# FIGURE 8
## CONSULTANCY SERVICES LTD

# 2018

# EXTERNAL EVALUATION OF THE SAFE AND SOUND PROJECT

## Report prepared for Shelter Scotland

## EVIDENCE INTO PRACTICE

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# CHAPTER 1: INTRODUCTION

## 1.1 Introduction and background

Figure 8 Consultancy Services Ltd. (hereinafter referred to as 'Figure 8') was commissioned by Shelter Scotland in October 2017 to conduct an external, independent evaluation of the Safe and Sound project provided by Shelter Scotland (in partnership with Relationships Scotland) across Tayside and Fife. Fieldwork took place between November 2017 and February 2018.

The Safe and Sound project is in the third and final year of its current award from the Big Lottery Fund and Comic relief, which will end 31st March 2018. This is the second 3-year funding award the project has received (the first being received from the Big Lottery Fund).

## 1.2 Objectives

As the current funding ends, Shelter Scotland have commissioned this external evaluation to provide robust evidence on:

1. What difference the Safe and Sound model has made for young people, in line with the original outcomes that we set for the project. We expect this to tell us in more depth what the project helped young people to achieve. It will also allow us to look back at the original premise for our project and assess whether it achieved what we expected it to, or whether there were any areas of unexpected learning.

2. The economic impact of our project. This will require an analysis of project data, to help us understand the financial value that this model can provide to local agencies, particularly statutory bodies such as Police Scotland and the Local Authority.

More specifically, Figure 8 suggested that underneath these two overarching objectives, the evaluation would need to focus on several key areas, including (but not limited to):

- Safety - of the young people accessing the Safe and Sound project.
- Effectiveness – Is the project run in an effective manner (to include all aspects of the running of the service)? This will also include an exploration of the routes of accessing the project, length of support, and discharge processes.
- Quality – including collation and assessment of compliments and complaints; factors pertaining to quality of life, physical health and mental wellbeing of young people and their families; and involvement of the young person/advocacy/family in support planning and review.
- Human Resourcing – including assessment of staff skill mix/numbers/preparedness; staff sickness/retention; and staff training/supervision. Key questions will include:
  - Is the project well-led?
  - Are the staff caring?
  - Are the staff responsive to Young People's and Families' needs?

### 1.3 Service Description

The aim of the Safe and Sound Project is to reduce the risk of homelessness for young people by facilitating family mediation and the safe return home for those who have run away.

The description of the Safe and Sound project as listed on Shelter Scotland's website (https://scotland.shelter.org.uk/about_us/projects/safe_and_sound) is:

> ***Project overview***
>
> *'The Safe and Sound Project supports young people and their families in a practical way when they have experienced a breakdown of family relationships. Based in the Shelter Scotland Dundee community hub, the family mediation service helps young people avoid irretrievable family breakdown by working with the young person and their family to resolve difficult issues and to agree courses of action. The project works with young people who have unstable family situations and might experience domestic violence and emotional difficulties. The project is a partnership between Shelter Scotland and Relationships Scotland.*
>
> ***This is how we do it***
>
> - *Offering a safe route back home, where appropriate.*
>
> - *Supporting young people who need to move away, to set up and keep a tenancy.*
>
> - *Supporting to advise on and seek benefits.*
>
> - *Helping to find solutions for homeless young people by re-establishing positive contact with their families where it is safe to do so.*
>
> - *Through family mediation, help to improve communications and skills in conflict resolution within the family.*
>
> - *Support young people with emotional support when necessary to allow them to manage themselves whilst independent living.*
>
> - *Supporting young people through group work and peer to peer support.*
>
> - *Advocate on behalf of young people in a range of meetings – school, social work, benefits, assessments, other agencies etc.'*

### 1.4 Considerations and limitations

The following factors should be considered when reading this report:

- The views of those interviewed and surveyed were taken and reported in good faith and are their own, not necessarily those of Figure 8 Consultancy Services Ltd. or the organisations they represent. It cannot be assumed that the views of the participants in interviews are representative of all similar stakeholders.

- It was only possible to conduct a limited Economic Analysis. Limitations on available data from stakeholders, combined with the complexity of inputs, outputs and outcomes meant

that a full-scale Social Return on Investment would have resulted in highly qualified findings. Further details are given in the relevant chapter [see **Chapter 11**].

- Although originally anticipated, interviews with Housing Options staff across the four local authority areas were not conducted. The policy and practice of Safe and Sound meant that Housing Options staff would be unaware of the full extent of the project's activities, therefore they would have had limited insight.

# CHAPTER 2: EVALUATION APPROACH AND METHODOLOGY

## 2.1 Methodology

This chapter outlines the research methods used during the evaluation. It also explains the rationale behind the use of the methodology and the strengths and limitations of the methods used.

## 2.2 Rationale for the Methodology

In research terms it will only be possible to seek to disprove the null hypothesis; that is to set out to **disprove** that 'the Safe and Sound project has **not** made a positive impact on either improving outcomes where young people have left home in an unplanned way or preventing future youth homelessness.'

To test this null hypothesis a system of analysis was used which is informed by Contribution Theory. This takes a 'results chain' approach and recognises that within social science, 'change' or 'impact' is always attributable to myriad causes (for example, in this case: other local initiatives; other national and local policies; the media; culture; environment; families and communities). This makes isolating the specific influence of any one factor difficult.

The emphasis of Contribution Analysis is on outcomes rather than just accounting for what programmes deliver and produce (although inputs, activities and outputs are part of the process). The conceptual development and application of Contribution Analysis has been influenced by individuals such as John Mayne[1] and Steve Montague[2] who have described the process as 'results-based management' involving the gathering of a range of forms of evidence (or 'evaluative evidence') to tell the story about how programmes have contributed to outcomes in the short-term, medium-term and long-term.

Contribution Analysis is therefore a theory-informed evaluation method, appropriate to the review of complex, multi-level programmes of work where direct causal attributions are not possible.

Theoretically, Mayne[3] proposes that it is reasonable to conclude that the programme is contributing to/influencing the desired outcomes if:

- There is a reasoned theory of change for the programme.

- The activities of the programme were implemented as planned.

- The theory of change (or key elements) is (are) supported and confirmed by evidence.

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[1] Mayne, J. Contribution analysis: An approach to exploring cause and effect, Institutional Learning and Change Initiative Brief 16, http://www.cgiar-ilac.org/files/publications/briefs/ILAC_Brief16_Contribution_Analysis.pdf

[2] Montague S. Practical (Progress) Measurement and (Impact) Evaluation for Initiatives in Complex Environments. Performance Management Network: Performance Management Network; 2011.

[3] Mayne, J. (2010) Contribution Analysis: Addressing Cause and Effect. In: R. Schwartz, K. Forss, and M. Marra (Eds.), *Evaluating the complex.* New Brunswick: Transaction Publishers.

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- The sequence of expected results has been realised and the theory of change has not been disproved.

- Other influencing factors (contextual/external) have been assessed and accounted for and either shown not to have made a significant contribution, or their relative role has been recognised.

Contribution Analysis provides an alternative way of thinking about the problem of attribution to the traditional positivist approach of proving causality via a counterfactual. It does not attempt to prove that one factor 'caused' the desired outcome, but rather to explore the contribution a specific factor is making to observed results. By developing a 'theory of change' showing the links between the activities, outcomes, and wider context, and collecting evidence from various sources to test this theory, the aim is to build a credible 'performance story'. This can help demonstrate whether a specific programme/project has indeed been an important influencing factor in driving change, perhaps along with other factors. This will therefore enable the testing of the null hypothesis.

## 2.3 Research Stages

There are six iterative stages in Contribution Analysis (see Figure 2.1 below), each stage building the performance story and addressing weaknesses identified in the previous stage.

Figure 2.1: Research stages[4]

| Step 1 | • Set out the attribution problem to be addressed by the Safe & Sound Project. |
| Step 2 | • Develop a Theory of Change and risks to it. |
| Step 3 | • Populate the model with existing data and evidence. |
| Step 4 | • Assemble and assess the performance story. |
| Step 5 | • Seek out additional evidence. |
| Step 6 | • Revise the performance story and check for validity from study participants. |

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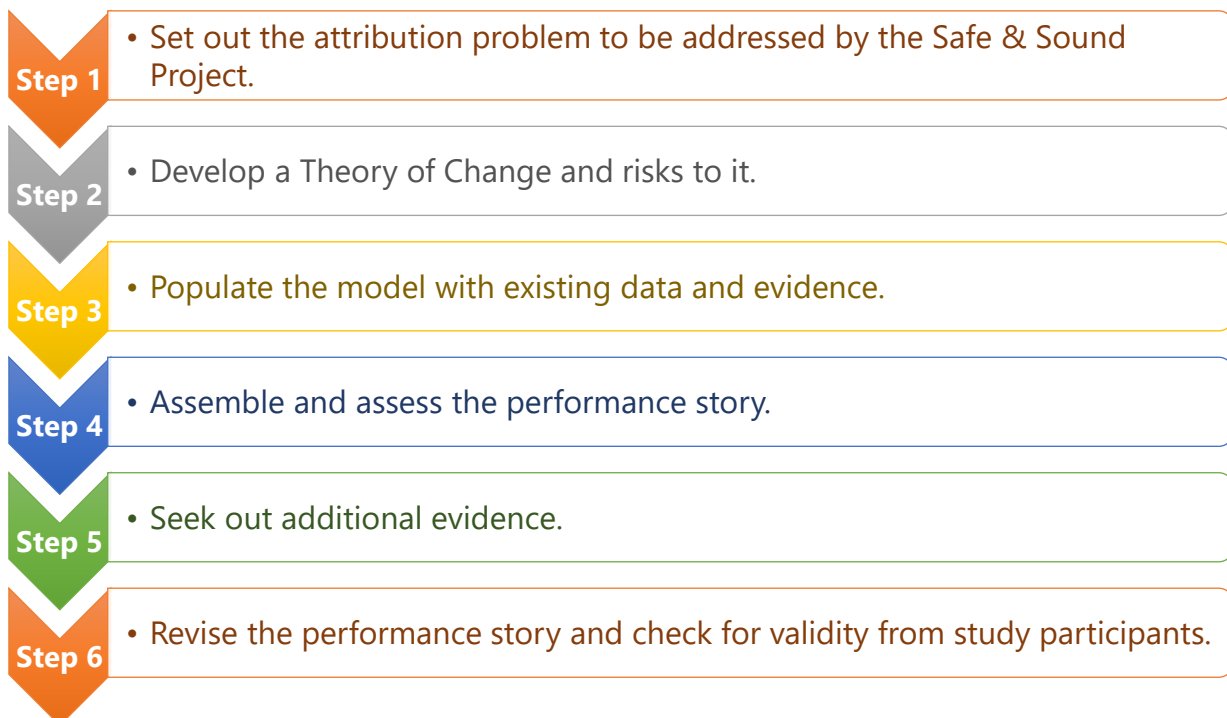
[4] Contribution Analysis. Social Science Methods Series, Guide 6; Office of the Chief Researcher & NHS Scotland, Scottish Government (2011).

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**2.4 Data Collection Strands**

To test the impact of any assumed theory of change (directed activities) the evaluation team have sought to explore evidence in three distinct areas:

- Project specific data and intelligence;

- Local data; and

- Consultation with stakeholders.

A summary of how we have identified evidence and what we have used, is provided below.

# CHAPTER 3: THEORY OF CHANGE AND LOGIC MODELLING

## 3.1 Overview

Contribution Analysis starts with the intended direction of travel and impact, what might otherwise be considered as the 'Theory of Change'.

The Theory of Change gives the 'big picture' and summarises work at a strategic level, while a Logic Model illustrates a programme (implementation) level understanding of the change process. In other words, the Logic Model is like a microscopic lens that zooms in on a specific pathway within the Theory of Change.

The Theory of Change gives focus to the complex social, economic, political and institutional processes that underlie societal change. It also shows all the different pathways that might lead to change, even if those pathways are not related to your programme.

The Logic Model on the other hand, true to its name, presents the intervention in a 'logical', sequential way. It is linear which means that all activities lead to outputs which lead to outcomes and the goal – there are no cyclical processes or feedback loops.

The development of a Theory of Change usually begins from the 'top' and then working backwards to map the outcome pathways. In developing the Theory of Change, the hypothesis that is outlined is 'if we do X then Y will change because...'.

A Logic Model on the other hand is usually designed after a Theory of Change or intervention/programme is developed. In other words, the Logic Model doesn't start from the 'top' but starts at the 'bottom'; depicting the inputs, activities, outputs etc., that lead to the goal. The hypothesis that would be outlined is therefore 'If we plan to do X, then this will give Y result'.

## 3.2 The 2012 starting position

It was clear from the outset of the evaluation process that the Safe and Sound service did not have any explicit Theory of Change or Logic Model; although through a process of testing with various stakeholders, it is apparent that an <u>implicit</u> (rather than explicit) Theory of Change has existed.

This implicit Theory of Change, is the assertion that individual support and family mediation can: improve outcomes where young people have left home in an unplanned way; and prevent future homelessness by improving family relationships and individual confidence and resilience.

The overarching assumption underpinning this assertion is that relationship breakdown is a primary cause of youth homelessness; and that those with a history of running away are at heightened risk of homelessness.

## 3.3 Development of a Logic Model

Following agreement of the implicit Theory of Change (above) the next step was to develop and document retrospective Logic Models – based on what the Safe and Sound Service was set up to do.

A logic model tells the story of a project or programme in a diagram and a few simple words. It shows a causal connection between the need that has been identified, what is done and how this makes a difference for individuals and communities. An example template is provided in Figure 3.1 below:

Figure 3.1 Logic Model template
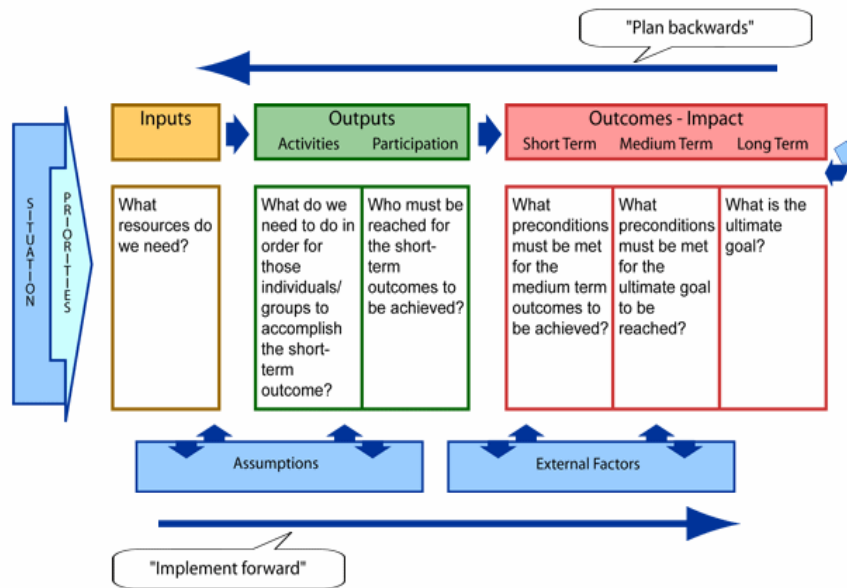


The retrospective Logic Models were developed through the following stages:

• Interrogation of original project documentation to identify what was envisaged for the service.

• A workshop with Safe and Sound service staff and management.

• Interrogation of funding applications for the second round of funding received from the Big Lottery and Comic Relief, to identify the changes in the service following the initial three years of operation.

• Drafting of Logic Model.

• Further refinement through discussion of successive drafts of the Logic Model with the Safe and Sound service.

The devised Logic Model is represented in Figure 3.2 below:

Figure 3.2 Safe and Sound Project – Logic Model

**CONTEXT:** Relationship breakdown is a primary cause of youth homelessness. Those with a history of running away are at heightened risk of homelessness

**RATIONALE:** Individual support and family mediation can: 1/ improve outcomes where young people have left home in an unplanned way and; 2/ prevent future homelessness by improving family relationships and individual confidence and resilience.

## OUTPUTS

## OUTCOMES YEARS 1 TO 3

### INPUTS

- Shelter Team – FT Project Leaders, 3 FT project workers, PT Admin (15hrs). Plus National Line Mngt?
- Relationships Scotland Team - FT Family Mediator, Admin (20hrs)
- Knowledge/ Skills.
- Pre-existing referral networks
- Premises/IT Stuff/cars/ Phones
- reputations and organisational capability of parent organisations
- Policies & Procedures
- Project Advisory Group

### Activities

**Shelter:**
1/ Practical support for young people moving to new accommodation
2/ Support to advance long term tenancy sustainment
3/ Advice and support to families to facilitate return homes or managed exits.
4/ Child Support to siblings (<14) of Runaways

**Relationships Scotland:**
1/ Provision of mediation and follow-up.

### Reach

Shelter, Relationships Scotland, Registered Social Landlords, Tenancy Sustainment Teams, Schools and Education, Nursery Care, Council Departments (especially Social Work, Homeless, and Housing Teams), Police, Community Services, Health Services, Citizen Advice, Youth Justice System and Solicitors, Self-Referral, Other Voluntary Sector.

### Project Outcomes:

- Young people prevented from becoming homeless through family and individual holistic support. *Cumulatively 20 year 1, reaching 50 year 2 and 75 year 3.*
- Families are helped to stay together through family mediation and individually tailored support. *Cumulatively twenty-year one, reaching 50 year 2 and 75 year 3.*
- Under 14-year-olds / younger siblings of young runaways have improved their confidence and resilience through individual support. *Cumulatively 30 year 1, reaching 75 year 2 and 112 year 3.*
- Awareness has been raised among Service Providers and decision-makers of the dangers of young people running away from home, and of good practice in reducing the risk of doing so are forced and / or unplanned way and supporting young people to return home or successfully live independently.

### IMPACT

The Lottery application aspires to the project having a "long-lasting legacy". This is not articulated but is interpreted as meaning a Scotland wide long-term beneficial change in policy and practice reducing homelessness and family relationship breakdown.

