

Trust Evaluation Scale

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The *Trust Evaluation Scale* is a tool to help you identify problems and strengths in a relationship with other organisations, which are relevant to TRUST.

The questions ask about your EXPERIENCE of working with the members of other organisations. Please answer the questions in relation to one agency.

The scale is in two parts. The first part contains questions relevant to the individual who liases with you. The second part contains questions relevant to all members of the organisations with whom you work.

Please circle or place a cross on the number value that best represents your experience of working with people from the other organisation. If none of the responses apply choose from one of the two options, “I don’t know” OR “This is not relevant to our relationship”, by ticking the appropriate box.

Please provide only one answer for each question.

Circle your answer as demonstrated below...

1. The person is easy to approach.....

1	2	3 X	4	5	6	7	I don't know	This is not relevant to our relationship
Never			Usually			Always		

Part 1: In this section you are asked to comment on your experience of the individual who acts as the liaison person for the organisation you relate to

Part 1, Section A:

Ability to relate well across organisational boundaries. Never

Usually

Always

1. The person treats organisational information confidentially....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
2. The person shows appropriate judgement about what action should be taken under different circumstances.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
3. The person takes a pro-active approach to communication.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
4. The person is willing to share information.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
5. The person works according to approaches and processes that we have agreed on jointly.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
6. The person is honest when dealing with me.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship

Part 1, Section B

Values and motivations that support joint activity Never

Usually

Always

7. The person's aims appear to be similar to mine.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
8. The person's aims appear to be clear.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
9. The person's values and actions appear to be consistent...	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
10. The person's values appear to be dominated by concern for the community.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship

Part 2 – In this section you are asked to comment on your experience of the organisation as a whole

Part 2, Section A

Ability to Undertake the work

	Never		Usually			Always			
1. The outcomes produced by the members of the organisation are reliable...	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
2. The outcomes produced by the members of the organisation are of a high standard.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
3. The work performed by members of the organisation is of a high standard.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
4. The members of the organisation demonstrate skill in all aspects of their role.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
5. The members of the organisation treat professional communications with discretion.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
6. The members of the organisation show appropriate judgement about what action should be taken under different circumstances.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship

	Poor		Good			Excellent			
7. The members of the organisation in the past have shown their knowledge in the specified area is.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship
8. The members of the organisation communicate about the work in a way that indicates that their skills are.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship

Part 2, Section B

Ability to relate well across organisational boundaries

AND Values and motivations that support joint activity

	Never			Usually			Always			
9. The members of the organisation understand what I expect of them.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship	
10. The members of the organisation take a pro-active approach to communication.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship	
11. The members of the organisation are willing to share information.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship	
12. The members of the organisation work according to approaches and processes that have been agreed on jointly by our organisations.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship	
13. The aims expressed by the members of the organisation are similar to mine.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship	
14. The members of the organisation's values are dominated by concern for the community.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship	
15. The members of the organisation are honest in their dealing with me.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship	

	Poor			Good			Excellent			
16. The members of the organisation's interpersonal skills are.....	1	2	3	4	5	6	7	I don't know	This is not relevant to our relationship	

