



WithScotland

Review of WithScotland 2012–2014

withscotland.org

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Acknowledgments

Thank you to all those who have supported us in our journey from MARS, to SCCPN and now WithScotland.

We are also very grateful to everyone who completed our recent survey and took part in the focus groups - your comments and feedback continue to inform and shape our direction of travel.



Contents

Foreword	4
Background	5
WithScotland	7
Methodology	10
To what extent has WithScotland delivered on its aims and objectives?	14
To what extent has WithScotland been successful in extending its reach to target audiences?	40
To what extent WithScotland influenced local and national policy and practice and how has this been achieved?	43
What is the future role of WithScotland?	45
Conclusion	49
Appendices	51



Foreword

Councillor Stephanie Primrose
Elected Member, East Ayrshire Council
Chair of Steering Group and COSLA representative

On behalf of WithScotland's Steering Group, I am delighted to introduce this report highlighting the results of the WithScotland Self-Evaluation for 2012 – 2014.

All organisations and agencies working with children, families and adults at risk have faced significant challenges during the last three years in terms of economic uncertainty and significant policy changes. It is testament to the strength and adaptability of the WithScotland team and the agencies and organisations we collaborate with, that we have been able to maintain such a high standard of support to the child and adult protection communities and take forward national priorities on their behalf.

We very much look forward to building on the growing synergy between our strategic partnerships and continuing to make strong and effective links between child and adult protection in Scotland.

Councillor Stephanie Primrose



Background

This report describes the findings of an evaluation of WithScotland that took place between July and September 2014.

Introduction to WithScotland

WithScotland springs from the convergence of The Multi-Agency Resource Service (MARS) and the Scottish Child Care and Protection Network (SCCPN). Both were set up in response to the Inspection into the Care and Protection of children in Eilean Siar, which recommended the establishment of a multi-agency resource on which all staff in Scotland working with complex child protection issues can draw for advice, expertise, training and research (SWIA 2005).

“The development of WithScotland provided the opportunity to realise the hopes of the past twenty years of child protection work in Scotland.”

Anne Black, Independent Social Work Consultant

By 2015, WithScotland aimed to deliver a coordinated national resource that enhances local services for children in need of care and protection and adults at risk of harm. This would be achieved through offering a range of inter-related research, policy and practice support for professionals, groups and organisations and will take forward national strategic priorities on behalf of the child and adult protection communities. In recognition of the growing synergy between strategic partnerships, we strive to make strong and effective links between child and adult protection. We also use our resource to connect and provide information for the public.

Our strategy for 2012-2015 is characterised by *building and maintaining partnerships and sustaining progress*. Success is dependent on a robust infrastructure, underpinning business processes and the internal team working together to undertake specific tasks as well as supporting and facilitating a number of external partnerships such as WithScotland’s Research Network, WithScotland’s Community of Expertise, Scottish Child Protection Committee Chairs Forum (SCPCCF) sub-groups and Adult Protection Policy Forum.

As set out in our Business Plan 2012-2015, WithScotland’s key objectives include:

- Coordinating the exchange of knowledge across agencies
- Brokering and facilitating links across child and adult protection
- Disseminating relevant child protection research findings in accessible formats
- Identifying gaps in knowledge and helping to generate new evidence to inform local and national policy developments
- Contributing to the development and promotion of national strategic training and continuing professional development (CPD) frameworks
- Contributing to finding common solutions and leading on national issues

Funding position and commitment

WithScotland's current core funding is a partnership between Scottish Government, NHS, Police Scotland and local authorities brokered via COSLA. Funding for 'child protection' and 'adult protection' posts have developed separately since 2011 and the full range of our services available to the child protection community are not yet available to those working with adults who may be at risk of harm. One of the objectives of this self-evaluation was to consult with those working within adult protection about what further services might be of most value. Our plan is to consolidate these posts going forward from July 2015.

Protecting children

For the protecting children strand of activity, committed funding for August 2012 - July 2015 was **£1,482,722**.

Protecting adults

For the protecting adults strand of activity, committed funding for August 2012 - July 2015 was **£186,127**.

Within the context of a drive for common standards across Scotland, financial prudence and efficient and effective services, WithScotland aims to offer a mechanism for the diffusion of best practice across Scotland. Members of the child and adult protection communities can access the pooled knowledge of the nation's expertise.

Accountability and governance

WithScotland is hosted within the University of Stirling and all staff are accountable within these organisational structures. WithScotland's business plan and priorities are delivered in conjunction with funding partners and stakeholders. The Steering Group (for membership see Appendix 1) contribute to the ongoing development of WithScotland by providing advice, support and access to wider networks.

Research and knowledge exchange projects are subject to approval by the School of Applied Social Sciences' Ethics Committee. Costings for any supplementary projects or additional funding proposals are subject to agreement by the University of Stirling Research and Enterprise office, and all financial management is undertaken by University of Stirling finance office.

WithScotland

Vision and mission

WithScotland delivers services within Scottish Government's wider policy context of ensuring the safety and wellbeing of all children, young people and adults at risk of harm, keeping them happy, healthy and safe from harm initially set out in the Scottish Government National Performance Framework (2007). Ensuring that children, young people and families get the protection and support they need and at the time they need it remains a priority for Scottish Government as does enabling and supporting those with responsibilities under the Adult Support and Protection (Scotland) Act 2007 to carry out their duties effectively. WithScotland is a key national resource to help Scottish Government realise these ambitions.

Part of WithScotland's vision is to offer a range of inter-related research, policy and practice support for professionals, groups and organisations and take forward national strategic priorities on behalf of the child and adult protection communities. In recognition of the growing synergy between strategic partnerships, we aim to make strong links between child protection, adult and people protection, and develop alliances with a range of stakeholders across Scotland, the UK and internationally.

Values

Our values are enshrined within the principles for engagement and include:

- Keeping the child, young person or adult at the forefront of our work
- Building and maintaining constructive relationships
- Communicating effectively
- Treating people with respect, engaging them in professional dialogue and providing feedback in a constructive way

Staff group and key stakeholders

Staff group

WithScotland currently has twelve members of staff (8.3 FTE):

- One full-time Director (Beth Smith)
- One part-time Business Development (Jane Scott 0.8 FTE)
- One full-time National Coordinator for Child Protection Committees (Catriona Laird 0.6 FTE, Maureen Wylie 0.4 FTE)
- One full-time National Coordinator for Adult Support and Protection (Paul Comley)
- One full-time Research Coordinator (Annette Webb)
- One full-time Practice Development Coordinator (Cicilie Rainey) (secondment)
- One full-time Events and Communications Manager (Lianne Smith 0.5 FTE, Katie Smith 0.5 FTE)
- One full-time administrator (Hannake Booi 0.5 FTE, Jacqui Mills 0.5 FTE)
- One half-time administrative assistant (Jennifer Conley 0.5 FTE)

Line management is provided by the Director of WithScotland, who is supported by the Head of the School of Applied Social Science and the Head of Social Work, who is also our Academic Advisor. The development of the business plan is guided by a Steering Group chaired by representation from the key funders. Team meetings take place every two weeks, development sessions every six months and individual meetings with the Director are held on a regular basis.

Key stakeholders/partners

WithScotland's Steering Group consists of representation from wider stakeholder organisations include: the Scottish Government, University of Stirling, Social Work Scotland, NHS, Police Scotland, Scottish Child Protection Committee Chairs Forum (SCPCCF), Scottish Children's Reporters Administration (SCRA), Community Care Providers Scotland (CCPS), Convention of Scottish Local Authorities (CoSLA) and WithScotland's Research Network. The agreed purpose of the Steering Group is to:

- provide credibility and demonstrate that protecting children and adults at risk of harm is a priority for all agencies in Scotland
- provide advice and support in the ongoing development of WithScotland including the development of a business case for sustainability
- provide a range of networks for the WithScotland team to access as necessary

Individual members act as 'champions' and actively promote the services of WithScotland as well as seek further developmental and funding opportunities.

Target groups

WithScotland offers a range of services to staff working in child and adult protection across health, social work, education, Adult Protection Committees (APCs), Child Protection Committees (CPCs), police, and the non-statutory and private sectors.

WithScotland objectives

WithScotland's objectives and activities are set out within our three-year *Business Plan 2012-2015* and Operational Plan. If there are any ad-hoc requests or changes to the planned timetable then these are agreed by the wider team and Director.

Objectives and activities

Objectives	How will we do this?
1. Co-ordinate knowledge exchange and expertise	<ul style="list-style-type: none"> • Communication strategy including website, web space, newsletters, discussion forums • Developing e-resource library • Networking and working with partners on specific projects • Develop resources from individual requests and materials sourced (CP)
2. Broker and facilitate links across the child protection (CP) and adult protection (AP) communities	<ul style="list-style-type: none"> • Create, facilitate and sustain communities of expertise to provide advice and support (CP) • Memorandum of Understanding (MOU) (CP) • Working in partnership with existing networks (CP and AP) • Link with specialist child protection and adult protection organisations across the UK • Link with similar organisations internationally
3. Disseminate relevant child protection research findings in accessible formats	<ul style="list-style-type: none"> • Develop seminars and briefings based on findings from '<i>What Can research do for you?</i>' • Review '<i>What can research do for you?</i>' to determine current priorities • Seek new funding opportunities to develop collaborative research proposals
4. Identify gaps in knowledge (research), service provision or training needs and help generate new evidence to inform local and national policy developments	<ul style="list-style-type: none"> • Via individual Coordinator work plans, identify emerging common issues or themes across policy, research and practice • Active participation in relevant Forums (CP and AP)
5. Contribute to development and promotion of national strategic training and continuing professional development (CPD) framework	<ul style="list-style-type: none"> • Make available practice based dissertations, literature reviews and theses through the use of practice based seminars • Ongoing dialogue with trainers and training programmes • Facilitate an AP Forum for sharing learning and development resources across Scotland
6. Contribute to finding common solutions and leading on national issues	<ul style="list-style-type: none"> • Via Scottish Government and the SCPCCF contribute and lead on national priorities • Via Scottish Government and AP Forum contribute and lead on national priorities

Figure 1: excerpt from *WithScotland Business Plan 2012-2015*.

The remainder of the report will consider the objectives and activities of WithScotland and, as far as possible, answer the four questions posed by this evaluation.

Methodology

The approach adopted by Scottish Government in 2011 was contribution analysis.

Contribution analysis focuses on questions of ‘contribution’, specifically to what extent observed results (whether positive or negative) are the consequence of the policy, programme or service activity. Contribution analysis attempts to show the links between the activities, outcomes and contexts of the policy or programmes and evidence is gathered from various sources to build a credible ‘performance story’. This can demonstrate whether a policy or programme was an important influencing factor in driving change, perhaps along with other factors.

Evaluation

External evaluation 2009-2011

The work of SCCPN and MARS was first evaluated in 2011 by Scottish Government Analytical Services Unit (Children and Families) (Scottish Government 2011). The aim had been to provide a robust overview of how effective, valued and worthwhile the MARS and the SCCPN were considered to be with a view to informing future sustainability, funding and development.

