



EARLY
INTERVENTION
FOUNDATION



What Works for
Children's
Social Care

Coming together as What Works for Early Intervention & Children's Social Care

Evaluation of the clinical support provided to Islington's Bright Futures team Annex

Annex A: Evaluation timeline

Month/date	Activity
March 2022	Agree evaluation plan
March 2022	Staff survey issued to practitioners by Bright Futures
April and May 2022	Observations of training, group sessions, one-to-one case reflection and one-to-one case management.
May 2022	Interviews with Bright Futures managers, clinicians and practitioners
June to August 2022	Analysis and reporting of qualitative and quantitative research
September 2022	First draft of report prepared for Bright Futures

Annex B: Project team

The project team for the evaluation can be found below.

EIF Evaluation team		
Name	Title	Role
Max Stanford	Assistant Director of Evidence, EIF	Overall lead for the evaluation across areas
Naomi Jones	Research Associate, EIF	Lead of evaluation in Islington
Helen Burridge	Senior Research Officer, EIF	Leading qualitative methods of the evaluation and providing support to the overall evaluation in Islington
Dr Ian Moore	Research Officer, EIF	Supporting the qualitative elements including undertaking observations and interviews
Dr James Mulcahy	Research Officer, EIF	Supporting the quantitative elements including analysis of administrative data

Annex C: Full list of research questions and methods

FEASIBILITY STUDY

Study dimension	Research question	Quantitative methods		Qualitative methods				
		Administrative data	Analysis of practitioner survey data	Interviews				Observation
				Bright Futures managers	Bright Futures clinicians	Bright Futures practitioners	Families	
Implementation								
Fidelity	<ul style="list-style-type: none"> What is the final plan for the clinically informed approach? Is the intervention being delivered as intended? What are the barriers and facilitators to implementation of the model from the perspective of practitioners, clinicians and families? 	✓		✓	✓	✓	✓	✓
Adaptation	<ul style="list-style-type: none"> How well does the support adapt to meet the needs of practitioners? Do the core activities of the approach vary across the three Islington teams? 	✓		✓	✓	✓		
Dosage	<ul style="list-style-type: none"> To what extent are the clinically informed support group activities being delivered? How often are the training and workshop sessions being delivered and how well attended are they? To what extent are practitioners asking for and receiving 121 support? What variation is there in access to the support between different types of practitioner? To what extent are clinicians supporting practitioners through direct engagement with families? 	✓						

Study dimension	Research question	Quantitative methods		Qualitative methods				
		Administrative data	Analysis of practitioner survey data	Interviews				Observation
				Bright Futures managers	Bright Futures clinicians	Bright Futures practitioners	Families	
Quality	<ul style="list-style-type: none"> Are the clinically informed approach's core activities being delivered to a high quality? 		✓			✓	✓	✓
Participant responsiveness	<ul style="list-style-type: none"> To what extent do practitioners engage with the support available to them through the clinically informed support? To what extent are families engaging with members of the Bright Futures team who are participating in the clinically informed support offer and using clinically informed approaches? 		✓		✓	✓	✓	✓
Reach	<ul style="list-style-type: none"> To what extent is the clinically informed support reaching practitioners within the Bright Futures team? To what extent are practitioners and clinicians using the clinically informed approach reaching families with complex needs in Islington? 	✓						
Intervention differentiation	<ul style="list-style-type: none"> What approaches have: a) currently and b) previously been used to support practitioners in working with families with complex needs? What do other Islington services (such as CAMHS, adult mental health, children's services, etc) think about how this approach differs from others to date? What do Bright Futures practitioners think about the extent to which the clinically informed approach does or doesn't differ from other approaches to date? 			✓	✓	✓		

Study dimension	Research question	Quantitative methods		Qualitative methods				
		Administrative data	Analysis of practitioner survey data	Interviews				Observation
				Bright Futures managers	Bright Futures clinicians	Bright Futures practitioners	Families	
Factors affecting implementation								
Community level factors	<ul style="list-style-type: none"> What is the level of need for the clinical support provided to the Bright Futures team among families in Islington? What is the level of need for the clinical support provided to the Bright Futures team among practitioners? 	✓	✓	✓	✓	✓		
Delivery factors and organisational capacity	<ul style="list-style-type: none"> Do the clinicians have the necessary skills and experience to deliver the support? Do managers and clinicians have sufficient capacity to deliver the support? Do practitioners have sufficient capacity to engage with the support? In what ways does the culture, coordination, communication and leadership of the team facilitate or hinder the delivery of the support? What do managers, clinicians and practitioners believe are the benefits of the approach? 		✓	✓	✓	✓		
Implementation support	<ul style="list-style-type: none"> What strategies and practices are used to support high-quality implementation? 		✓	✓	✓	✓		

