

Quality service

For over twenty years CEDC has championed the cause of community-based learning and in doing so, has gained a reputation for producing work of the highest standard. CEDC has been aware that quality rests on ensuring that its systems work well, and that is why gaining formal recognition by the International Organization for Standardisation (ISO) was so important. The prestigious ISO 9001 Award is given to organisations and businesses that demonstrate their commitment to achieving quality – in their work, in the way in which internal systems are implemented, in their attention to customer care and in their pursuit of ever improving standards and performance.

Striving for quality and excellence informs all of CEDC's work. CEDC seeks to provide first class services and this edition of *CEDC in action* is dedicated to looking at some of these services.

Consulting the community

Consultancy work is a massive growth area for CEDC. We undertake community audits, reviews, commissioned work and evaluations. CEDC's community audits are used to examine the profile and needs of specific areas. They lead to an analysis of the aspirations of the people living there and result in the development of action plans which are applied to shape and inform policy.

Commissioned consultancies enable CEDC to offer advice and expertise to a range of clients mostly in the public sector. CEDC has completed over forty consultancies in the past year for national agencies, health authorities and trusts, local education authorities and other local government departments.

Evaluations and reviews offer an in-depth exploration of how a project, organisation or service is performing. CEDC has many years' experience of carrying out such work and is regarded as an invaluable support to those whose aim is to improve their services.

Tailor-made training

CEDC offers both negotiated training and dedicated training. Negotiated training is commissioned by external clients. CEDC staff lead training events which are developed to meet the requirements of the client.

Dedicated training is that which is organised and implemented by CEDC. For example, CEDC organises a range of training programmes including:

- Community Briefings, for staff working in community education, community regeneration and community health and for those working in local and regional partnerships

- regular briefing sessions for Co-ordinators of Governor Services in LEAs and private consultants working with governing bodies

- training for practitioners working with CEDC's Share and Share Plus family learning initiatives.

Last year CEDC organised nearly forty training events in all parts of the country.

Round table conference

Typical themes, guest speakers, practical workshops, lively debate, accessible venues – these are the hallmarks of CEDC's conferences and events. Our conference department organises a varied programme, drawing upon expertise and experience of its staff, and produces high-quality, well-received conferences that give delegates the chance to meet others working in related areas, to explore specific issues and to evaluate current practice.

Publish and be ... delighted!

CEDC's Resources department offers a comprehensive publishing service and has particular expertise in editorial work, graphic design, desk-top publishing and print buying. We not only produce and publish our own materials, we are regularly commissioned by other organisations to produce publications, newsletters, training and learning materials.

Subscriptions

CEDC offers a subscriptions service for:

- Community Schools Network, which aims to help schools to engage with their communities
- Governors' Agenda magazine, which seeks to support those who work in school governance by providing information and disseminating good practice

- Community Educators' Network, a support network for those engaged in the implementation of community education in a wide range of settings.

Value driven

All of the services provided by CEDC reflect its values. These drive forward the organisation's commitment to extend opportunities through community-based learning. We believe that learning is the gateway to good health, community well-being and educational attainment and that learning should be available for the many and not just the few. CEDC's work chimes with so many of the government's objectives, such as Extended Schools, school improvement, behaviour improvement, Excellence in Cities, Sure Start, Connexions, Learning and Skills Councils, the National Strategy for Neighbourhood Renewal, Our Healthier Nation and the adult basic skills strategy.

Phil Street is Chief Executive Officer of CEDC.



One of CEDC's consultation exercises

In this issue

- Phil Street presents an overview of the high standard of services CEDC has to offer.

- Chris Jones and Ian Bostill provide a snapshot of two consultancies undertaken by CEDC's Economic and Community Regeneration sector.



- John Grainger shows how CEDC is sharing its expertise with schools and LEAs.

- Sue Robus describes the work of the Parent Partnership Service which supports parents and carers of children with special educational needs.



Warwickshire Parent Partnership Service

- Teresa Johnson and Gailyn Green examine the training CEDC provides for tutors involved in the Share and Share Plus projects.



- Lisa Griffiths describes the work of CEDC's conference department and gives a glimpse of a forthcoming conference.

- CEDC's Resources department provides an editorial and design service for external clients – Carolyn Sugden explains.



- We look at CEDC's subscriptions service for Governors' Agenda, the Community Schools Network and Community Educators' Network.



- We catch up on new and recent developments at CEDC.

- Brains Trust – we invite you to give your views on a controversial question relating to the theme.

- Bits & pieces – our regular information exchange section.

Brains Trust



Here's your chance to express your views and to share your expertise. We invite you to consider and respond to the following question:

What are the hallmarks of quality in the not-for-profit sector?

Write with your views to Amanda Kay, Editor, *CEDC in action*, CEDC, Unit C1, Grovelands Court, Grovelands Estate, Longford Road, Exhall, Coventry CV7 9NE or e-mail amanda@cedc.org.uk.