The external evaluation gathered information through:

- **Documentary analysis** of a variety of the MARS and SCCPN key strategic and financial internal and published documents, and analysis of the MARS and SCCPN data on event attendance, website use, requests received
- **Web-based survey** sent to 1024 professionals on the joint MARS/SCCPN mailing list
- **In-depth interviews** with core members of the MARS and SCCPN teams, with the National CPC Coordinator and the Scottish Government Child Protection Policy Team Leader
- **Telephone interviews** with 20 key stakeholders (including members of the MARS and SCCPN steering groups and Communities of Expertise) and follow up telephone interviews with a sample of practitioners from the web-survey.

The main findings from this external review identified that while there had been substantial effort made to raise awareness and increase use of the resources available, there was more to be done in terms of awareness raising and clarifying the purpose of the resource, particularly within the health and education sectors. Most stakeholders believed that the value for money could be achieved by being a national resource that can disseminate learning and best practice for the benefit of all and agreed that the activities of MARS and SCCPN should be aligned. Stakeholders believed that there was a continuing need for the knowledge exchange and support role that the MARS provided within the child protection community, but that there may be merit in refocusing its priorities to strengthen its usefulness. As a result of the evaluation, the two organisations were brought together and launched as WithScotland in July 2012 and activities focused on raising the awareness as well as continuing to deliver core services.

Internal self-evaluation 2012-2014

In March 2014, WithScotland’s Steering Group agreed that a second evaluation would be undertaken but this time internally by the team and that the approach should follow the methods of the original evaluation to allow comparisons to be made. It was also acknowledged that this second evaluation should be targeted and proportionate.

Similar to the evaluation in 2011, the overall aim was to measure the progress of WithScotland against its core business objectives set out in the *Business Plan 2012-2015* and to understand the impact of WithScotland within wider adult and child protection communities. Data was again collected through:

- **Documentary analysis** of a variety of WithScotland's key strategic and financial internal and published documents; an analysis of WithScotland's data on event attendance, website use, requests received
- **Web-based surveys:** one electronic survey sent to WithScotland's mailing list and networks about WithScotland's general activities; and a second pop-up web-based survey focusing on the website
- **Interviews** with members of the Steering Group and WithScotland community of expertise, and the Heads of Scottish Government Child and Adult Support and Protection Policy Teams.

In addition we conducted **focus groups** with team members to reflect on our activities and with colleagues from child and adult support and protection communities on website use and functionality.

In detail, the key questions of the self-evaluation in 2014 were to consider:

1. To what extent WithScotland has delivered on the aims and objectives set out in its *Business Plan 2012-2014*, and what processes have been put in place to meet these objectives?
2. To what extent WithScotland has been successful in extending its reach to target audiences and what has been the impact to date?
3. To what extent WithScotland has influenced national child protection policy and how has this been achieved?
4. What is the future role of WithScotland? Are the original objectives still valid? Are the current structures best placed to deliver on these objectives?

Documentary Analysis

Documents reviewed included:

- Strategic and operational plans, business and work plans, communications strategy and sustainability plan
- Progress reports, papers, agendas and minutes from steering and working group meetings
- Job descriptions for key staff
- Newsletters and information on WithScotland's website
- Expenditure spreadsheets
- Monitoring data and statistical information
- Requests monitoring spreadsheet
- Google Analytics (website use)
- Details of attendance at WithScotland events
- Anonymous feedback forms from events and direct requests

Surveys

Two surveys were undertaken to understand better the impact and effectiveness of the activities and services offered by WithScotland.

The first survey was developed using Survey Monkey (see Appendix 2 for questionnaire) to gauge levels of awareness, use and effectiveness of WithScotland. The survey ran from July to September 2014 and a hyperlink to the survey was sent via email to all individuals and organisations on our mailing list; a total of 1300 reflecting a growth of 27% since 2011. The mailing list includes individuals from a range of organisations some with greater familiarity of the work of WithScotland.

This survey generated 203 responses; a response rate of 16%. More responses (n=332) were received to Scottish Government's survey in 2011, however, it should be noted that the number of people answering individual questions in 2014 was greater than in 2011. For information, Table 1 shows the respondents by profession.

Similar to 2011, the majority of these were from the public sector (92% compared with 85% in 2011), with 9.55% (12% in 2011) from the voluntary sector and only 2.51% from the private sector. The survey also reached a substantial number of practitioners with 57% (n=187) stating they had a practice-based role.

Education	9%
Health	22%
Law	2.5%
Police	5.5%
Social Work	48.5%
Academia	3.5%
Third or voluntary sector	8.5%
Government	1%

Almost 57% reported that they worked mainly with children and families and 34% worked mainly with adults at risk of harm.

Respondents were also asked about the main focus of their work and could select more than one option (see Table 2).

Table 2 What is the main focus of work?		
Focus	Children and families (n=108)	Adults at risk of harm (n=62)
Practice	60%	43.5%
Strategy	36%	58%
Policy	26%	43.5%
Research/academic	15%	11%
Management	22%	21%

The responses demonstrate that there was a spread of responses from those working in child and adult protection, and from frontline practice through to management.

The second survey was designed to ask users of our website to record their views on the content, look and ease of use of our website. This survey ran from August to October 2014.

Interviews

Thirteen interviews were conducted with members of WithScotland's Steering Group, which included representation from the Police, NHS, SCRA, Scottish Government and Chairs of Child Protection Committees. These were either face to face or by telephone.

Focus groups

One small focus group was held with representatives from child and adult services focussing specifically on the website.

Analysis

A thematic framework for analysis of the qualitative data was developed.

To what extent has WithScotland delivered on its aims and objectives?

Introduction

The information presented draws on the original evaluation (Scottish Government 2011) and the surveys, interviews and focus groups undertaken as part of this self-evaluation.

In order to assess the effectiveness of WithScotland to date, it is first necessary to consider whether we had delivered on the activities set out in our *Business Plan 2012-15* and to consider to what extent we have achieved our intended outcomes.

Objective 1 Coordinate knowledge exchange and expertise

A key objective for WithScotland is to coordinate knowledge exchange and expertise through delivery of our communications strategy. This includes: hosting conferences and seminars, the development of our website, newsletters and discussions forums; and networking and working with partners on specific projects.

The key outcome was to develop WithScotland as a credible resource for child and adult protection informed by research, policy and practice wisdom. We aim to help agencies resolve issues and develop solutions, and to add value through savings on staff time, and providing access to resources, knowledge and skills.

In addition to these activities, WithScotland has also developed some of its communication activities for those working in adult support and protection. This has included:

- Organising an annual conference in 2013 and 2014
- Organising seminars throughout the year as WithScotland or in partnership with other organisations
- Attending and speaking at external events and conferences
- Extending the content and reach of the monthly electronic newsletter to cover issues relating to adult support and protection
- Extending the content of the website for professionals working within adult protection, in particular, our resources, and news and events pages
- Extending the online discussion forum (TalkWith) to adult support and protection professionals
- Developing links with existing national and international networks.

Conferences, seminars and events

Business plan

WithScotland's business plan detailed that we would host one annual conference per year plus six smaller events during the course of the three-year funding period.

Activity

In summary, we hosted a one-day annual conference in 2012 and 2013, and a two-day annual conference in 2014. We have also hosted a total of 12 smaller events and 14 partnership events.

Since July 2012, we have been able to offer over 1,500 places on a wide range of events from larger annual conferences to smaller seminars covering a number of topical issues; some events were part of a planned series and others have been offered in response to requests from the child or adult protection community. All councils attend our events regularly as have colleagues from the NHS, Police Scotland and Scottish Government. We also noted that the voluntary and third sector accounted for a significant number of places (about 30%) and we have a growing attendance from colleagues in research and academia.

Our annual conferences attracted speakers from Scottish Government and academics from across the UK delivering up-to-date and relevant research, practice and policy developments often used as a platform to announce policy initiatives. Delegate representation included those from health, education, police, social work, CPCs, trainers, and private and voluntary sectors and we were able to offer a total of 540 places.

During 2012, five seminars were funded by RS MacDonald on the prevalence and nature of adolescent abuse and neglect including links with youth offending and sexual exploitation. These were designed as small seminars to allow participants access to researchers to discuss the most recent research in their area of expertise. A total of 153 practitioners took part.

Our partnerships with other organisations include the NSPCC, Social Work Scotland, University of Stirling, Centre for Youth and Criminal Justice, Police Scotland, STRADA, Forth Valley Child Protection Committee, CHILDREN 1st, CELCIS, Scottish Business Resilience Centre and the Information Commissioner's Office. The seminars have ranged from looking at the role of schools in supporting vulnerable children and families to bringing new initiatives developed elsewhere in the UK and internationally to a Scottish audience. Australia's Capacity to Change (C2C), which looked at parental capacity to change, and North America FAST, an approach which aimed to build protective factors against poverty and toxic stress for children, were two such examples. Events have also considered issues of financial harm for adults who may be at risk of harm as well as Scottish Government's key priorities for adult support and protection. Over 700 delegates attended these events.

Three Courageous Conversations have been hosted by WithScotland to bring policymakers and practitioners together to hear speakers with different perspectives on a particular issue and allow for challenging debate within a safe environment. Ninety-eight delegates attended these events.

A further conference with CELCIS was held in early November 2014 to explore the implications for Scotland of the report published by Professor Jay on the sexual exploitation of young adults in Rotherham and share details of current developments across Scotland. Almost 100 delegates from across all agencies in statutory and voluntary sectors attended.

Feedback

The ability of WithScotland to have offered, at no cost, over 1,500 places to a range of staff from over 150 public and voluntary organisations has been highly significant during the current economic difficulties; many agencies and organisations would have been unable to send staff to paid events. Organisations included all 32 local authorities, 16 NHS bodies, Police Scotland, Scottish Government and 58 organisations from the voluntary sector.

Feedback gathered from each event we host regularly scores highly and for this evaluation, feedback from 241 delegates was analysed from a sample of seven events - about 16% of all who have attended our events since July 2012. The events were a mix of our national conferences, smaller seminars and partnership events. Participants were asked to reflect on the overall event to rate the scope, depth and relevance of the presentations and topics covered.

On average:

- 94% of participants reported that **overall** the event was good or very good (range 87%-100%)
- 95% of participants reported that the **scope** of the event was good or very good (range 84%-100%)
- 84% of participants reported that the **depth** of the event was good or very good (range 67%-100%)
- 92% of participants reported that the **relevance** of the event was good or very good (range 82%-100%)
- 97% of participants reported that they would **share** information from the day with colleagues (range 87%-100%)

Those who completed the self-evaluation survey were asked to rate the quality of our conferences and seminars from 1 (very poor) to 5 (very good). Those who replied to this question (n=98) gave an average rating of 4.61.

Comments include:

“Very interesting in hearing views from people working in different areas and different agencies and understanding their view points/agendas helps compound the need for a holistic approach”

(Seminar delegate 2012)

We also asked respondents to what extent they agreed with a range of statements (1: strongly disagree to 4: strongly agree). Those who replied that they *didn't know* or had *no opinion* were removed from the sample (see Table 3).