Other potential impacts:
- Reductions in homelessness applications by young people, with savings in administration costs
- Reductions in use of temporary accommodation by young people, with cost savings
- Reductions in incidents of Running Away with associated savings to agencies such as Police Scotland, Social Work Departments etc.
- Reduced levels of unplanned exit from education amongst risk groups
- Enhanced tenancy sustainment amongst risk groups with reductions in re-let frequency and associated costs.
- As a result of some young people staying at home for longer, others benefit from reduced pressure on the housing stock.
- Supported Young People and Families benefit from reduced stress and enhanced Wellbeing.

**ASSUMPTIONS:**
- At risk young people and families effectively identified and referred.
- Relevant agencies willing to positively engage with project.
- Clients will engage with the project.

**EXTERNAL FACTORS:**
- Attitudes of external agencies and willingness / ability to prioritise.
- Changes in access to and levels of Welfare Benefits.
- Duplication / Competition with other providers.

# CHAPTER 4: ACTIVITIES

## 4.1 Overview

The evaluation of any given Theory of Change starts with the activity generated by actions involved in delivering change. Thus, the development of the 'performance story' of the Safe and Sound service has required an in-depth look at whether the activities of the 'service' were implemented, reviewed, added to and re-implemented as designed and anticipated.

## 4.2 Sources of Evidence

What difference the Safe and Sound model has made for young people, in line with the original outcomes that we set for the project.

In reviewing what difference the Safe and Sound model has made for young people, in line with the original outcomes that we set for the project [**key study objective #1**], several sources of evidence were utilised to gain a balanced view as to whether the service was developed in the manner originally planned. These evidence sources were:

- A workshop with Safe and Sound service staff and management, from both Shelter Scotland and Relationships Scotland (which culminated in the development of the draft Logic Model – see **Figure 3.2** above).

- Completion of a 'Performance Indicators Questionnaire' (self-assessment) by Shelter Scotland management. **[See Chapter 5]**.

- Review of Shelter Scotland's and Relationship Scotland's client databases. **[See Chapter 6]**.

- A series of semi-structured one-to-one interviews with key internal and external stakeholders (**n=15**) captured relevant 'professional views'. **[See Chapter 7]**.

- A bespoke survey disseminated to a comprehensive list of external stakeholders. **[See Chapter 8]**.

- A series of semi-structured one-to-one interviews with service users of the Safe and Sound service (**n=8**). **[See Chapter 9]**.

- A series of semi-structured one-to-one interviews with parents and family members of the Safe and Sound service (**n=5**). **[See Chapter 10]**.

In reviewing the economic impact of the project [**key study objective #2**] we sought to apply a strict Social Return on Investment (SROI) methodology[5]. The sources of evidence used, and the results achieved are presented later in this report. **[See Chapter 11]**.

In addition to the above sources of evidence, a selection of key documents (provided by Shelter Scotland) were reviewed by the evaluation team. **[See Appendix II]**.

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[5] As set out in A guide to Social Return on Investment, The SROI Network, Jan 2012.

# CHAPTER 5: SERVICE SELF-ASSESSMENT (PERFORMANCE INDICATORS QUESTIONNAIRE)

Shelter Scotland management were asked to complete a self-assessment exercise based on a 'Performance Indicators Questionnaire'. This questionnaire details 29 'Standards', categorised under three headings (Service Organisation; Service Delivery; and Managing Performance). The self-assessment ratings given by management for the Resettlement Project are detailed below in the table below.

**The ratings are not an assessment by the evaluation team, but purely presented as a self-assessment of the views of the service – which have been taken account of in the study conclusions, alongside the rest of the evidence collected during throughout the evaluation.**

**RATINGS:**

1 = Very weak; 2 = Weak; 3 = Adequate; 4 = Good; 5 = Very good

| STANDARD | | SAFE AND SOUND PROJECT |
|---|---|---|
| **PART A – SERVICE ORGANISATION** | | **Management comments** |
| 1. The Management Body | 4.5 | • Safe and Sound has a diverse range of governance and therefore could be argued management. Internally S&S is managed by a service manager, who reports to Operations Manager who reports to our Divisional Deputy Director. This relatively flat structure ensures S&S have a high priority and awareness of the service is good across our senior management team. The age and gender of our staffing structure has helped us sustain our 'youth worker' focus and aspiration. S&S is a young staff team and many staff members have years of expertise in supporting the complex lives of children and adolescents. <br><br> • Consultation and engagement with young people in S&S has always been just what we do. Young People have always been welcomed and there is a wealth of ways that we have involved and engaged them across the 6 years; we have had cooking classes, cinema nights, days out, drop in's, |

| | | |
|---|---|---|
| | | participation at youth events, 121 support sessions, support to attend appointments. There are so many informal and formal ways young people can be consulted on. |
| | | • In S&S we don't view consultation as a singular one-off event that has the basic sum of ask=answer=do, the only evidence being a written-up log of this. We view consultation on what is right for them, their choices, the control they have as a daily, natural, instinctive engagement methodology. |
| | | • No one journey in S&S is the same as another's, each has unique and changeable as the young person themselves. For example – one young woman asked that she meet with her supports in the office but upstairs due to her own ACE's and we supported this without question. In another scenario a S&S wanted to meet away from school and home, a neutral venue where they felt safe. |
| | | • Aside from our internal governance and funder reporting there is no 'annual report' partly because there is no defined specific audience. For Care Inspectorate we report on our annual throughput and incidents, for Comic Relief and BLF we report on outcomes attainted, volumes helped and situations improved. Internally we have a range of measures that we report on; staffing absences, cases opened, use of hardship funds, travel costs etc – but these are from a risk management perspective and offer no narrative around experiences or journeys of young people. |
| | | • Whilst the manager is part of HSMT (Housing Support Management Team) engagement is around the commonality of what we do in housing support services. It is not the forum in which we would explore and decide service specific issues. This is done via 121 with the manager and I – we focus on the services needs and what is ongoing. This is proportionate to the service size and the level of need. |
| 2. Mission Statement | 4 | • Shelter Mission Statement, value base and culture describe what we aim to achieve across all that we do.<br><br>• It is reviewed regularly in line with the new strategy and is utilised often, Staff feel an affinity to the values as they are often the motivators for people to work in the field. |

| 3. Strategic Planning | 5 | • Shelter Scotland operates its own Divisional Strategy and Operational Plan – our commonality is in the headline objective setting linked to our values.<br>• Divisional workplans are developed across each area of the business and are reported on quarterly. From the operational plan I have my own 'Housing Support and Pipeline Plan' that outlines annually what each service has committed to achieving. |
|---|---|---|
| 4. Business Planning | 5 | • Our Business Plan and Operational Plans are comprehensive and cohesive with our strategy.<br>• My operational plan outlines each service's contractual commitments as well as contribution to wider objectives i.e. Volunteering or Involvement (where they sit outside of funder requirements).<br>• Within this plan there are development aspirations and articulation of measures in achieving these.<br>• MY operational plan is reviewed formally quarterly and renewed annually. |
| 5. Financial Strategy and Management | 5 | • Shelter UK is governed by a centralised finance function and divisional business partners ensure compliance and adherence to controls.<br>• Our strategy is linked to our financial planning and operationally we participate in quarterly reporting, meetings with finance and budget scrutiny. All levels of management are expected to take ownership of expenditure and budgets are reviewed monthly with challenge given against +/- 5%.<br>• All overspends must be agreed and justified in advance.<br>• Each manager can obtain up to date information in relation to their budget in live time via our accounting and purchasing software. The financial budgets are centrally scrutinised by our divisional management team. |
| 6. Policies and Procedures | 5 | • Shelter Scotland is well served in relation to the development, dissemination and adherence to policy, practise, protocol and guidance documents.<br>• All items are available online and each one has an owner for review and development. |

| | | |
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| | | • Some policies and practises are reviewed formally annually some changes are responded to and updated accordingly.<br>• We have a range of devolved policies because of our differing legislative frameworks and these are also managed and catered for.<br>• Our complaints, accidents and incidents are all centrally monitored and adherence locally around care inspectorate is also supported. |
| 7. Physical Resources | **5** | • S&S has been able to sustain a position within the Dundee Community Hub however this has not been without its challenges in terms of multi-disciplinary offer and the range of ways we operate. However, our office is compliant, adequate and reasonable for all needs and uses. |
| 8. Management | **5** | • As outlined above, there are clear lines of accountability and governance. All staff have job descriptions and are supported through our annual appraisal and supervision processes.<br>• Staff involved in the delivery of services have a range of formal and informal supports – there are consulting managers for each location, supervision is undertaken every 4-6 weeks, employees can access the employee counselling service, staff are debriefed after each concern around the protection of children or adults. |
| 9. Human Resource Management | **4** | • As outlined above, the same governance for finance exists for HR.<br>• Our HR is managed centrally with an identified business partner.  This has plus and negatives in that there are limitations on the relationship building opportunities available between staff and HR.<br>• Part of our centralised governance has embedded a behaviour-based framework for the recruitment and retention of staff – this informs our performance management following successful recruitment too.<br>• Personnel records are retained on our COREHR system for central storage and security, each staff record includes; training records, annual leave, sickness and other absences. This is storage of such items as well as ensures permissions for access. |

| | | |
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| 10. Recruitment and Selection Procedure | **5** | • As above |
| 11. Human Resource Performance Management System | **5** | • As above |
| 12. Human Resource Development | **5** | • In addition to our behaviour-based recruitment for staff we also adopt a similar process for those who wish to volunteer. This means that each staff member and volunteer have a range of agreed objectives that are reviewed appropriately.<br>• Training needs are identified via our appraisal and mid-year review processes and budgeted for in advance of budget setting. |
| 13. Volunteers | **5** | • Shelter Scotland has a national volunteer manager post and two volunteer coordinator roles across the division.<br>• These roles ensure governance and guidance on the development and deployment of our volunteering development plan. This includes supervision, volunteer induction, volunteer training, volunteer engagement.<br>• All elements of the work with Shelter Scotland is managed by this team and they act as business partner for service managers, |
| 14. Working with Commissioning Bodies | **n/a** | • Safe and Sound are not a commissioned service. |
| 15. Working with Other Providers | **5** | • Safe and sound are widely known throughout Dundee. Safe and sound sit on the:<br>    o VAP – vulnerable adolescents partnership – 3 months<br>    o CSE sub group – child sexual exploitation sub group of the VAP - monthly<br>    o Police Scotland – looking at the missing young people in Dundee – monthly<br>• All these forums are at strategic level and are working into a support change in a wider scale. |

| | | |
|---|---|---|
| | | • S&S are noticed for they work we undertake and are given appropriate tasks in relation to our area of expertise. There are good partnership working though out all the meetings and joint up working in some cases to eliminate gaps in services. |
| | | • We have a joint protocol with Police Scotland – were we have taken over the lead in terms of missing – carrying out duties that the police are finding difficult – return to home welfare discussions and also sexual exploitation assessments – to keep young people safe. |
| | | • As I sit on all 3 meetings it's good to see where safe and sound fit in within Dundee and where the expertise lies in terms of young people. |
| | | • VAP and CSE both have objectives relating particularly too young people and services – we have been part of this working group for most of the time Safe and Sound have been operating. |
| 16. Involving and Empowering Service Users | 3 | • Safe and sound have tried to get a good grasps of service user involvement. We have offered young people to become volunteers, peer mentors, social prescribers, assisting on interview panels and taking part in media to promote the service. |
| | | • We have not had any service users be a part of the planning and delivery of the service but if there has been ideas or comments made we have tried to accommodate this where necessary. |
| | | • We give out information at the beginning of the support where it talks about the right to be treated fairly, with dignity and respect etc along with this we have the complaint leaflet and how to complain if individuals were not satisfied with the support they are receiving. |
| 17. Confidentiality and Right Access to Information | 4.4 | • S&S have information sharing document for young people to sign at first time of meeting. This is explained fully about where personal information will be stored, I feel we could have a more in-depth conversation around the rights to access files. Staff are very clear about sharing information when there is harm or risk to an individual. |
| | | • We hold case files on a computer system but for those whom were opened before the computer system was put in place is stored on Shelters domain and also printed out and kept in a locked filing cabinet within the Dundee office. |

| 18. Complaints Procedure | 2 | • In terms of complaints – there is a complaint form that we take out on first visit with the young person. It is basic – only giving details of Shelter Scotland. Recent care inspection gave the recommendation of making the complains leaflet more detailed, putting care inspectorate details on also.<br>• There is no mention of time scales or senior member of staff.<br>• Although this would be followed up and clarified if a complaint was to be made |
|---|---|---|
| **AVERAGE RATING SCORE – PART A** | **4.52** | |
| **PART B – SERVICE DELIVERY** | | |
| 19. Self-Help and Advocacy | 3 | • In house help with interpreters/wellbeing support for workers nothing about advocacy. |
| 20. Accessibility | 4.5 | • Opening times – at times later in the evening or weekends would be a benefit. |
| 21. Referral | 5 | • Any referrals that come into the projects there is a message sent back to the referrer to say we have received and what the next steps are. |
| 22. Pre-Admission | 4 | • There are a set of initial forms that are taken out on the first visit. These include information sharing, equality and diversity, confidentiality and complaints.<br>• In recent inspection from care inspectorate one of the recommendations was to better the complaints leaflet.<br>• We don't advertise other agencies, but we do discuss when brought up during conversations. |
| 23. Assessment | 4.5 | • The assessments that we carry out are all child focused and person centred. These assessments are carried out with the young person present, it is all done through discussion which allows a more relaxed and less formal approach. The discussions and the assessment are based on what the young person decides to talk about. Staff are trained on how to ask questions in a non-threatening or judgemental way to allow a productive and detailed assessment. Staff can change the language |

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| | | they use in assessments based on the needs and ability of the young person. At times I am aware that aids have been introduced to help with this discussion – allowing the sessions to become less threatening and more normalised – using art for example.<br><br>• We use the SHANARRI headings to allow us to make sure we have touched on all indicators before completing assessment – this assessment is what essentially makes up the support plan where the young person takes ownership of this and signs their name once understood and happy with the support they are about to receive.<br><br>• Risk assessments are generic – and allows us to think about every risk possible. These are done at the beginning of the referral with the knowledge that we have received but as this is a working document this can be added too at any point and as the relationship grows is when we will have more access to the risks around for workers and young people.<br><br>• Due to losing the sibling outcome – we now no longer look at other children in the house hold unless they have also been referred in, then this becomes an individual case – not a family case. Although if we were to have heard any worrying information then we would pass this over to relevant professionals.<br><br>• We do not have any scope for other agencies to be a part of our assessment/ plans, but we are written in social work plans, Child Protection plans etc when necessary. |
| 24. Care/Support Planning | 4.25 | • Support plans are filled out online and given to YP to sign not often/ever is given to take away.<br><br>• All plans are very clearly marked out with who is responsible and what time scale is expected to be achieved by.<br><br>• Our support plans are only for our support it does not include other agencies support which could be a positive or negative. |
| 25. Care/Support Review | 4.57 | • There is a flexible approach to when the support is review – we say between 8 -16 weeks. This does not mean that things must change on the support plan. This is for workers to reflect with young people, concentrate on positives and be able to keep encouraging. If tasks are complete this allows |

| | | |
|---|---|---|
| | | other goals to be set but if not, then it can be signed off by worker and young person again to continue. |
| | | • No other party is involved with this process other than worker and young person. We could send back feedback to other meetings to highlight work that we are carrying out to ensure no duplications etc. |
| | | • Once reviewed everything is rewritten and again signed by both parties to show both are happy with the next block of support. |
| 26. Case Closure/Transfer | 5 | • Closures only happen when support naturally comes to an end. |
| | | • Only support plans are fully achieved, and last assessment shows a more positive situation is when we would agree closure. |
| | | • YP are given strategies/tools to take home with them in case they are every in need again, along with numbers of agencies whom might be able to help. |
| 27. Aftercare | 5 | • Cases are not closed until the young person and the worker are both happy that the time is right. |
| | | • We offer a gradual phase out approach where we can begin to see individuals less and less and also offer more email advice that face to face – we wouldn't close a case if we didn't feel this was right. We would either stay open or we would refer them to a more specialised service. |
| | | • We have also had some service user involvement – individuals who are coming to the end of their support have started to volunteer with the project and have also helped us on interview panels. Giving them more skills and experience as well as building up confidence. Peer support is something we have valued as it is very powerful when in groups settings. |
| **AVERAGE RATING SCORE – PART B** | **4.42** | |
| **PART C – MANAGING PERFORMANCE** | | |

| 28. Performance Monitoring | 5 | • We are required to submit reports to BIG lottery and Comic Relief to evidence our work based on the outcomes set. Within this report we look at stats and examples to evidence the wok we undertake. At times there are phone calls with relevant folk to go into more details around pieces of work and outcomes that have been achieved. <br><br> • We have had inspections from the Care Inspectorate. This is a detailed inspection looking at the organisation from the director down the workers on the ground. From strategy to business plans, working plans, and project aims and objectives. Looking at the staff team and the quality of staff and the supervision they receive. Meeting young people for feedback, looking at case files and outcomes spreadsheets. We were given the rating of Grade 5 which is the highest we could achieve due to fist inspection under the new registration. <br><br> • We also look ask young people to fill in evaluation forms at the end of the service for us to be able to improve for future cases. <br><br> • Supervision is also a way of looking performance and outcomes. <br><br> • We have a data base where we fill in all relevant information and update when required which collates all outcomes. |
|---|---|---|
| 29. Quality Assurance | 5 | • We have held steering group meetings every quarter to ensure partners and stakeholders were aware of what the plan for the project was but also to see what relevant input we could have based on the work of our partners. <br><br> • In Shelter there is a strategy that the organisation aims to improve – this is filtered down into business plans for senior managements then into working plans based on the type of work each service is providing. <br><br> • When starting out with Shelter there is mandatory training you are required to undertake – this must happen before taking on cases etc also staff are encouraged to enrol on more relevant training based on the type of work we are undertaking. |

| | | <ul><li>Shelter hosts a yearly gathering off all services where there is a reflection of the previous year and looks at the positive work we do and the stats of whom we have helped etc.</li><li>There has been no auditor who has come into Safe and Sound although I do random checks to make sure paper work is up to date and to a high standard.</li></ul> |
|---|---|---|
| **AVERAGE RATING SCORE – PART C** | **5** | |
| **OVERALL AVERAGE RATING – PARTS A-C** | **4.52** | |

# CHAPTER 6: REVIEW OF SAFE AND SOUND CLIENT DATABASES

## 6.1 Introduction and Aims

Both Shelter and Relationship Scotland operate client databases, and these provided important evidence to demonstrate the outputs and impact of the Safe and Sound project. Whilst there were some difficulties in analysing these databases[6], overall the evidence produced from them is considered robust.