PILOT STUDY

Study dimension	Research question	Quantitative methods		Qualitative methods				
		Administrative data	Analysis of practitioner survey data	Interviews				Observation
				Bright Futures managers	Bright Futures clinicians	Bright Futures practitioners	Families	
Potential benefits	<ul style="list-style-type: none"> • What are the potential benefits to practitioners? • What are the potential benefits to practitioner confidence, resilience, wellbeing, retention? • What are the potential benefits to families' skills, confidence, engagement in services, resilience and outcomes (including PbR outcomes)? • What are the potential benefits to the Bright Futures team and wider service in terms of referrals, referrals to social care and other services (CAMH, youth justice, etc)? 	✓	✓	✓	✓	✓	✓	
Unintended consequences	<ul style="list-style-type: none"> • What are the actual or potential unintended consequences to the clinical support offer for practitioners, families, Bright Futures service and wider children's services in Islington? 		✓	✓	✓	✓	✓	✓
Evidence for theory of change and logic model	<ul style="list-style-type: none"> • Is there any evidence to support or add to our understanding of the theory of change or logic model? • What further evidence is there to support the model being trialled by the Bright Futures team? 	✓	✓	✓	✓	✓	✓	✓
Evaluation feasibility and Readiness for impact evaluation	<ul style="list-style-type: none"> • What is the most feasible design for a possible impact study (including evaluation design, sample size, recruitment, randomisation and data processes)? 	✓	✓	✓	✓	✓	✓	✓

Annex D: Observation information leaflet

Evaluating Islington's Bright Futures Team: Observation information leaflet



What is the research about?

The purpose of our research is to explore effective approaches to supporting families in local areas. This project is being run by the Early Intervention Foundation (EIF), and the funding comes from the **Department for Levelling Up, Housing & Communities' Supporting Families programme**. This work is focused in four local areas, but will generate lessons of value nationally.

As part of the research, we will be observing areas of your practice and training in your local area. We may also invite you to take part in other research activities, such as interviews or a survey, as part of this research. We would like to stress that the research we are undertaking is about understanding your approach and how it supports families and is not about evaluating your performance or that of your local practice and training.

Who are the Early Intervention Foundation?

EIF is an independent charity and What Works Centre which champions and supports the use of effective early intervention for children. You can find out more about EIF on our website: <http://www.eif.org.uk/>

What will an observation involve?

A researcher will observe an activity that you would be delivering or attending anyway, either by Microsoft Teams or in person, by taking notes. The researcher will not include any identifiable information in the observation notes. The activity should take place as usual as if the researcher were not there and the researcher will not engage or participate in any way.

Is participation voluntary?

Yes, participation is completely voluntary. You can ask for us not to observe this activity. If you do allow us to observe, you may ask us to stop observing at any point without giving a reason.

Whether you allow us to observe this activity or decide to take part in any of the research (group discussions, surveys, etc) or not will in no way affect you or your local area.

What information will you collect?

We will observe the activities that are taking place and take notes, but we will not audio or video record the activities. The notes we take will be focused on how the activities are delivered. We may note what people say or do, but we will use initials in our notes rather than names. When we write our report, we may quote something that someone says during an activity but we will keep all quotes anonymous. We will not specifically seek to collect personal data other than names but if other personal data is revealed during activities we may capture it anonymously.

What will happen to the information that is collected?

The data that is collected will be treated in accordance with the Data Protection Act 2018.¹Data will be stored securely and will only be accessed by the research team. Any personal data will be destroyed by the end of December 2022. Anonymised data will be kept for two years after the final date of completion of the project. The end date of the project is scheduled for July 2022 therefore all data collected for this project will be destroyed at the end of July 2024.

Will the information be shared?