Table 3 To what extent to you agree with the following statements? 1 (strongly disagree) - 4 (strongly agree)		
Statement	Overall rating 2014	Overall rating 2011
The event(s) I attended make me think differently about the way I work	3.10 (n=90)	3.03 (n=90)
The event(s) I attended were highly relevant to my current work	3.54 (n=95)	3.48 (n=91)
The event(s) I attended provided a useful networking opportunity	3.59 (n=94)	3.42 (n=91)
The event(s) I attended resulted in a change to our current practice or policy	2.39 (n=39)	2.35 (n=86)

The combined responses from the evaluation sheets completed following each event in addition to the more detailed data gathered through the survey shows that overall the range of seminars continue to be delivered to a high standard and are relevant to the workforce. The events provide useful networking opportunities that have helped participants think differently about their work and, for some, have resulted in changes to practice or local policy.

At all times we strive to provide a range of issues balanced with opportunities for exploring strategic issues and local learning:

“It was good to hear of initiatives which are around in some local authorities. This has generated a lot of thoughts as to my own practice, authority and issues around.”

(Seminar delegate, 2013)

Website

Business plan

The main objective for the website during the funding period 2012-2015 was to re-style the website in line with the new WithScotland branding and to develop our electronic resources.

Activity

Following the evaluation in 2011 (Scottish Government), the previous MARS website underwent significant change and development and was a key part of the re-brand to WithScotland. Developments to the website were twofold:

- to provide the wider child protection community with access to daily updates on news and events across Scotland and the UK, up-to-date electronic resources and a directory of organisations working within children protection across Scotland and the UK; and
- to provide information to the public on child protection issues and quick access to their local social work department if they had concerns about a child.

The public awareness page was developed and continues to provide information and links to information about child neglect and abuse for the public, and direct links to NSPCC, ChildLine and ParentLine. A member of the public can also search for local contacts if they are worried about a child through a postcode search or by clicking on a local authority area which takes the user directly to local social work offices. This was the first such development in Scotland.

Significant additional work has been undertaken to widen the scope of the website to include more news, events and resources available to those working with adults at risk of harm. This was not part of the original business objectives, however, it was considered to be an important development in order to begin to meet the needs of the adult protection community, and to share information and resources across both communities.

Further developments were also undertaken in response to feedback from communities and WithScotland's Research Network which had asked for access to training resources and local practitioner research. Again, these two developments were thought important as it further enhanced the sharing of knowledge and, importantly, sharing local training and practical tools developed in response to local need.

Feedback

Between January 2010 and February 2011, the MARS website recorded a total of 2,871 visits to the MARS website of which 1,690 were unique visitors from ten countries, but mainly the UK.

Between August 2013 and September 2014, WithScotland recorded a total of 34,571 visits to the website of which 20,920 were unique visitors from ten countries with 57% returning visitors. More frequent visitors included those from the UK, US, Australia and Canada.

This is more than a tenfold increase in the volume of traffic which has accessed our website and the resources it contains during the past three years.

In response to the survey, 45% (n=167) replied that they used the website more frequently than once or twice a month and this was similar across child and adult protection communities. In 2011, the most common reasons for accessing the MARS website were: to keep up to date with developments in the child protection field; to source publications/research evidence; to find out about forthcoming events; to find out about the activities of CPCs; and to access the online directory of organisations and initiatives (Scottish Government). The picture is almost identical in 2014 (see Table 4), but it is important to note that the two pages developed in response to feedback from the field are being used regularly; almost a third regularly access the training resources available and just under a fifth access local practitioner research.

Table 4 For what purpose do you tend to use WithScotland's website?			
Activity	Overall* (n=138)	Children and families (n=79)	Adults at risk of harm (n=48)
To keep up to date with developments	74%	71%	77%
To source publications/research evidence	71%	80%	69%
To find out about forthcoming events	56%	55%	54%
To find out about training resources	33%	32%	31%
To access online directory of organisations	20%	15%	23%
To find out about local practitioner research	18%	14%	27%
To find out about the community of expertise	18%	17%	17%
To seek support in implementing recommendations from inspections or evaluations	12%	13%	13%

* This overall figure includes others who responded but do not work directly with children and families or with adults at risk of harm.

Survey respondents were asked to rate the quality of various services offered by WithScotland rated on a scale of 1 (very poor) to 5 (very good). Respondents (n=125) scored the website at 4.38 which is similar to the average rating of 4.43 recorded in 2011 (Scottish Government) for the MARS website. The website continues to be regarded as helpful and used regularly.

We also asked for views on the areas of the website which were most useful to individuals and organisations. The information from Table 5 shows that most areas of the website were rated as *fairly useful* or *very useful*. The online directory of resources, practice and development resources, latest news and training resources were considered most useful to organisations.

Table 5 How useful is each to your organisation? 1 (not useful) - 5 (very useful)			
Statement	Overall rating	Children and families	Adults at risk of harm
Online directory of organisations	4.49 (n=63)	4.55 (n=33)	4.52 (n=25)
Events and developments in the field	4.48 (n=118)	4.55 (n=64)	4.51 (n=43)
Practice and development resources	4.47 (n=94)	4.52 (n=56)	4.49 (n=35)
Latest news	4.42 (n=123)	4.46 (n=71)	4.48 (n=42)
Training resources	4.28 (n=95)	4.26 (n=53)	4.39 (n=36)
Electronic library	4.24 (n=90)	4.44 (n=54)	4.11 (n=28)
Podcasts (listen again)	4.24 (n=49)	4.50 (n=24)	4.50 (n=24)

Respondents were also asked to rate the quality of the website in relation several statements (see Table 6). Most agreed that it did provide links to research highly relevant to their work, up-to-date information and to disseminate their own work.

Table 6 To what extent do you agree or disagree with the following statements? 1 (strongly disagree) - 4 (strongly agree)		
Statement	Overall rating 2014	Overall rating 2011
It provides links to my research highly relevant to my work	3.90 (n=157)	3.50 (n=130)
It always provides up-to-date information on developments	3.84 (n=151)	3.32 (n=124)
I would recommend this site to others	3.80 (n=151)	3.43 (n=123)
I use it to disseminate my own work	3.79 (n=149)	2.38 (n=not given)
It has helped me expand my network of professional contacts	3.75 (n=151)	2.80 (n=not given)
It is my first port of call for research	3.33 (n=149)	2.59 (n=not given)
It is one of similar resources	3.19 (n=150)	2.36 (n=not given)
I find it difficult to find my way around	2.93 (n=148)	1.98 (n=not given)
It contains too much information	2.79 (n=148)	1.90 (n=not given)

Throughout 2012-2015 we continued to make changes and improvements to our website in response to feedback from our users, however, some issues were raised that need to be considered in any plans for further development.

Respondents acknowledged that there are other websites offering similar resources, therefore, it will be important to maintain and improve the relevance of our resources, news and events for both adult and child protection communities and to ensure that visitors are aware of all the resources available. We also need to address some of the feedback that the website can be difficult to navigate. As the website has grown in terms of what it contains, it may be that we have lost some of the ease of navigation that a smaller less complex website affords. These comments echoed those of the website survey and focus groups which also identified that the search and navigation functions could be improved.

When asked how the website could be made more useful, many comments were positive:

“ I had not appreciated until recently the breadth of what it [website] offers but intend to explore this more. Thank you for making this site available”

(Survey respondent 2014)

“ Fine as it is for my purpose”

(Survey respondent 2014)

Other comments identified that we could:

- allocate parts of the website for **specialist interests**: ‘specialist areas around learning disabilities - child/adult’
- continue to build or improve **resources** on the website such as research critiques or increase the resources for those working in adult support and protection: ‘more clear access to adult protection issues as opposed to child care - although this has improved’ or ‘continue to provide more research and practice examples particularly on adult support and protection to build on the improvements made in this area’
- improve the **functionality** of the website: ‘search facility and navigation could be better’
- provide support to overcome **local difficulties**: for example, ‘NHS firewalls mean you can’t access podcasts’

Electronic newsletter and TalkWith

Business plan

The plan for the newsletter for the three-year funding period was to move from a quarterly publication to a monthly electronic eDigest. The plan for TalkWith was to grow the online community and to continue to provide a secure space for debate and discussion.

Activity

The newsletter is now a monthly eDigest and includes recent news articles about the work of WithScotland and other organisations across Scotland. It also includes direct links to news, events, published research and resources uploaded onto our website during the previous month. We also have a section - Making Connections - to showcase the work of organisations across Scotland working in adult and child protection practice and research.

The team at WithScotland has also encouraged colleagues to use TalkWith to set up communities with shared interests and to post publications highly relevant to the field. At the time of the evaluation in 2011 (Scottish Government) we had 60 members. This has now grown to 437 members with ten groups which have formed around particular issues such as a learning group for those working with children affected by parental mental health issues and another on the law and child protection. We use this forum to encourage discussion and to post articles or reports which are highly relevant or attract media attention.

Feedback

In February 2011, 1024 received our newsletter (Scottish Government 2011), but by July 2014 this had grown by 27% to 1300. WithScotland recently undertook a separate survey to gather views about the format of the eDigest and how it could be improved. That survey identified a high degree of satisfaction with the eDigest, which is also echoed in the evaluation survey, where 108 respondents rated its quality at 4.51 (1=very poor; 5=very good).

TalkWith has taken much longer to become established. Although numbers who responded in the survey about TalkWith were fewer (n=36), 69% commented that TalkWith was very or fairly useful, but the overall rating was lower than the main functions of the website at 3.81.

Networks

Business plan

The plan was to continue to build our networks, work with partners on specific projects, and identify and take forward national priorities via the Scottish Child Protection Committee Chairs' Forum.

Activity

Our activity is framed within our Communications Strategy and we are now members of or support several networks across Scotland in both child and adult protection communities:

- WithScotland Steering Group whose membership includes SCRA, Child Protection Nursing Midwifery and Allied Health Professionals Scotland (CPNMAHP), Police Scotland, CoSLA, Social Work Scotland and Scottish Government.
- WithScotland's Community of Expertise and Research Network. The community now has 25 members and the Research Network has a membership of 161 researchers and academics from across Scotland.
- WithScotland provides secretariat support and the coordination of the Scottish Child Protection Committee Chairs' Forum and its various subgroups, and secretariat support to the Scottish Adult Support and Protection Convenors' Group.
- WithScotland is a member, facilitates or attends the following meetings and network groups:
 - CELCIS Partnership Group
 - Centre for Youth and Criminal Justice Governance Group
 - Lead Officers of Child Protection Committees
 - Adult Protection Policy Forum
 - National Child Protection Learning and Development Group
 - National Adult Protection Learning and Development Group
 - Social Work Scotland Children and Families Standing Committee and Child Protection Subgroup
 - Social Work Scotland Adult Support and Protection Subgroup
 - National NHS Lead Officers Group for Adult Support and Protection
 - Police Scotland Strategic Liaison Group (Child Protection and ASP)
- WithScotland facilitates, attends or has attended the following short life working groups:
 - Scottish Government Short Life Working Group for Significant Case Reviews for Child Protection
 - Short Life Working Group for the revisions to Scotland's National Guidance for Child Protection 2010
 - Short Life Working Group for Revision to Adult Support and Protection Code of Practice

- Short Life Working Group for Significant Case Reviews for Adult Support and Protection
- Scottish Fire and Rescue Service Building Safer Communities Board
- Strategic and Operational Working Groups for the implementation of Signs of Safety within East Lothian
- Ministerial Working Group on child protection and disability
- Scottish Government child trafficking progress group

The extent of WithScotland's membership of national groups and networks has increased since the evaluation in 2011. We have taken greater responsibility in supporting national strategic meetings that feed into the development of national policy and operational practice in both adult and child protection. The development of the WithScotland Research Network has grown from the re-shaping of SCCPN. The activities offered to this group and to the wider research and practice communities have been greatly extended through regular seminars and workshops for career researchers as well as virtual seminars linking career researchers with practice.