## 6.2 Overview of the Shelter Safe and Sound database

Shelter provided the Research Team with a copy of its current client database and this was stored securely for analysis. A separate copy of a previous database was also provided but the password for this was not available and therefore it could not be analysed; however, this is not considered a significant weakness as the project has adapted the way it works in recent years and therefore it is more appropriate to study inputs and outcomes for more current clients.

When initially provided, the current Shelter database had 554 case records, covering the period from January 2013 to September 2017. A preliminary review revealed that the database required to be cleansed of duplicate records. Some of these duplicates appeared to arise where a case record had been created both by Shelter and by Relationship Scotland. In other cases, it appeared that a rapid re-presentation had led to a duplicate record being created.

After discussion, the Research Team agreed the following methodology for cleansing the Shelter database:- where two case records for the same client were identified as logged within 2 months of each other these would be consolidated into a single record, on the basis that even if the client had temporarily exited the service then re-presented this should be considered as a single ongoing case. However, in some cases a record was created for the same client over 2 months apart, these records were retained as separate and distinct, thus appropriately capturing complex cases.

Once cleansed, the database had 460 case records.

As well as cleansing the database of duplicate records, it was also necessary to address inconsistencies in how information was recorded; for example, discussion with the Project Manager confirmed that all referrals from Police Scotland would be for Missing Persons, however whilst the majority of such referrals where appropriately recorded, some were classified as 'Police Referral'. All such cases were re-categorised as Missing Persons. Similarly, there were inconsistencies in how accommodation circumstances and risk of homelessness were recorded; for example, one record might say "forced out" and another "homeless". To address this, in key areas all records were reviewed and re-categorised using a shortened list of standardised descriptions.

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[6] Changes in administrative arrangements that came into play some 18 months ago ago meant that the project was no longer able to operate a single unified database

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Until relatively recently Shelter and Relationship Scotland operated a unified database; this would record all clients irrespective of which the lead agency was. However, we understand that within the last 18 months or so administrative arrangements have changed and this is no longer the case. This adds an additional layer of complexity, as some of the clients on the Relationship Scotland database will also be on the Shelter database but some won't. Recent cases where the only project input is from Relationship Scotland will not be recorded in the Shelter database. Taken together we estimate the total project caseload for the 2 agencies to have been 550 over the period January 2013 to September 2017.

For clarity, analysis in this chapter will reference the relevant source data and any qualifications that may exist, such as the reporting timescales.

The Shelter database is extremely comprehensive in the information it seeks to record. Indeed, there was some evidence that it's very complexity was a weakness, as many records were not completed in their entirety. Where records are partial there is a danger that what appears to be hard evidence is in fact misleading.

However, despite all the aforementioned qualifications, critical areas of the database were routinely completed and, having put in place a streamline classification method, we are reasonably confident that the evidence produced is sufficiently reliable.

## 6.3 Overview of Relationship Scotland database

At the point of analysis, the current Relationships Scotland database held 177 cases recorded over the period 24 March 2015 to December 2017. Four cases could not be analysed because of anomalies, therefore the total number of cases analysed was 173.

Whilst the Relationship Scotland database covers a shorter timeframe than the Shelter file, we understand that all cases referred for mediation prior to March 2015 would still be recorded on the Shelter database.

Focusing as it does on the more limited casework activities of Mediation and Conflict Resolution, the database is smaller in scope than that Shelter's. Some concerns were identified regarding the quality of recording in some areas; such as the extent to which clients were supported to Remain, Return or Sustain, accommodation. However, again we are easily confident the evidence produced is sufficiently reliable.

## 6.4 Profile of project clients

### 6.4.1 Age

The Shelter database records the age of clients, the Relationship Scotland database does not. Figure 6.1 below shows the age distribution of all Shelter's clients over the period January 2013 to September 2017.

Figure 6.1 Shelter referrals – Age distribution



Age of all Shelter referrals
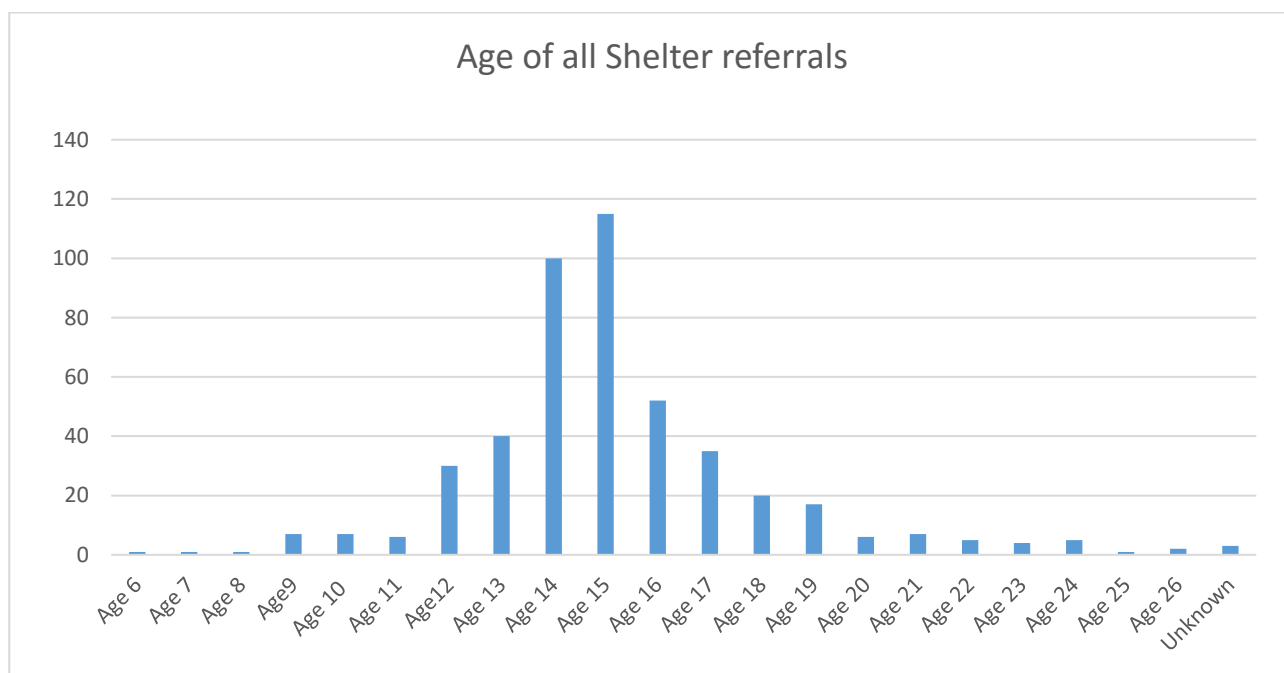
As can be seen, whilst clients were aged from 6 - 26 the majority were clustered in the age range 12 - 19.

6.4.2 Gender

Women were slightly more represented in Shelter's casework than men; 53% compared to 42%. The gender of the remainder was unknown.

Relationships Scotland's is database does not record gender.

6.4.3 Geographic area

Although the Safe and Sound project covers four Local Authority areas, the overwhelming majority of the 460 cases on Shelter's database came from Dundee: Dundee 319 (69%), Fife 34 (7%), Perth and Kinross 27 (6%), Angus 25 (5%) and Unknown 55 (12%)[7]. The reason for the preponderance of cases from Dundee was the volume of referrals from Dundee's branch of Police Scotland. In respect of 'Missing Persons' referrals, where the majority of cases referred to the project and these near universally came from The Police in Dundee.

**6.5 Engagement with the Shelter's element of Safe and Sound**

All 460 clients on the Shelter database could be described as having engaged with the project, insofar as an initial assessment meeting was held. However, the number that engaged with Shelter staff

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[7] Comprising 50 (11%) Relationship Scotland cases (geography is not recorded), and 5 Shelter cases we are there was no record of location.

beyond this initial interview was significantly lower; 192 (42%). There were marked differences in the levels of engagement by client groups and, importantly, levels of engagement amongst 'Previously Missing Persons' were far lower than for other client groups. As previously mentioned, Missing Persons formed the majority of referrals (59%) - their lower levels of engagement had a significant detrimental impact.

Nonengagement could be perceived as a negative outcome. However, as the evidence from interviews with stakeholders and staff is that the project made strenuous efforts to engage with clients on their own terms and in an open-ended fashion, we conclude that those who did not engage were expressing personal choice. Although those personal choices may have had negative consequences, the project should not be judged by these, instead it is best evaluated on the outcomes achieved with those that did engage.

## 6.6 Overview of outcomes for those that engaged with Shelter

The Shelter database records in detail outcomes for the 192 clients that engaged with Shelter staff over the period January 2013 to September 2017. [8]

- In 51% of cases (97) 'Improved Relationships' were recorded as an outcome.

- In 51% of cases (98) 'Reduced Risk of Crisis Homelessness' was recorded.

- 59% (114) had engaged with the Housing Options process.

- In 42% (81) 'Positive Progress was recorded on SHANARRI'[9].

- 48% (93) were assisted to register with a GP and similar numbers with a Dentist.

- There was a significant growth in numbers in their own tenancy after engagement with service; 6 at Initial Assessment / 25 at case closure. There was a corresponding drop in Sofa Surfing / care of (27 at initial assessment / 4 at case closure) and a smaller reduction in numbers living at home.

## 6.7 Analysis by 'Primary Risk' reason

Unless otherwise stated all data used in this section is drawn from the Shelter database and covers the period January 2013 to September 2017.

The Shelter database records clients by Referral Reason and whilst this was often found to be a wholly appropriate categorisation it did not always reflect the Primary Risk on a broader view of the circumstances. For example, in a limited number of cases it was noted that the client had been

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[8] Note: All stated outcomes are based on self-assessed recording by Shelter staff at the point of case closure. Consequently there is the risk of positive overstatement or that outcomes were different over the long term. The scale of our work did not allow for a separate and longer term appraisal of outcomes, as this would have required the cooperation of a multitude of external agencies and this was not practicable.

[9] Scottish Government's 8 well-being indicators for Getting It Right For Every Child are commonly referred to by the initial letters which stand for Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included.

referred because of Family Conflict but that they were now living out with the family home, their return was not welcomed, and they were "Sofa Surfing". In such cases, whilst Family Conflict was the catalyst for the referral the Primary Risk confronting the client was now Homelessness. Consequently, we created an additional category of Primary Risk and, this being more important than the original referral reason, analysed cases on that basis; in most cases the referral reason and primary risk were one and the same, but not always.

## 6.8 Referrals from Police Scotland – 'Previously Missing Persons'

Two hundred and seventy-two (272) of the 460 cases recorded on the Shelter database were referrals from Police Scotland, all being for support to young people who had previously gone missing. As is the standard Police Scotland operating procedure, once a person is found Police Officers in Dundee conduct a 'Safe and Well' check but thereafter, and additionally, all non-Looked After Children[10] are referred to the Safe and Sound project. Dundee is unusual in this regard and relevant interviewees referred to this as a 'Gold Standard' approach.

The age profile of these clients (see Figure 6.2 below) was narrower than for the project as a whole. Except for one case, all Previously Missing Person referrals were 17 or under; peak ages being 14 and 15-year-olds. Most referrals were in the age range 12 to 16.

Figure 6.2 Shelter referrals – Age distribution
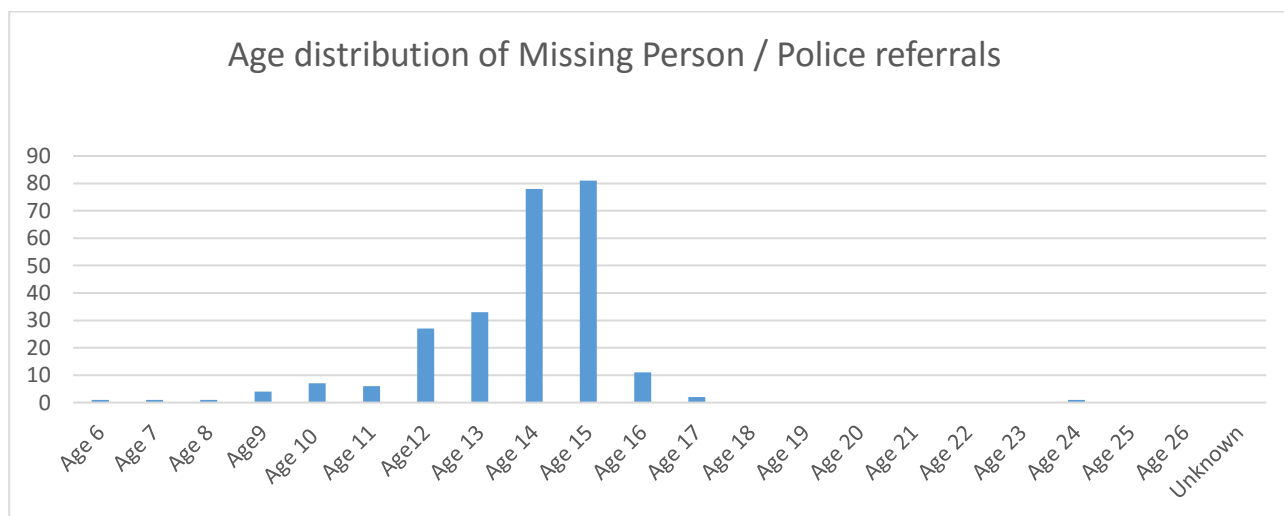


Although Previously Missing Persons formed most referrals to the project and all received an initial Welfare and Assessment visit from Shelter support staff, thereafter levels of ongoing engagement with the project were low when compared to other referral groups. Of those 272 referrals, only 57 (21%) engaged beyond the initial Safe and Sound welfare interview. The Project Manager noted that

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[10] Where the Young Person is 'Looked After'by the Local Authority the Police engagement is with Social Work.

EVIDENCE INTO PRACTICE

whilst those 'At Risk of Homelessness' or actually 'Homeless' sought out the assistance of the project, referrals from The Police were automatic rather than voluntary.

We are not able to comment with any certainty on why levels of engagement amongst Previously Missing Persons is much lower than with other client groups. However, the wider evidence of Safe and Sound project's approach to engaging with young people - on their terms and in an open-ended fashion - indicates that the project very actively strives to engage all its clients. We would suggest there are likely to be several reasons for the low engagement from this client group and these may include: resentment amongst some at automatic referral and a consequent unwillingness to engage beyond the minimum; some clients having particularly chaotic circumstances; and others where an individual with a one off incident of going Missing does not perceive there to be a significant and enduring issue and wishes to put the past quickly behind them.

### 6.9 Outcomes for 'Previously Missing Persons' who engaged with the project

Where individuals from this group did engage, outcomes were often similar to those of other client groups. In 53% (30) of cases 'Improved Relations' were recorded as an outcome for Previously Missing Persons. In 17 of those cases (57%) the client already had a history of leaving home and 10 (33%) of those they had done so on multiple occasions; therefore, positive outcomes in this area should be seen as particularly significant.

In 39% (22) of those cases that engaged the Risk of Homelessness was assessed as reduced.

Again, in 39% (22) positive progress on SHANARRI[i] was recorded.

### 6.10 Referrals because of 'Family Conflict'

Fifteen percent (15%/71) of referrals were made for Family Conflict. Like Missing Persons referrals, referrals for Family Conflict were clustered in the 12 to 17 age range; although there were referrals up to age 25.

This risk group was far more likely to engage with the project than Missing Person referrals; sixty eight percent (60%/48) engaged.

Most young people referred because of Family Conflict (54 /76%) were living in the family home at the point of Initial Assessment. Eleven percent (11%/8) were staying care of Extended Family, Seven percent (7%/5) were Sofa Surfing / Care of and 4% (3) had their own tenancy.

### 6.11 Outcomes for 'Family Conflict' clients who engaged with the project

Of those who engaged with the project, 75% (36 of 48) were living in the family home at the point of initial assessment. Post support from the project, 69% remained in the Family Home; 6% (2) were recorded as living with Extended Family, 6% (2) as living in Temporary Accommodation and 3% (1) as in their Own Tenancy, but the accommodation outcome for 17% (6) was not recorded.

Improved Relationships were recorded as an outcome for 40% (19) of these cases.

Reduce Risk of Crisis Homelessness was an outcome for 33% (16) and 'Positive progress on SHANARRI' was an outcome for 31% (15).

## 6.12 Risk of Homelessness

Eighty-three (83/18%) referrals were made where Risk of Homelessness was the Primary Risk.

The majority of cases at Risk of Homelessness were clustered in the age range 14 to 18, although some 20% of cases were aged 19 or over.

59% (49) of this group engaged with the project.

Outcomes for clients at Risk of Homelessness who engaged with the project:

In 67% (33) of these cases the 'Risk of Crisis Homelessness' was recorded as reduced.

'Improved Relationships' were a recorded outcome for 54% (26) of cases.

