

## Further consultation

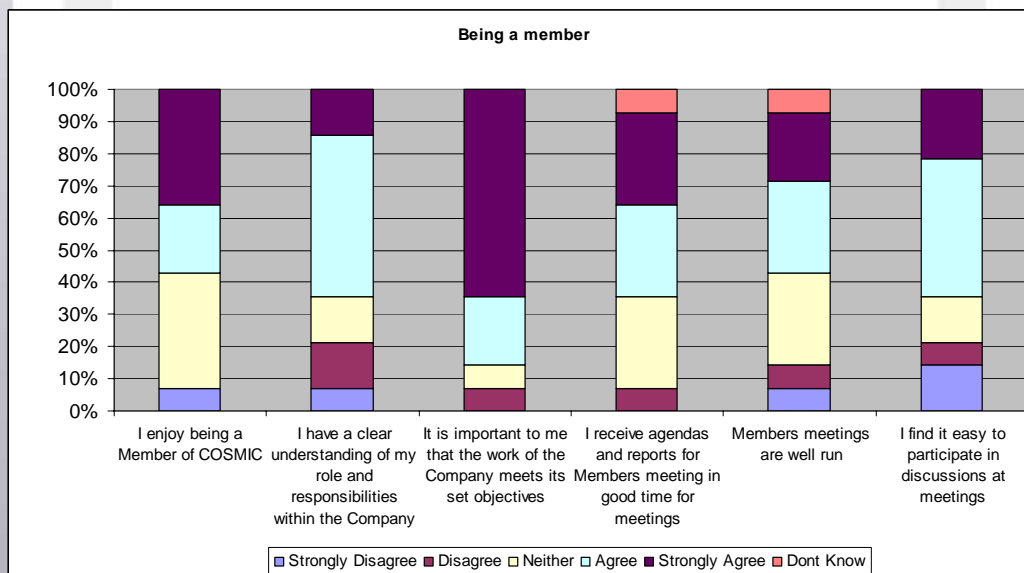
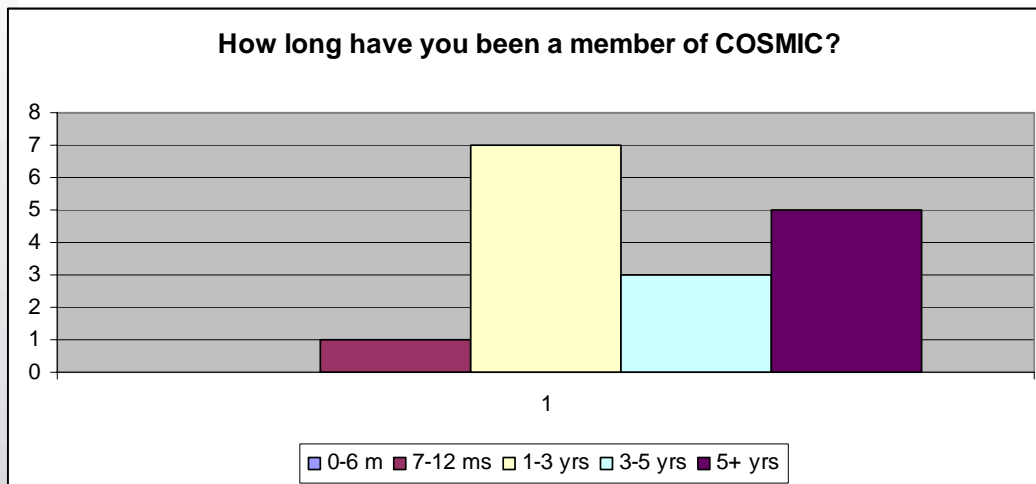
### Funders Survey

We attempted to survey all 9 of the funders for whom we had undertaken work in 2006. Unfortunately, only 1 funder responded and that survey was incomplete.