Team members also take forward priorities on behalf of the Child Protection Forum and the Adult Protection Policy Forum to include:

- Lead and co-ordinate identified workstreams e.g. the Forum's subgroups on neglect, on child sexual exploitation and on public awareness
- Strengthen links between Child Protection Committees, and Alcohol and Drug Partnerships
- Strengthen links between Adult Protection Committees and Child Protection Committees
- Adult Support and Protection Financial Harm Coordination Group

We continue to develop and consolidate partnerships with organisations such as NSPCC Training and Consultancy and Children's Hearing Scotland.

Feedback

This is one of the most difficult aspects of WithScotland's activities to assess, but we did ask how people rated our activities around leading, supporting and coordinating local and national priorities. On a scale of 1 (very poor) to 5 (very good), colleagues (n=43) rated our support of local activities at 4.16 and of leading national priorities at 4.49 (n=68).

Objective 2

Broker and facilitate links for both child and adult protection communities

A second key objective for WithScotland is to broker and facilitate links for both child and adult protection communities through: creating, facilitating and sustaining communities of expertise; providing advice and support for the child protection community; working in partnership with existing child and adult protection networks; and linking, where appropriate, with specialist child protection and adult protection organisations across the UK.

The key outcome was to effectively match skills and gaps, and develop communities of expertise available for the wider child protection community and connect research, policy and practice.

Creating and sustaining the communities of expertise

Business plan

The plan for this area of business was to continue to build, facilitate and sustain communities of expertise to provide advice and support to those working within child protection. As yet, this is not a service we have offered to those working with adults at risk of harm.

Activity

WithScotland's Community of Expertise continues to grow and colleagues have been or are involved in supporting organisations across Scotland in relation to individual children and young people, or practice developments. Community members' advice and support has been sought in about a quarter of the requests received by WithScotland. This is supported by a process of facilitation and negotiation by WithScotland and any support offered is set out clearly in our Memorandum of Understanding, which defines and details the relationship between individuals, organisations and WithScotland, and outlines the tasks agreed.

Feedback

The survey did not ask about the community of expertise specifically, however, some comments were made about the need to continue to grow the community, to link members more coherently into the wider child protection community and to provide clarity about the role of the community. Feedback from our own staff focus group and internal survey would also like to see further development of this group to harness a greater range of personnel, skills and expertise.

Case-specific requests for advice and support

Business plan

The plan outlined the continued provision of advice and support on individual requests from the child protection community and to develop the content of requests and materials sourced to develop fictional case stories to explore key practice issues and illustrate the support WithScotland can provide.

Activity

At all times, all members of WithScotland deal with a range of questions and requests coming from the child and adult protection communities. Some queries are in relation to events or about links to resources, which can be answered quickly. However, WithScotland also deals with requests from organisations on individual cases or in areas of service development, which usually involves longer-term interaction ranging from a few days to several months.

Since the inception of MARS (May 2009) until November 2014, we received 247 requests for advice

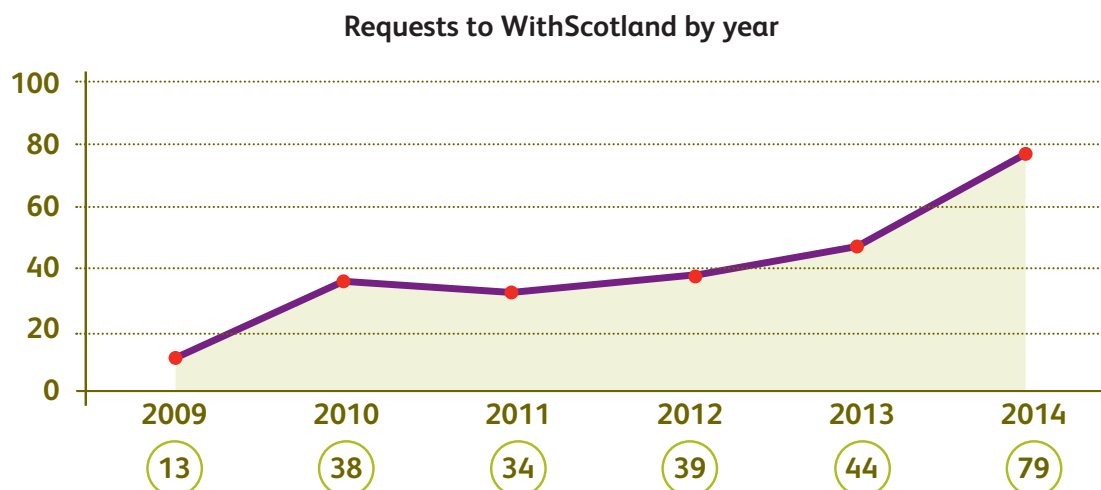


Figure 1
Numbers of requests for advice and support between 13/2/09 and 30/09/14

and support, and from the re-brand to WithScotland in July 2012 we have received over 140. Figure 1 illustrates the number of requests dealt with each year. The merging of SCCPN and MARS into WithScotland appears to have had no or minimal impact on quantity of requests.

The evaluation undertaken by Scottish Government in 2011 identified that there was a gradual trend of increasing number of requests, however, in the last 18 months there has been a significant increase in the frequency of organisations approaching WithScotland; as of September 2014 we had received almost double the requests we have previously averaged per year.

Figure 1 Numbers of requests for advice and support between 13/2/09 and 30/09/14

About 50% of our requests are from local councils or CPCs. The table below outlines the frequency of requests we have received from councils and CPCs since 2009:

Frequency	Councils/CPCs
No requests	3
1-3 requests	19
4-6 requests	5
7+ requests	5

We also noted an increase in requests from colleagues in health since 2012, which now account for almost ten per cent of requests. Requests from Police Scotland and Scottish Government each account for almost five per cent. The remaining requests, which amount to about 30%, have been submitted from a wide group of organisations representing predominantly the voluntary sector, academia, non-statutory public bodies with a small number from the private sector.

The overriding characteristic of the nature of requests is the range of variation in topics and contexts, which demonstrates this unique function of WithScotland's work. Only a small number of requests are straightforward; inevitably, it is those issues not easily addressed through existing local resources that are subsequently re-routed through WithScotland. Although there are few identifiable patterns in the types of requests made, it is possible to discern three broad categories: sourcing information; sourcing expertise; and service development.

Feedback

We asked the survey respondents (n=52) who had approached WithScotland for advice and support, the reasons why they had done so. Respondents could select more than one response:

- 65% needed access to expertise on a specific subject area not available locally;
- 21% had been recommended WithScotland by a colleague;
- 48% acknowledged that we were one of several sources that individuals access for information and advice; and
- 15% reported that it was because they needed a quick response.

As one person observed:

“ I didn’t know where to find the information I was looking for - I didn’t even know what information I was looking for so I couldn’t search for it, even if it was available. Other websites or organisations were not helpful for my profession and the support I received here was incredibly helpful and signposted us on to the training we needed. Without this support, we may not have the correct policies in place today.”

(Survey respondent 2014)

Colleagues reported that we would not usually be their first port of call for advice and support. Appropriately, many spoke first with other colleagues, line managers, local child protection advisors or CPC lead officers, or local legal departments:

“ [I] mainly use WithScotland as a resource for help with exceptional enquiries received by partners locally. Also use WithScotland to help with bigger projects I would be undertaking such as organising a conference.”

(Survey respondent 2014)

Having contacted WithScotland for advice and support we asked respondents to rate the quality of service received and Table 8 shows that we are still delivering a highly useful and relevant service despite a significant increase in requests to our organization for advice and support.

Table 8 Having contacted WithScotland for case-specific advice or support, how would you rate the following? 1 (very poor) – 5 (very good)		
Statement	Overall rating 2014	Overall rating 2011
Relevance of advice and support provided	4.60	4.56
Usefulness of advice and support provided	4.61	4.53
Completeness of advice and support provided	4.51	4.50
Timeliness of response	4.70	4.59
Administrative process for requesting advice and support	4.68	4.67

Those who replied no opinion or no comment were removed from the sample

Objective 3 Disseminate relevant research in accessible formats

When MARS and SCCPN came together in 2012, the business plan going forward identified clear objectives for building and strengthening the research networking capacity of WithScotland. A consultation with practice on their research priorities (SCPPN 2010, *What can Research do for You?*) helped inform the priorities and content for our seminars and research briefings during 2012-2015. We repeated the consultation in 2014 to develop the priorities moving forward. This was initially to support the child protection community, but we have recently explored how we might be able to develop similar networks and resources for adult support and protection.

The planned outcome was to help develop and improve the knowledge about what works in practice.

What can research do for you?

Business plan

To consult with colleagues across child protection to determine their priorities for research informing practice.

Activity

In 2013, WithScotland undertook a follow-up survey of *What can Research do for You?* to which 213 professionals from across all sectors responded to determine whether the research priorities identified in 2010 were still relevant to practice today. The findings identified that issues in 2010 were still relevant four years later: child maltreatment, particularly the impact of neglect; parental substance misuse; parental approaches to capacity; engaging with families, inter-agency working and family support.

These findings shaped both the content of our published resources, our seminars and also our plans to improve the dissemination of research. Among several suggestions, the most popular with professionals were for research and information to be disseminated through seminars and events, online access to resources, regular research briefings and access to professional discussions through the virtual learning environment.

Virtual seminars and podcasts

Business plan

The provision of virtual seminars was not originally part of WithScotland's business plan, but in early 2014, WithScotland decided to explore the use of technology and to deliver some of its seminars as virtual seminars. This was in response to feedback from colleagues who were unable to attend half or full-day seminars or overcome some geographical barriers. The virtual seminars focus on one topic and make available one researcher, who is undertaking highly relevant local or national research, to a wide audience where information can be exchanged and questions asked.

Activity

In 2014, we hosted eight virtual seminars each reaching an audience of over 100 – a total of 900 frontline and supervisory staff working across all areas from dentistry to frontline social work. All seminars are available to download as podcasts.