## 6.13 Currently Homeless

Thirty-nine cases (39/8%) were referred where the primary risk was actual homelessness. The age profile was similar to the Risk of Homelessness group. Figure 6.3 below shows the combined age profile for these 2 groups:

Figure 6.3 Combined age distribution of all those engaged young people who were 'at risk of' or 'actually' homeless
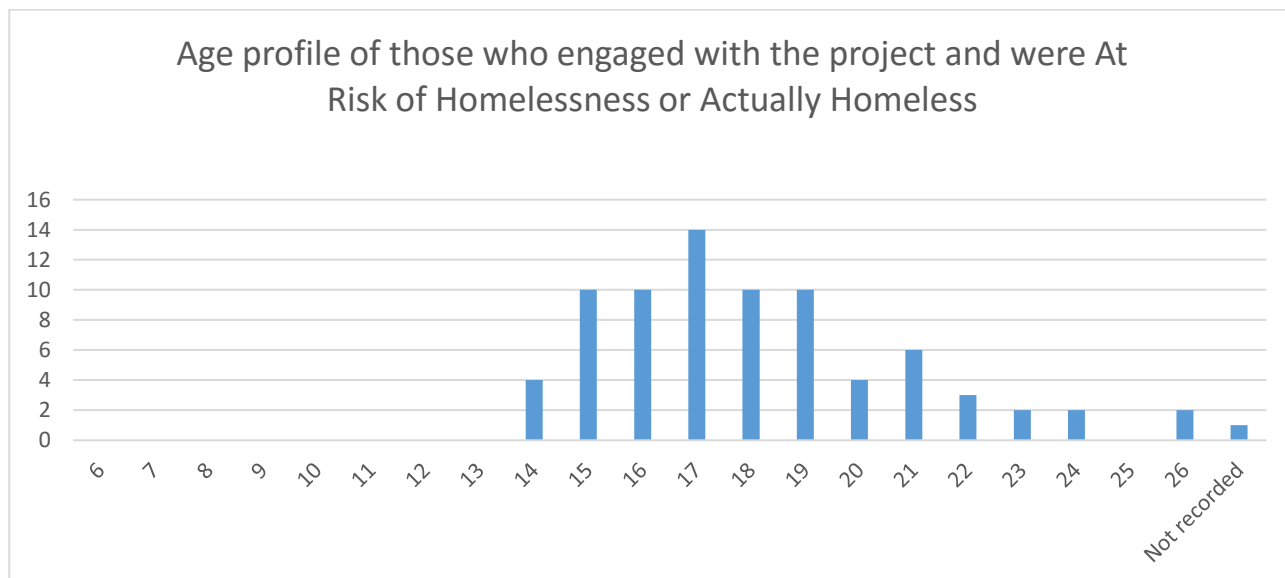


Seventy percent (70%/28) of those referred as actually homeless engaged with the project. At the time of initial assessment three quarters (77%/21) of these were Sofa Surfing, 18% (5) were in Homeless Accommodation and 4% (1) were in Supported Accommodation.

**6.14 Outcomes for Homeless clients who engaged with the project**

Positive outcomes were evident after engagement with the project. The risk of homelessness was assessed as reduced in 71% (20) of cases. Thirty six percent (36%/10) had their own tenancy, 11% (3) were living in the Family Home, 11% (3) were staying with Extended Family, 14% (4) were in Homeless Accommodation, 4% (1) were in Supported Accommodation and 11% (3) were Sofa Surfing[11]. Are you

In 61% (17) of cases Improved Relationships were recorded.

**6.15 The role and impact of Mediation and Conflict Resolution**

The following detailed analysis is based on the Relationship Scotland database, which covers the period from the end of March 2015 to the end of January 2017.

6.15.1 Referrals for Mediation

A total of 177 cases were recorded over the period 24 March 2015 to 31st of 6th January 2017. The database does not record the source of referrals.

Four cases could not be analysed because of anomalies and recording. **Therefore, a total of 173 cases were analysed.**

Figure 6.4 below is a breakdown by geographic area.

Figure 6.4 Referrals to Relationship Scotland for family mediation – geographic distribution



Breakdown of referrals to Relationships Scotland by geographic area

- Dundee ■ Angus ■ Perth ■ Fife ■ Unknown

1, 1%
31, 18%
31, 18%
84, 48%
26, 15%

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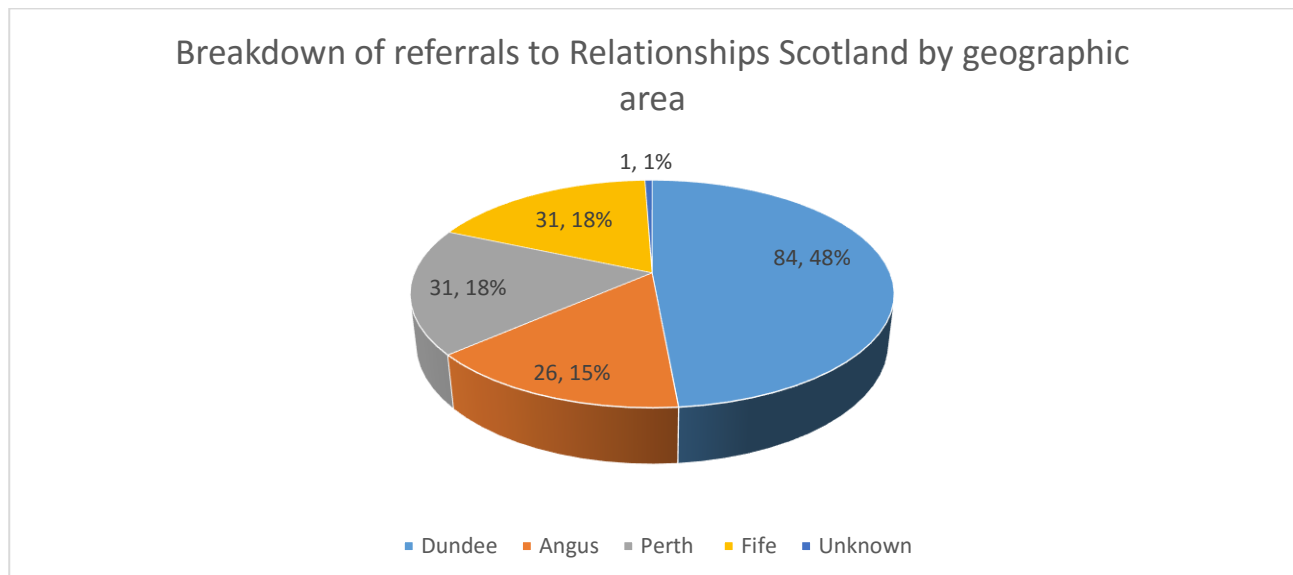
[11] The accommodation outcome for 1 was not recorded.

### 6.15.2 Engagement with mediation and Conflict Mentoring

Thirty three percent (33%/57) engaged with either Mediation or Conflict Mentoring.

Twenty one percent (21%/37) were formerly recorded as engaging in Mediation.[12] Mediation was recorded as not applicable in 3% (5) and engagement was unclear in a further 10% (17).

As well as Mediation, Conflict Mentoring was also offered. In such cases mediation was not always possible but, for example, an individual party could be offered guidance in dealing with and de-escalating conflict. Twenty percent of cases (20%/35) engaged with Conflict Mentoring sessions. Nine percent (9%/15) of these cases engaged with both Mediation and Conflict Mentoring.

## 6.16 Outcomes of Mediation and Conflict Mentoring[13]

### 6.16.1 Improved family relationships

In thirty eight percent of cases (38%/66) family relationships were recorded as improved. In fourteen percent (14%/ 25) of these cases relations had improved without Mediation or Conflict Mentoring. Case notes revealed in some cases why relationships improved for reasons other than Mediation or Conflict Mentoring; for example, "The situation improved after X change school"

### 6.16.2 Accommodation Outcomes

Sixty-six percent (66%/115) were accommodated at home at the point of initial assessment. Twenty percent (20%/35) were 'Out with' the family home. Five percent (5%/9) were living with Extended Family. One percent (1%/2) were Looked After Children and in the remainder, information was unknown/not recorded.

At Case closure 51% (89) were accommodated at home[14]. The accommodation status of 39/23% was Unknown. 15 (9%) were recorded as living 'Outwith' family home. 7 (4%) were living with Extended family. One (1%) was living in temporary accommodation and 1 (1%) was in a Secure Unit. Information was not recorded for the remaining cases 20 (11%).

The database records whether individuals were supported to 'Remain, Return or Sustain' accommodation. However, inconsistencies in recording means it is impossible to draw conclusions

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[12] However this may be an understatement as casenotes indicate a further 6 cases in which Mediation was recorded but not listed in the database. The reasons for this are unclear. If the larger figure is taken, 43 / 24% engaged in Mediation

[13] Note: All stated outcomes are based on self-assessed recording by Relationship Scotland staff at the point of case closure. Consequently there is the risk of positive overstatement or that outcomes were different over the long term. The scale of our work did not allow for a separate and longer term appraisal of outcomes, as this would have required the cooperation of a multitude of external agencies and this was not practicable.

[14] The term Home was primarily used as an Accommodation Outcome but one was recorded as 'Remain' and two as 'Return'; these were crossed reference against Initial Status to confirm the outcome as Home. Returning and Remaining descriptions were inconsistently used and under represented numbers.

except in the broadest terms.[15] Overall a total of 78 cases (45%) were recorded as being Supported to Remain, Return or Sustain their existing accommodation.

### 6.17 Conclusions

- Although analysing the databases provided by both organisations presented challenges, the information they yielded was invaluable.

- More than half of all project referrals were from Police Scotland for Previously Missing Persons.

- Although all Previously Missing Persons had an initial welfare interview with Shelter, thereafter they proved markedly less willing to engage than other client groups. Where they did engage, there were many positive outcomes.

- Of those clients that engaged with Shelter, more than 50% were recorded as having 'Improved Relationships' as an outcome and more than 50% were recorded as at Reduced Risk of Crisis Homelessness'.

- Of those clients engaged with Shelter, nearly 60% also engaged with Housing Options.

- The nature of presentations was age-related. Those presenting as Previously Missing Persons or experiencing 'Family Conflict', were younger and clustered around the age range 12 - 17. Homeless clients or those at 'Risk of Homelessness 'were older.

- There was evidence of a move towards increased accommodation security for Homeless clients that engaged.

- Where Mediation was not possible, Relationships Scotland also offered Conflict Mentoring where appropriate. A third of all Relationship's Scotland's clients engaged with either Mediation or Conflict Mentoring.

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[15] While some are specifically categorised as Remain, or Return, or Sustain, the single most common categorisation is Yes.

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# CHAPTER 7: PROFESSIONALS' VIEWS - INTERVIEWS

## 7.1 Introduction and Aims

To help gather the necessary comparative evidence to comprehensively address the project objectives, the evaluation team conducted a series semi-structured interviews [**n=4**] with key members of Shelter Scotland senior management:

- James Connolly, Business Support Manager, Shelter Scotland

- Michelle Harrow, Hub Manager (Dundee), Shelter Scotland

- Ruth Robin, Operations Manager, Shelter Scotland

- Alison Watson, Deputy Director, Shelter Scotland

A joint interview was also conducted with the two Relationship Scotland Family Mediators (Pam Wardlaw and Jeanie Hill).

A series of interviews (**n=5**) were conducted with the following informants to gather perspectives of those engaged with Missing Persons or Children at Risk of Sexual Exploitation:

- Chief Inspector Lex Baillie of Police Scotland's National Missing Person's Unit

- Stephen Coulter, National Missing Person's Framework Coordinator, Scottish Government

- Sarah Finnegan, Barnardo's' Childhood Sexual Exploitation Adviser to Police Scotland.

- Detective Richard Grieve, Police Scotland's Missing Person Operational Coordinator (Dundee)

- Hester Parr, Geographies of Missing People, University of Glasgow

Additionally, the following key (external) informants [**n=4**], who have been connected (or had dealings with) with the Safe and Sound service, were interviewed:

- Nicola Eyre and Ann Wood (Elmwood College, Fife)

- Gerard McKendrick, Team Leader, Services for Children, Young People & Families, Perth & Kinross Council

- Kate Watt, The Corner (Dundee)

Finally, input was sought from Housing Options staff **[see section 7.4]**.

Interviews focused on a set of specific queries outlined by the study commissioners, and findings are presented thematically below.

The views expressed below are a summary of the views expressed by the interview respondents and do not necessarily represent the views of the evaluation team.

**7.2 Perspectives of Shelter Scotland and Relationships Scotland staff**

7.2.1 What was the perceived need for this intervention before the project started, and why was it set up in Dundee (Tayside/Fife)?

About a decade ago, senior staff at Shelter Scotland and Relationships Scotland started comparing notes and discussing the extent of youth homelessness in Scotland and in particular, the observation that 50% of young people who are homeless have run away from home at least one by the age of 16 (and for most it is multiple times).

> *'So, with an interest in prevention and wanting to have an impact on youth homelessness – if we can do something different to create different outcomes at the point when the youngster runs away (let's turn off the tap as it were), so that was our interest. Relationship Scotland's point of view was that they were increasingly mindful of youngsters who were vulnerable to running away but they didn't know what to do with them.'*

The decision to base the project in Dundee was mainly a pragmatic one of finding a local Relationships Scotland branch that were up for the challenge:

> *'Shelter is a national organisation – we could have done it anywhere. There is not one part of Scotland that has more youth homelessness than the other. The delay was that Relationships Scotland needed to find a local branch who were up for it and had capacity etc., and it ended up being Dundee.'*

7.2.2 Where does the 'Safe and Sound' model fit within the Shelter Scotland vision and portfolio of services?

Safe and Sound was set up as a new approach to try and improve outcomes where young people have left home in an unplanned way and also to prevent future homelessness by improving family relationships and individual confidence and resilience. The original idea was to shine a light on this issue in Scotland (through exploring, in detail, what the needs were; exploring through a process of 'testing' how to meet those needs; and, ensuring that learning is shared) rather than setting up a permanent 'Shelter' service.

It came about at a time when austerity in the UK was taking hold and Shelter needed to find new ways to grow its services in such a financial climate.

> *'If you go back to 2008/2009, 89% of Shelter's income was from statutory sources, so we needed to grow our services at a time it was financially very difficult to do that. We had to diversify the income base and look at how we organised the activity. We needed some sort of framework for saying how to deploy that income.'*

The framework developed by Shelter Scotland was one of 'core' and 'pipeline' services:

> *There was a sense of some 'core' services of the type we wanted to keep on. So, that was about having services in Scotland which, no matter where you are, we can reach you – so, the national*

*telephone line, Digital Help etc. We also felt we must be a stronger, more visible tangible presence in certain locations – so, there was a location strategy part to this. It was about having hubs in every main city in Scotland. Part of what the core services are doing is providing a high-volume evidence base for what it is we campaign about, so we cannot be accused of being an ivory tower organisation. What we can say is that we are campaigning about this because 10,000 people told us about this problem.'*

*'The 'pipeline' is more about a broader based theory of change for us and we recognise there are various ways we can bring about change in the housing system. Pipeline is about saying that sometimes, people are trying to change things and we don't' know how. They are experiencing barriers and I think there is a role for a charity who can attract additional funds, take the risk and say we will try and pilot that solution Safe and Sound is firmly a pipeline service. It is about saying we are not going to cure homelessness across Scotland, but we are going to get a better understanding of how to do that bit and then we're going to use our PR machinery to get that learning in front of key decision makers in such a way that a legacy is left. So, they are not necessarily services that we are trying to sustain or scale up, we wouldn't ignore those opportunities if they exist. It is about saying let's get a better understanding of this issue.'*

### 7.2.3 The original Big Lottery funding application stated an aspiration for the project to have a 'long-lasting legacy'. What was envisaged as this 'legacy'?

Safe and Sound was set up as a new approach to try and improve outcomes where young people have left home in an unplanned way and also to prevent future homelessness by improving family relationships and individual confidence and resilience. The original idea was to shine a light on this issue in Scotland (through exploring, in detail, what the needs were; exploring through a process of 'testing' how to meet those needs; and, ensuring that learning is shared) rather than setting up a permanent 'Shelter' service.

*'We have learned a lot, and that is one of the key things that we are always looking to do with a pipeline service. I think we learned a lot about what the need is...We went into this knowing that youngsters were vulnerable. I think it was quite shocking the high percentage of youngsters that were very vulnerable. We probably expected most to be roughly in the 12-16 age group (and most of them probably were); but what was really shocking is how young some were (6-8 years). We recognised very quickly that there is more vulnerability, so that had to be reflected in our practice, so it was looking at risk assessment, work with Barnardos around screening for child sexual exploitation, there has been a process for us about taking the learning and refining the model.'*

*'We are experts in providing housing advice and we recognised quite quickly that we had to deliver that in a different way for this group. So, it was making sure we had the staff that had the background in youth work and that was more important than housing knowledge because we could give them the housing knowledge. But, if they don't work in a way that engage the young people then this thing just wasn't going to work. So, we had to change our methodology*

*pretty quickly and throughout the process, so there was a bit about learning about the nature and extent of the need.'*

*'Police Scotland have extracted a huge amount of learning from this and a lot of that has been captured in the national missing persons framework.'*

<u>7.2.4 What have been the best things about the Safe and Sound project over the last six years?</u>

The feedback from Shelter staff around the best aspects of the project were primarily focused on the successes of working with young people and improving family dynamics, as well as the focus of Safe and Sound being a more preventative intervention.

> *'Probably the individual situations that we have improved for young people. We had one particular young person who was subject to child sexual exploitation and what that triggered was a very traumatic time; however, what we did do was stopped further harm, moved her on to a period of recovery. She was then supported to social work and moved to respite accommodation. In a world with no Safe and Sound that person could potentially have still been living that world.'*

> *'For me the motivator is always how do we prevent ongoing trauma, how we prevent it happening to someone else and if it does happen we will be there for you. We have never had any issues with engagement, once people build relationships with us, people trust us, otherwise they vote with their feet (which they haven't), and I think that is really telling.'*

> *'One of the unintended outcomes of Safe and Sound is that we had to change our practice because we were working with children who were more vulnerable than we had originally thought - so that was a big risk for us. In terms of the internal processes we have got around child and adult protection, Safe and Sound is by far the biggest source of formal alerts to statutory sources. We were developing the project at the same time as we were setting ourselves challenges around how do we involve people who have got lived experiences of what we want to tackle. Safe and Sound was a place where we could start experimenting, and the other thing that made that an opportunity was because at the Scottish conference it launched the discussion about the National Missing Persons Framework and as a result two of our youngsters were trained up as social reports. It helped us learn how to involve people.'*

## 7.3 Perspectives of those engaged with Missing Persons or Children at Risk of Sexual Exploitation

<u>7.3.1 Summary of key findings</u>

- The Safe and Sound project augmented the support available to Previously Missing Persons and Children at Risk of Sexual Exploitation.

- If the project did not continue there would be a reduction in the quality of local services to these clients.
- The project's work provided valuable assistance to their own organisations and this helped them to achieve their organisational objectives.

7.3.2 Support offered to Previously Missing Persons and those at Risk of Child Sexual Exploitation:

All interviewees confirmed that the Safe and Sound project augmented the service available to these client groups through the offer of extended support, beyond what their own organisations could deliver. This was particularly true in the Dundee area but less so in the other geographic areas covered by the project.

