
Report to Resources & Audit Sub-committee

Date of Meeting: 10th June 2015

Subject: CTSI Performance Report

Report by Head of Strategy & Customer Services

1.0 Purpose

- 1.1. This report presents to Sub-committee information relating to 2014/15 performance that has been provided by CTSI for the purposes of scrutiny in relation to progress against the Clackmannanshire's Single Outcome Agreement.

2.0 Recommendations

- 2.1. It is recommended that the Committee notes, challenges and comments on the report and performance information provided by CTSI.

3.0 Considerations

- 3.1. The information contained within the appendices was provided to the Head of Strategy & Customer Services by the Chief Officer of CTSI.
- 3.2. The appendices are listed as follows:
- 3.2.1. Appendix 1 - CTSI Performance Report.

4.0 Sustainability Implications

- 4.1. There are no direct sustainability implications for Clackmannanshire Council.

5.0 Resource Implications

5.1. *Financial Details*

- 5.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate.

Yes

5.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

5.4. *Staffing* - no implications for Clackmannanshire Council.

6.0 Exempt Reports

6.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box)

Not applicable

The area has a positive image and attracts people and businesses

Our communities are more cohesive and inclusive

People are better skilled, trained and ready for learning and employment

Our communities are safer

Vulnerable people and families are supported

Substance misuse and its effects are reduced

Health is improving and health inequalities are reducing

The environment is protected and enhanced for all

The Council is effective, efficient and recognised for excellence

(2) **Council Policies** (Please detail)

Not applicable

8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes No Not applicable

9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

10.1 Please list any appendices attached to this report. If there are no appendices, please state "none"

Appendix 1 - CTSI Performance Report.

11.0 Background Papers

11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Stuart Crickmar	Head of Strategy & Customer Services	2127

Approved by

NAME	DESIGNATION	SIGNATURE
Stuart Crickmar	Head of Strategy & Customer Services	
Garry Dallas	Executive Director	

Report to: Resources and Audit Sub-Committee

Date of meeting: 10 June 2015

Subject: Clackmannanshire Third Sector Interface (CTSI)

Report by: Robert Walters, CTSI Chief Officer

1.0 Purpose

- 1.1 The purpose of this report is to provide the committee with a performance report from the Clackmannanshire Third Sector Interface (CTSI) on our contribution as a strategic partner on the Alliance to the Clackmannanshire Single Outcome Agreement (SOA) priority outcomes in the period 2014/15. This report is based on performance against objectives set by Scottish Government for Third Sector Interfaces (TSI) and set within the TSI Common Services Framework which CTSI reports quarterly to Government on.

In addition to Government objectives; CTSI via our Strategic Plan (2014/17) and our current Operational Plan (2015/16), has aligned those objectives to the local SOA priority outcomes identified to ensure our plans reflect the ambitions of our members and wider stakeholders who were consulted with in the creation of the new CTSI Strategic Plan during 2014/15.

2.0 Considerations

- 2.1 **CTSI as a strategic Partner within the Clackmannanshire Community Planning context:** CTSI has now been in existence for 4 years; becoming established as a new organisation in April 2011. CTSI has been successful in establishing itself as a strategic partner of equal status within the community planning process under the responsibility of the local Community Planning Partnership, known locally as the Alliance, and enjoys strong relationships with all our partners and is recognised as the lead Third Sector organisation on the Alliance.

The committee are asked to note that this report is the first report submitted to the Resource and Audit Sub-Committee from CTSI and as such is not presented in the format utilising Covalent that Committee will be familiar with. CTSI are however engaging with the Council's Performance & Strategy staff for guidance on future report presentation.

On 5 December 2014, CTSI joined other strategic partners in the SOA Review event held at Forth Valley College and presented on our organisational commitment and resourcing of Clackmannanshire's Single Outcome Agreement. We reported on how the SOA is embedded in our strategic planning, impact of joint resourcing preventative work and our future plans for joint resourcing.

