

QS Voluntary Sector Meeting 27th August 2009, Quality Scotland, Edinburgh

Attendees: -

Stewart Smith (Turning Point Scotland)
Hilary Bennison (Cornerstone)
Maureen Chalmers (The Richmond Fellowship Scotland)
Nicky Fraser (Crossreach)
Ann-Marie Logan (Penumbra)
Douglas Bell (Children 1st)
Marie Innes (Alzheimer Scotland)
Frank Russell (Victim Support)
Sheena Angus (Options for Independence)
Jack McVey (Options for Independence)
Audrey McGinty (Dundee City Council)
Diane Greenlees (The Wise Group)
Patricia Thomson-Wright (Inspire)
Margaret Lynch (SCVO)
Colin Phillips (SAMH)
Nicola Ingram (Quality Scotland)
Orla McDonald (Quality Scotland)

Apologies: -

Karen Indoo (Barnardo's Scotland)
Shirley Bwye (VDS)
Celia Carson (SCVO)
Nicky Neilson (Momentum)
Graeme Henderson (Penumbra)
Eleanor MacLeod (Enable Scotland)
Laura Lebec (Quarriers)

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

Actions arising

Introductions and Minutes of Last meeting	
<i>Online Training update</i> Rob Pickering, the developer for the online training is now in position so development of the tool is underway; Rob will be aiming to get input from a range of potential users of the online	

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<p>version of the EFQM intro course so if you wish to be consulted or to be involved in any pilot testing of the tool which should be commencing in Spring next year, please contact Rob on rob.pickering@qualityscotland.co.uk. Orla will keep the group updated with progress of the project</p>	VSN
<p>Benchmarking Orla distributed the results of the Pathway Society Results section. Given the short time scale available for the completion of the section, if people wish to complete the section, they should still do so and request the results from Orla. The next section to be completed for the November meeting will be Key Performance Indicators.</p>	VSN
<p>CVS Margaret Lynch the project manager for the SVA Quality Matters project outlined the current position of the CVS project, the pilot is now complete and some amendments are in progress before the roll out of the project to the wider network. Margaret also thanked Stewart Smith and Graeme Henderson for their contributions at the CVS benchmarking day, she will keep the group updated with any developments.</p>	ML
<p>Best Quality Research Orla inquired if the group had received the first update from the Best Quality Research group, as no one seemed to have been added to the mailing list, Orla will forward the updates to the group from now on.</p>	OM
<p>Network Matters</p>	
<p>VSN Conference This year's conference has been confirmed for the 4th November at Hampden Park. The key note speaker will be Ian McCallum from Stow College, this year's winner of the Scottish Award for Business Excellence. There will also be a panel discussion with representatives of the Scottish Government and SCVO as well as a number of workshops led by different organisations.</p>	
<p>If anyone has any suggestions for potential speakers or workshops please let Orla know as it would be really good to have VSN members leading some of the discussions on the</p>	VSN

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day. Places can be booked on the event via the link below;

<http://www.qualityscotland.co.uk/events.asp?cat=Voluntary+Sector+Conference&cid=QSC-EC-10106>

Recognition

Orla outlined how a number of organisations within the VSN are considering going for R4E over the next couple of years; in order to have as much support as possible it may be useful for those organisations to have some contact with each other to act as support through the process. If anyone wishes to be put in contact with another member of the group considering R4E please let Orla know and she will put you in touch.

VSN

Ambassadors for Excellence

The group were presented with their certificates as winners of the Ambassadors for Excellence award from 2009's Quality Scotland Awards. The category recognises those individuals or groups of people who support, promote and encourage the message of continuous improvement and organisational excellence both within their own organisation and to others. The VSN were recognised for their efforts over the past ten years in ensuring that quality is a key priority for voluntary organisations throughout Scotland. Congratulations to all. Certificates will be posted to those who were unable to attend the meeting.

OM

Quality World

Orla asked the group if any of their organisations were currently engaged with the PQASSO quality standards as an article has been published in Quality World outlining the unsuitability of EFQM for the voluntary sector and highlighting PQASSO as the quality model of choice. The group felt that the Excellence Model more than covers the scope of PQASSO and suggested writing a letter to the editor of Quality World from the network outlining the success that organisations in Scotland were having with the model. It was agreed that Orla will create a draft response letter and will circulate this to the group for amendments and then send it to the editor. Please find a link to the article below;

<http://www.thecqi.org/Knowledge-Hub/Qualityworld/Articles/The-race-for-quality/>

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<p>Environmental Scanning</p> <p>Margaret Lynch told the group how she was lobbying the Scottish Government to make EFQM a requirement for single interface organisations, and highlighted that any support for this would be much appreciated. Stewart Smith suggested there may be potential benefits in linking up local authorities engaged with PSIF with their relevant CVS who are using EFQM.</p>	
<p>Implementing Excellence</p> <p><i>Presentation from Anjie Rook – RNLI</i></p> <p>Anjie presented on the RNLI's journey to excellence – 'Making Waves', please find a copy of Anjie's presentation on the QS website.</p> <p><i>Presentation from Audrey McGinty – Dundee City Council</i></p> <p>Audrey took the group through how the Social work Department in Dundee City Council have achieved R4E at the bronze level and also how they have set their performance measures. Audrey's slides can be found on the VSN section of the website.</p>	
<p>AOB</p> <p><i>Next Meeting</i></p> <p>19th November – Victim Support Scotland, Edinburgh</p>	