

## VAS Quality and Improvement Programmes:

# STRENGTHENING OUTCOMES SUPPORTING COMMUNITIES

**Voluntary Action Scotland believes that the third sector can contribute greatly to a stronger Scottish society and better outcomes for the people we work with.** As the network organisation for Scotland's third sector interfaces (TSIs) VAS seeks to work with others to ensure that TSIs and their public and third sector partners can secure improved outcomes for people. Developing performance frameworks and an improvement focus is an important part of how we can get there. Two separate but inter-related programmes have been developed to support our ambition to strengthen outcomes and ensure better support for the communities we work with.

These programmes, in partnership with Quality Scotland and the Improvement Service will be jointly working with VAS and TSIs to develop a suite of complimentary self-assessment, improvement, benchmarking tools and support that will contribute to stronger outcomes and deepen our impact via community planning in particular. This will involve some joint activities where there is clear overlap and/or alignment to agreed outcomes from both programmes.

## Enhancing the Quality of TSI Delivery Locally and Nationally Programme

This four year programme lead by Quality Scotland is funded by the Big Lottery Fund and aims to support all 32 TSIs and VAS through a quality improvement programme. The key outcomes of the programme are to:

- **Facilitate all TSIs and VAS to conduct an organisational self-assessment using a refined version of the TSI self- assessment model created as part of Quality Matters strand of the Supporting Voluntary Action programme.**
- **Align the self-assessment approach to enable TSIs to deliver the Common Service Agreement.**
- **Train members of all 32 TSIs and VAS on the EFQM Model to implement and sustain quality improvement within their organisation.**
- **Recognise all 32 TSIs and VAS as Committed to Excellence twice.**
- **Benchmark TSI performance across the network and with other organisations.**
- **Quality assure VAS practice forums and increase networking opportunities.**
- **Align monitoring and evaluation activity to existing approaches.**



## TSI Community Planning Improvement Programme

This joint initiative led by VAS with the TSIs, Improvement Service and supported by the Scottish Government, is focused on improving the impact of TSIs in Community Planning and on achieving improved outcomes locally. The first phase of the programme in 2014/15 will work with five partner TSIs to co-design and apply TSI self-assessment aligned, with the model being updated as part of the Quality Scotland programme. An improvement planning model, a benchmarking framework and a programme of shared learning will be developed, supported by an online TSI Knowledge Hub and programme of learning events. VAS and the Improvement Service are committed to a phased roll out to all TSIs who wish to participate and the experience of Phase 1 will allow the support and tools to be refined.

The key outcomes of the programme are to:

- **Help improve the impact of TSIs on Community Planning and on better outcomes for local communities across Scotland.**
- **Develop a clear and shared definition of the TSI and wider third sector role in Community Planning and feed this into the work of the National Community Planning Group and wider advocacy work of VAS.**
- **Support TSIs to fully embed an outcome focus in their governance, planning, performance management and resourcing, ensuring they are better designed to work with Community Planning Partners to support the delivery of the outcomes set out in the SOA.**
- **Develop an improvement plan for each TSI that bridges across Community Planning Partners locally.**
- **Help Community Planning Partners to better understand how they can improve third sector engagement and involvement.**
- **Build skills and capacity within VAS and the TSIs to support change and improvement.**
- **Develop and share knowledge of 'what works' and why in relation to building the third sector relationship with Community Planning, public service change and preventative activity.**

The focus of the TSI Community Planning Improvement programme is on strengthening the links between TSIs and CPPs and the focus of the Quality Scotland programme is on organisational development through effecting business improvements in each of the TSIs. Both, however, are ultimately about supporting self-assessment, improvement and benchmarking across TSIs, sharing learning and good practice, strengthening the role of TSIs and supporting VAS and TSIs to better sustain improvement activity. An online TSI Knowledge Hub will be created, which will provide a space for TSIs to share learning and good practice as both programmes progress.



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