

East Dunbartonshire Council Committed to Excellence Award Ceremony 06/04/10

East Dunbartonshire Council are hosting an award ceremony at The Council Chambers on Tuesday 6th April to celebrate East Dunbartonshire Council for Voluntary Service's (EDCVS) achievement of the European Foundation for Quality Management (EFQM) "Committed to Excellence" status. The award will be accepted by the Chairperson of EDCVS Gordon Thomson. Rhondda Geekie, leader of East Dunbartonshire Council, guests and employees to the event. Councillor Geekie said, "This is marvellous achievement by East Dunbartonshire CVS, and it is all the more special as they are the first in Scotland to have reached the milestone.

"It shows they are an organisation which is not content to stand still and want to keep improving and delivering at the highest level. That is a worthy goal and their efforts have been recognised."

Dave Bradley, Chief Executive of Quality Scotland, the awarding body, will be presenting the award to Gilbert Grieve of EDCVS. He said "Quality Scotland are delighted that East Dunbartonshire CVS has become the first organisation to achieve Committed to Excellence through the Quality Matters programme. By taking forward three improvement actions East Dunbartonshire CVS have demonstrated their commitment to continuous improvement and have achieved real benefits for their leaders, their people and their customers."

EDCVS are the first of the participants in the Big Lottery funded Supporting Voluntary Action (SVA) Quality Matters project, which is managed by the Scottish Council for Voluntary Organisations (SCVO) to attain Committed to Excellence status. In order to achieve this award, EDCVS carried out a detailed assessment of the organisation's strengths and areas of improvement and implemented a detailed action plan to take EDCVS down the path towards Excellence.

Gilbert Grieve, Chief Executive of EDCVS said: "EFQM was an excellent experience for EDCVS. The board used to involve the whole organisation in a review which resulted in recommendations for changes to our Governance structure, Policies and Procedures and how we interact with our Customers. The resultant action plan focused on the above three key areas and has resulted in the development of a more focused customer based organisation. We now have improved recording systems and general operational

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procedures and through our new customer evaluation system we are getting more feedback on the types of service really required by our local groups."

Paul White, Director of Networks at SCVO and chair of the SVA Management Group said: "Thank you (EDCVS) for your participation in and support for the SVA programme and congratulations again on what is a notable success for your organisation at a time when demand from our sector for quality services is greater than ever.. I am sure that your Management Board and staff team will be justifiably proud of this success."

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Notes to Editors:

1. SVA is a programme to strengthen local support for the voluntary sector in Scotland. The BIG Lottery Fund is investing £8 million in the programme, which is managed by the [Scottish Council for Voluntary Organisations](#).
2. The [SVA Quality Matters](#) project is helping to develop and implement the internationally recognised EFQM quality framework across the Council for Voluntary Service network and other voluntary sector support organisations. This will result in increased quality and credibility across the network.
3. [Quality Scotland](#) is a charitable organisation that promotes Business Excellence across Scotland in the private, public and voluntary sectors.
4. For further information please contact Tariq Ali on 0141 225 8011 or tariq.ali@scvo.org.uk