotland.co.uk/training.asp?cat=Business+Excellence+%26+EFQM&cid=QSC-EC-10109>

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<p>Network Matters</p> <p>VSN Conference Following on from a discussion about the conference at the last network meeting, the group had a quick brainstorming session around the agenda for this year's conference. Specifically, what issues they would like to see covered and what topics they feel that they could contribute to at the event. A wide range of topics emerged, Orla will circulate this separately to the group to formalise how best to accommodate these ideas, and will also engage with voluntary sector members who do not feed directly into the network.</p> <p>Benchmarking At the last network meeting, the group decided to undertake a benchmarking exercise around people results. As a result of this a number of organisations sent Orla a copy of their staff survey questions, from which Orla compiled a list of areas that seemed to be common among the different question sets. This list of common areas was then distributed to the network and six organisations provided their results to Orla. At the meeting, Orla outlined the overall findings of this comparison but also highlighted the problems that had emerged during the process, such as differing scoring scales and contrasting approaches to surveying staff. Orla will forward the benchmarking results to the group. This exercise prompted a lot of discussion within the group around the nature of benchmarking and how best the group could or should move forward. It was decided that an initial step could be to look at the grading scales used by different organisations and try to adapt a common grading approach. Karen Indoo kindly agreed to attempt to map the different grading scales being used at the minute. Members who currently are conducting staff surveys should email Karen their grading scale @ karen.indoo@barnardos.org.uk and Karen can feed back to the group at a future meeting.</p> <p>Benchmarking around Key Results was also discussed at the meeting and it was decided that the first step should be to compile a list of key results that organisations are currently measuring and then at the next meeting try to group these areas into common themes. If any VSN organisation that</p>	<p>OM</p> <p>OM</p> <p>KI</p> <p>VSN</p> <p>VSN</p>
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