

# QS Voluntary Sector Meeting 20<sup>th</sup> May, Apex Scotland, Dundee

## Attendees: -

Hilary Bennison (Cornerstone)  
Douglas Bell (Children 1<sup>st</sup>)  
Brian Robertson Fern (Apex Scotland)  
Celia Carson (SCVO)  
Orla McDonald (Quality Scotland)  
Claire Heriot (Quality Scotland)  
Karen Indoo (Barnardo's Scotland)  
Anne-Marie Logan (Penumbra)  
Nicky Neilson (Momentum)  
Harriet Grant (SCVO)  
Neil Lovelock (CRNS)  
Helen Flemming (Children 1<sup>st</sup>)  
Stewart Smith (Turning Point Scotland)

## Apologies: -

Anjie Rook (RNLI)  
Julie Miller (Alzheimer Scotland)  
John Wallace (Barony Housing Association Ltd)  
Laura Lebec (Quarriers)  
Sharon Smith (The Wise Group)  
Diane Greenlees (The Wise Group)  
Frank Russell (Victim Support)  
Kathleen Nicol (Enable Scotland)  
Christine McConnell (Epilepsy Scotland)  
Graeme Henderson (Penumbra)

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

## Actions arising

Introductions and Minutes of Last meeting	
Congratulations were made to Who Cares? Scotland who achieved Committed to Excellence since the last network meeting. The City of Edinburgh Council and Strathclyde Fire and Rescue who are part of the PSIF programme have also gained Committed to Excellence.	

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### **CVS**

Margaret Lynch has left SCVO; Harriet Grant is now in Margaret's roll.

Two organisations have gained Committed to Excellence through the Quality Matters programme; they are East Dunbartonshire CVS and West Dunbartonshire CVS.

### **Website**

In regards to the Ning website, people did join the forum but there was not much discussion. Orla will invite people again to join and she will also send invitations to people who aren't part of the network to extend the knowledge from the meetings to others within the sector. Orla will keep the group updated on this.

### **Online Training**

The online training has now been piloted. Positive thoughts about the training were discussed. It was said to be a useful tool and user friendly. A demo site has been created and can be accessed via the link below;

<http://www.qualityscotlandonline.co.uk/course/view.php?id=7>

### **Network Matters**

#### ***Model Changes***

The 2010 model is in use now. In regards to the change we have had positive feedback. It was discussed that the language in the new version is much better it's more prescriptive and active. The fundamental concepts are more understandable, the scoring system is simpler and it is more Voluntary Sector friendly. It was decided that developing a Voluntary Sector guide was not a priority. The group also raised concerns about moving from the 2003 model to the 2010 model for Recognised for Excellence and acting as an assessor. Orla will update the group on this situation at the next meeting.

Neil Lovelock mentioned a Social Audit Network that could help with gathering robust results. Please find the link below.

<http://www.socialauditnetwork.org.uk/>

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<p><b>VSN Conference</b>          There needs to be a conclusion as to what people want from the conference and if there should be specific topics at the event. The group talked about the VSN having a specific conference or feeding into other more general conferences. It was decided that the network members could feed into more general Quality Scotland events and take a leading role in a voluntary sector conference aimed at the wider sector. Orla will create a survey for potential delegates and an agenda can be developed at the next meeting.</p>	<p>OM</p>
<p><b>Benchmarking</b>          In regards to the Policy and Strategy part of Pathway no one completed this and it was decided that the site should be made available for organisations to use as and when they want to.</p> <p>However, the group had a discussion on Benchmarking and it was decided that this is an area that the group would like to pursue in a more formal manner. Following on from Karen Indoo's presentation where staff surveys were discussed it was decided that for the next meeting some benchmarking around people results should be conducted. Orla agreed to manage this for the group. Those who wish to participate will send staff question sets/surveys to Orla. She will then identify the common questions asked and distribute these to group who will send back their corresponding results, the average response given will be reported back at the next meeting.</p> <p><b>Implementing Excellence</b></p> <p><b>Presentation from Karen Indoo, Barnardo's Scotland</b>          Karen gave a presentation on Barnardo's Committed to Excellence Journey.</p> <p><b>Environmental Scanning</b>          The Best Quality newsletter was circulated to the group by Orla. Please find the link below.  <a href="http://www.best-quality.eu/108.html">http://www.best-quality.eu/108.html</a></p> <p>Nicky Neilson talked briefly on EQUAS, please find the relevant link below;</p>	<p>VSN OM</p>

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<http://www.epr.eu/index.php/equass>

Brian Robertson – Fern spoke about training from the Future Job's Fund, Orla will circulate this electronically.

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**Performance Measures**

**Presentation from Helen Flemming, Children 1st**

There was a presentation from Helen Flemming, about the experience Children 1<sup>st</sup> have had with Investing in Volunteers.

**AOB**

***Dates and venues for 2010 meetings***

19<sup>th</sup> August – SCVO, Edinburgh

18<sup>th</sup> November – SAMH, Glasgow

***Next Meeting***

19<sup>th</sup> August – SCVO, Edinburgh