The information we collect will be kept within the research team and will only be used at aggregate level with other data to write our report. We will not share any personal data we collect with anyone else. We will only disclose your personal details if you tell us something that indicates there might be harm to you or others, a safeguarding or child protection issue or whistleblowing and/or malpractice issue, or if we are required to for legal reasons.

What will happen to the findings?

Information collected will be used for research purposes only and will help us to understand how your local approach works in practice. At the end of the research, we will use the data we have collected from evaluation activities to write an anonymised report. No information that could directly identify participants will be used in the report.

The findings will make an important contribution to the evidence for future policy development in this area.

Who can I contact with a query or a complaint?

Where we are processing your personal data with your consent, you have the right to withdraw that consent. If you change your mind, or you are unhappy with our use of your personal data, please let us know. If you would like a full copy of our privacy notice, please get in touch. You can contact Max Stanford, project lead, via email max.stanford@eif.org.uk or info@eif.org.uk, telephone: **020 3542 2481**.

Alternatively, you have the right to raise any concerns with the Information Commissioner's Office (ICO) via their website at <https://ico.org.uk/concerns/> or by telephone: **0303 123 1113**.

¹ <https://www.gov.uk/data-protection>

Annex E: Interview information leaflet

Evaluating Islington's Bright Futures Team: Local area staff interview information leaflet



What is the research about?

The purpose of our research is to explore effective approaches to supporting families in local areas. This project is being run by the Early Intervention Foundation (EIF), and the funding comes from the **Department for Levelling Up, Housing & Communities' Supporting Families programme**. This work is focused in four local areas, but will generate lessons of value nationally.

As part of the research, we will be carrying out interviews with Bright Futures managers, clinicians and practitioners. We may also invite you to take part in other research activities, such as observations, as part of this research. We would like to stress that the research we are undertaking is about understanding your approach and how it supports families and is not about evaluating your performance or that of your local practice and training.

Who are the Early Intervention Foundation?

EIF is an independent charity and What Works Centre which champions and supports the use of effective early intervention for children. You can find out more about EIF on our website: <http://www.eif.org.uk/>

What will an interview involve?

The interview will last for around one hour, either online, by telephone or face-to-face and will be arranged at a time convenient to you. The interviews will be exploring how the clinical support is being delivered, how the support differs from what has come before, what the potential benefits of the approach are and whether there are any unintended consequences.

Is participation voluntary?

Yes, participation is completely voluntary. You can decide not to take part in an interview. If you do decide to take part, you may choose not to answer certain questions or to end the interview without giving a reason.

Whether you decide to take part in the interview or decide to take part in any of the research (observations, focus groups, etc) or not will in no way affect you or your local area.

What information will you collect?

With your permission, interviews will be recorded using a digital recorder or via Microsoft Teams if taking place online. Recordings will be password protected where possible and will be uploaded to a folder which can only be accessed by the research team. Recordings from the digital recorder will be sent to a transcriber by a secure portal. The transcriber is fully GDPR compliant. Recordings from online interviews will be transcribed by Microsoft Teams. All names and other identifiable information will be removed from transcripts.

When we write our report, we may quote something that someone says during an interview, but we will keep all quotes anonymous. We may ask for examples of your work with families to illustrate the work you carry out. During the interview, you may decide to refer to family member by their initials or by a fake name to keep the information you are sharing anonymous. We will remove all identifying information, such as names, in the transcript.

What will happen to the information that is collected?

The data that is collected will be treated in accordance with the Data Protection Act 2018.¹ Data will be stored securely and will only be accessed by the research team. Any personal data will be destroyed by the end of December 2022. Anonymised data will be kept for two years after the final date of completion of the project. The end date of the project is scheduled for July 2022 therefore all data collected for this project will be destroyed at the end of July 2024.

Information collected will be used for research purposes only and will help us to understand how your local approach works in practice. At the end of the research, we will use the data we have collected from evaluation activities to write an anonymised report. No information that could directly identify participants will be used in the report.

The findings will make an important contribution to the evidence for future policy development in this area.

Will the information be shared?

The information we collect will be kept within the research team and will only be used at aggregate level with other data to write our report. We will not share any personal data we collect with anyone else. We will only disclose your personal details if you tell us something that indicates there might be harm to you or others, a safeguarding or child protection issue or whistleblowing and/or malpractice issue, or if we are required to for legal reasons.