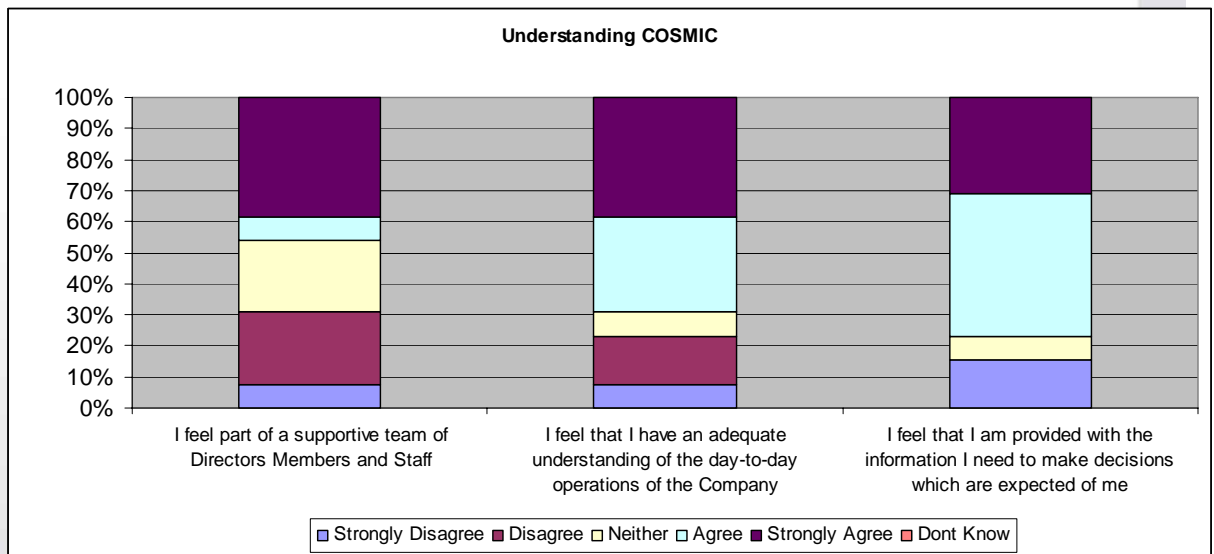
### Members Survey

All 42 members of COSMIC were surveyed for this purpose. 15 responded, giving a return rate of 35.7%.

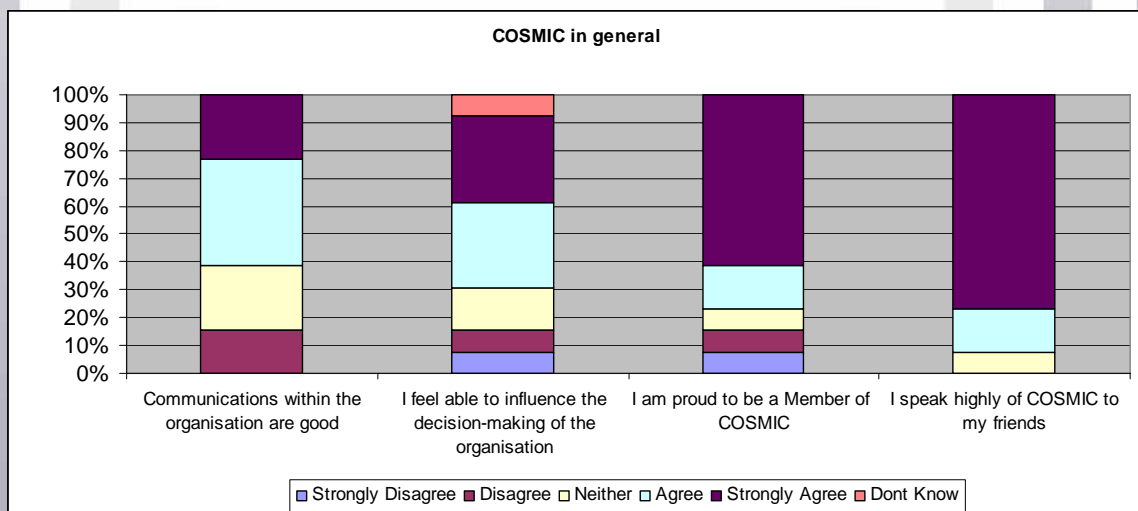
Responses to questions are displayed graphically below



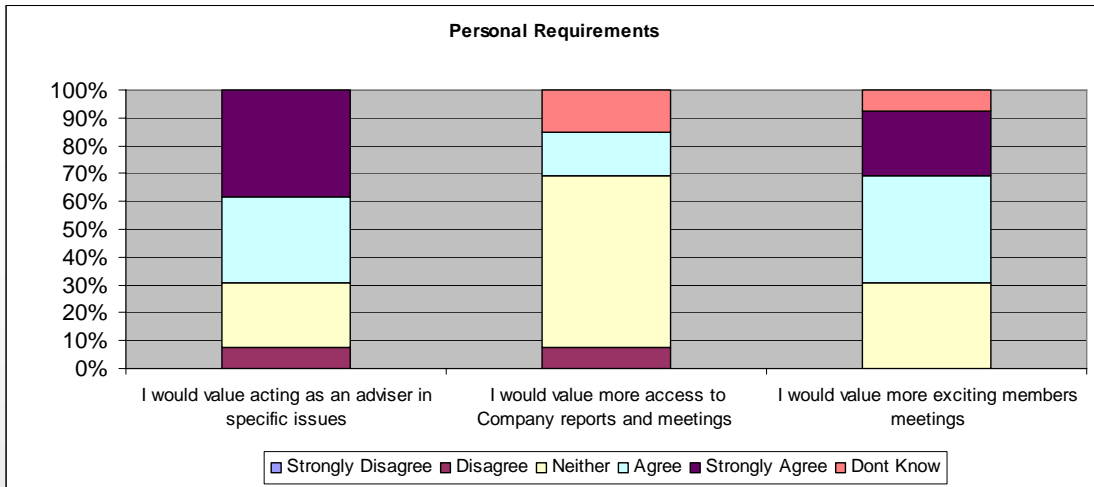
- "I'm too new a member to be very helpful here."
- "I have difficulty in seeing what value members input into the company apart from a pool with which to select directors from."
- "Due to my circumstances it has been hard for me to attend many members meetings; I do hope that this will change in the future."
- "The members have no effective role to play in the company and as a result there is little incentive or reason to have them anymore."