Feedback

In addition to our self-evaluation survey we asked people to complete feedback surveys following each virtual seminar. The virtual seminars are proving very popular with people regularly rating them high in terms of the relevance of the information, access to the researcher and the format of the seminar. Both the virtual seminars and podcasts scored highly in the wider self-evaluation survey (4.64 and 4.50 respectively).

Colleagues have used the seminars as the front-end to team meetings where the issues are then discussed following the seminar in terms of the local context. It has also allowed teams rather than one or two individuals to hear the research findings and take part in discussions. Colleagues from further afield have also welcomed the opportunities it offers.

However, this is a new area for WithScotland and has not been without its challenges. Predominantly, these are technical issues around sound quality or difficulties in accessing the virtual seminars. Some workers could only join the seminars using home computers which detracts from the opportunities for group or team learning. Individuals have also reported difficulties in finding podcasts on our website.

Despite these difficulties, colleagues are persevering to try and overcome the barriers as the relevance of the virtual seminars is appreciated and over 60% reported that access to a virtual seminar is important in terms of their continuing professional development.

Outputs

Business plan

For the funding period 2012-2015, WithScotland undertook to develop resources and briefings based on the work of the entire team in relation to child protection.

Activity

Since July 2012, WithScotland has produced and published a range of resources. Our case stories emerged as a means of sharing information that we have sourced as part of our response to requests for advice and support. The case stories are fictional although firmly rooted in practitioner experience and practice issues. The stories also allowed us to illustrate what advice and support we can offer.

Briefings

Mitchell, F. (2012) *Recognising adolescent abuse and neglect: Estimates, conceptualisations, and responses*.

Mitchell, F. (2012) *Using the social work relationship to promote recovery for adolescents who have experienced abuse and neglect*.

Roesch-Marsh, A. (2012) *Behaviour as communication: understanding the needs of neglected and abused adolescents*.

Sharp, C. and Jones, J. (2012) *Child living with domestic abuse*.

Stone, K. (2013) *Keeping children and young people safe online: balancing risk and opportunity.*

Stone, K. (2013) *The role of schools in supporting vulnerable children and families.*

Robb, L. (2014) *Resistance, a complex challenge for practice.*

Webb, A. and Laird, C. (2014) *Child Sexual Exploitation*

Resources

WithScotland (2012) *The neglect and abuse of young people: A resource for primary schools.*

WithScotland (2012) *The neglect and abuse of young people: A resource for secondary schools.*

WithScotland (2013) *Information and Checklist for Violence Against Women Partnerships and Child Protection Committees.*

WithScotland and Scottish Government (2014) *Child Protection and Disability Training Resources.*

Factsheet

Factsheet 1 – Cyberbullying

Factsheet 2 – Safer Social Networking

Factsheet 3 – Online gaming

Factsheet 4 – Internet use and young people's sexual attitudes and behaviours

Factsheet 5 – A Guide to Internet Safety Resources for Multi-Agency Professionals

Case stories

WithScotland (2014) *Zaynab's Story: explores issues in relation to possible female genital mutilation.*

WithScotland (2014) *Keith's Story: explores issues in relation to possible neglect.*

Feedback

It is difficult to assess the impact this material may have had on practice, but feedback indicates that electronic copies of the resources are regularly viewed on our website and we have had to re-print several of the Briefings and Resources. One individual commented on our recently published case stories:

“ *The case studies are a really good new addition to the website too. Really informative of the issue but also 'bring alive' the role that WithScotland can take.*”

(Individual feedback 2014)

Objective 4 Identify gaps in knowledge, service provision or training needs

This objective aimed to identify gaps in knowledge (research), service provision or training needs and to help generate new evidence to inform local and national policy developments. This was to be met through re-invigorating the SCCPN Research Working Group, developing our own capacity to undertake small-scale research and training, and strengthening links between the adult and child protection communities.

The planned outcome was a more effective matching of solutions for common issues for practice.

WithScotland Research Network

Business plan

The business plan identified the need to further develop the research network.

Activity

WithScotland's Research Network (the Network) has grown its membership from ten in 2011 to over 160 and includes established academics in their field, early career researchers, PhD students and practitioner researchers from statutory and non-statutory sectors (either those undertaking research as part of an academic course or their substantive role):

“ I have used WithScotland to identify researchers to carry out a piece of research.”

(Survey respondent 2014)

The Network meets three times a year but there have been regular smaller seminars to bring together individuals from a range of backgrounds with a shared research interest to explore current research findings and new opportunities, and develop thinking. These peer discussion sessions included qualitative research in child welfare and protection and teaching strategies and approaches adopted in the education of practitioners who have a role in care and protection.

Feedback

As a result of the Network, individual early career researchers have made links with Scottish universities and successfully sourced funding and peer supervision to help develop their careers and research projects relevant to the field. We are also working with more established academics to help coordinate international research partnerships and funding applications.

Develop capacity

Business plan

The plan was to develop our own capacity to undertake small-scale research and training activity.

Activity

Additional funding of about £34,000 has been secured to undertake small evaluations and research projects in statutory and third sector organisations. This was achieved through working in partnership with University of Stirling in relation to evaluating the impact of GIRFEC on child protection processes in one Council area; and two evaluations in another area on an outcomes framework and the use of self-directed support within children's services.

WithScotland is also part of an international research collaboration to the European Commission's Horizon 2020 research and innovation programme which aims to produce research which can make a significant contribution to equitable health improvements and thus the sustainability of health and care systems.

We have also worked with East Lothian to support its implementation of the Signs of Safety approach; a strengths-based approach to child protection casework developed in Western Australia. East Lothian held a national conference in October 2014, which generated further interest across Scotland. We have also worked in partnership with SCIE (Social Care Institute for Excellence) and the former North East Scotland Child Protection Committee (now Aberdeen City, Aberdeenshire and Moray) to pilot SCIE's Learning Together which had been developed as a way of carrying out significant case reviews and other forms of practice review. Following the pilot, we now have three accredited Learning Together reviewers and delivered a three-day introduction course on the Learning Together approach to a multi-agency cohort of 30 child protection professionals with a second introduction course planned for May 2015.

Feedback

Feedback from those we have worked with is always requested and has been very positive. We are aware of the need for more development work and some survey respondents commented that WithScotland could have a greater role in supporting the implementation of national policy into local practice. We regularly receive requests to undertake or tender for small research projects, be part of larger collaborations or deliver training but are often unable to progress these further due to a lack of capacity.

Strengthen links between adult and child protection communities

Business plan

The plan was to participate in relevant adult and child protection forums and to strengthen links between the two communities.

Activity

As has been mentioned WithScotland now provides the administration and coordination roles on behalf of the Scottish Child Protection Chairs' Forum and Scottish Adult Support and Protection Convenors' Group. We have been working with both communities on a range of activities to develop and strengthen the links:

- **Short life working group on developing a framework for undertaking significant case reviews for adult support and protection:** the Significant Case Review (SCR) process within Adult Support and Protection (ASP) is a relatively new process. The draft framework for undertaking adult support and protection SCRs drew heavily on the experience of undertaking child protection SCRs as well as new developments and the revised national guidance for the child protection community.
- **APC and CPC Joint event:** we brought together Lead Officers, Chairs and Convenors for both child and adult protection committees to explore some of the overlapping agendas.
- **WithScotland annual conference 2014:** we took the decision to host a two-day conference to allow sufficient time to be given to cover the issues of policy, practice and research for both child protection (day 1) and adult protection (day 2). From a total of 240 delegates, 55 attended both days.
- **Alcohol and Drug Partnership and Child Protection Committee Network (subgroup of CPC Forum):** this group is involved in organising seminars to promote Getting our Priorities Right. This led to a first event with Forth Valley, which included all public protection partnerships. Speakers from the Scottish Government made links across public protection agendas and acknowledged that more could be done to strengthen links. The programme also incorporated a creative approach and included a peer research presentation from North Ayrshire and the play reading by Stellar Quines Theatre Company.

Feedback

Survey respondents generally welcomed our role in supporting and facilitating both the Child Protection Forum (4.48; n=33: 1=very poor: 5=very good) and the Adult Support and Protection Convenors' Group (4.69; n=32: 1=very poor: 5=very good).

Feedback from the delegates who attended both days of our national conference identified that the two days had stimulated thinking across both agendas.

Those who attended the APC/CPC joint event were, in the main, supportive of bringing the groups together and feedback suggests colleagues would like to see further strengthening of these links. However, several commented that more work was needed to build on the joint event although not necessarily through repeating this event. Feedback from about half the attendees thought that further work was needed to clarify the cross-cutting issues and that more time was needed to explore these in greater depth.

Objective 5

Contribution to development and promotion of national training frameworks

WithScotland is committed to making available practice based resources. This includes dissertations, literature reviews and theses through the use of practice based seminars. WithScotland is also keen to maintain ongoing dialogue with trainers and training programmes and to facilitate a forum for sharing learning and development resources for those working in adult support and protection across Scotland.

The key outcome was to improve access to good quality training materials and support the coordination of a multi-agency training agenda.

Business plan

WithScotland committed to making more resources available on our website.

Activity

Development of our website included a new page on research and practice resources. This page lists research and practice developments across Scotland for adult and child protection. Each entry has a short summary of the research project or the practice resources with links to the main authors or available resources. A separate page was also developed which hosts training resources and toolkits for those working with children, young people and adults who may be at risk. All resources are listed alphabetically.

Two learning and development fora have also been established which regularly meet and maintain contact through WithScotland's Talkwith to facilitate the sharing of learning for those working in child and adult support and protection across Scotland. These groups also meet face to face.

Feedback

Eighty-nine per cent (n=94) reported that the practice and development resources available on the website were considered *very* or *fairly useful* giving this service an overall rating of 4.47 (1=not useful: 5=very useful). Similarly 86% (n=95) reported that the training resources available on the website were considered *very* or *fairly useful* giving this service a slightly lower rating of 4.28 (1=not useful: 5=very useful).

Objective 6 Common solutions and leading on national issues

Our business plan states that through the work plans of individual team members, WithScotland would identify emerging common issues or themes across policy, research and practice and include active participation in relevant child and adult protection forums.

The key outcomes would be to support practice through the revision of key Scottish Government policy and related publications.

Business plan

Two specific tasks were identified within the business plan: to make recommendations on a revised Code of Practice for those working in Adult Support and Protection; and to recommend a framework for undertaking adult support and protection significant case reviews.

Activity

From 2012-2014, there were several activities that WithScotland has supported, facilitated or led in terms of policy development and implementation.

WithScotland has supported:

- **National Training Framework:** in 2011, Scottish Government noted that: “*The MARS and SCCPN team have now led on bringing together the key stakeholders who have an interest in moving this forward, thereby enabling the capacity for this issue to be taken up again*” (p.65). In 2012, Scottish Government launched its National Framework for Child Protection Learning and Development in Scotland. WithScotland did not produce the materials, but does host the resources on our website as a national resource.
- **Child protection and disability toolkit:** WithScotland was a member of the Scottish Government’s Ministerial Working Group on Child Protection and Disability and worked in partnership to develop, publish and launch the toolkit. The toolkit is aimed at practitioners and managers in child and family and disability services and is the only toolkit of its kind available to practitioners in Scotland. The toolkit was launched in May 2014.