The key prevention priorities in the SOA that CTSI has been most focused upon are:

- Community Wellbeing
 - Health of older adults and carers
 - Early Years
 - Community Safety
 - Community Learning and Development (CLD)

- Economy & Growth
 - Clackmannanshire has a positive image and attracts people and business
 - People are better skilled, trained and ready for employment
 - Our School Children are successful learners – Alva Allotment Project (intergenerational impacts)

The above priorities are embedded in our organisation's strategic resource planning via:

- CTSI was host agency for Older People's Change Plan Engagement Officer (2012 - 2015)
- CTSI is host agency for Integrated Care Plan Engagement Officer (2015 - 2016)
- Both of these priorities reflected in CTSI Operational Plan/Annual Workplan and 3 yr Strategic Plan.

As a strategic partner; CTSI fed this into the work of the partnership teams as a member and contributor to:

- The Alliance
- The Alliance Executive
- Community Well Being Partnership
- Business, Jobs and Skills Partnership (attended by CTSI Chair)
- Local Employability Partnership (LEP)
- JMT Health & Social Care (Stirling and Clackmannanshire)
- RCOP Decision Group (Stirling and Clackmannanshire)
- RCOP Strategy Group (Stirling and Clackmannanshire)
- RCOP Partnership Steering Group (Stirling and Clackmannanshire)
- RCOP Support Team (via our Older People's Change Plan Engagement Officer)
- Children & Young People's Strategic Partnership Group (Stirling and Clackmannanshire)
- Integrated Children's Services Planning Group
- EYC Leadership Group (Stirling and Clackmannanshire)
- Adult Journey Partnership Group
- CLD Implementation Group (Stirling and Clackmannanshire)
- OD and Workforce Development Group (Stirling and Clackmannanshire)
- NHS Locality Planning Group
- LEADER Rural Stakeholders Group
- Asset Based Approach Strategic Group
- Digital Inclusion Sub Group
- Opportunities for All (Stirling and Clackmannanshire)
- Clackmannanshire CHP PPF
- Local Community Planning Group (Community Safety)
- Advice and Guidance Review Group (Clackmannanshire Council)

All of the above activities are designed to inform and contribute positively to all current agendas and inform future public service delivery.

Examples of key prevention and early intervention initiatives CTSI contributed to in 2014/15:

- Support for Third Sector Change Fund funded developments inc. Alzheimer Scotland Community Dementia Support Service; Clackmannanshire Healthier Lives Anticipatory Care & Community Engagement Project; Dementia Services Development Centre Dementia Friendly Communities; Falkirk & Clackmannanshire Carers Centre Anticipatory Care, Enhanced Discharge and Carer Training; RVS Community Transport & Good Neighbours Service; RSVP Volunteering Project (CSV).
- Contribution to preparation of Clackmannanshire and Stirling Integrated Care Plan and named strategic leads within plan.
- Contribution to preparation of the Clackmannanshire and Stirling Integrated Children's Services Plan.
- Supported the creation of the new Clackmannanshire Transport Association.
- Supported the creation of the new Clackmannan Development Trust.

Impacts:

- More effective integration of Third Sector contribution to the Reshaping care/integration agendas.
- Development of sustainable Third Sector service provision within a Reshaping Care context.

CTSI resources deployed:

- Office base and organisational support for Change Plan Engagement Officer post.
- High time commitment from CTSI Chief Officer to all relevant agendas

Joint resourcing: future plans:

- Stronger focus on addressing health and social inequalities inc. prevention and mitigation.
- Stronger focus on tackling multiple and chronic illness of adults (inc. older adults).
- Stronger focus on supporting those experiencing multiple barriers to getting and retaining employment - local job clubs experiencing high volumes of new clients with little or no IT skills.
- Strengthening of community level supports (Critical).
- CTSI will assume a lead role with Clackmannanshire Council colleagues in the development of the Third Sector; utilising the Public Social Partnership model as a vehicle for change.

2.2 CTSI Core Services: Scottish Government contracts 32 Third Sector Interfaces (TSI) across Scotland with one in each local authority area. Like the third sector they serve; Scotland's TSIs are diverse reflecting local needs, priorities and heritage. 20 of them are single agencies and 12 of them are formed of partnerships across bodies historically associated with supporting their local voluntary sector, social enterprises and volunteers. Some of these are 'Volunteer Centres', 'Centres for Voluntary Service' or 'Social Enterprise Networks'. They are independent from Government but the Scottish Government invests in four key functions which form a bedrock to their role. CTSI is only one of two TSI where 100% of our core funding comes from Government grant funding.