Across Tayside between 1500 and 1800 young people go missing each year, of which some 30% are Non- Looked After Children. Interviewees confirmed there is a strong correlation between young Missing Persons and those at Risk of Child Sexual Exploitation.

In Dundee, whilst Police Scotland deliver on their standard operating procedure of conducting a Safe and Well check once a Missing Person has been found, thereafter all Non-Looked After Children are referred to Safe and Sound for additional support.

All three interviewees recognised that Safe and Sound could commonly develop longer term and more engaged supportive relationships with clients than their own organisations. Specifically, The Police recognised that 'The Uniform gets in the way'; i.e. young people can be unwilling to engage with The Police and consequently less open about what has happened or contributing circumstances. It was also recognised that reference to Child Sexual Exploitation was perceived by many young people as stigmatising; the more generic work of Safe and Sound allowed risks in this area to be identified through more subtle engagement.

It was noted that many Beat Police Officers do not have the skills and experience to support young people that have gone missing and are often required to conduct Safe and Well checks in pressured circumstances; such as late at night. Safe and Sound were praised for having well-trained, responsive and motivated staff with the time and capability to provide effective longer-term support that could address the underlying causes of why young people were going missing. One commented:

> '(Such a) bespoke service is very valuable.'

Another said:

> 'Shelter's relationship with clients is quite different.'

More than one interviewee described the augmented Missing Persons service offered in Dundee with the support of Safe and Sound as 'The Gold Standard'. It was agreed that if the project ended Missing Persons services in Dundee would default to Police Scotland's standard operating procedure; i.e. Safe and Well checks would be conducted, but Non-Looked After Children would not be automatically referred on to external agencies for additional support. A comment from one interviewee summarised the views of all:

*'(If the service ended) it would be very challenging. The project operates in a useful niche. There would be a danger in not having the service available to those that are not Looked After Children'. (This would leave…) a huge vacuum'*

All interviewees were clear that not only did Safe and Sound provide valuable support to young people, its work, and the way this was undertaken, directly assisted partner organisations to meet their objectives. This was most evident in the field of 'soft intelligence'. Close day-to-day working, and regular liaison meetings had built up confidence and trust between The Police/CSE and Safe and Sound leading to fruitful two-way information sharing. Echoing the views of all, one said:

*'I can't emphasise the value of soft intelligence enough'.*

The benefits of this could not be understated. In broad illustration, because Safe and Sound staff were able to get closer to young people at risk, they could appropriately share valuable insights into who they were in touch with (often networks of other vulnerable youngsters), where they might be staying when absent from home, and what risks they might be exposed to. This could then be combined with other intelligence on potential and known perpetrators, leading to disruption of their activities and interventions that guided young people away from risky situations.

It was accepted that the Safe and Sound project had the potential to prevent repeat incidents of young people going missing. Quantitative evidence was not available at present to confirm this, but one interviewee said there was qualitative evidence to this effect and that the data might prove the case if studied.

This led into discussion of whether investment in projects like Safe and Sound could release Police resources. Interviewees noted that when someone goes missing, the overwhelming proportion of Police resources are focused on the investigation (the mobilisation of beat police, patrol vehicles, helicopters etc.) with Safe and Well checks being an important, but less significant, resource commitment. Here we would note that, except for putting helicopters in the air, many of these costs would be fixed; it would be unlikely that preventative work by Safe and Sound could allow Police Scotland to reduce numbers of beat police or mobile patrols. Rather, preventing people going missing, might free The Police to focus on other duties.

Interviewees noted that the Safe and Sound project demonstrated valuable ways of working that could inform national practice and the successful implementation of the National Missing Persons Framework. One interviewee ventured that it might be possible to focus enhanced Missing Person services in 'hotspot' areas, rather than taking a blanket approach. This might make resourcing more achievable. They were also of the view that some enhancements could be achieved through closer joint working.

## 7.4 Consideration of input from Housing Options staff

The research team originally anticipated interviewing staff who lead the Housing Options approach in each of the four Local Authority areas. However, after initial feedback from one potential interviewee and discussion with the Safe and Sound project manager, it became clear that the staff would have very limited, indeed potentially misleading, insight into the scale and scope of the

project's work. Shelter's staff are often engaged in assisting clients with Housing Options, including accompanying them to Housing Options interviews as a 'copy Responsible Adult'. However, it is the policy of the project not to declare staff's involvement to Housing Options staff unless specifically required. In consequence, Housing Options staff will not be aware of the extent to which they have engaged with the project and its staff and therefore not be able to give an informed opinion.

For this reason, it was decided not to interview the remaining Housing Options staff.

# CHAPTER 8: PROFESSIONALS' VIEWS - SURVEY

## 8.1 Introduction

As part of the evaluation, a survey was designed and disseminated to engage a full range of stakeholders who have had contact with the Safe and Sound project in the last three years. The survey was used to collect information relating to stakeholder's involvement with the project and to gain an insight into the views stakeholders held regarding the effectiveness of the Safe and Sound project.

The survey was initially sent to 189 individuals who had been identified by the Safe and Sound project as individuals that had been in contact with the project in the past.

The survey was sent on three occasions over a three-week period. The dates were as follows:

- 09 January 2019
- 16 January 2019
- 22 January 2019

The initial invitation to complete the survey reached 169 out of the 189 individuals identified. 20 emails failed to deliver to the intended recipients.

In total, 48 individuals began the survey, although not all completed the survey in full. A further seven survey respondents were discounted as they had not been involved with the project within the last three years. Therefore, 41 respondents had either referred or had been involved with the Safe and Sound project in some manner in the last three years.

## 8.2 Agencies and location

Individuals who responded came from a variety of agencies across four geographical areas. The full breakdown is shown in the tables below:

Table 8.1: Agencies

| Agency | Frequency of Response | As a % of Total Responses (n=41) |
|---|---|---|
| **An Educational or Training organisation** | 13 | 31.7% |
| **A Youthwork organisation** | 3 | 7.3% |
| **A Social Care or Social Work organisation, other than the Local Authority** | 0 | 0.0% |
| **A Social Landlord (including Council)** | 1 | 2.4% |
| **A Local Authority Housing Options Team or Homeless Persons Service** | 3 | 7.3% |

| | | |
|---|---|---|
| **Local Authority Social Work** | 8 | 19.5% |
| **Police** | 1 | 2.4% |
| **Referred to/worked with Safe and Sound in personal capacity** | 3 | 7.3% |
| **Other** | 9 | 22.0% |

'Other' agencies reported:

- Voluntary organisation in partnership with the local authority (n=1)

- Young persons' health service (n=2)

- Government (n=1)

- Dundee City Council/NHS Tayside Health Service (n=1)

- Charity providing household goods to those in need (n=1)

- Voluntary Sector Agency (n=1)

- Policy and voluntary joint position (n=1)

- Media (n=1)

Table 8.2: Geographic location

| Geographical location | Frequency of Response | As a % of Total Responses (n=41) |
|---|---|---|
| Dundee | 24 | 58.5% |
| Angus | 14 | 34.2% |
| Perth and Kinross | 12 | 29.3% |
| Fife | 6 | 14.6% |

As can be seen above, a majority (58.5%) of those who completed the survey indicated that the agency in which they work is based in Dundee.

## 8.3 Reasons for Involvement in Safe and Sound Project

Respondents were asked about the main reasons were for their involvement with the Safe and Sound project. Most individuals indicated their involvement with the project was due to 'casework (referrals or joint working on individual cases etc.)'. The table below shows respondents responses according to the options offered via the survey question:

Table 8.3: Reasons for involvement with Safe and Sound

| Main reasons for involvement | Frequency of Response | As a % of Total Responses (n=40) |
|---|---|---|
| **Casework (referrals or joint working on individual cases etc)** | 34 | 85.0% |
| **Strategic engagement (policy and practice beyond individual cases)** | 2 | 5.0% |
| **Other** | 4 | 10.0% |

'Other' reasons for involvement stated were:

- Self-referral.

- Worked in collaboration with the Safe and Sound project – provided household items for individuals supported by the project.

- Promoted the Safe and Sound project and reported on the wider issues of homelessness via the media.

- Involvement with the Safe and Sound project via a young person at college which led to Safe and Sound delivering a session to learners studying a Health a Social Care course.

## 8.4 Number of referrals to the Safe and Sound Project

Respondents were asked to specify the total number of referrals they had made to the Safe and Sound Project in the last year as well as reporting on the number of referrals they made to the project in the last three years. According to the data provided, in the last year there were 45 referrals made to the Safe and Sound project and in the last three years there have been 100 referrals to the project. This is based on the data of 25 respondents to two questions. A further six respondents indicated that that they had not made referrals to this project over the course of the three years. From the data provided by these respondents the reasons for not referring to the project were:

- Referrals were made via Police Scotland to the project; or

- They were involved with the Safe and Sound project in a different way, although it was not clear at times in what manner they were involved.

Additionally, respondents were asked to indicate how their referral rates to the project had changed over the last three years. Respondents had to choose from five statements – choosing the statement which best reflected how their referral rates had changed. Data from 22 respondents shows that most respondents refer more often than three years ago. Figure * provides an overview of respondent's answers:

Figure 8.4: Increase/decrease of referrals in the last 3 years:
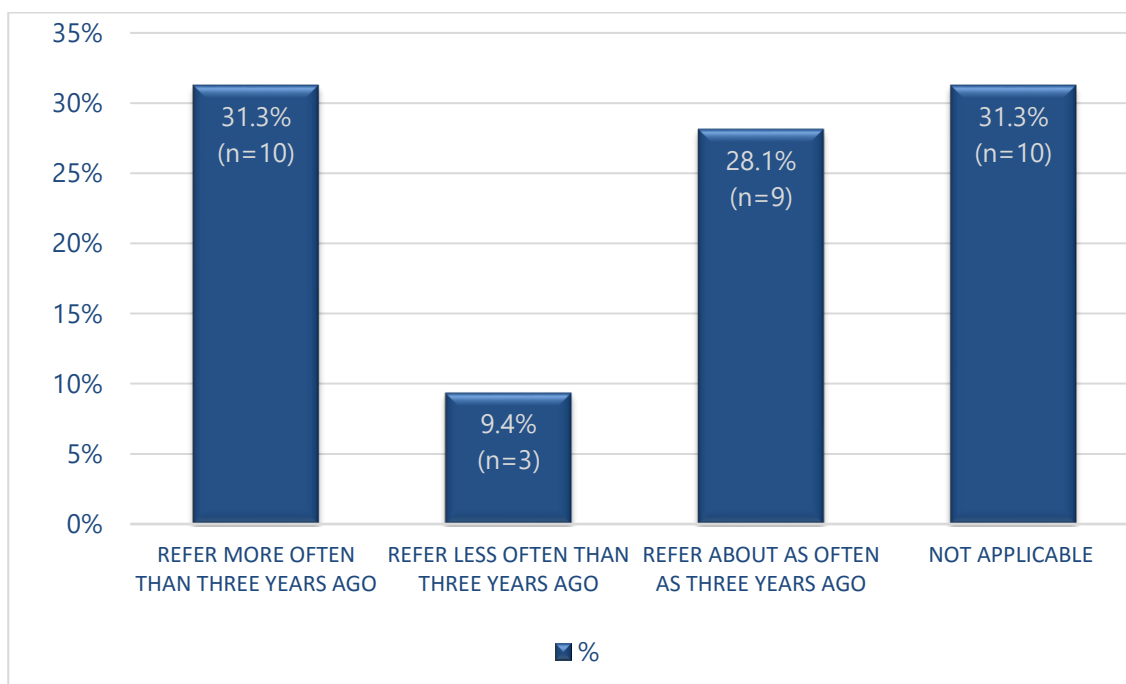


## 8.5 Increase/decrease in referrals

Respondents were asked about the reasons why there has been increase or decrease in their referral rate to the Safe and Sound project. Due to the low number of responses to these questions, care should be taken when analysing and interpreting this data.

The table below details the key themes identified and example comments in relation to the reasons for an increase of referrals to the project:

Table 8.5: Reasons for increase in referrals

| Key Theme | Frequency of Response | As % of Total Responses (n=7) | Example comments |
|---|---|---|---|
| Awareness of the Safe and Sound project | 2 | 28.6% | "I am a newly qualified social worker and only just found out about the service." |
| Awareness and understanding of what the service does | 2 | 28.6% | "The safe and sound project workers have had a greater input into staff meetings, so we are much more aware of what they can offer. They also have a larger presence in our office."<br><br>"More understanding of the important service they deliver." |

| Fills a gap in service provided by agency | 1 | 14.3% | "The project is outstanding in its own right, but I would highlight that it fills a gap in support which PKC social work haven't been able to; the long-term benefit to our service-users' lives is immense and will offset the cost of intervention many, many times over. Individuals who are 16-18 report that, when relationships break down in the family home, they are left sofa surfing and unable to gather enough evidence of their financial situation to apply for EMA or other funding. With intervention and support from Safe and Sound, individuals have been able to clothe and feed themselves, move on from risky living situations and relationships, and begin repairing or accepting the breakdown of family bonds. This has contributed to a sustainable improvement in their mental health, employability and, crucially, their ability to access other services." |
|---|---|---|---|
| There is an increase of young people finding themselves in difficulties | 2 | 28.6% | "More children are getting involved in potentially harmful behaviours." "More people have been presenting themselves as homeless this year compared with previous years. Also, my job role has changed slightly as I would not normally be involved with dealing with these kinds of difficulties." |

Only two respondents provided commentary pertaining to the reasons why they refer less to the Safe and Sound project. Their comments are presented below:

*'Not been required due to nature of caseload recently.'*

*'I'm aware that the project has changed, personnel etc, I didn't have working relationships with any of the new staff. The news re. funding deterred me from making referrals. Also, the local housing options team have adopted a more flexible approach to supporting young people; it became easier to make a referral.'*

## 8.6 Common Reasons for Referral to the Safe and Sound Project

Common reasons for referral to the Safe and Sound project are presented in the table/figure below. Respondents indicated that the most common reason for their referral to the project was due to 'Actual Homelessness'. The second most common reason for referral to the project according to respondents was due to 'Family Conflict/ Relationship Breakdown' and lastly respondents identified 'Tenancy Support' as the third common reason why they might refer.

Table 8.6: Common reasons for referral to the Safe and Sound project

| Common Reasons for Referral | Most Common Reasons | 2nd Common Reason | 3rd Common Reason |
|---|---|---|---|
| Missing Person/ Runaway | 5 | 0 | 2 |
| Risk of Homelessness | 7 | 5 | 3 |
| Actual Homelessness | 10 | 1 | 2 |
| Family Conflict / Relationship Breakdown | 4 | 17 | 4 |
| Tenancy Support | 1 | 0 | 6 |

Figure 8.7: Common reasons for referral to the Safe and Sound project
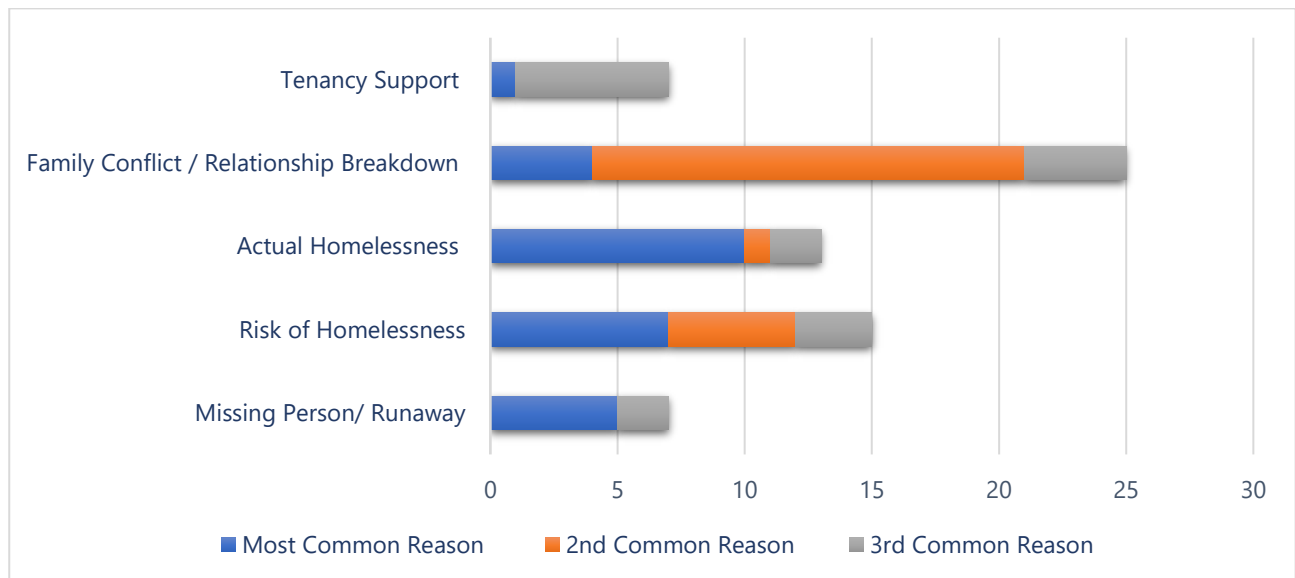


## 8.7 Competence of the Safe and Sound project with referrals

Respondents were asked to state how competent the Safe and Sound project was when reflecting back upon the referral process. Respondents were asked to choose from five statements and chose the one which they agreed with most. Most respondents stated that the Safe and Sound project was 'Very competent' when considering referral process.

| Competence of the Safe and Sound Project | Frequency of Response | As a % of Total Responses (n=32) |
|---|---|---|
| Very competent | 20 | 62.5% |
| Sufficiently competent | 4 | 12.5% |
| Limited in its competent | 3 | 9.4% |
| Not competent | 0 | 0.0% |
| Not able to judge competence | 5 | 15.6% |

## 8.8 Understanding of the purpose of the Safe and Sound project

Respondents were asked about how confident they were in their understanding of the purpose of the Safe and Sound project. Over 50% (n=20) of respondents stated that they were 'Very confident'. A further 14 (37.8%) stated that they were 'Broadly confident'.

