Relationship between TSI and third sector representatives

Checklist
We really appreciate you taking the time to work through this questionnaire, but before you do, we will explain a bit about why we are asking you these questions.

**Background**

Voluntary Action Scotland and the Improvement Service are working together in a pioneering new programme supported by the Scottish Government to build the best possible environment in which the third sector can grow to develop better local outcomes (outcomes are about making changes in the quality of life and life opportunities for citizens and communities. They are the result of what we do, or what we enable communities to do for themselves).

The TSI Community Planning Improvement Programme is focused on improving the impact of TSIs on Community Planning (this is a process which aims to help the public and third sectors work together better with the community to plan and deliver better services which make a real difference to people’s lives) and on better outcomes for local communities across Scotland. The programme will work initially with five partner TSIs (Aberdeen, North Ayrshire, North Lanarkshire, Orkney and Scottish Borders) and their Community Planning Partners (e.g. Local Authority, NHS, Police, Fire and Rescue Service, local Enterprise company) to support them with self-assessment, benchmarking and improvement work that will aim to help TSIs to clarify and strengthen their role, and the role of the third sector, in Community Planning.

To help your local TSI and Community Planning Partners better understand third sector organisations’ views of their relationship with the TSI and the extent to which they think the TSI helps the third sector to contribute to the delivery of local priorities and improved outcomes in their local area, we are issuing this questionnaire to all third sector representatives in the TSI area. The findings will be incorporated into a facilitated workshop between the TSI and its Community Planning Partners. Your local TSI will be one of the following;

- **Aberdeen** Council for Voluntary Organisations [AVCO]
- **Voluntary Action Orkney**
- **Voluntary Action North Lanarkshire**
- **TSI North Ayrshire** is a partnership between The Ayrshire Community Trust [TACT] and Arran CVS [ACVS]
- **The Borders** Third Sector Partnership is a partnership between The Bridge, Berwickshire Association for Voluntary Service [BAVS], Volunteer Centre Borders and Scottish Borders Social Enterprise Chamber

**Instructions for completion of questionnaire**

The questionnaire contains 37 statements and should take approximately 1 hour to complete. The questionnaire will lead you through a sequence of statements relating to how your local TSI engages with you. You will be asked to rate the extent to which you agree/disagree with each of the statements. You should do this on a ‘gut-feeling’ basis – i.e. don’t spend too much time thinking about each statement and the rating you provide should be based on your initial reaction to the statement.
Each statement in the checklist should be scored against the following scale:

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Not Applicable</th>
<th>Don’t Know</th>
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<tr>
<td>1</td>
<td>2</td>
<td>3</td>
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The ‘Not Applicable’ option should be used when you feel the particular statement does not apply to your role or the relationship between your organisation and the TSI.

The ‘Don’t Know’ option should be used when you feel that you do not have sufficient information about the particular statement to enable you to make a judgment.

At the end of each section there is a comment box which asks you to provide comments that support your views on how you think the TSI is working with, supporting and engaging your organisation. You must provide comments in the box to allow you to continue to the next section. Please provide as much detail as you can in the comment box, as this will really help us in working with the TSI and other Community Planning Partners to develop an improvement plan. If you feel as though you are not in a position to provide evidence or comments in the boxes please simply write ‘None’ in the box.

All questionnaire responses are anonymous and non attributable.
1. **Third Sector Engagement**

This section explores how the TSI engages with the third sector in the area

1. The TSI understands the needs of the third sector in its area.

2. Feedback from the third sector is used by the Community Planning Partnership to focus on the needs within the local area, the activities undertaken and the way that activities are delivered.

3. The TSI works with the third, public and private sectors within the local area to help focus activity on areas that are of importance to the third sector.

4. The TSI supports third sector organisations to take up opportunities to work together on shaping local priorities.

5. The TSI brings third sector organisations in their area together to engage and involve them in the work of the Community Planning Partnership (CPP) and to encourage and support them to identify issues that should be raised with the CPP and individual Community Planning Partners.

*Thinking about the statements covered in this section, please provide any general comments you may have.*
2. Use of Evidence

This section explores how the knowledge held by third sector organisations is used by Community Planning Partners.

6. The third sector knows that its knowledge, research and understanding of the local area contributes to Community Planning decisions.

7. Community Planning Partners make full use of the research undertaken by third sector organisations and the sector’s knowledge of local assets, including knowledge, skills, connections and networks.