WithScotland has facilitated:

- **Policy seminar:** the University of Stirling was commissioned by Scottish Government together with ourselves to develop and deliver a policy seminar to the Permanent Secretary and the senior policy management team to broaden discussion on policy design. The seminar explored the role of risk in policy design.
- **Courageous conversations:** our wide range of seminars including our Courageous Conversations are designed to allow practitioners and policymakers to explore some of the most complex and sensitive issues within the protection agenda, stimulate useful debate and open up dialogues.

WithScotland led the:

- **Revision of Code of Practice for adult support and protection:** in June 2012, Scottish Government commissioned WithScotland to undertake a small scoping exercise to explore possible revisions to the Code of Practice developed in 2007 to support implementation of the Adult Support and Protection (Scotland) Act 2007. The findings from this will inform the work of a Short Life Working Group set up to recommend revisions to the Code of Practice, which is to be facilitated by WithScotland on behalf of Scottish Government.
- **Re-fresh of the child protection guidance:** WithScotland brought together and chaired a national working group which consulted on a re-fresh to the national child protection guidance. The working group met for 6 months and produced draft guidance which was submitted to Scottish Government in December 2013. The revised Guidance was published in May 2014.
- **Mapping of child sexual exploitation resources and services in Scotland:** WithScotland supports the Scottish Child Protection Committee Chairs' Forum subgroup for Child Sexual Exploitation and as part of its role undertook a mapping exercise of the resources and services available in Scotland which was published in September 2014.
- **Short life working group on developing a framework for undertaking significant case reviews for adult support and protection:** the Significant Case Review (SCR) process within Adult Support and Protection is a relatively new process. Consequently Adult Protection Committees are developing their own formats for conducting SCRs or developing shared formats across regional boundaries. WithScotland was asked to facilitate a short-life working group to develop a national framework. The draft framework was submitted in August 2014.
- **National Adult Support and Protection Working Group:** the Working Group was established to develop a clearer understanding of service users' and carers' viewpoints in relation to adult support and protection. This work was led by the National Adult Protection Coordinator at WithScotland. The project produced a review of national and local public information; an organisational survey on best approaches to promoting adult protection; a literature review regarding how to involve service users and carers in the development of services or the support they receive; and a report regarding service user and carer views of the adult protection process

As has been mentioned, a substantial part of WithScotland's business is to support the Scottish Child Protection Committee Chairs' Forum and Scottish Adult Support and Protection Convenors' Group and we have attended, facilitated or chaired the following:

- **National Ministerial Working Group on Child Protection and Disabilities:** this working group evolved from disability subgroup of CPC Forum and was set up to take forward Scottish Government priorities in this area. This group that was responsible for the delivery of the Disability Toolkit published in May this year.

- **Child Protection and Disability Network:** this network emerged out of the national ministerial working group. The network connects members of child protection committees with other practitioners to share knowledge and expertise, and to provide mutual support. WithScotland facilitates the network through meetings and TalkWith.
- **Neglect subgroup of CPC Forum:** the neglect sub-group was asked to evaluate activity underway across Scotland to ensure the sharing of learning and not to re-invent work. There was a consensus that the sub-group consider current information and knowledge before taking work forward. A paper on its activities was produced in March 2013.
- **National Working Group for Child Sexual Exploitation:** this evolved from the child sexual exploitation subgroup of CPC Forum and will support Scottish Government on its delivery of the National Action Plan for child sexual exploitation.
- **Public Awareness Advisory Group:** this evolved from the public awareness subgroup of Scottish Child Protection Chairs' Forum. This group was responsible for the initial development and content of the public awareness pages on WithScotland's website and is now actively considering how best to promote issues of child sexual abuse (CSA) and take more of a campaigning role with public messages. A fact sheet on CSA was produced for the WithScotland conference in order to promote the Prevention of Child Abuse day on the 19th November. WithScotland also produced a media statement for general use to promote the day.
- **Alcohol and Drug Partnership and Child Protection Committee Network:** as mentioned previously, this subgroup of the Forum is involved in organising seminars to promote Getting our Priorities Right. This led to a first event with Forth Valley, which included all public protection partnerships.
- **Adult Support and Protection National Priority Working Group on Service User and Carer Engagement:** this was established to take forward Scottish Government's national priority around developing a clearer understanding of service users' and carers' viewpoints in relation to adult support protection processes. A report which captured the views of service users and carers was submitted to Government in April 2014. The group also produced a guide for carrying out focus groups and interviews, a tool to consider and review adult support and protection public information and a leaflet in Punjabi and Urdu about adult support and protection.
- **National Financial Harm Coordination Group:** this group has been set up following the work of the National Priority Group on financial harm. The group will consider themes and issues of national significance. The work of this group will also be informed by the themes identified from the Financial Harm National Information Sharing Conference. The event was first such event in the UK and was developed through a partnership of WithScotland, Scottish Business Resilience Centre, Information Commissioner's Office and Scottish Government.

More recently, WithScotland was cited in Scottish Government policy documents and publications as part of the landscape to support the Government delivering on key objectives. For example:

- Scottish Government (2014) *National Guidance for Child Protection in Scotland 2014*. Edinburgh: Scottish Government.
- Scottish Government (2014) *Scotland's National Action Plan to tackle Child Sexual Exploitation*. Edinburgh: Scottish Government.
- Brock, J. (2014) *Safeguarding Scotland's vulnerable children from child abuse: a review of the Scottish system*. Edinburgh: Children in Scotland.

Feedback

Similar to the issues in relation to networking, this aspect of our activities is difficult to measure.

Survey respondents were asked to rate various activities including leading on national activities, which was rated at 4.49 (n=68: 1=very poor; 5=very good).

However, some have commented that it is not always entirely clear which national priorities we are leading on. Although work has started in both those areas, it suggests that colleagues would like to see further strengthening of these links:

“I think a stronger emphasis on the links between Violence Against Women and child/adult protection in strategic, and professional policy and practice is vital in light of a rapidly changing field, especially in relation to domestic abuse, child sexual abuse and commercial sexual exploitation.”

(Survey respondent 2014)

A final area that generated further comment was around the role of WithScotland in reducing duplication and bridging the gap between national policy development and local policy implementation. This was echoed by another respondent who asked for WithScotland to offer practical solutions to issues which emerge through fora such as the national network of Lead Officers for Child Protection Committees.

To what extent has WithScotland been successful in extending its reach to target audiences?

Introduction

The evaluation conducted by Scottish Government in 2011 recognised the work which had been undertaken to increase both the awareness and accessibility of MARS and SCCPN, but that more was needed moving forward as WithScotland.

In 2014, our survey again asked colleagues to state how they found out about WithScotland (see Table 9). The results are similar to 2011 (Scottish Government 2011) in that word of mouth, direct mailing and newsletters, and conferences and events continue to be the most effective means of communicating information about WithScotland and raising awareness.

Activity	Overall (n=178)	Children and families (n=102)	Adults at risk of harm (n=62)
Word of mouth	36%	37%	42%
Conference/seminar/event	24%	25.5%	22.5%
Direct mailing	20%	16.5%	27%
Electronic newsletter	13.5%	13%	13%
Internet search	9%	13%	6.5%
Specialised press	1.5%	1%	3%

Other routes included information being shared through Child and Adult Protection Committees, as well as national fora such as the Scottish Child Protection Committee Chairs' Forum.

Feedback

In 2014, 69% (n=196) responded that they were *very familiar* or *quite familiar* with the work of WithScotland. This should be expected to some extent as the survey was sent to all individuals on our mailing who are more likely to have heard of WithScotland, however, this is an improvement from 2011 as 50% (n=166) stated they were either *very* or *quite familiar* with the MARS when asked the same question and 50% (n=166) also reported they were *very* or *quite familiar* with the SCCPN.

Further analysis showed that 68% of those who worked with children and young people, and 73% of those who worked in adult support and protection were either *very familiar* or *quite familiar* with the work of WithScotland.

In 2014, survey responses indicate that colleagues were more familiar of the work of WithScotland than in 2011; there are no comparison figures for adult support and protection as we had not developed our links and work with colleagues within this field.

In more detail and by agency:

- 75% (n=96) of those working in social work/social care were quite or very familiar with our work. Looking at the different professions, 44% (n=48) of those working with children's social work or social care replied they were very familiar; an increase from 40% (n=21) for MARS and 38% (n=18) for SCCPN in 2011 (Scottish Government 2011). Those working in adult social work or social care (n=42) were more likely to be quite familiar (47.5%) than very familiar (28.5%) with the work of WithScotland.
- 69% (n=48) of health colleagues were quite or very familiar with our work. For those working in child protection, 15% (n=27) reported they were very familiar with our work, which is a slight decrease from 17% (n=9) in relation to the MARS in 2011, however, more health colleagues replied to this question in 2014. Those working predominantly with adults at risk of harm (n=10) were more likely to be quite familiar (50%) than very familiar (20%) with the work of WithScotland.
- 61% (n=18) of education colleagues were quite or very familiar with our work. Fourteen per cent (n=14) of those with child protection responsibilities reported they were very familiar with our work. Those working in predominantly in education with adults at risk (n=5) were more likely to be quite familiar (40%) than very familiar (20%) with the work of WithScotland.
- 81% (n=11) of police colleagues were quite or very familiar with our work. For those working predominantly in child protection, 83% (n=6) answered they were very familiar; there is no comparison figure from 2011. Those working for the police in relation to adults at risk (n=6) were more likely to be very familiar (50%) than quite familiar (17%) with the work of WithScotland.
- 44% (n=18) of those working with the third and voluntary sectors reported they were quite or very familiar with our work. For those working predominantly in child protection, 23% (n=13) were very familiar with our work; there is no comparison figure from 2011. Those working with adults at risk (n=3) were more likely to be quite familiar (67%) with the work of WithScotland.
- 75% (n=8) of those working in academia reported they were quite or very familiar with our work. For those researching and teaching predominantly in child protection, 75% (n=4) were very familiar; an increase of 25% from 2011, however, more from academia (n=24) responded to this question in relation to the SCCPN in 2011. Academics with research interests in adult support and protection (n=2) were quite familiar (100%) with the work of WithScotland.

The information gathered through the survey also echoes our own internal evaluation. The team fed back that our reach and visibility has increased, for example, through articles in the press and specialised journals, but that further work is needed to extend our links and continue to raise awareness to a range of colleagues throughout health, education and the third sector in particular, and also social work and police. One suggestion was to map the community of all workers involved in protecting children and adults, and develop strategies for engaging with those perhaps less involved in direct protection work but who work with other groups of individuals equally at risk and with possible overlapping agendas.