Figure 8.9: Understanding of the project purpose

| Understanding of the purpose of the Safe and Sound Project | Frequency of Response | As a % of Total Responses (n=37) |
|---|---|---|
| Very confident | 20 | 54.1% |
| Broadly confident | 14 | 37.8% |
| Not sure | 3 | 8.1% |
| Do not understand | 0 | 0.0% |

## 8.9 Understanding of eligibility criteria for the Safe and Sound project

Respondents were also asked about their level of confidence regarding their understanding of who is eligibility to the Safe and Sound project.  50% (n=19) of respondents stated that they were 'Very confident'.

| Understanding of the eligibility criteria for the Safe and Sound Project | Frequency of Response | As a % of Total Responses (n=38) |
|---|---|---|
| **Very confident** | 19 | 50.0% |
| **Broadly confident** | 15 | 39.5% |
| **Not sure** | 3 | 7.9% |
| **Do not understand** | 1 | 2.6% |

## 8.10 Communication with the Safe and Sound Project

Respondents were asked to rate their experience of communication with the Safe and Sound project. 71.1% stated that their experience of communication with the Safe and Sound project was 'Very good'.

Figure 8.11: Rating of communication experience

| Experience of Communication | Frequency of Response | As a % of Total Responses (n=38) |
|---|---|---|
| **Very good** | 27 | 71.1% |
| **Good** | 8 | 21.1% |
| **Neither good nor poor** | 2 | 5.3% |
| **Poor** | 1 | 2.6% |
| **Very poor** | 0 | 0.0% |

## 8.11 Areas of duplication of the Safe and Sound Project

Almost 80% of respondents stated that they were not aware of any services that significantly duplicate the work done by the Safe and Sound Project. Respondents (10.5%; n=4), who stated that there were services that did significantly duplicate the work of the project, were also asked to identify services that did similar work. The services identified were:

- Housing Options
- Action for Children
- Homeless Support Team
- AFC – Dundee Youth Housing

## 8.12 How beneficial has Safe and Sound been to your agency?

Respondents were asked how beneficial Safe and Sound has been to their agency when considering the current range of services available and the role of this project. Just over 70% (n=26) indicated that Safe and Sound has been 'Very beneficial' to their agency.

Figure 8.12: How beneficial has the Safe and Sound project been?

| How beneficial | Frequency of Response | As a % of Total Responses (n=37) |
|---|---|---|
| **Very beneficial** | 26 | 70.3% |
| **Reasonably beneficial** | 7 | 18.9% |
| **Slightly beneficial** | 2 | 5.4% |
| **Not beneficial** | 0 | 0.0% |
| **Don't know.** | 2 | 5.4% |

## 8.13 Additional commentary

Respondents were offered the opportunity to provide additional comments in relation to the project. Some of their comments are presented below:

*'Great support mechanism for young people who are extremely vulnerable.'*

*'Many of my support workers have used this service to support a lot of our students here at the college. This service has been a lifeline for many who have found themselves estranged from parents and/or without a roof over their heads. It has been a brilliant service for us and our students and it is very sad that is to come to an end. Two of my workers who referred a lot of students are off at the moment so cannot complete this before the closing date. They have also found the service essential for a lot of the students. Sad that such an essential service is not to be funded anymore. Is there no way of keeping it?'*

*'I have not made referrals myself recently because my role has changed, and I am now the team leader. However, my team are aware of the project and we hold it in high regard. Our focus is working with kinship care families, therefore where there is significant vulnerability. The standard of understanding and engagement with families has always been to a high standard and this project has helped to avoid placement breakdown. Thank you.'*

*'I think it is atrocious that the project is not being refunded. Very disappointed. I have found their skills invaluable.'*

*'Safe and Sound have worked with young people in my organisation for whom the breakdown of family relationships has led to homelessness, sexual exploitation and severe mental health issues. These young people have come from all socioeconomic backgrounds, and their prior*

*engagement with PKC Social Work has ranged from "zero" to "from-birth". It is no exaggeration to say that the input from Safe and Sound has saved lives, as young people have ceased attempting suicide following the improvement in the relationships with family which were brought about through work done with S&S. While NHS mental health services are great, many young people struggle with recognising the need to access them, but readily acknowledge that something isn't working at home. S&S address the issue which, unchecked, can lead into a downwards spiral of isolation and poor mental health. This strategy of early intervention is effective, efficient, and maintains social inclusion. I have worked with one young person whose work with S&S addressed issues around grooming, abuse, and online exploitation which had led to the individual running away from home to join their abuser; although there is some overlap with RASAC in this situation, S&S were able to work with the family and support an improvement in the underlying issue of feeling undervalued at home. The individual did not recognise themselves as a victim, so they did not engage with other agencies (i.e. RASAC) as they saw them as being "victim support" and therefore irrelevant. I have knowledge of individuals who have been in extremely physically abusive situations, and who have felt able to move on from because of the work done with S&S; some young people and their parents were supported to improve relationships so that the young people could return home, while others have been supported to find alternative safe and sustainable accommodation. The blend of practical and relationship support has worked well, and I cannot emphasise enough how much Perth and Kinross MUST have this service continue. Without it, vulnerable young people will go missing, physical, emotional and sexual abuse will continue, and the lives of the young people, their families and their loved ones will be shattered by grief, remorse, and the unanswerable questions that accompany disappearances.'*

*'The child was accommodated just after referral and initial visit by Safe and Sound and work was terminated.'*

*'This is a vital service and contributes to the safeguarding on young people in Dundee. It also provides invaluable support to parents.'*

*'We have been working with this project for a number of years and are sorry they can no longer continue to offer this service to new referrals due to cessation of funding. The staff we have worked with on the project have gone above and beyond in their care of our homeless young people and removal of this service is a great loss to us and the people we work with. It is likely we will have to return to the old ways of supporting our young people to make telephone calls. Our service does not allow for further involvement and the personal involvement with the Safe and Sound team, including their advocacy work for our young people, has made the difference in securing homes for those made homeless. They can always get a result, so our young people are not expected to 'crash on a sofa a someone's house' which is the expectation of the council who say no homes are available.'*

*'We are going to note a gap in services without Safe and Sound which we are not aware that anyone else can currently fill.'*

*'A good support service for young adults.'*

*'A very valuable service in Dundee.'*

*'We work with young people on the edges of homelessness and Safe and Sound have supported them through their transition into independent accommodation or helped them to restore the relationships in the family home.'*

*'Significant duplication with Perth and Kinross for older clients. It has more relevance for teenage runaways here.'*

*'I felt that the worker involved with the case was very able and managed to "get on side" with the young person and didn't give up on him.'*

*'Without the Safe and Sound project, there will be a significant gap in the provision and reach out nature of support that they provided. Young people who will not engage with statutory services have engaged with the project and as such we have been able to safeguard young people much better than without the project.'*

# CHAPTER 9: SERVICE USER VIEWS

## 9.1 Introduction

Through case study methods, a researcher can go beyond the quantitative results and understand the behavioural conditions through the individual's perspective. To gain a deeper insight into the views of those who use and are intimately acquainted with the Safe and Sound service, we conducted a series of extended one-to-one interviews with service users (n=8). With their permission, we have reproduced a summary of the interviews below.

Please note that names of service users have been changed, to protect anonymity – and other identifying details have been removed or altered.

## 9.2 Case Study One - Melody

### 9.2.1 Background/reason for needing support from Safe & Sound?

Melody was 15 when she was referred to Safe and Sound through Relationships Scotland. She is from Dundee.  Melody and her mum had been undertaking Family Mediation and that service felt that Melody could do with some individual support.

At the point she was referred, Melody's relationship with her mum was very difficult. Melody found herself getting really angry and was getting into distressing arguments with her mum. She was hanging around with a large group of young people who were starting to involve her in more and more serious trouble with the police.

Melody herself says that she was at the point where, 'the police would have been called or I would have run away.'

### 9.2.2 What help did Safe & Sound project give you/your family?

Melody's support from Safe and Sound started off as an Anger Management Plan and built from there.  Her worker helped her to access Mental Health Services, when previously her GP had refused to refer her. The worker also supported Melody in thinking about her friendship groups. She got out of the group that she was part of and has started to build positive friendships.

Melody saw her worker once a week for around 6 months. She says that over this period, her relationship with her mum improved massively. Melody feels that her worker supported her in seeing that her own behaviour had caused many of the issues at home and helped her to think about the kind of person she wanted to be.

EVIDENCE INTO PRACTICE

### 9.2.3 What were the best things about the help they provided you with?

For Melody, the best thing about Safe and Sound was that they really saw her as a person, they weren't just checking boxes. With the support she received from Safe and Sound, Melody feels that she can now manage life herself.

### 9.2.4 Are there any improvements that could be made to Safe & Sound?

When Melody first heard about Safe and Sound, she thought it sounded a bit intimidating and wasn't sure what the service was, but she does wonder if that was because it was another service who were trying to explain what Safe and Sound were all about.

### 9.2.5 Without the support of Safe & Sound?

Without Safe and Sound, Melody says she would have kept doing what she was doing. She thinks she would have been thrown out of the house and been in trouble with the police. As Melody says, "Trouble's catching – they helped me see that."

Melody is now in college and is considering which University place to take up after several offers.

## 9.3 Case Study Two - Holly

### 9.3.1 Background/reason for needing support from Safe & Sound?

Holly, from Arbroath, was 18 when she first accessed support from Safe and Sound. She was rough sleeping on the beach and was referred by the Support Services at her college. She had been living in overcrowded conditions with her mum and siblings, sleeping on the floor. In those cramped circumstances, tempers had run high and her relationship with her family had broken down. Holly had already experienced homelessness as a child, living in temporary furnished accommodation with her family.

### 9.3.2 What help did Safe & Sound project give you/your family?

Holly's worker acted as an advocate for her, dealing with the Council on her behalf. Safe and Sound helped Holly in being allocated emergency Bed and Breakfast accommodation, then a Temporary Furnished Flat. They also helped her to make an application for a permanent tenancy, which she is expecting to be offered in the next few weeks. Holly feels frustrated that she needs Safe and Sound to access the services she needed. She thinks that the system stigmatises young people and assumes they will be irresponsible.

In addition to supporting her through her bureaucratic journey, Safe and Sound helped Holly with all the basic practicalities that she needed. Her worker brought her toiletries in the B&B, helped her

to access a bus pass so she could continue to attend college and a crisis grant. The service brought her food parcels and supported her in applying for benefits.

Now that Holly is on more of an even keel, her worker still pops in to say hello and to ensure that all is well. She is also supporting Holly in trying to rebuild her relationship with her family.

### 9.3.3 What were the best things about the help they provided you with?

For Holly, the best thing about Safe and Sound was that, "If I phone the Council they say no, if I phone Safe and Sound and they phone the Council, it becomes a yes."

### 9.3.4 Are there any improvements that could be made to Safe & Sound?

Holly was referred to Safe and Sound twice before she accessed their support. At the time of the first referral she hadn't quite reached crisis point. Holly says that she just wasn't sure what Safe and Sound were and how they could help her, so she didn't get back to them until things got really desperate. Holly thinks that giving young people a clearer idea of how Safe and Sound could help them would encourage them to access the service earlier.

### 9.3.5 Without the support of Safe & Sound?

Without Safe and Sound, Holly thinks that she would have got stuck in the system, would have been unable to access appropriate accommodation and have had to drop out of college. She's nervous about her move to a permanent flat without support from Safe and Sound. She has no furniture and is worried about how she will sustain her tenancy with no-one to turn to.

## 9.4 Case Study Three - Sarah

### 9.4.1 Background/reason for needing support from Safe & Sound?

Sarah, who has lived in Dundee and Angus, was 16 when she was referred to Safe and Sound by her College Support Services. Sarah had previously lived with her mum, who had significant mental health issues. She was, at that point, living with her dad, but that relationship was close to breaking down and Sarah was struggling with her own mental health. Sarah had lived in homeless accommodation as a child and was frightened of going back there.

### 9.4.2 What help did Safe & Sound project give you/your family?

Sarah has been meeting her worker once a month or so on a flexible basis for over a year. Safe and Sound supported her in a move to live with her boyfriend's family on a temporary basis. They put her in touch with another service to support her with her mental health and her worker came along with her to any housing meetings, helping her to explain how her mental health impacted on the

type of housing which would be suitable. Her worker also provided her with food parcels and supported her in budgeting. She also helped her to start to source furniture for when she is allocated permanent accommodation, which Sarah is expecting to happen any day now.

Sarah expressed resentment at the need to "spill your guts again, every time you want something really basic, you have to tell a stranger your personal business all over again." She appreciated that her worker would talk to people on her behalf if it all just felt too difficult.

### 9.4.3 What were the best things about the help they provided you with?

Sarah feels that the best thing about Safe and Sound is that "they treat you like a human being."

### 9.4.4 Are there any improvements that could be made to Safe & Sound?

Sarah thinks that many young people have not heard about Safe and Sound and so haven't benefited from the service. She thinks that promoting the service would have helped them reach a greater number of young people.

### 9.4.5 Without the support of Safe & Sound?

Sarah believes that she would have had little prospect of being allocated suitable accommodation without Safe and Sound's intervention. As Sarah puts it, "You don't just want it to be a house, you want it to be a home – somewhere you feel safe."

## 9.5 Case Study Four - Robyn

### 9.5.1 Background/reason for needing support from Safe & Sound?

Robyn is from Dundee. She was referred to Safe and Sound by the Police when she was 15. She was truanting from school, repeatedly running away from home and felt like she didn't belong anywhere. Her relationship with her family was very poor and all she wanted was to get away.

### 9.5.2 What help did Safe & Sound project give you/your family?

Safe and Sound worked with Robyn for around six months. She spent time with a worker on a weekly basis. They chatted, giving her an opportunity to vent her frustrations. Robyn felt like the worker really got to know her and understood where she was coming from. The worker also helped her with practical things, like filling in a housing application.  Robyn started going to school more and stopped running away.

### 9.5.3 What were the best things about the help they provided you with?

Robyn feels that the best thing about the project was their approachability. She found them friendly and understanding, they really cared about her as a person in her own right.

### 9.5.4 Are there any improvements that could be made to Safe & Sound?

When Robyn was first referred to Safe and Sound, she wasn't sure what the service offered. As her referral came through the Police, she was nervous that they were part of the Police. She thinks that this might put other young people off.

### 9.5.5 Without the support of Safe & Sound?

Robyn is now looking to move out of home in a planned way and is hoping that this will lead to a better relationship with her family. She believes that, had she not been referred to Safe and Sound, she would have continued getting into trouble with the police, kept running away from home and, as she puts it, "instead I went down the 'good things are happening' route." Robyn is going to college in the autumn to study animation.

## 9.6 Case Study Five - James

### 9.6.1 Background/reason for needing support from Safe & Sound?

James from Arbroath was 17 when he was referred to Safe and Sound through Student Services at Arbroath College.  His relationship at home with his Dad was quite difficult so he felt he had no option but to leave. Now homeless he moved in with his girlfriend temporarily.  This was not a permanent arrangement and when telling Student Services, they referred to Safe and Sound and within half an hour he had received an appointment to see a case worker.

### 9.6.2 What help did Safe & Sound project give you/your family?

James' support from Safe and Sound was in the first instance focussed on helping him submit a homelessness application to the council.  Along with this James received significant help in navigating the benefit system and maximising his income. This involved setting up meetings with the local housing department and the Department of Work and Pensions. James was not confident in doing this himself and lacked the experience and knowledge of the system to attempt it. His case worker did not in James' own words 'allow things to slide', when progress on his housing and benefit applications slowed down. Safe and Sound also helped James gain some financial help, which was critically important in him maintaining his independence. Their work also helped James remain safe when his situation could have led to dangerous situations for him.

James was in touch with his worker when necessary and up to once a week for a few months and over this period they helped in every way they could. With their help and some family work James now has a much better relationship with this Dad and they see each other quite regularly.

### 9.6.3 What were the best things about the help they provided you with?

For James, the best thing about Safe and Sound was that they really cared about him and the people they worked with, they didn't appear to be just doing a job but actually treating each person as an individual.

### 9.6.4 Are there any improvements that could be made to Safe & Sound?

James doesn't believe there could be any improvements made to Safe and Sound other than an expansion of their services and an increase in the number of case workers to help many young people who are in the same situation as himself.

### 9.6.5 Without the support of Safe & Sound?

Without Safe and Sound, James is not sure what he would have done. His fear was that he probably would have ended up going back home, then having to leave again or moving from friend's house to friend's house, as him living in his girlfriend's house was not a sustainable option.

## 9.7 Case Study Six - Ethan

### 9.7.1 Background/reason for needing support from Safe & Sound?

Ethan from Dundee, was 21 when he first accessed support from Safe and Sound, he is now 28. He had originally been offered a referral to the project by his support worker but had not felt that he needed that service at the time, however he investigated their service and liked what they offered.

It was about a year later when he required the services that he asked his worker to refer him. At that time, he was experiencing homelessness and significant mental health issues. He didn't have a social worker at this point, so he felt that Safe and Sound would be able to help him in the situation he found himself in.

### 9.7.2 What help did Safe & Sound project give you/your family?

After having accessed the service and received intensive support from his case worker Ethan got back into college and started to manage his mental health better. He didn't have a good experience with his GP and felt the Safe and Sound service offered a much more personalised approach. When his gran passed away he had a particularly bad time and didn't really want to speak about it to anyone. His worker managed to get him to open-up slowly at his own pace by explaining what their role was

and that he could speak if he wanted to but didn't have to. His worker also offered him the chance to write his thoughts and feelings down in a diary and explained to him clearly what was expected of him and what Safe and Sound could offer him. Ethan was also given help to find temporary accommodation when he was homeless and then managed to arrange a permanent flat for him.

He was also offered access to a range of activities as Ethan needs to be active in order to manage his emotions or even talk about them.

### 9.7.3 What were the best things about the help they provided you with?

Ethan is clear that the Safe and Sound Project allowed him to be an individual and to develop as a person. They have also allowed him to become part of the service delivery through volunteering, which had become an integral part of his life jigsaw. They also helped him to realise his own potential and bring him closer to his family, which he now has a good relationship with.

### 9.7.4 Are there any improvements that could be made to Safe & Sound?

Ethan doesn't think there are any improvements which are needed other than increased funding and a realisation of how important the service can become in a young person's life.

