

QS Voluntary Sector Meeting 19th November 2009, Victim Support Scotland, Edinburgh

Attendees: -

Stewart Smith (Turning Point Scotland)
Hilary Bennison (Cornerstone)
Douglas Bell (Children 1st)
Frank Russell (Victim Support)
Colin Phillips (SAMH)
Brian Robertson Fern (Apex Scotland)
Celia Carson (SCVO)
Sharon Smith (The Wise Group)
John Wallace (Barony HA)
Orla McDonald (Quality Scotland)

Apologies: -

Karen Indoo (Barnardo's Scotland)
Anjie Rook (RNLI)
Glenn Harrold (Loretto Care)
Nikki Fraser (Crossreach)
Julie Miller (Alzheimer Scotland)
Nicky Neilson (Momentum)
Anne-Marie Logan (Penumbra)
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

Congratulations were made to The Wise Group and Penumbra who both achieved Committed to Excellence since the last network meeting.

The RNLI was also congratulated for being awarded Recognised for Excellence at the Gold level, a fantastic achievement.

Online Training update

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useful contribution, particularly in the workshop session, but some of the workshops were perhaps not as useful. The group indicated that further information on Social Return on Investment would be good and we hope to look at this at a future network meeting, It was also highlighted that Hampden wasn't that successful as a venue as the main room was very cold which affected the attendance at the workshops.

Website

A piece of feedback that came from the conference was to try to use more technology to aid in networking, such as web forums. The group had a discussion around how the site would be moderated. Some sites that were suggested were ning.com or huddle. Orla will investigate these options and update the group.

OM

Information on Network members

It was suggested that a list be compiled of contact details and areas of knowledge of network members, which would be distributed around the group. Orla will forward a template to network members and will send out the completed list.

OM

Model Changes

Orla informed the group that EFQM had gone through a review process and that some changes to the model had been made. Key changes include; revised weighting of the nine criteria, closer integration of the fundamental concepts into the model, and some refinements to RADAR logic. Update courses are being run by QS

Workshops will be held on the following dates:

- Wednesday 6th January, 2010 - Edinburgh - 9.30am until 12.30pm
- Wednesday 13th January, 2010 - Glasgow - 1.30pm until 4.30pm
- Tuesday 26th January, 2010 - Inverness - 1.30pm until 4.30pm

Places can be booked by following the link below;

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<p>http://www.qualityscotland.co.uk/events.asp?cat=Revised+EFQM+Excellence+Model+2010+Workshops&cid=QSC-EC-10109</p> <p>An area that the group may wish to consider is whether or not to update the Voluntary Sector guide to the model to reflect these changes. This point will be discussed at the next network meeting.</p>	
<p>Environmental Scanning</p> <p><i>Skills Utilisation</i> Celia Carson outlined how she has been invited by the Scottish Government to gather some examples of third sector organisations which operate good practice in making the best use of skills in their workforce. This is part of the Scottish Government's Skills Utilisation agenda. There is a specialised website (see below) which aims to provide employers with a range of support measures etc for doing this and our case studies will be publicised on there.</p> <p>http://www.scotland.gov.uk/Topics/Education/skills-strategy/Employeradvice</p> <p>If anyone is prepared to speak to Celia about their HR and Quality processes and systems she would be delighted, If they could email their interest asap at : celia.carson@scvo.org.uk or phone on 0131 474 8017 if they would like to discuss it further before deciding</p> <p><i>The Gathering</i></p> <p>Celia Carson also informed people of the upcoming 'Gathering' which is taking place in Edinburgh in February, for more info please follow the link below;</p> <p>http://www.scvo.org.uk/scvo/SCVOEvents/ViewSCVOEvents.aspx?al=t&EID=1140&from=EventHome</p> <p><i>Care at Home Grades</i></p> <p>Stewart Smith told the group about a compilation table that had been created of all care at home care commission grades. If anybody would like a copy of this table, please get in touch with</p>	<p>VSN</p>

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<p>Orla</p>	<p>VSN</p>
<p>Implementing Excellence</p> <p><i>Presentation from Orla McDonald, QS</i> Orla outlined the Leadership programme that Quality Scotland is running in conjunction with Edinburgh Napier University, the course awards credits to individuals who go through the 2day EFQM self-assessment course as well as the 3 day Accredited Assessor course along with some supplementary work, combined with modules in Leadership within Edinburgh Napier, overall these credits lead to a Post Graduate Certificate which is equivalent to a third of a masters degree. For more information please contact Alaine Sommerville on 01315562333 or alaine.sommerville@qualityscotland.co.uk</p> <p><i>Presentation from John Wallace, Barony Housing Association</i> John took the group through the process involved and actions that Barony took forward on their journey to Committed to Excellence, there was a lot of discussion among the group around how best to undertake staff surveys as well as gathering feedback from service users. Thanks to John for his contribution.</p>	
<p>AOB</p> <p><i>Dates and venues for 2010 meetings</i> 25th Feb – The Wise Group, Glasgow 20th May – Apex Scotland, Dundee 19th August – SCVO, Edinburgh 18th November – SAMH, Glasgow</p> <p><i>Next Meeting</i> 25th Feb – The Wise Group, Glasgow</p>	