Who can I contact with a query or a complaint?

Where we are processing your personal data with your consent, you have the right to withdraw that consent. If you change your mind, or you are unhappy with our use of your personal data, please let us know. If you would like a full copy of our privacy notice, please get in touch. You can contact Max Stanford, project lead, via email max.stanford@eif.org.uk or info@eif.org.uk, telephone: **020 3542 2481**.

Alternatively, you have the right to raise any concerns with the Information Commissioner's Office (ICO) via their website at <https://ico.org.uk/concerns/> or by telephone: **0303 123 1113**.

¹ <https://www.gov.uk/data-protection>

Annex F: Interview consent form

Evaluation of the clinical support provided to Islington's Bright Futures team: Consent to take part in the interview



Thank you for reading the information sheet. If you are happy to participate in the interview, please complete and sign the consent form below. You will have the opportunity to ask further questions at the beginning of the interview.

	Yes	No
I understand that my participation is voluntary and that I am free to withdraw at any time or to choose not to answer any questions without giving reason and without there being any negative consequences.	<input type="checkbox"/>	<input type="checkbox"/>
I understand that with my permission the interview will be recorded using a digital recorder or Microsoft Teams.	<input type="checkbox"/>	<input type="checkbox"/>
I understand that my data will be stored securely and only accessed by the research team.	<input type="checkbox"/>	<input type="checkbox"/>
I understand my responses will be confidential, and that my data will be used at aggregate level to write a report.	<input type="checkbox"/>	<input type="checkbox"/>
I understand that my personal information may be disclosed if I say something that indicates there might be harm to myself or others, a safeguarding or child protection issue or whistleblowing and/or malpractice issue, or if EIF are required to for legal reasons.	<input type="checkbox"/>	<input type="checkbox"/>
I understand extracts from the interview may be quoted in the research report and that quotes will be kept anonymous.	<input type="checkbox"/>	<input type="checkbox"/>
I understand that my data will be anonymised, that personal data will be deleted by the end of December 2022 and that anonymised data may be kept for two years after the final data of completion of the project in July 2022 and therefore all data will be destroyed by the end of July 2024.	<input type="checkbox"/>	<input type="checkbox"/>
I understand I have the right to withdraw my consent for processing my personal data and that I can withdraw permission to use the data from my interview within two weeks after the interview, in which case the material will be destroyed.	<input type="checkbox"/>	<input type="checkbox"/>
I agree to take part in the interview.	<input type="checkbox"/>	<input type="checkbox"/>

Name of participant

Date

Signature

Annex G: Privacy notice

Privacy Notice for the “Evaluating approaches within the Supporting Families programme” research project



1. Introduction

Early Intervention Foundation (“EIF”) is working together with our Associates Naomi Jones and Clarissa White (“Associates”) to carry out evaluations of effective approaches within the Supporting Families programme in four local areas (“Project”). Together EIF and our Associates are known as the “Research Team” (“we”, “our”, “us”). We are committed to protecting the privacy and security of the personal data we collect about our research participants (“you/your”).

The purpose of this privacy notice is to explain what personal data we collect about you when we conduct research for the “Evaluating approaches within the Supporting Families programme” research project. When we do this, we are the data controller.

Before you take part in this project, you will be asked to give your permission to participate. You are also able to remove your permission at any time. If you do decide you no longer wish to participate, let us know as soon as you can. We will remove your personal data from any locations we hold your data and delete any information you have provided to us. We will do this as soon as we can. We may anonymise your data before we begin our analysis activities meaning we would not be able to identify you from the data we have, shortly after you have supplied your information to us. If the analysis of the information has already progressed to a point we can no longer remove your data, we will ensure all identifiable data is removed from our records when the analysis is complete. We will inform you what action we were able to take.

Please read this privacy notice carefully as it provides important information about how we handle your personal information and your rights. If you have any questions about any aspect of this privacy notice you can contact us using the information provided below or by emailing us at DataSecurity@eif.org.uk quoting “Evaluating approaches within the Supporting Families programme” or “P127” in the subject or body of the email.

2. Personal data we collect

We may collect your data in a variety of ways and at a variety of times throughout the project work being conducted. This includes collection and processing of personal data already collected through administrative data, survey research and qualitative research which may include interviews, focus groups and/or observations.