### 9.7.5 Without the support of Safe & Sound?

Without Safe and Sound, Ethan is quite clear that he probably wouldn't be alive. They have been there for him when he was very low and didn't think there was much to live for. He had thought about taking his own life on several occasions. Through the support they have given him and how they have allowed him to help other young people in similar situations means that they have been an integral part of his development.

## 9.8 Case Study Seven - Elizabeth

### 9.8.1 Background/reason for needing support from Safe & Sound?

Elizabeth, moved to Tayside from England and was referred to Safe and Sound by a local young person's service around 3 years ago. Elizabeth has had a very traumatic childhood and adolescence and was homeless, self-harming and had attempted to take her own life previously when she was referred.

### 9.8.2 What help did Safe & Sound project give you/your family?

The help Safe and Sound gave Elizabeth has been wide ranging. Her case worker helped her get familiar with a new environment, they helped her apply for financial assistance, housing and also to enter higher education. The project also helped Elizabeth deal emotionally with many of the issues

in her life and reduce her self-harming. At times, Elizabeth didn't have enough money to eat properly and Safe and Sound organised for her to receive food parcels. The activities they offered, such as days out and other therapies such as art and music helped her to believe there was hope in her future which was a huge aspect of her being able to move on.

### 9.8.3 What were the best things about the help they provided you with?

Elizabeth feels that Safe and Sound didn't judge her and 'It was as if they weren't doing it for a living'. They were constantly in touch and always had time to help her, they were never too busy. It was a crucial part of her survival in that it offered a very personalised service which allowed her to express herself without fear of being made to feel different.

### 9.8.4 Are there any improvements that could be made to Safe & Sound?

Elizabeth doesn't like to think that the project will cease soon and that other young people who are in very dangerous and hopeless situations such as she was herself, will not be able to benefit from the service.

### 9.8.5 Without the support of Safe & Sound?

Elizabeth is now in her own flat, studying at University and her quality of life is very far removed from when she first arrived in Tayside. She still has some ongoing issues; however, she feels she is in a far better place emotionally to deal with them. She is very clear that 'I wouldn't be here if this service wasn't here'.

## 9.9 Case Study Eight - Jack

### 9.9.1 Background/reason for needing support from Safe & Sound?

Jack 16, is from Angus and is still in full time education. He was made homeless through family breakdown and on approaching Arbroath Council Housing Department for help was referred to Safe and Sound. Jack had no money and although he had an idea of the benefits and housing application process he lacked confidence in pursuing this.

### 9.9.2 What help did Safe & Sound project give you/your family?

Safe and Sound have been working with Jack for around three months. The first thing his worker did was to 'calm me down' on the housing side and made him aware of the different options available to him. As he was in dire financial circumstances, Safe and Sound helped him access some crisis grants and then apply for and receive Universal Credit. Jack feels that the support Safe and Sound

have given him has been more financial than emotional as he likes to deal with his emotional issues himself with friends.

### 9.9.3 What were the best things about the help they provided you with?

Jack feels that his relationship with Safe and Sound can best be described as a partnership. While they were working with him to secure finances, he sorted out the Educational Maintenance Allowance himself and does like doing things for himself when he can. They never gave up when pursuing things for him. This was a point which Jack wanted to be made clear, that without the tenacity of his worker at Safe and Sound he would not have achieved the results he has, and he may have given up pursuing certain things.

### 9.9.4 Are there any improvements that could be made to Safe & Sound?

Jack doesn't think there are any gaps in the provision, however he feels he might struggle at first if the project wasn't here, however he would be able to find alternative help although others might not be able to.

### 9.9.5 Without the support of Safe & Sound?

Jack feels that without Safe and Sound he would have been in desperate financial circumstances and would probably not have been able to secure decent accommodation. This may have led him to move from friend's house to friend's house and he may not have been able to be independent. He aspires to move on to Higher Education and he feels that that the secure foundation which Safe and Sound have helped him achieve, will significantly increase his chances of doing so.

# CHAPTER 10: PARENT AND FAMILY MEMBER VIEWS

## 10.1 Introduction

Through case study methods, a researcher can go beyond the quantitative results and understand the behavioural conditions through the individual's perspective. To gain a deeper insight into the views of those who use and are intimately acquainted with the Safe and Sound Service, we conducted a series of one-to-one interviews with family members who have participated in the family mediation part of the Safe and Sound programme (n=5). With their permission, we have reproduced a summary of the interviews below.

Please note that names of family members have been changed, to protect anonymity – and other identifying details have been removed or altered.

## 10.2 Case Study One – Louise (and her family)

### 10.2.1 Background/reason for needing support from Safe & Sound?

Darren was referred to Safe and Sound through Social Work.

At the time of referral, Darren was using illegal substances and there was a breakdown of communication within the home and Darren's mother stated that the family didn't get along. Darren was at the time living with his grandmother due to the difficulties at home. Darren's behaviour impacted on his younger brother which was a concern. There was also police involvement.

### 10.2.2 What help did Safe & Sound project give you/your family?

The family were offered Family Mediation. The sessions provided the family with essential skills to enable them to communicate effectively and helped re-build and strengthen the relationships between Darren, his mother and sibling.

Louise stated that she felt that her son's engagement with the support was due to the input from the assigned worker from Safe and Sound. The worker helped Darren see how beneficial it would be to work out the problems with his family.

> *'It felt hopeless, [Safe and Sound] injected a bit of hope again.'*

### 10.2.3 What were the best things about the help they provided you with?

Louise stated that she felt the setting which family mediation took place in was good. It was relaxing and open. She also stated that the family were encouraged to talk openly. Louise also expressed that it was beneficial to her that the support offered was 'free' as she wouldn't have been able to access the service otherwise.

## 10.2.4 Are there any improvements that could be made to Safe & Sound?

Darren's mother felt that the project wasn't well advertised. She stated that she had no awareness of the project or the work that they did.

## 10.2.5 Without the support of Safe & Sound?

If support had not been received from the Safe and Sound project, Darren may not have returned to the family home.

## 10.3 Case Study Two – Jenni (and her family)

## 10.3.1 Background/reason for needing support from Safe & Sound?

When the referral was made to Safe and Sound, there were some difficulties at home with Steven. Steven's mother had separated from her husband, had a new partner and was expecting a baby. This had impacted on Steven who had problems dealing with his emotions, which was further compounded by the lack of contact with Steven's biological father. Steven's relationship with his step-dad was also difficult. Jenni stated that her son and his step-dad were unable to be in the same room together.

## 10.3.2 What help did Safe & Sound project give you/your family?

Safe and Sound provided Steven with space to talk and listened to him. Steven's mother stated that Steven struggled to talk to her and had difficulties with his peer relationships.

The support from Safe and Sound has resulted in an improved relationship with Steven's step-dad. Jenni said that they can spend time together in the home and have a father and son relationship.

## 10.3.3 What were the best things about the help they provided you with?

The best thing about the Safe and Sound project was the support that was offered.  It gave the family confidence to tackle the big issues and not brush over things that need to be talked about.

## 10.3.4 Are there any improvements that could be made to Safe & Sound?

Jenni felt that there was a lack of awareness about the service and what the service offers. She felt that earlier involvement with this service would have prevented the situation escalating to the point that it did. It was also suggested that partnership working should be improved as Jenni was in contact with Social Work and it was only highlighted as a source of support later in the process.

### 10.3.5 Without the support of Safe & Sound?

Without Safe and Sound, Jenni stated that her son may have ended up living somewhere else or that her relationship with her current partner would have broken down.

> '[Safe and Sound's involvement] *was very positive for us. It doesn't bare thinking about where we would be at without* [Safe and Sound's support].'

## 10.4 Case Study Three – Gillian (and her family)

### 10.4.1 Background/reason for needing support from Safe & Sound?

Gillian contacted Relationship Scotland for family counselling as she had concerns for her older son (Mark) and the impact his behaviour was having on the family especially his younger brother Trevor.

Relationship Scotland referred Mark to the Safe and Sound Project.

Gillian's son, Mark had been asked to leave school, was drinking, unemployed and was at times aggressive. It was also suspected that Mark may have depression; which was subsequently diagnosed by his GP.

### 10.4.2 What help did Safe & Sound project give you/your family?

Safe and Sound gave an option to the family if the worst was to happen and they had to consider letting Mark leave the household. Furthermore, Safe and Sound supported Mark practically and allowed him to speak and helped Mark recognise how he was feeling. Without this Gillian felt her son wouldn't have sought help for depression.

Gillian feels that with the help they have received it has enabled her to be calmer and that her younger son and his father have learnt to have a better relationship.

### 10.4.3 What were the best things about the help they provided you with?

Gillian felt that the best thing about the help her family received from the Safe and Sound project was that there was:

> '*always someone at the end of an email or phone.*'

Family mediation provided the family with a safe and relaxed place to talk with experienced staff.

### 10.4.4 Are there any improvements that could be made to Safe & Sound?

Gillian felt that Safe and Sound could be advertised more as she did not know that this service was available and that there should be more awareness of the emotional and practical support that is available via the project. She stated that she felt that there should be more projects and people able

to do this work and that it would be a good mainstream service. She felt that if this was available that it would reduce the number of individuals turning up at Shelter with nowhere to go.

10.4.5 Without the support of Safe & Sound?

Without support from Safe and Sound, Gillian said that it may have resulted in asking Mark to leave home. Gillian stated:

> *'Don't where we would have been if we hadn't had them to go to, don't know if Mark would have been on the street homeless and using drugs.'*

## 10.5 Case Study Four – Sharon (and her family)

10.5.1 Background/reason for needing support from Safe & Sound?

Sharon's husband had contacted Relationship Scotland due to on-going problems with Sharon's daughter, Stacey. It got to the point where the family felt that they could no longer go without help.

Sharon was referred to Safe and Sound through Relationship Scotland.

10.5.2 What help did Safe & Sound project give you/your family?

The family were offered family mediation. The family were offered group sessions and one to one sessions. Sharon said that her daughter now has the tools to use to make things better for herself.

10.5.3 What were the best things about the help they provided you with?

It was very flexible and easy to arrange appointments. The worker from Safe and Sound/family mediation saw Sharon during lunchtimes so there were minimal disruptions to Sharon's day. As Sharon was having problems, Sharon felt that this made life easier for her daughter.

10.5.4 Are there any improvements that could be made to Safe & Sound?

Sharon suggested that Safe and Sound should be advertised and that there should be more effort made to make people aware of the service and what the service does. She also felt that at the time that she was hesitant to seek help due to fear of what it may cost and that she was not aware that there was to be no cost incurred to the family.

Sharon did state that the support her family received was 'amazing'.

**10.6 Case Study Five – Catriona (and her family)**

10.6.1 Background/reason for needing support from Safe & Sound?

Catriona became involved with Safe and Sound through her family. Catriona's son wanted to re-build the relationship with his mother. Stuart had left home due to the ground rules set out by his mother, which he wasn't happy about. Consequently, he moved out and went to live with his dad and his dads partner.

10.6.2 What help did Safe & Sound project give you/your family?

The family were offered family mediation and had informal meetings. A plan was put in place to distinguish what each person wanted to happen. The workers stayed connected with the family by either phoning or texting to provide any ongoing support. Stuart now has regular contact with his mother and sometimes stays over which is helping to rebuild that relationship. Stuart is also spending time with his younger sibling.

10.6.3 What were the best things about the help they provided you with?

Catriona stated that without the support of Sound and Sound the relationship with her son would have been difficult as there was little communication between them.

> *'Safe and Sound helped me get that relationship back.'*

10.6.4 Are there any improvements that could be made to Safe & Sound?

Catriona felt that Safe and Sound should keep running as it supports many families and children. Catriona also stated that before her involvement with Safe and Sound she was not aware that it existed, and she felt more should be done to raise awareness of the service and what they do.

EVIDENCE INTO PRACTICE

# CHAPTER 11: ECONOMIC EVALUATION

**11.1 Introduction**

We sought to assess the economic impact of the Safe and Sound project applying a strict Social Return on Investment methodology[16]. However, given the complexity of inputs, outputs and outcomes associated with the project it quickly became clear that any endeavour to attach financial values to specific investments (Stage 1) and, thereafter, 'Deadweight', 'Displacement', 'Attribution' and 'Drop Off' (Stage 2) could lead to dramatically varying results, depending on the values assigned. Ultimately, even if partner organisations were to be able to accurately assess the costs (and this was assessed as unlikely) the exercise would be highly speculative. In illustration of the difficulties that would arise, applying the concept of 'Drop Off' - where a calculation is made based on how long an outcome might last - would, for example, require an assessment of how long 'Improved Relations' would last between the average parent and average client and place a value on this.

That said, the approach does offer a systematic way of articulating who benefits, and what investments are required for particular outputs and outcomes. We have therefore completed Stage I of the methodology and this is set out below. Although we have not attached specific values, the table does give a clear indication of where valuable economic impacts are likely to have accrued.

Table 11.1: Social Return on Investment – Safe and Sound Project

| Social Return on Investment - Safe and Sound | | |
|---|---|---|
| **Organisation** | Shelter / Relationships Scotland -  Safe and Sound Project | |
| **Objectives -** | Through individual support and family mediation there are 1/ improved outcomes where young people have left home in an unplanned way and 2/ future homelessness is prevented by improving family relationships and individual confidence and resilience | |
| **Scope** | Activity | Estimated 550 clients offered person centred and open-ended support Jan 2013 - Sept 2017 |
| | Funding | Big Lottery |

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[16] As set out in A guide to Social Return on Investment, The SROI Network, Jan 2012.

| Stage 1 | | Stage 2 | | | |
|---|---|---|---|---|---|
| **Stakeholders** | **Intended / Unintended changes** | **Inputs** | | **Outputs** | **The Outcomes** |
| What do we have an effect on? | What do we think will change for them? | Description | Value | Summary of activity | Description |
| What has an effect on us? | | What do they invest | | | How would you describe the change |
| Young Service Users | Reductions in Running Away. | TIME - through engagement with support staff and their family | | All Missing Person referrals to Shelter received an initial support visit (272). Of these 57 went on to engage with the project. | In 53% (30) of Shelter recorded Missing Person referrals where there was engagement, relationships were recorded as Improved. |
| | Improved (Family) Relationships | | | Mediation, Conflict Resolution and other generalised support from staff | In 51% (97) of Shelter cases where clients engaged relationships were recorded as improved. 23% (44) of engaged cases were recorded as having increased skills in conflict resolution. In 38% (66) of Relationships Scotland cases relationships were recorded as Improved. |
| | Managed transitions to Independence | | | Personal Outcome setting in discussion with staff | 59% (114) of Shelter's engaged clients attended a Housing Options interview. Amongst engaged clients there was a significant growth in numbers in their own tenancy (6 at Initial Assessment / 25 at case closure). There was a corresponding drop in Sofa Surfing / care of (27 at initial assessment / 4 at case closure) and a smaller reduction in numbers living at home. |

| | | | | | |
|---|---|---|---|---|---|
| | Increased personal resilience | | | Of Shelter's engaged clients 108 agreed a SHANARRI Support Plan | In 42% (81) of Shelter engaged clients 'Positive Progress on SHANARRI' was recorded. |
| | Reduced levels of homelessness | | | 114 (59%) of Shelter's engaged clients attended a Housing Options interview. | In 51% (98) of Shelter cases were clients engaged a 'Reduced Risk of Crisis Homelessness Service' was recorded. |
| | Improved Health and Wellbeing | | | Of Shelter's engaged clients 108 agreed a SHANARRI Support Plan | In 42% (81) of Shelter engaged clients 'Positive Progress on SHANARRI' was recorded. |
| Families & Extended Families | Improved Family Relationships | Time - through engagement with support staff and young person | | Mediation and Conflict resolution | In 51% (97) of Shelter engaged clients relationships were recorded as improved. 23% (44) of engaged cases were recorded as having increased skills in conflict resolution. In 38% (66) of Relationships Scotland cases relationships were recorded as Improved. |
| | Improved Health and Wellbeing | | | Of Shelter's engaged clients 108 agreed a SHANARRI Support Plan | In 42% (81) of Shelter engaged clients 'Positive Progress on SHANARRI' was recorded. |
| | Reduced levels of Statutory Engagement | | | Potential for reduced Police, Social Work input | Some qualitative evidence from stakeholder survey and interviews (benefits of referral etc), but quantitative data not available. |
| Police Scotland | Reductions in Missing Persons | 1/ Missing Person Welfare interviews. 2/ Referral and engagement with project staff 3/Acting on soft intelligence | | 1/ 129 Missing Person referrals from Police Scotland in 2016 (full year). 51 in 2017 (Jan - Sept). Monthly liaison meetings | Progress in reducing risk drivers. - In 53% (30) of Shelter recorded Missing Person referrals where there was engagement, relationships were recorded as Improved. Soft Intelligence assisted in keeping young people safe and disrupting activity of potential perpetrators. |

| | | | | | |
|---|---|---|---|---|---|
| Local Authority Homeless Persons Services | Reduced levels of Homelessness | 1/ Housing Options interviews 2/ Temporary accommodation and 3/ permanent accommodation | | 59% (114) of Shelter engaged clients participated in the Housing Options process | In 51% (98) of Shelter cases were clients engaged a 'Reduced Risk of Crisis Homelessness Service' was recorded. Reduced levels of Local Authority and Voluntary Sector Temporary Accommodation |
| | Improved tenancy sustainment | Housing Officer input - with S&S and joint working with Action 4 Children | | 59% (114) of Shelter engaged clients participated in the Housing Options process. Tenancy support brokered for vulnerable clients taking up new tenancies | Assistance to engage with Housing Options process may have led to more appropriate and sustainable choices being made by clients. |
| Educations services | Better retention in education | TIME - Identification and referral of vulnerable young people | | Referral to specialist agency. See stakeholder survey results for qualitative insight. | Onward referral to competent specialist services potentially having positive impact in assisting clients to remain in education or to fulfil their potential |
| Youthwork services | Referral opportunity for enhanced support | TIME - Identification and referral of vulnerable young people | | Referral to specialist agency. | See stakeholder survey results for qualitative insight. |
| Council and RSL as Social Landlords | Improved tenancy sustainment | TIME - Identification and referral of vulnerable young people | | Referral to specialist agency. | See stakeholder survey results for qualitative insight. |
| Youth Health & Advice services | Referral opportunity for enhanced support | TIME - Identification and referral of vulnerable young people | | Referral to specialist agency. | See stakeholder survey results for qualitative insight. |
| Other voluntary organisations | Referral opportunity for enhanced support | TIME - Identification and referral of vulnerable young people | | Referral to specialist agency. | See stakeholder survey results for qualitative insight. |

| Scottish Government | Evidence to inform national policy making and commissioning | Development and implementation of strategic policy on Missing Persons and Homelessness | | Engagement with project through Missing Persons Strategy work | Potential for better informed policy makers land more effective strategic responses. |
| --- | --- | --- | --- | --- | --- |

# CHAPTER 12: ANALYSIS AND CONSIDERATIONS

## 12.1 Introduction

This review of the Safe and Sound service was conducted at the end of its six-year cycle of funding from the Big Lottery (and additionally, in the last three years, Comic Relief). The overall aim was to evaluate the effectiveness of the service and what difference the Safe and Sound model has made for young people across Tayside and Fife.