However, it should be noted that WithScotland was not intended as a resource for all but more as a support to local areas and organisations where there may be gaps in knowledge or experience. Therefore, efforts to increase awareness should be targeted. Blanket awareness across health, for example, may not necessarily support our key aims and objectives and may lead to an increased demand for our services that we do not have the capacity to meet.

Instead, it is ensuring that the right people across the range of professions working in child and adult protection know about how our resources can be accessed. For example, the number of health colleagues who are very familiar with our work is relatively low, however, we have noted an increase in the requests being submitted from colleagues in health and increasing numbers attending our conferences and seminars since 2012. It may not be necessary that all health professionals know about our work, but instead it is more important that those working in adult and child protection are aware of what we can offer.

To what extent WithScotland influenced local and national policy and practice and how has this been achieved?

Introduction

As described earlier, a key business objective has been to find common solutions to national issues and we continue to ask ourselves what difference our activity might have made to delivering local and national priorities.

Local impact

In our survey we asked what difference the resources or contact with us had made to local practice. The key impacts on practice identified were:

- Clarity in decision-making processes
- Changes to policy or practice
- Streamlined the process for dealing with a particular case and increased efficiency
- Reduction to workload in relation to a particular case or situation

In 2011, the most common responses were that contact with us had resulted in clarity in decision-making processes and that it had streamlined the process for dealing with a particular case. Three years later, respondents also noted some impact on aspects of local policy and practice and workload in relation to a particular case.

“Time is a factor but very good resource for information and/or case studies. Provides an evidence base for decision making.”

(Survey respondent 2014)

Therefore, despite an almost 100% increase in requests received this year, feedback reveals that tangible changes are being identified in decision-making and practice in relation to case-specific advice and support.

Survey respondents (n=168) identified that contact with the team and resources downloaded had helped to further their own professional development (58%); for example, our events and seminars count towards practitioners' CPD. Colleagues (43%) also shared information with colleagues or used it to explain concepts to other colleagues (31%). The information and resources available had helped develop local training materials (29%) and others had used information to inform a consultation response (21%) or make a case for change to current policy or practice or to support a funding application (19%).

We asked colleagues if they would work with us again: 82% (n=154) of respondents said they would and 16.5% replied *Maybe*. Only one (0.5%) said they would not use WithScotland again. Those who replied *Maybe* commented that they had either not used the service fully or asked for further information about the full range of services offered.

“It would be helpful for me to be more familiar with what is available. It is hard getting time to explore website due to pressures of work.”

(Survey respondent 2014)

National impact

In 2011, Scottish Government’s evaluation applied Lindquist’s (2003) classifications to measure the influence of MARS and SCCPN on national policy. These are:

- Expanding policy capacities (may include improving the knowledge or certain actors, supporting recipients to develop innovative ideas, improving capabilities to communicate ideas)
- Broadening policy horizons (may include providing opportunities for networking/learning within the jurisdiction or with colleagues elsewhere; introducing new concepts to frame debates, putting ideas on the agenda or stimulating debate)
- Affecting policy regimes (may include the modification of existing programmes or policies, fundamental redesign of programmes or policies)

From 2012-2014, there are several examples of WithScotland helping to expand policy capacities:

- National Training Framework
- Child protection and disability toolkit

Broadening policy horizons has also been an important aspect of our work:

- Policy seminar
- Courageous conversations

In terms of affecting policy regimes, WithScotland either facilitates or sits on national working groups to take forward policy or to develop materials to support policy implementation. Examples include:

- Revision of Code of Practice for adult support and protection
- Re-refresh of National Child Protection Guidance for Scotland 2014
- Short life working group on developing a framework for undertaking significant case reviews for adult support and protection
- Mapping of child sexual exploitation resources and services in Scotland
- All subgroups of the Scottish Child Protection Committee Convenors’ Forum
- Groups set up by Scottish Government to take forward national priorities for Adult Support and Protection

What is the future role of WithScotland?

Introduction

We felt it critical that a key question to ask was whether there was a continuing need for WithScotland, to consider whether the original objectives were still valid and whether the right structures in place to deliver on these objectives.

We were also aware that the development of resources, support and advice we can offer to colleagues working with adults at risk of harm is currently more limited and running to a later timescale; for example, the National Adult Protection Coordinator was only appointed in February 2012. Therefore, we took the opportunity to ask colleagues what further developments they would like to see that would support their work and professional development.

First, however, we asked the key question about whether there was a continuing need for WithScotland:

- Eighty-seven per cent (n=158) thought there was a continuing need for WithScotland and 12.5% replied *Maybe*. Again only one person (0.5%) replied no. This is an increase from 2011 where 75% of survey respondents (n=200) believed that there was still a continuing need for the kind of help and support that the MARS provided.

There were a few comments about the areas we could improve or develop:

- To communicate our priorities more effectively.
- To continue to improve coordination of the work across national groups to avoid duplication and ensure gaps in research, training and policy are addressed.
- Perhaps critique new research, news items and practice resources.

Are the original objectives still valid?

Survey respondents, WithScotland team members and Steering Group reported that the original objectives for WithScotland are still valid. Analysis has shown that in all areas of business we have met each objective through the activity set out in the business plan.

Other areas of business that could be further expanded or developed:

- Promoting closer links with networks including child protection services and adult protection services, and violence against women and child protection
- Developments to the website to meet further demand for increased resources for adult support and protection and we address the difficulties identified including navigation and search functions
- Respond to increase questions for design and delivery of local training programmes and materials
- Continue to deliver the range of practice based seminars and conferences, both face-to-face and virtual

Governance and management structures

WithScotland is hosted by the University of Stirling which monitors the personnel and financial planning processes in place. There is also a business development team within the University which assists with business planning and costing for future sustainability.

The staff within WithScotland have regular individual and team meetings which are recorded. Our Director provides a quarterly report on key activities to a Steering Group who are there to act as champions, and also offer advice and support on the strategic direction for the organisation.

- WithScotland team members agreed that there are clear reporting arrangements to the Steering Group
- one member of WithScotland's Steering Group thought the governance was unclear, but did not consider this a problem. All others thought it was understood and robust and one member thought any confusion was because "*others may lack understanding*".
- Steering Group meetings take place quarterly and are organised as business meetings. All members agree this is the right frequency and that the agenda and papers were well thought out, well prepared, appropriate and "gave a good overall account of what's going on".

A challenge identified in 2011 of maintaining a steering group of this nature is that members' attendance is often in addition to already busy jobs remained a challenge in 2014. We also have experienced that although the organisation remains represented on the steering group this is often by a range of individuals due to colleagues moving from their positions. While twelve organisations have been represented on the steering group since 2009, nine of the current members have joined since 2012 with the newest member joining in May 2014.

Several members stated that "*the change of personnel means not always continuity of knowledge and interaction*" and "*not all partners share a sense of what WithScotland was established to do*". It is also intended that a key role of members is to act as an advocate for WithScotland and promote it to the relevant networks. In 2011, several stakeholders acknowledged that more could be done (by themselves) in this area. The 2014 interviews show a similar pattern with recognition that "*there is a limit to what people on the Steering Group can do*". However, there are examples of members demonstrating this role mainly through "*raising awareness, speaking out, offering a balanced support and linking locally and nationally*".

Developing resources for adult support and protection

WithScotland was also keen to hear the views of those working in adult support and protection about the resources and services we could perhaps develop further to support the community. Through the survey we asked colleagues to comment on which services and resources they would like to see continued or made available (see table 10) and their views are recorded below (40% of whom are lead officers, independent convenors and adult protection coordinators).

Table 10

Which services and resources would you like to see continued or made available for the adult support and protection community?

Statement	Yes	No	Unsure
Signposting to research and resources (n=49)	100%	0%	0%
Events/seminars (n=49)	98%	0%	2%
Website (n=48)	96%	2%	2%
Electronic library (n=45)	96%	0%	4%
Leading and coordination national priorities (n=47)	89.5%	4%	6.5%
Supporting APC Convenors' Group (n=46)	83%	4%	13%
Virtual seminars/podcasts (n=44)	70%	7%	23%
Advice and support on individual cases (n=46)	61%	9%	30%
TalkWith (n=33)	55%	3%	42%

There was overwhelming support for signposting to research and resources, access to events and seminars, the website and for the team to continue to lead and coordinate national priorities including continued support of the Scottish Adult Support and Protection Convenors' Group. There was also support for the virtual seminars and advice and support on individual cases, but more respondents recorded they were unsure whether there was a need for these services as they were unclear what this would entail.

Moving Forward

A clear message from the evaluation in 2011 (Scottish Government) was the need to improve people's awareness about WithScotland and the range of services we can offer practice, policy and research, and greater clarity about our role and purpose.

To some extent this has been achieved. The data gathered identifies improvements in the knowledge of WithScotland across social work and police, but that further targeted work is still required with health colleagues and education. While individuals are aware of WithScotland, they were not fully aware of the extent of the services offered. We received several comments which are reflected in the quote below:

“Through completing the survey I realise they have a lot more to offer so I need to access the website and not just follow links from the newsletter.”

(Survey respondent 2014)

In moving forward, there appears clear support for the continuation of WithScotland from both survey

respondents and the interviews with Steering Group members with the view that if the organisation no longer existed then something similar would be re-invented within a year or two.

There was also some reflection by a few on the short-term nature of our funding:

“Staffing may be more consistent if funding was more secure and long term, which would enable expertise and relationships to develop.”

(Survey respondent 2014)

There were comments asking for greater clarity about our role, clearer links across key areas of business, such as closer links between networks for child protection services, adult protection services and violence against women, as well as clearer links with Scottish Government to provide consistency, as far as possible, between the different areas of child and adult protection:

“There are pieces of work which span across all the various CPCs in Scotland and the central information and skills base of WS [WithScotland] could be utilised to undertake specific projects which would bring together best practice in relation to national procedures, policies and practitioner guidance, to benefit all partners working in the field of Child Protection....Issues identified by the national groups as being suitable for action could be directed to WS for action and be progressed via a dedicated research/development and practitioner support facility.”

(Survey respondent 2014)

In summary, the self-evaluation has identified that our business objectives are still relevant. There are areas that could be developed or improved, and there are services and resources that the adult protection community would like to see developed. The self-evaluation has also raised some wider questions for the long-term future of WithScotland in terms of the short-term nature of our funding arrangements, capacity issues if our business grows and how we continue to support the third sector, which is a significant consumer of our services but does not contribute to our core funding.

Conclusion

We have met our business objectives as set out in our plan for the funding period 2012-2015. We have taken on additional activities in response to suggestions and feedback from the child and adult protection communities and have generated a small amount of additional income. Although not part of the original business plan, it was agreed that the additional activities enhanced what we were trying to achieve in terms of better collaboration, improved networking and enhanced sharing of research, policy and practice knowledge and resources. In addition, all four funders of WithScotland have used a variety of our services.

Detailed comments and suggestions for our continued improvement and development are both welcome and very helpful. We still have work to do, however, to raise our profile across all agencies and make our priorities more explicit, to support better coordination of the implementation of national policy into local practice, to continue to build links with wider networks discussed and to improve some of the infrastructure needed to support our activities.