8. The third sector is actively involved in developing an understanding of the needs of individuals and communities within the local area and planning the services to meet these needs.

Thinking about the statements covered in this section, please provide any general comments you may have.
3. Focus on Outcomes

This section explores how the third sector are involved in the Community Planning process.

9. There is evidence that through TSIs, the third sector is involved with the Community Planning process working together to focus on the needs of local communities.

10. The TSI is able to help joint working amongst the third sector to meet the needs of local communities.

Thinking about the statements covered in this section please provide any general comments you may have.
4. Leadership and Relationships

This section explores how the TSI and third sector work together.

11. The TSI is committed to working with the third sector to achieve improvement in the quality of local peoples lives.

12. The TSI and third sector have developed strong relationships built on mutual trust.

13. The TSI shapes and influences local policy and local decisions which impacts on the third sector.

*Thinking about the statements covered in this section, please provide any general comments you may have.*
5. Governance

This section explores roles, responsibilities and decision making.

14. The third sector understands the roles and responsibilities of the TSI within the Community Planning Partnership.

15. The TSI has supported the third sector to understand the role it can play to support the delivery of local outcomes and priorities.

16. There are appropriate structures and processes in place to engage the TSI and wider third sector in decision making and the planning, design and delivery of public services.

17. The Community Planning Partnership has an agreed vision for the role of the third sector in supporting the delivery of improved outcomes for local people.

18. The Community Planning Partnership is working with the third sector to turn this vision into practice.

19. The third sector is involved in a range of partnerships or working groups with public sector partners within the Community Planning area.

In relation to the statements covered in this section, please provide any general comments you may have.
6. Accountability

This section explores how the TSI connects with, and is accountable to, the third sector.

20. There is recognition of the contribution the third sector makes in supporting the needs of local communities.

21. The TSI effectively communicates the business of the Community Planning Partnership to third sector organisations.

22. There is evidence that the priorities of the third sector (i.e. ensuring a strong robust third sector, strong social capital and an asset based approach) are built into the priorities and activities of the Community Planning Partnership.

23. The TSI reports to the third sector on its work on Community Planning.

24. The third sector holds the TSI to account for its contribution to Community Planning.

*Thinking about the statements covered in this section, please provide any general comments you may have.*
7. Use of Resources

This section explores others awareness of third sector resources.

25. The TSI understands what third sector resources (e.g. volunteers, skills, money donated by communities, assets) are deployed locally.

26. Other Community Planning Partners understand what third sector resources (e.g. volunteers, skills, fundraising by communities, assets) are deployed locally and how they can support improvements in the lives of local communities.

27. The TSI strives to have volunteering built into the policies and plans of the CPP and individual Community Planning Partners.

28. The TSI strives to have social enterprise built into the policies and plans of the CPP and individual Community Planning Partners.

29. The TSI strives to have third sector organisations built into the policies and plans of the CPP and individual Community Planning Partners.

Based on the statements covered in this section, please provide any general comments you may have.
8. Performance Management and Reporting

This section covers the use of performance information across the third sector, TSI and Community Planning Partnership.

30. The TSI is clear on the most useful performance information available from third sector organisations to allow informed decision making and arrangements are in place to allow this to happen.

31. The third sector is clear on the performance information they should share with the TSI to allow informed decision making at all levels of Community Planning and arrangements are in place to allow this to happen.

32. The Community Planning Partnership shares performance information with the wider third sector in a user friendly way.

33. The Community Planning Partnership provides opportunities for local people to see how it is performing in relation to the work around improving the lives of local communities

A. Please provide details of evidence that supports your views in relation to how the TSI, working with other Community Planning Partners manage, report, share and use performance information
9. Impact

This section explores the impact made by the third sector, the TSI and the Community Planning Partnership working together.

34. Involving the third sector, the Community Planning Partnership has delivered improvements which could not have been delivered by the third sector or other Community Planning Partners alone.

35. Working together, the third sector and Community Planning Partners are making progress in closing the gap between the most and least deprived communities within the local area, reaching and providing services to increasing areas of the local community.

36. There is evidence that the TSI is supporting the third sector to contribute to activities that improve the lives of individuals, families and communities.

37. Community Planning Partners support the third sector to play a role in early intervention and prevention.

Based on the statements covered in this section, please provide any general comments you may have.