The personal data we may collect includes:

- Your name
- Your email address
- Telephone number (in case email or video calling is not applicable)
- Your place of work
- Your occupation

- Any information you share voluntarily with us within or before the interview/focus group/observation
- A secure recording of yourself within the interview/focus group
- A transcription of the recording of the interview/focus group you attend

3. How we collect information about you

We may collect personal data in a variety of ways and at a variety of times throughout the research study being conducted. The ways in which we collect your personal data for this Project include:

- From your local area who passes on aggregated administrative data (secondary data collection) (indirect data collection)
- From yourself within an online/telephone interview (primary data collection)
- From yourself via an online focus group with which you are taking part (primary data collection)
- From yourself from an observation of an activity (primary data collection)
- From yourself via an online survey (primary data collection)

4. Purposes for which we use personal data and the legal basis

When conducting the research study, we may use your personal data for the following purposes and on the following lawful bases. The table below is relevant to all data subjects involved in the research study:

4.1 Purpose	4.2 Lawful Basis for Processing
To conduct the Project based on the data you have provided.	Processing is necessary for the performance of a task carried out in the public task.
For the goal of the Project which is to conduct research to help local areas evaluate approaches they are taking to support families.	Processing is necessary for the performance of a task carried out in the public interest.
To collect ethical informed consent for participation in the research (you are able to withdraw this consent at any time and where possible the Collaborators will delete your data).	The lawful basis we shall be relying on is the legitimate interest of the Data Controller ("Research Team").
For the Research Team to contact you to participate in an interview, focus group, observation or survey.	The lawful basis we shall be relying on is the legitimate interest of the Data Controller ("Research Team").
To make further contact with you to clarify or expand upon something you have spoken about in an interview, focus group or survey which is of particular relevance to this research.	The lawful basis we shall be relying on is the legitimate interest of the Data Controller ("Research Team").
To identify your data, which would be deleted where possible, should you no longer agree to have your data processed for the purpose of the Project.	The lawful basis we shall be relying on is the legitimate interest of the Data Controller ("Research Team").
For EIF to use your personal data to inform the creation of potential "new" projects that are substantially similar to, and compatible with the original reason for collecting your personal data, although not use your data in any new projects that come as a result of using your personal data without asking for permission to do so from you and receiving a response from you confirming you give your permission for participation.	The lawful basis we shall be relying on is the legitimate interest of the Data Controller ("EIF").
For EIF to contact you to ask if you would like to participate in any new projects as a participant (you can opt out anytime).	The lawful basis we shall be relying on is the legitimate interest of the Data Controller ("EIF").

5. Sharing your data

We will not share your personal data outside the UK.

Any data shared with the below categories of recipients is the minimum necessary for the task they have been instructed to carry out on our behalf or in conjunction with us. Each category of recipient is subject to pre-approved review to ensure comparative technical and organisational measure for keeping the data secure.

- 1.** Research Associate
- 2.** Web Call-recording platform
- 3.** Survey platform
- 4.** Secure Cloud Storage Providers
- 5.** Secure Email Service Providers

The Research Team takes effort not to disclose your identity to any other parties unless you have instructed us to do so or given your permission for us to disclose your personal data. Please be aware that when participating in online focus groups you may be visible via your web camera and your name (as it appears in the web calling technology) shall be visible to other participants. Should you not want this to be the case please make sure you update your name and remain with your camera off during the focus group session(s).

There may be scenarios where we are subject to a legal obligation to disclose or share your personal data, such as with law enforcement agencies, regulatory bodies or public authorities in order to prevent or detect crime. We will only ever disclose your personal data to these third parties to the extent we are required to do so by law.

We may also share your personal data if we choose to sell, transfer, or merge parts of our business and/or group, or our assets in the future. Or we may seek to acquire other businesses or merge with them. During any such process, we may share your data with other parties. We will only do this if they agree to keep your data safe and private. If a change to our group happens, then other parties may use your data in the same way as set out in this notice. This relates to any instance where the organisation (EIF) merges or gets acquired by another organisation, and all documents including any personal data change ownership (organisational ownership).

6. How long we keep your data

Data shall be reduced, redacted, de-identified and deleted at appropriate times so we retain the minimum amount of data possible throughout the Project. Where we need to retain your personal data for the purposes of subsequent Project reviews or analysis, we shall keep your information for 2 years after the final date of completion of the Project. The end date of the project is scheduled for July 2022, therefore data will be destroyed at the end of July 2024.