TSIs are held to account through a set of common standards, services and outcomes agreed with the Scottish Government and against which they report. From this they grow a diverse range of services and support that is flexible and focused on need as they find it.

TSI Core Services:

- Volunteering/Volunteer Development
- Social Enterprise Development
- Supporting and developing a strong third sector
- Building the third sector relationship with community planning

Increasingly TSIs also play a role in brokering social capital, bringing together different agents locally across sectors to address specific issues from reshaping care to early years, community transport and more as evidence in section 2.1 of this report.

CTSI Core Staff:

- 1x Chief Officer
- 1 x Volunteer Development Officer
- 1 x Organisational Support Officer
- 1 x Social Enterprise Development Officer (vacant)
- 1 x Administration Assistant

NB CTSI Board of Directors approved on 2 April 2015 a change to the organisational structure; to create a second, part time, Organisational Support Officer in direct response to capacity issues. The future role of the vacant Social Enterprise Development Officer is being considered now.

Member Satisfaction Surveys

All Third Sector Interfaces (TSI) across Scotland are required to complete an annual membership satisfaction survey as part of the Scottish Government funding conditions and this is usually done via *Survey Monkey* and is the responsibility of the individual TSI to organise and process and then report findings to the Scottish Government's Third Sector Unit and to the national TSI umbrella organisation, Voluntary Action Scotland (VAS). VAS then compiles the national "picture" and uses that to further inform the Common Services Delivery Framework that all TSIs are required to adopt and work to and report on to government. Surveys of this type are notorious for low returns and that has been the case with the Scottish Voluntary Sector for many years; a situation all TSI and VAS are attempting to address.

During July and August 2014 CTSI conducted the short survey using *Survey Monkey*. This was formatted in line with the *Common Services Guidelines* that all TSI use and can be made available on request.

41 Third Sector organisations/groups and partners took the opportunity to provide CTSI with feedback.

Key themes emerging from this include:

- 40% Strongly Agreeing or Agreeing with the statement '*Thanks to CTSI my organisation/group feels better able to influence and contribute to public policy*'
- 77% Strongly Agreeing or Agreeing with the statement '*CTSI understands my organisation/group and its role and needs*'
- 87% Strongly Agreeing or Agreeing with the statement '*CTSI provides services and support that are appropriate for my organisation/group*'.

The new CTSI website was launched in November 2014 and by end of January 2015 had registered over 30,000 hits. The organisation's approved Work Plan will be published each year and accessed via the CTSI Website along with our Strategic Plan, Annual Reviews, Memorandum and Articles, performance reports on our Work Plan to Scottish Government along with what will be the biannual membership satisfaction survey results. We are only required via *Common Services* to carry out one survey per year but my staff and I feel it important we do this more than once a year.

In order that CTSI further engage fully our members, CTSI has scheduled a series of Engagement Events and established a representative planning group in November 2014 with a first event held in Alloa Town Hall on 26 November 2014. The theme of this event was "Working Better Together" and 35 member groups attended and positively contributed to the event; informing the theme of a second event to be held 21 May 2015 in Gean House, Alloa the theme will be "Community Planning". The aim is to better inform our sector of community planning and their contribution to same.

2.3 CTSI performance against SOA Priority Outcomes - specific activities:

We said we would:

1. Actively participate in the Community Planning Arrangements
2. We set annual targets for:
 - People have opportunities to volunteer and are supported to do so
 - Social Enterprise is effectively supported to develop and grow
 - Third sector organisations are well managed and deliver quality services
 - Third sector organisations feel better connected and are able to influence and contribute to the Single Outcome Agreement outcomes and CP outcomes
 - The Third Sector Interface is responsive to the diversity of the community and is well managed, governed and effective
3. Gather and analyse data via MILO (Government funded central information database)

For the period April 2014 to March 2015 CTSI reported to Scottish Government the following with regard to our contracted core responsibilities in the context of TSI Common Outcomes:

Our Performance for 2014/15 aligned to Clackmannanshire SOA Priority Outcomes:

1.	<p>Clackmannanshire has a positive image and attract business and people;</p> <p>CTSI has:</p> <ul style="list-style-type: none"> • Supported 9 Social Enterprises to ensure good governance and sustainability; • provided 107 organisations/community organisations with direct support • CTSI employs 6 full time staff • logged 1337 MILO interactions • enabled 52 organisations to utilise CTSI free meeting space (9am - 9pm Mondays, Tuesdays, Wednesdays; 9am - 5pm Thursdays and Fridays)
2.	<p>Communities are more inclusive and cohesive;</p> <p>CTSI has:</p> <ul style="list-style-type: none"> • Supported the creation of Clackmannanshire's first Development Trust • Supported the creation of the Clackmannanshire Community Transport Association • CTSI facilitates: <ul style="list-style-type: none"> Community Safety Forum x 4 Youth Network Forum x 4 Children & Families Forum x 4 • CTSI provides direct support to the Clackmannanshire Older Adults Forum and attends all monthly meetings. • CTSI has organised and facilitated: <ul style="list-style-type: none"> Council Budget Consultation Event (January 2015) Integrated Children Services Plan Consultation Events (January & February 2015) Community Safety Consultation Event (June 2014) Community engagement Event "Working Better Together" (November 2014) RCOP Older Adults Change Plan engagement Events x 3
3.	<p>People are better skilled, trained and ready for learning and employment;</p> <p>CTSI has:</p> <ul style="list-style-type: none"> • logged 112 volunteer registrations • facilitated 32 volunteer placements • advertised 72 volunteering opportunities • registered 2 local organisations for Volunteer Friendly Awards • Awarded 265 awards/182 attendees at the annual CTSI Volunteer Awards Ceremony • Awarded 20 recipients with the Youth Volunteering Awards (Saltire Awards)
4.	<p>Communities are and feel safer;</p> <p>CTSI has organised and facilitated:</p> <ul style="list-style-type: none"> • Community Safety Consultation event (June 2014) • Community Safety Action Plan - developed in partnership
5.	<p>Vulnerable people and families are supported;</p> <p>CTSI has:</p> <ul style="list-style-type: none"> • Supported Women's Aid to create a business plan • Supported creation of a new organisation Women4Women • Provided direct support to: <ul style="list-style-type: none"> Play Alloa Dollar Under Fives Homestart Clackmannan Toddlers

	<p>Alva Under Fives Wee County Men's Shed C-MEE Stoma Support Group Reachout with Art in Mind Croilieghan Age Scotland SAMH</p>	<p>Tullibody Under Fives Simply Wee County Catering Cancer Support Group Clacks Learners International (ESOL) Wee County Crafters Alva Pensioners Men's Peer Support Group</p>
6.	<p>Substance misuse and its effects are reduced;</p> <p>CTSI has:</p> <ul style="list-style-type: none"> • Provided accommodation and support to Forth Valley Families Against Drugs • Provided accommodation and support to Women4Women 	
7.	<p>Health is improving;</p> <p>CTSI via our RCOP Engagement Officer has:</p> <ul style="list-style-type: none"> • facilitated 14 meetings of the Older Adults and Carers Forum • facilitated 3 multi agency stakeholder events • provided direct support to 18 Third Sector service providers • contributed to NHS FV consultation events as required <p>CTSI as a RCOP Change Plan signatory and member of the RCOP Decision Group:</p> <ul style="list-style-type: none"> • approved 18 financial awards to Clackmannanshire organisations • has/is actively engaged in transitional arrangements to ICF (Health & Social Care Integration(
8.	<p>Our environment is protected and enhanced;</p> <p>CTSI has:</p> <ul style="list-style-type: none"> • supported the creation of Clackmannanshire's first Development Trust • supported Ochil Landscape Partnership • supported Alva Glen Heritage Trust • supported Kennet Pans Trust 	
9.	<p>Our public services are improving;</p> <p>CTSI has:</p> <ul style="list-style-type: none"> • supported the creation of the Clackmannanshire Community Transport Association • facilitated local budget consultations • facilitated event/contributed to Children's Integrated Services Plan • actively engaged as a strategic partner on RCOP Older People's Services/Integrated Care Plan 	

Author(s)

NAME	DESIGNATION	TEL NO/EXTENSION
Robert Walters Maureen Hill	Chief Officer, CTSI Organisational Support Officer, CTSI	01259 213840 01259 213840