

QS Voluntary Sector Meeting 25th February, The Wise Group, Glasgow

Attendees: -

Stewart Smith (Turning Point Scotland)
Hilary Bennison (Cornerstone)
Brian Robertson Fern (Apex Scotland)
Sharon Smith (The Wise Group)
Diane Greenlees (The Wise Group)
Kerry Antoniak (The Wise Group)
Christine McConnell (Epilepsy Scotland)
Neil Lovelock (CRNS)
Lindsay Chalmers (CRNS)
Sheila Fraser (Sheila Fraser Associates)
Marie Redden (Quarriers)
Margaret Lynch (SCVO)
Claire Heriot (Quality Scotland)
Orla McDonald (Quality Scotland)

Apologies: -

Karen Indoo (Barnardo's Scotland)
Anjie Rook (RNLI)
Glenn Harrold (Loretto Care)
Nikki Fraser (Crossreach)
Marie Innes (Alzheimer Scotland)
Nicky Neilson (Momentum)
Anne-Marie Logan (Penumbra)
Graeme Henderson (Penumbra)
Eleanor MacLeod (Enable Scotland)
Laura Lebec (Quarriers)
Douglas Bell (Children 1st)
Frank Russell (Victim Support)
Colin Phillips (SAMH)
Celia Carson (SCVO)
John Wallace (Barony HA)
Emily Lynch (Includem)
John Ferguson (SCVO)
Maureen Chalmers (The Richmond Fellowship Scotland)
Thomas Moan (YMCA Glasgow)
Patricia Thompson Wright (Inspire Scotland)

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

QS Voluntary Sector Meeting 25th February, The Wise Group, Glasgow

Actions arising

Introductions and Minutes of Last meeting

Congratulations were made to Barnardos Scotland who achieved Committed to Excellence since the last network meeting.

Benchmarking

Orla distributed the results of the Pathway Leadership Results section. The next section to be looked at will be Policy and Strategy. The link to the site is below;

http://assessment.qualitypathway.co.uk/Quality_Scotland/VSN/dwpathway.php

This can be accessed at any point and if you wish to complete the sections of the model that have already been looked at by the group you can do so at any time. Please let me know once you have done this and Orla can forward you the rest of the group's results for the relevant section.

CVS

Margaret Lunch updated the group on the progress of the SVA Quality Matters Programme. Forty-nine people from Voluntary Sector Support Organisation have now been through the 2 day EFQM training. East Dunbartonshire CVS achieved C2E, the first from the programme. The programme is hoping to get organisations to benchmark with the John Lewis Partnership. Orla will keep the group updated

OM

VSN Conference

Feedback from the conference reflected the thoughts of the group at the last meeting; Stow's input was a highlight and the SROI and Procurement sessions weren't as popular. If anyone has any thoughts on the next conference please let Orla know as it can be discussed at the next meeting.

VSN

QS Voluntary Sector Meeting 25th February, The Wise Group, Glasgow

<p>Website Orla has set up a web forum on Ning.com where people can discuss issues on different topics and any queries or questions they might have. There was a point made by ML that people might not use the website. The group decided to give the site a chance and feedback will be gathered. Orla will send invitations for people to join the forum.</p>	OM
<p>Information on Network members A template was distributed to the group to collect information on the members areas of knowledge / experience to share among the network. Some questions were raised as to whether the information had to be directly related to the model, but it was decided that more general information on topics to Quality would be more useful. Orla will resend the template.</p>	OM
<p>The Gathering There was no direct feedback from the group in regards to the gathering as not many had attended. Neil suggested looking on BBC Iplayer as there is a clip of the Gathering on it.</p>	
<p>Network Matters</p>	
<p>Model Changes As mentioned at the last meeting changes have been made to the EFQM Model. Orla asked the group what they thought about the update. Overall, those who had seen the changes felt they were positive. The group agreed that the biggest change to the model was Society Results and they also found it was the most difficult to score on. An article highlighting the key changes to the model was handed out to the group. Orla suggested that there should be a timely review held to discuss more about updating the VSN guide to the EFQM Excellence model to the 2010 version if people were interested. Between now and the next meeting in May hopefully people from the group will have an opportunity to learn more about the changes. A decision will be taken as to how best to update the guide. ML suggested that the VSSO will also be looking at this issue and there is the opportunity for joint working.</p>	VSN

QS Voluntary Sector Meeting 25th February, The Wise Group, Glasgow

<p>Online Training</p> <p>The online training version of the 2 day self-assessment course is now in a position to be piloted. If anyone is interested in taking the course it will begin in the 2nd or 3rd week of April. This is a 6 week course with 15 hours worked in to the 6 weeks. The cost of the pilot is £80. If anyone has the chance to go onto the new course in April and has been on the 2day course previously it would be interesting to get feedback on the comparison of the two courses. Equally if any new members of the network would like to take up on the opportunity. If anyone has any questions please do not hesitate to contact Orla McDonald or Rob Pickering.</p>	VSN
<p>Implementing Excellence</p> <p>Presentation from Dianne Greenlees, The Wise Group Dianne gave a presentation on The Wise Group's progress through their excellence journey and also some background on what the Wise Group as an organisation do. Orla will forward the slides from this.</p> <p>Environmental Scanning Orla updated the group on the BEST research programme and will forward the latest newsletter on the group.</p> <p>Performance Measures Sheila Fraser gave a presentation on the Balance Scorecard and how it works in practice, looking at The Cedar Foundation's experience. Orla will forward the slides from this.</p>	OM OM OM
<p>AOB</p> <p>Dates and venues for 2010 meetings 20th May – Apex Scotland, Dundee 19th August – SCVO, Edinburgh 18th November – SAMH, Glasgow</p> <p>Next Meeting 20th May – Apex Scotland, Dundee</p>	