Any subsequent use of Project data by EIF for the development of substantially similar projects will also have all data deleted 2 years after the completion of the Project for the original Project for which it was collected.

7. How we protect your data

We implement appropriate technical and organisational measures to protect data that we process from unauthorised disclosure, use, alteration or destruction. Data protection

assessments are conducted for each research project and all recipients of data used within any research data.

The Research Team hold your information on password protected secure dedicated drives on an encrypted laptop and secure cloud backup server. Access is controlled by EIF's secure access policy and Confidentiality and Data Protection policy respectively, and the Associates are subject to contractual clauses for the maintenance of technical security measures for the duration of the research study period and retention period for the data. The Associates are also enhanced DBS cleared.

Information gathered from administrative data, surveys, interviews, focus groups and observations will be used to inform our evaluation. All interview and focus group responses will be anonymised before being analysed. All data will be treated with the strictest confidence – no local area staff or families and young people will be identified in any report arising from the research. The final report will not contain any personal data. We may include quotes but you will not be identified by the way you speak or the things you say.

Any information you say to the researcher will be treated in the strictest confidence unless of course, it relates to a child protection or safeguarding issue.

We will always keep these under review to make sure that the measures we have implemented remain appropriate.

Any personal data is not subject to any automated decision-making.

8. Your rights and options

You have the following rights in respect of your personal data:

- You have the right of access to your personal data and can request copies of it and information about our processing of it.
- If the personal data we hold about you is incorrect or incomplete, you can ask us to rectify or add to it.
- Where we are using your personal data with your consent, you can withdraw your consent at any time.
- Where we are using your personal information because it is in our legitimate interests to do so, you can object to us using it this way. You can ask us to restrict the use of your personal data if:
 - » It is not accurate
 - » It has been used unlawfully but you do not want us to delete it, or
 - » If you have already asked us to stop using your data but you are waiting to receive confirmation from us as to whether we can comply with your request.

You have the right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you. You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

If you wish to exercise your rights, please contact us at DataSecurity@eif.org.uk.

9. How to Complain

You can also lodge a complaint with the Information Commissioner's Office. They can be contacted using the information provided at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: **0303 123 1113**

ICO website: <https://ico.org.uk/concerns/>

10. Contact us

If you have any questions, or wish to exercise any of your rights, then you can contact:

Project: "Evaluating approaches within the Supporting Families programme" (P127)

Organisation: Early Intervention Foundation

Address: The Evidence Quarter, Albany House, Westminster, SW1H 9EA

Alternatively, you can email us at DataSecurity@eif.org.uk

11. Changes to this privacy notice

We may update this notice (and any supplemental privacy notice), from time to time as shown below. We will notify you of the changes where required by applicable law to do so.

Last modified 5 July 2022.

Annex H: Clinician topic guide

Islington's Bright Futures Team Feasibility/Exploratory study Topic Guide for Bright Futures clinicians

Evaluation Aims

1. To explore the extent to which practitioners are aware of the clinical support offer
2. To explore whether the clinical support offered to Bright Futures practitioners is operating as intended
3. To explore how well the support adapts to meet the needs of practitioners
4. To explore if and how the core activities vary across the three Islington teams
5. To explore practitioners' views of the quality of the various support activities that are being delivered
6. To explore the strategies and practices that are used to support high-quality implementation
7. To explore the extent to which and how practitioners are engaging with the support on offer
8. To explore what is encouraging or discouraging practitioners from engaging with the support on offer
9. To explore practitioners' views about how the support offer compares to other approaches adopted by the BF team
10. To explore the perceived level of need for the clinical support offer among both practitioners and Islington families
11. To understand whether the clinicians delivering the support have the necessary skills, experience and capacity to deliver it
12. To understand the extent to which practitioners have sufficient capacity to engage with the support
13. To explore ways in which the culture, coordination, communication and leadership of the team facilitates or hinders the delivery of the support
14. To explore practitioners' views on the benefits of the approach for them and the families they work with

About this guide:

This topic guide is designed to act as a series of prompts to the interviewer to ensure full coverage of all the research objectives. It is not a predefined list of questions and does not include all the follow-up probes that will be used throughout the interview. Each area will, however, be fully probed. The order of the sections may differ between interviews as the researcher will be very led by the participant and what they seem to be comfortable talking about at that point of the interview.

