

# Third Sector Interface Reporting System (TSIRS)

## Background

This template was developed by a Voluntary Action Scotland (VAS) working group with the Scottish Government and supported by Evaluation Support Scotland. The purpose is to ensure interfaces can report on the 4 functions every 6 months. The **content** of reports will be different for each interface. But a common template will create a consistency of **approach** and help Government and VAS understand the impact of interfaces.

## What you have to do

You must complete **one template** for your interface and send it to **Iain Murray** at Scottish Government Third Sector Division ([iain.murray@scotland.gsi.gov.uk](mailto:iain.murray@scotland.gsi.gov.uk)) **AND** **Vicky Wan** at Voluntary Action Scotland ([vicky@voluntaryactionsotland.org.uk](mailto:vicky@voluntaryactionsotland.org.uk)) no later than **31 October 2011**.

## What will happen with the information you provide?

**You** can use the report to celebrate success and identify improvements for the future.

**Scottish Government** will use the reports to monitor and evaluate the impact of third sector single interfaces on the third sector, on the community planning process and on local communities across Scotland. Third Sector Division intends to make the reports available on their website.

**VAS** will pull together the information in the reports to create a **collective report** of the impact of interfaces. This report will be shared across the network. No individual interface will be referred to in this collective report without your permission.

**The information will not be used to create a league table of interfaces.**

## What information should you use to answer the questions?

You should report on **everything you do** in relation to the four functions:

Volunteering development

Social enterprise development

Supporting and developing a strong third sector

Building a third sector relationship with community planning

Scottish Government recognises that many interfaces cannot isolate exactly what Scottish Government funding pays for. But more importantly they and VAS want to see the **full story** of the difference interfaces make in relation to the 4 functions. Some interfaces may be able to use this same report for the CPP.

## How much information should you provide?

Try to keep your answers **brief**. Some questions just need numbers. For others you will need to write something (for example the case study questions) – but please use no more than **100 words** if you can.

## Is this template set in stone?

The template has been developed and tested **for the network by the network** so it should be fit for purpose. But it won't be perfect. This first 6 month is a pilot and there's space on this template for you to give your feedback on filling it in. VAS and Scottish Government will then agree any changes that need to be made to the template. They will do this well **before** your next report is due in April 2012.

## What if you can't answer a question on the template?

Don't worry. Explain why.

If you don't **understand** a question then pick up the phone and **talk to one of your colleagues from the working group** (see below). They can explain what the question is about and tell you how they are answering it for their interface.

## Who is on the working group that developed this template?

Harriet Eadie (Edinburgh), Gilbert Grieve (East Dunbartonshire)\*, Kelley Hall (Highland), Gaynor Jones (Orkney)\*, Stephen McLaughlin (North Ayrshire), Helen Rorrison (Fife), Catherine Hughson (Shetland), Margaret Simpson (Scottish Borders)

Laura Sexton (Scottish Government), Vicky Wan (VAS), Steven Marwick (Evaluation Support Scotland)

\*Gaynor and Gilbert are no longer on the group

**And finally please be honest.**

**Your report won't be credible if you say everything is perfect!**

## Context and baseline

Interface name:	
Principal contact:	

Governance and Management structure of interface (single organisation / partnership etc)	
What stage are you at with your interface business plan?	

**Each interface is different and responds to different circumstances. So please write a few paragraphs to describe the nature of your interface to set context for the rest of your report.**

*The kind of things you might want to cover are (this is a suggested list):*

- Area in which Interface operates – Rural / Urban / Mixed / Island
- No of staff per Interface, full time/part time/volunteers
- Size of population served
- Size of area served
- Third Sector Structures assisting Interface delivery e.g. Strategy Group, Thematic Groups, etc and relevant strategies (eg a compact, strategy for volunteering or social enterprise)
- Brief information about third sector in your area such as numbers of third sector organisations, numbers of members you have.
- Key sectoral issues of concern / things you are working on with your sector
- Extent of volunteering in your area

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## Volunteering development

What did you do (activities) in the last <u>6 months</u> ?	
1. Briefly describe what you did to develop volunteering. (Please include promotional campaigns or events, new projects or services, employer supported volunteering)	
2. For MV Awards delivering areas: <ul style="list-style-type: none"> <li>• number of MV registrations</li> <li>• number of MV 50 hour awards</li> <li>• number of MV 100 hour awards</li> <li>• number of MV 200 hour awards</li> </ul>	
3. For the Saltire Awards pilot areas only <ul style="list-style-type: none"> <li>• number achieving Challenge</li> <li>• number achieving Approach</li> <li>• number achieving Ascent</li> <li>• number achieving Summit</li> <li>• number achieving Ambassadors</li> </ul>	
4. Number of volunteering <ul style="list-style-type: none"> <li>• enquiries</li> <li>• placements (volunteers registered as 'active' on v-bay or with v-bay placements)</li> </ul>	
5. Number of volunteers placed who: <ul style="list-style-type: none"> <li>• were unemployed</li> <li>• declared a health issue or support needs</li> <li>• were under 25</li> <li>• were over 60</li> </ul>	
6. Number of volunteering opportunities registered: <ul style="list-style-type: none"> <li>• total number of opportunities overall</li> <li>• opportunities registered in the last 6 months</li> </ul>	
7. What did you do to improve the quality of volunteering provided by organisations? (this might include Volunteer Friendly or IIV Awards, training, opportunity development, briefings and information etc)	

<b>What difference did you make (outcomes)?</b>		
8. Tell us what difference your volunteering development has made to individuals. You could include for example: employability gains, health gains, learning and skills.		
<b>Interface achievement</b>	<b>Local outcome*</b>	<b>National outcome*</b>
9. Tell us what difference your volunteering development has made to organisations (e.g. numbers of orgs achieving Volunteer Friendly or IIV accreditation; examples of new volunteering opportunities being developed, volunteer manager workforce development).		
<b>Interface achievement</b>	<b>Local outcome*</b>	<b>National outcome*</b>
10. Please give a case study to illustrate the impact of your work with a volunteer(s).		