In 2005, the original recommendation for MARS and SCCPN was generally supported from the field and, with some reservations, was adopted and launched in 2009. Five years later the support for WithScotland has grown and recognition of its contribution has been evidenced by the responses to our self-evaluation.

There continues to be a high degree of support for WithScotland to continue to offer the current range of services and resources to the child protection community, and to develop its range of services and resources for those working in adult protection. Comments for improvements and developments are within the context of where we are now and not starting again.

At the heart of any self-evaluation the key question is “*Are we making a difference?*” Feedback shows that WithScotland does provide quality support in these difficult and challenging times and the evidence in this report demonstrates our impact on local practice and national policy:

“*It is an essential and unique resource dedicated to the protection and wellbeing of those vulnerable to maltreatment.*”

(Survey respondent 2014)

References

Glen, S. (2011) *Review of the Multi-Agency Resource Service (MARS) and the Scottish Child Care and Protection Network (SCCPN)*. Edinburgh: Scottish Government.

Lindquist, E. A. (2001) *Discerning Policy Influence: Framework for a Strategic Evaluation of IDRC Supported Research*. Ottawa CAN: International Development Research Center.

Scottish Government (2011) *Social Science Methods Series. Guide 6: Contribution analysis*. Edinburgh: Scottish Government.

Appendix 1

WithScotland Steering Group

Organisation/network	Steering Group member
Chair of Steering Group and COSLA representative	Councillor Stephanie Primrose, Elected Member, East Ayrshire Council
Scottish Child Protection Committee Chairs Forum (SCPCCF)	Chair, Anne Houston, OBE or Vice Chair Susan McLaren
Police Scotland	Assistant Chief Constable Malcolm Graham
Social Work Scotland	Bob Driscoll, Head of Child Care, CSWO, Aberdeenshire Council
Community Care Providers Scotland (CCPS) Children's Service Sector Representative	Helen Hunter, Head of Change and Innovation (Quarriers)
Child Protection Nursing Midwifery and Allied Health Professionals Scotland (CPNMAHP)	Phyllis Smart, Consultant Nurse Child Protection, NHS Grampian
Royal College of Paediatricians	Dr Jean Herbison, Clinical Director, Greater Glasgow and Clyde Health Board
WithScotland Research Network and Health	Professor Julie Taylor, Centre for Research in Child Protection, University of Edinburgh
Scottish Children's Reporter Administration (SCRA)	Alistair Hogg, Senior Operational Manager, North West area
Scottish Government Child Protection Policy Team	Catherine Duggan, Head of Child Protection Policy Team
Scottish Government Adult Support Protection	Nicola Paterson, Head of Adult Support and Protection Unit
University of Stirling	Professor Brigid Daniel, Head of Social Work, School of Applied Social Science
University of Stirling, Research and Enterprise Office	Dr John Rogers, Director of Research and Enterprise

Appendix 2

Web-based self-evaluation survey

Part 1 About you	
1. What is the job title for your current position?	
2. What is your profession?	<input type="checkbox"/> Education <input type="checkbox"/> Health <input type="checkbox"/> Housing <input type="checkbox"/> Law <input type="checkbox"/> Police <input type="checkbox"/> Social work <input type="checkbox"/> Academia <input type="checkbox"/> Third or voluntary sector Other, please specify
3. Is your area of work mainly with children and young people?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Is your area of work mainly with adults at risk of harm?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. What is the main focus of your work?	<input type="checkbox"/> Practice <input type="checkbox"/> Strategy <input type="checkbox"/> Policy <input type="checkbox"/> Research Other, please specify
6. Are you a member of any of WithScotland's networks or communities?	<input type="checkbox"/> Child protection learning and development network <input type="checkbox"/> Adult protection learning and development network <input type="checkbox"/> Community of expertise <input type="checkbox"/> WithScotland Research Network

Part 2

Review of current activities (child and adult protection)

7. How familiar are you with the work of WithScotland?	<input type="checkbox"/> Very familiar <input type="checkbox"/> Quite familiar <input type="checkbox"/> Vaguely familiar <input type="checkbox"/> Internet					
8. How did you first find out about WithScotland?	<input type="checkbox"/> Direct mailing <input type="checkbox"/> Conference/seminar/event <input type="checkbox"/> Electronic newsletter <input type="checkbox"/> Word of mouth <input type="checkbox"/> Specialised press <input type="checkbox"/> Can't remember					
9. Have you ever accessed any of these resources provided by WithScotland?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
<p>10. Below are examples of what WithScotland offers. If you have used any of these resources or services, how would you rate their quality?</p> <ul style="list-style-type: none"> • Advice and support • Signposting to research and resources • Website • Talkwith • Electronic newsletter • Supporting the Scottish Child Protection • Committee Chairs' Forum • Supporting the Scottish Adult Protection • Committee Convenors' Forum • Events/seminars/virtual seminars • Leading and coordination national priorities 	Very poor	Fairly poor	Adequate	Fairly good	Very good	Very good
<p>11. Have you ever used WithScotland's resources or services for the following? Please tick all that apply:</p>	<input type="checkbox"/> To support a funding application <input type="checkbox"/> To inform a consultation response <input type="checkbox"/> To help explain a concept to colleagues <input type="checkbox"/> To share with others for information <input type="checkbox"/> To help colleagues in other sectors to share an understanding of what I do <input type="checkbox"/> To provide text or inform my/our publications <input type="checkbox"/> To develop training materials <input type="checkbox"/> To develop my own professional knowledge <input type="checkbox"/> None of the above Other, please specify					

<p>12. Can you tell us why you have never used WithScotland? Please tick all that apply:</p>	<ul style="list-style-type: none"> <input type="checkbox"/> I've never had the need <input type="checkbox"/> I was not previously aware of the resources available <input type="checkbox"/> I use alternative sources of information/ support/advice <input type="checkbox"/> I'm too busy/I don't have enough time <p>Other, please specify</p>
<p>13. Have you ever used WithScotland's website?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Yes, less than once a month <input type="checkbox"/> Yes, once or twice a month <input type="checkbox"/> Yes, once or twice a week <input type="checkbox"/> Yes, once or twice a day <input type="checkbox"/> No, never
<p>14. For what purpose do you tend to use WithScotland's website. Please tick all that apply:</p>	<ul style="list-style-type: none"> <input type="checkbox"/> To source publications/research evidence <input type="checkbox"/> To keep up to date with developments in the child and adult protection fields <input type="checkbox"/> To seek support in implementing recommendations from evaluations or inspections <input type="checkbox"/> To access the online directory of organisations or initiatives <input type="checkbox"/> To find out about forthcoming conferences/ seminars/events <input type="checkbox"/> To find out about the community of expertise (and how to access becoming a member) <input type="checkbox"/> To find out about local practitioner research <input type="checkbox"/> To access training resources <p>Other, please specify</p>

<p>15. Below are examples of the information available on WithScotland website. How useful do you think each of these for you or your organisation?</p> <ul style="list-style-type: none"> • eLibrary • Latest news • Events and developments in the field • Training resources • Podcasts (listen again) • Talkwith • Practice and development resources • Online directory of organisations 	Not useful	Fairly useful	Useful	Very useful	No Opinion
<p>16. To what extent do you agree or disagree with the following statements about the website? Please tick all that apply:</p> <ul style="list-style-type: none"> • It provides links to research highly relevant to my work • It has helped me expand my network of professional contacts • I use it to disseminate my own work • It is my first port of call for child protection research • It contains too much information • I find it difficult to find my way around • It is one of many similar sources of information on child protection research • I would recommend this site to others • It always provides up to date information on developments in the field 	Strongly disagree	Tend to disagree	Tend to agree	Strongly disagree	No Opinion
<p>17. How could the website be made more useful to you?</p>					
<p>18. To what extent do you agree or disagree with the following statements about the events organised or co-hosted by WithScotland?</p> <ul style="list-style-type: none"> • The event(s) I attended made me think differently about the way I work • The event(s) I attended were highly relevant to my current work • The event(s) I attended provided a useful networking opportunity • The event(s) I attended were poorly organised • The event(s) I attended has resulted in a change to our current practice &/or policy 	Strongly disagree	Tend to disagree	Tend to agree	Strongly disagree	No Opinion

Part 3 Child protection community only							
<p>19. Have you ever contacted WithScotland directly (or through a representative) for case specific advice or support (either by telephone or email)?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No/not applicable</p>						
<p>20. Why did you need to contact WithScotland? Please tick all that apply:</p>	<p><input type="checkbox"/> I needed access to expertise on a specific subject area which was not available within my local area</p> <p><input type="checkbox"/> WithScotland was one of several sources of information and advice which I accessed for this particular query</p> <p><input type="checkbox"/> WithScotland was my last option available after exhausting alternate sources of advice/information</p> <p><input type="checkbox"/> I need a quick response</p> <p><input type="checkbox"/> I was recommended WithScotland by a colleague</p> <p><input type="checkbox"/> WithScotland is always my first port of call when dealing with a complex child protection case</p> <p>Other, please specify</p>						
<p>21. Having contacted WithScotland for case-specific advice or support, how would you rate the following?</p> <ul style="list-style-type: none"> • Relevance of advice or support provided • Usefulness of advice or support provided • Completeness of advice or support provided • Timeliness of response • WithScotland administrative process for requesting advice or support 	<table border="0"> <tr> <td>Very poor</td> <td>Fairly poor</td> <td>Adequate</td> <td>Fairly good</td> <td>Very good</td> <td>Very good</td> </tr> </table>	Very poor	Fairly poor	Adequate	Fairly good	Very good	Very good
Very poor	Fairly poor	Adequate	Fairly good	Very good	Very good		
<p>22. What difference did the advice or support provided make to you/your service? Please tick all that apply:</p>	<p><input type="checkbox"/> It resulted in a change in our policy</p> <p><input type="checkbox"/> It resulted in a change to our practice</p> <p><input type="checkbox"/> It provided clarity to our decision making process</p> <p><input type="checkbox"/> Streamlined the process for dealing with a particular case (increased efficiency)</p> <p><input type="checkbox"/> It reduced my/our workload</p> <p><input type="checkbox"/> It made no real difference</p> <p>Other, please specify</p>						

Part 4 Adult support and protection community only			
<p>24. Below are examples of what WithScotland offers, which current or new resources and services would you like to see available for the adult support and protection committee:</p> <ul style="list-style-type: none"> • Advice and support on individual cases • Signposting to research and resources • Website • Talkwith • Electronic library • Supporting the Scottish Adult Protection Committee • Convenors' Forum • Events/seminars • Virtual seminars/podcasts • Leading and coordination national priorities 	Yes	No	Not sure
<p>25. Would you use WithScotland (again) in the future?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> Maybe, if necessary in the future <input type="checkbox"/> No, please state why		
<p>26. Do you think there is a continuing need for the kind of help and support that WithScotland provides?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I'm not sure		
<p>27. Do you have any suggestions to improve WithScotland?</p>			

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