The review team sought the views of people currently using the service as well as those working within the service and a wider range of stakeholders as identified by the study commissioners.

Overall, the review team found all parties to be constructive and keen to engage in this process. All views were offered willingly and are assumed to have been given in good faith.


## 12.2 Analysis

We have undertaken this review by adopting an approach known as Contribution Analysis. This method of evaluating the impact of service interventions (as evolved from its 1990's Canadian origins and more recent adoption by Scottish Government), enables analysis beyond correlations of activity and into potential contribution towards sustained and meaningful outcomes. It involves:

- the identification of clear starting points (including any potential theory of change) and intended directions of travel and expected impact;

- comparison with a range of existing evidence sources, to shape an overall 'performance story';

- testing of the 'performance story' amongst relevant stakeholder perspectives;

- conclusions being drawn about the overall impact of the activity; and finally

- suggestions for future considerations being posited.

Mayne (2009) defines Contribution Theory or Analysis in an 'IF-THEN' way.

That is, **IF**:

- There is an intervention theory with planned results – for example: the Safe and Sound project will have a positive impact on either improving outcomes where young people have left home in an unplanned way, or in preventing future youth homelessness.

- The activities of the intervention were implemented – for example: all young people and their families were supported in a practical way when they had experienced a breakdown of family relationships.

- The intervention theory is supported by evidence.

- The sequence of expected results is being realised – for example: there is a reduction in the number family breakdowns as well as a reduction in youth homelessness.

- Other influencing factors have been assessed and accounted for.

**THEN**:

- It is reasonable to conclude that the Safe and Sound service is making a positive difference — they are contributing to (influencing) the desired results.

So, our analysis has looked at the following questions:

**Was there an intervention theory with planned results?**

Although there was not a stated and documented (explicit) theory of change laid out prior to commencing the 'test of change', it is clear (through a process of testing with Safe and Sound service staff, management and other key stakeholders) that an implicit theory of change did exist – i.e. individual support and family mediation can: improve outcomes where young people have left home in an unplanned way; and prevent future homelessness by improving family relationships and individual confidence and resilience.

There are several assumptions that underpin this assertion:

- At risk young people and families effectively identified and referred.

- Relevant agencies willing to positively engage with project.

- Clients will engage with the project.

As part of the evaluation we worked with Safe and Sound management and staff to develop a retrospective Logic Model (see Figure 3.3) which identifies the planned inputs, outputs, outcomes and desired impact of the Resettlement Service.

So, although not explicitly laid out at commencement of the 'Test of Change', it is clear that there was an implicit intervention theory with a clear set of planned results.

**Were the activities of the intervention implemented as planned?**

overall, the answer to this question is 'yes'. There is good evidence to indicate that Shelter Scotland and Relationships Scotland implemented the Resettlement Service as originally planned, despite the external obstacles it has faced in implementing a new model in such a complex service and political environment.

All Stakeholders approved of the model and the approach taken by Shelter Scotland and Relationships Scotland in implementing it.

**Is the intervention theory supported by evidence?**

This report has provided a range of evidence to demonstrate that all elements of the Logic Models (Figures 3.2-3.4) have at least partial evidence to support the work of the Safe and Sound service.

**Is the sequence of expected results being realised?**

In some ways, it is still too soon into the lifecycle of a new intervention to evidence whether the (long-term) expected results have been realised. Having said that, the anecdotal evidence provided in this report gives a substantial positive view in regards of the benefits achieved by this intervention.

**Have other influencing factors been assessed and accounted for?**

This has been the most challenging area of the evaluation. It is clear that there are competing agendas surrounding this client group and that the current funding environment has produced a lot of competing priorities. What is clear, is that the Safe and Sound service have attempted to mitigate the external influencing factors to the best of their ability – albeit with mixed results. The overall results that Safe and Sound have achieved, despite the variety of challenges faced, should be roundly applauded and serious consideration needs to be given to taking the learning from this initiative forward into more substantial responses to the presenting challenge.

**Given the above, is it reasonable to conclude that the Safe and Sound service has made a positive difference by contributing to (influencing) the desired results?**

Yes.

## 12.4 Conclusion

Ultimately the service appears to work, in that it has clearly contributed towards better outcomes for those who engage, as well as contributing to longer periods of stability for both children, young people and their families.

In particular, the evaluation explored the key areas of safety, effectiveness, quality and human resourcing.

### 12.4.1 Safety

Overwhelmingly positive responses were received from service users and professionals alike in respect of how the Safe and Sound project contributes to the safety of the young people who access the service.

> *'Without Safe and Sound, I probably wouldn't be alive. They have been here for me when I was very low and when I didn't think there was much to live for. I had thought about taking my own life on several occasions.'*

> *'You don't just want it to be a house, you want it to be a home – somewhere you feel safe.'*

There is good evidence to demonstrate progress in reducing risk drivers. In 53% of Shelter recorded Missing Person referrals where there was engagement, relationships were recorded as 'improved'. Soft intelligence has assisted in keeping young people safe and in disrupting activity of potential perpetrators.

### 12.4.2 Effectiveness

Consistent views were reported throughout the evaluation in respect of the effectiveness of the project. It seems clear that the project is not just highly valued amongst all stakeholder groups but is also acknowledged as meeting a defined and ongoing need. The project has proved to be a highly

effective (and more appropriate) response to delivering Return Home interviews, which are normally conducted by the Police.

Very few (and no consistent) suggestions were received as to how the project could be improved.

### 12.4.3 Quality

Numerous reports were received by the evaluators in respect of the quality of the Safe and Sound intervention. Clear evidence (both anecdotal and data-based) has been compiled through this report which demonstrates significant improvements in quality of life (including physical health and mental wellbeing), both for young people and their families.

### 12.4.4 Human Resourcing

The evaluators have been highly impressed with the vision and leadership of the Safe and Sound project from its inception to its conclusion. The evidence collated gives a clear picture of a project that is well-led, with an experienced, responsive and caring staff team. Shelter Scotland and Relationships Scotland should be rightly proud of its achievements over the last six years in the delivery of a much needed and valued intervention.

## 12.5 Considerations

The conclusion of the Safe and Sound service performance story into a 'here and now' picture, coupled with the clear and consistent messages we heard from the stakeholders we consulted, allows us to make contributions to what are ongoing policy and provision discussions – both for Shelter Scotland and at a national (Government) level. Consequently, we can suggest that these are mostly understood as *considerations for implementation* rather than explicit *recommendations*. Given that the service, during the period of review, has now come to an end of its current funding source, it is equally not appropriate to draw a set of recommendations out of the analysis.

In bringing the following considerations to the attention of the study commissioners (Shelter Scotland), there is now an opportunity to respond to the results of this six-year initiative (i.e. lessons to be learned), and to the considerable challenge posed by youth homelessness and family breakdown in Scotland today.

We are also assuming that these considerations will require incorporation with a range of other deliberations (both for Shelter as an organisation, but also within national and local networks concerned with youth homelessness), rather than any explicit sense of being accounted for and implemented per se.

### 12.5.1 National policy and practice in respect of 'Missing Persons'

Consideration should be given to:

- **How the lessons learnt from the project can be strategically embedded, both in terms of policy and commissioning of services to Missing Persons.**

  Safe and Sound has demonstrated the value of additional support to Previously Missing Persons and those at risk of Child Sexual Exploitation and, equally important, the limitations of the services that can be offered by The Police and other statutory agencies.

- **Petitioning Scottish Government to support the National Framework for Missing Persons with a commissioning fund.**

  The Safe and Sound project's outcomes advance the prevention agenda advocated by The Christie Commission. However, the National Missing Persons Framework for Scotland does not control resources and is therefore unable to lead investment of strategic preventative activities. Scottish Government should consider empowering The National Missing Persons Framework with a commissioning fund and, once established, key stakeholders should be involved in decisions regarding its activities and investments.


12.5.2 Shelter and Relationships Scotland

Consideration should be given to:

- **What roles Shelter Scotland and Relationships Scotland play in the future for supporting young people at risk of running away or family conflict leading to homelessness.**

  Although Safe and Sound was initiated as a demonstration project, both organisations have now built up considerable expertise in supporting young people at risk of running away or family conflict leading to homelessness. Currently, there are few organisations with the expertise or apparent appetite to work with these client groups, particularly those at risk of going missing. Although Safe and Sound's work is something of a departure from the mainstream activities of both organisations, particularly Shelter Scotland, they would be well placed to build upon the learning and achievement thus far. Even if both organisations are to withdraw from direct service delivery in this area, the legacy of the project should not be lost, and they have much to offer others who might take up the challenge; for example, in an advisory capacity the new services and in the policy-making arena.

- **Practical arrangements for recording inputs, outputs and outcomes from activities.**

  The project had comprehensive databases which provided valuable information. However, there are lessons for how both organisations can systematically evidence the impact of their work and these are relevant to many service areas. We would recommend the following:

  o when designing datasets avoid the temptation to collect more information than strictly necessary;

  o ensure a strict database 'vocabulary of terms' is established from the outset; and

  o ensure all staff comply with this vocabulary and that records are regularly reviewed for completeness and weeded of duplicates and errors.

- **Developing a broader understanding of what 'success' looks like.**

  Not just in relation to reducing levels of youth homelessness and family breakdown, but also in terms of associated harms to individuals (and their future wellbeing) and wider communities. This could be developed as a local and national conversation to aid the engagement of all key partners, and broader agreement of moves to longer-term service delivery and evaluation.

EVIDENCE INTO PRACTICE

# APPENDIX I: STAKEHOLDER LIST

In total, through the variety of methods used in this study, **32** individuals were consulted as part of this evaluation project. Names, titles and organisations for those professionals involved in the research are noted in the tables below. All service users and carers are anonymised.

**List of Interviewed Stakeholders**

| | Name | Designation | Organisation |
|---|---|---|---|
| | Chief Inspector Lex Baillie | National Missing Person's Unit | Police Scotland |
| | James Connolly | Business Support Manager | Shelter Scotland |
| | Stephen Coulter* | National Missing Persons Framework Co-ordinator | Scottish Government |
| | Nicola Eyre* | | Elmwood College, Fife |
| | Sarah Finnegan | Childhood Sexual Exploitation Adviser to Police Scotland | Barnardos |
| | Detective Richard Grieve | Missing Person Operational Coordinator (Dundee) | Police Scotland |
| | Michelle Harrow | Hub Manager (Dundee) | Shelter Scotland |
| | Jeanie Hill | Mediator, Safe & Sound | Relationships Scotland |
| | Gerard McKendrick* | Team Leader, Services for Children | Perth & Kinross Council |
| | Hester Parr* | Geographies of Missing People | University of Glasgow |
| | Ruth Robin | Operations Manager | Shelter Scotland |
| | Pam Wardlaw | Mediator, Safe & Sound | Relationships Scotland |
| | Alison Watson | Deputy Director | Shelter Scotland |
| | Kate Watt | Counsellor | The Corner, Dundee |
| | Ann Wood* | Senior Tutor | Elmwood College, Fife |

**\*** The asterixed interviews were conducted by telephone rather than face-to-face.

**Staff 'Logic Model' workshop**

A workshop with Safe and Sound project staff (**n=4**), along with the Relationships Scotland Family Mediators (**n=2**) was held 15th November 2017.

**Service User and Family interviews**

Interviews with eight young people who have/are used/using the Safe and Sound service were conducted. The findings from these interviews are presented in **Chapter 9**. In addition, a series of five phone interviews were conducted with family/carer members who have/are used/using the Relationships Scotland Family Mediation service. The findings of these interviews are presented in **Chapter 10**.

# APPENDIX II: KEY DOCUMENTS REVIEWED

| Date | Title/Author | Description |
|------|--------------|-------------|
| 2009 | Telling It Like It is - Kinbank | Summary report from a Youth Consultation Event. |
| April 2011 | Research Report: Running Away and Future homelessness – the Missing Link? | Provides an overview of the association of running away from home and care when aged 16 and under and the potential for future homelessness. |
| January 2012 | A Guide to Social Return on Investment (SROI Network) | Social Return on Investment (SROI) is a framework for measuring and accounting for this a broader concept of 'value'; it seeks to reduce inequality and environmental degradation and improve wellbeing by incorporating social, environmental and economic costs and benefits. This guide goes through the SROI process in several stages. |
| 2012 | Big Lottery Fund – Investing in Communities – End of Year Report | Reflects on the successes and challenges of Safe and Sound Project in 2012 as well as identifying whether the project has met the expected outcomes. |
| December 2013 | Safe and Sound Project Evaluation Report – Morton, S., McMallon, C., & McKie, L. | An evaluation of the Safe and Sound Project. |
| 2013 | Big Lottery Fund – Monitoring Form – 12 months (01.02.12 - 31.01.13) | Identifies the extent that outcomes have been met, key successes and challenges of the Safe and Sound Project over 2012/2013. |
| May 2014 | Safe and Sound Project Evaluation Report – Shelter Scotland | An evaluation of the Safe and Sound Project. |
| 2014 | Comic Relief – UK stage 2 Proposal | Application to Comic Relief for funding for the Safe and Sound Project. |
| 2014 | Safe and Sound – Review and Development 2014 Analysis | Analysis of the Safe and Sound Evaluation Report (Dec 2012- Dec 2013) and Shelter Scotland's Support Service Review. |
| 2014 | Big Lottery Fund – Monitoring Form – 12 months (10.01.13 - 09.01.14) | Identifies the extent that outcomes have been met, key successes and challenges of the Safe and Sound Project over 2013/2014. |
| 2015 | Comic Relief UK grant – Conditions of grant | A contract between Shelter and the Comic Relief Grant and conditions of the grant. |
| March 2016 | A Home for Everyone – Trustee's annual report and accounts for the year ended | Trustee's annual report and accounts for the year ended for the Safe and Sound Project. |
| January 2016 | Comic Relief – 6 months Update Report | Provides an insight of the overall progress Safe and Sound Project has made in meeting outcomes over the |

| | | 0-6months period since receiving the grant on 1st July 2015. |
|---|---|---|
| November 2016 | Comic Relief- UK Annual Monitoring Form | Reports on the progress of the Safe and Sound Project in 1st year of Comic Relief Funding. |
| 2016 | Safe and Sound Steering Group Overview | Provides an overview of what was achieved in the 2nd phase of funding from the Big Lottery Fund and Comic Relief. |
| 2016 | Big Lottery Fund – Monitoring Form – 12 months (01.04.15– 31.03.16) | Identifies the extent that outcomes have been met, key successes and challenges of the Safe and Sound Project over 2015/2016. |
| 2016 | Big Lottery Fund – Monitoring Form – 6 months (01.04.16 – 1.10.16) | Identifies the extent that outcomes have been met, key successes and challenges of the Safe and Sound Project over a 6 months period in 2016. |
| January 2017 | Shelter Scotland – Returning Home – Watson, A. & Robin, R. | A summary of the scope of the Safe and Sound Project, key statistics in relation the project (i.e. referral rates) and information on joint working with Police Scotland. |
| February 2017 | Comic Relief – 6 months Update Report – 12-18 months | Provides an insight of the overall progress Safe and Sound Project has made in meeting outcomes over 12-18 months period since receiving the grant in 1st July 2015. (The is 6 months on from the previous update report). |
| May 2017 | National Missing Persons Framework for Scotland (Scottish Government) | This Framework sets out how organisations can play a positive role in meeting the key aims of preventing people going missing and also limiting the harms associated with people going missing, by working together. It seeks to raise the profile of the issues connected with people going missing. It's a first of its kind in Scotland. |
| May 2017 | Safe and Sound Support Service – Inspection Report -Care Inspectorate | Findings of an inspection of the Safe and Sound Project by the Care Inspectorate. |
| August 2017 | Comic Relief –Annual Monitoring Form | Reports on the progress of the Safe and Sound Project in 2nd year of Comic Relief Funding. |
| 2017 | Big Lottery Fund - Monitoring Form – 12 months (01.04.16 – 31.03.17) | Identifies the extent that outcomes have been met, key successes and challenges of the Safe and Sound Project over year. |
| 2017 | Big Lottery Fund - Monitoring Form – 12 months (01.04.16 – 31.06.17) | Identifies the extent that outcomes have been met, key successes and challenges of the Safe and Sound Project over year. |

| Unknown | Big Lottery Fund – Investing in Communities – Stage 2 Application Form. | Application to the Big Lottery Fund for the Safe and Sound Project. |
|---|---|---|
| Unknown | Topic Guide – Young People's experience of missing and return – Shelter Scotland and Missing People | A set of semi-structured questions around being a missing person /running away and the experiences of returning. |
| Unknown | Comic Relief – Year 1 report – Excel | Monetary report – budgets and expenditure of the Safe and Sound Project. |
| Unknown | Safe and Sound Project Data Analysis Report – Whitton, L.L. | Evaluation of Safe and Sound Project. |
| Unknown | Safe and Sound Steering Group – Terms of References | Terms of references of the Safe and Sound Steering Group. |
| Unknown | IID/1/010406886 -Shelter – Safe and Sound Project – Revised Outcomes and Indicators | Revised Outcomes and Indicators for the Safe and Sound Project. |

EVIDENCE INTO PRACTICE