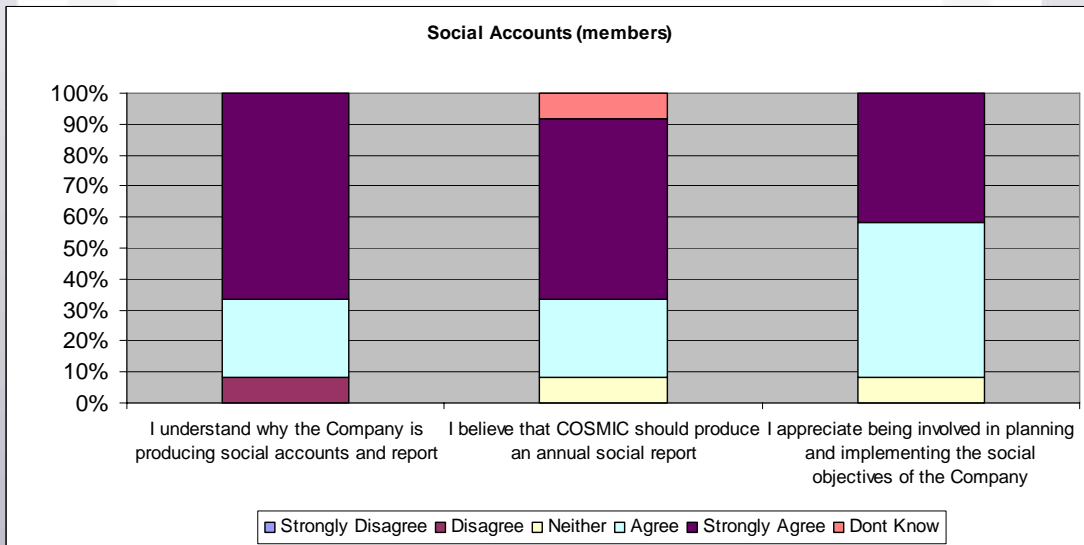
- "Again I don't know what input Directors or members have, most of the ideas to push the company forward come from the staff and we have to take them to the directors, for them to approve, its a bit like Oliver Twist asking "please sir can I have some more" we should be making the decisions, not being held back."
- "Again, whilst there are meetings there is such little support that they would never result in action being taken, except that already decided by the board and staff"



- “Again it’s an “At times” situation; at times things are good, at times there poor.”
- “Whilst I am confident that COSMIC provide an excellent service to the community, as I feel that I have absolutely nothing to do with them it is hard to be proud”



- “I have offered throughout my contact with COSMIC to advise, help etc and this has been ignored on most occasions.”



- “I understand why the company does this, just not sure of the long term value, when at the end of the day it is the amount of money in the bank that will decide what we can and cannot do. ”

Please add any further suggestions you may wish to make about other objectives COSMIC should be tackling; operational practices; or anything else that might help us to improve our performance.

- "Invite guest "speakers" to meetings or have evenings when guest speakers are invited"
- "I think we should be developing strategic partnerships with other businesses and groups and look to become one stop shops for customers."
- "Who or what are SME's and VCO's?????"
- "Employ more people to earn more money, to reinvest in new ideas and help even more people."

### Summary of Recommendations

#### Objective 1

1. Review our approach to our work with young people, especially in light of our experiences with IT's NEET, and also to focus on providing an effective work experience.
2. Look at providing a more diverse range of training opportunities to satisfy the needs of older learners
3. Continuation of negotiations with partner organisations for mobile training resources to be achieved post-shuttle.
4. Marketing services specifically to SME's and VCOs separately.

#### Objective 2

1. Marketing of specific services to SMEs and VCO's, including with existing clients, be improved
2. Review of the proposals to structure services into a 'multi-disciplinary' centred arrangement to better suit clients
3. Make improvements to communications and customer care
4. Regular information to clients on new technologies etc – Clients Newsletter?

#### Objective 3

1. Explore further potential for improved work / life balance policies
2. Introduction of a new support and supervision structure with the appointment of team leaders

#### Objective 4

1. Further development of environmental accounting and audit in 2007
2. New awards to be investigated and applied for
3. Marketing plan to be reviewed mid 2007
4. Continual development of opportunities to promote our work nationally and to host visits.