11. What did you not manage to do or did not go as well as you hoped?

12. What have you learned from this / will do differently in future?

13. How did you collect the information (e.g. database, volunteer feedback)?

**\*In 'local outcome' write the SOA outcome you are contributing to if appropriate. In 'national outcome' write the national outcome you are contributing to if appropriate.**

## Social enterprise development

“A Social Enterprise is a business with primarily social objectives whose surpluses are principally reinvested for that purpose in the business or in the community, rather than being driven by the need to maximise profit for shareholders and owners”,(a widely used definition from UK Department of Trade and Industry).

What did you do (activities) in last 6 months?	
14. Please give a short summary of what you did to develop social enterprise in the last 6 months. This might include advice on bidding for contracts or helping to set up new social enterprises.	
15. How many organisations did you refer to: <ul style="list-style-type: none"> <li>• just Enterprise programme</li> <li>• the Social Entrepreneurs Fund</li> <li>• the Growth Fund</li> </ul>	

What difference did you make (outcomes)?		
16. Tell us what <b>difference</b> your social enterprise development work made. You could include (these are <u>suggestions</u> ): <ul style="list-style-type: none"> <li>• increased turnover of social enterprises</li> <li>• more jobs created in social enterprise</li> <li>• new social enterprises established</li> <li>• examples of increased sustainability</li> </ul>		
<b>Interface achievement</b>	<b>Local outcome*</b>	<b>National outcome*</b>

17. Please give a case study to illustrate the impact of your social enterprise support for a social enterprise.		
<b>Interface achievement</b>	<b>Local outcome*</b>	<b>National outcome*</b>

18. What did you not manage to do or did not go as well as you hoped?

19. What have you learned from this / will do differently in future?

20. How did you collect the information (e.g. stakeholder survey)?

## Supporting and developing a strong third sector

What did you do (activities) in last 6 months?	
21. Number of enquiries handled (an enquiry is a short piece reactive advice or information which is probably provided over the phone or by email).	
22. Number of organisations receiving consultancy or 1-1 support (longer more in depth support usually face to face).	
23. If you ran a training programme how many organisations received training?	
24. Tell us briefly about the most common areas where you provide support (eg governance, funding advice etc).	
25. Anything else you did to support the third sector?	

What difference did you make (outcomes)?		
26. Examples of third sector organisations helped to do their work better (e.g. by achieving PQASSO, compliant accounts, good governance etc).		
<b>Interface achievement</b>	<b>Local outcome*</b>	<b>National outcome*</b>

27. Levels of funds levered in following funding advice.		
<b>Interface achievement</b>	<b>Local outcome*</b>	<b>National outcome*</b>
28. Please give a case study to illustrate the impact of your work with a third sector organisation.		
<b>Interface achievement</b>	<b>Local outcome*</b>	<b>National outcome*</b>

29. What did you not manage to do or did not go as well as you hoped?
30. What have you learned from this / will do differently in future?

31. How did you collect the information (eg stakeholder survey, training evaluation)?

## Building a third sector relationship with community planning (taking to include all public sector partners)

What did you do (activities) in last 6 months?
32. Do you have a permanent place on the CPP at its highest level?
33. Which other partnerships are you involved in? For an example of what this means please see <a href="http://shetland-communities.org.uk/subsites/vas/representation.htm">http://shetland-communities.org.uk/subsites/vas/representation.htm</a>
34. What structures or forums do you have in place to hear from and feedback to the third sector (include type of forums, number of members)?
35. Anything else you did to build a third sector relationship with Community Planning?

**What difference did you make (outcomes)?**

36. Tell us about the difference you have made. Evidence **could** include:

- active participation of third sector in SOA
- active participation of third sector in other plans and strategies
- examples of third sector influence in meetings or partnership working
- proactive invitation by CPP partners to participate in new policy or programmes

Interface achievement	Local outcome*	National outcome*

37. Case study to illustrate a specific example of the impact of your work on community planning.

Interface achievement	Local outcome*	National outcome*

38. What did you not manage to do or did not go as well as you hoped?

39. What have you learned from this / will do differently in future?

40. How did you collect the information (eg stakeholder survey, forum feedback)?

## Other stuff

41. Is there anything else you want to say about your activities and outcomes in relation to the 4 Interface functions? (This could include unexpected positive outcomes).

42. Please tell us about any key challenges faced during the last 6 months that you haven't already mentioned.

43. Please give us a summary of Scottish Government expenditure to the end of September. Please also explain any variances including:

- changes in the % allocation of funding to the four functions
- any under spend

44. Roughly what % of the total funding spent by your interface delivering the 4 functions did SG funding represent?	
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45. Please briefly outline your key priorities and challenges in the short term (next 12 months) medium term (3 years) and longer term (5 years).
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**How was it for you?**

Please give us feedback on this template. Please include what you like (so we keep it), what you do not like (and why) and any support you might need on monitoring and reporting in future.

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