Introduction to the research and EIF

- Introduce interviewer
- Introduce EIF – an independent charity and What Works Centre which champions and supports the use of effective early intervention for children
- Research exploring effective approaches to supporting families in local early help services. Funded by the Department for Levelling Up, Housing & Communities' Supporting Families programme.
- Exploring your approach and how it supports families and not evaluating your performance or practice or training
- We're speaking to practitioners across the Bright Futures team

Consent, anonymity and data storage

Refer back to the information leaflet and talk them through it to make sure they're happy with it.

Emphasise:

- Voluntary nature of study, and right to change mind at any time
- You can choose not to answer any question and you don't have to give a reason; just let the interviewer know and they will move on to the next question
- Data from the interviews will be stored securely by the research team and used to write a report which may be published. The data may also be used for other outputs such as social media and online content
- We will only disclose your personal details if you tell us something that indicates there might be harm to you or others or if we are required to for legal reasons
- Any personal data we hold on you will be deleted by July 2024 at the latest
- We might quote what you say in a report or presentation but we will do that anonymously and won't include anything that might identify you (although colleagues may recognise you from what you say)
- Please be as honest and open as you can – no right or wrong answers
- Interview will last around 1 hour
- Any questions?
- Are they happy for recorder to be turned on?

▶ **Turn digital recorder on if respondent confirms consent.**

- Any questions / concerns?

▶ **Ask participant for permission to record, then start recording and confirm consent**

1. Participant introduction (adapt as appropriate)

- Role and length of time in post
- How they find their role
- Brief profile of the parents/children/families they work with
 - » The types of mental health challenges that are presented
- Typical number of parents/children they work with and how this varies

2. Awareness of and engagement with clinical support offer

- How much they know about the clinical support that is currently being offered in the BF time
 - » What they know about it
 - » How they found out
 - » When they found out
- What they think the aim of the support offer is
 - » Why?
- Whether they have engaged with any of the support activities on offer (start broad and then probe around)
 - » Training
 - » Workshops
 - » Monthly group case consultations
 - » Monthly group reflective practice space
 - » One-to-ones
 - » Clinicians' support in family sessions
- Extent of any engagement
 - » Frequency
 - » Length
 - » Mode of delivery
 - » Who else was present
- What motivated them to get involved
 - » Reasons for engaging with support
- Whether anything made it easier for them to make use of the support
- Whether there were any barriers to them engaging with the support
- What they were hoping to get out of the support
- Views on the current need among BF practitioners for this type of support
 - » What influences that need
 - » Why?

3. General views of the clinical support offer

- What they think of the support offered to practitioners within the BF team
 - » Why?
 - » Which elements they are referring to
 - » Probe for examples where possible
- What they think works well about the support offered
- What they think could be improved
- Any gaps in the support they're offered
- Whether they had received any other support through BF team before this offer was developed
- How they feel that the support offered currently compares to any previous clinical support they have received through the Bright Futures Team or in previous roles
 - » In what way
 - » Why?

4. Views on how the clinical support offer is delivered

- What they think of the quality of the support that they have received
 - » Why they think that
 - » What factors, if any, they think increases the quality of the support
 - » What factors, if any, they think reduces the quality of the support
 - » Probe around the various elements they have engaged with
- Extent to which they think the clinicians delivering the support have the right skills to do so
 - » Probe for examples
 - » Why?
- Extent to which they think that the clinicians delivering the support have the time and capacity to do so
 - » Probe for examples
 - » Why?
- Whether they feel that they have the capacity to engage with the support
 - » What makes them say this
- Whether they feel their colleagues have capacity to engage with the support
 - » What makes them say this
- What they think helps with the way that the support is delivered (start open and then probe)
 - » Clinician skills
 - » Clinician personality
 - » Relationship with clinician

- » Culture within the team
- » Communication within the team
- » Leadership of the team
- What they think prevents effective delivery of the support (start open and then probe)
 - » Clinician skills
 - » Clinician personality
 - » Culture within the team
 - » Communication within the team
 - » Leadership of the team
- How well the support does or doesn't adapt to meet the needs of individual practitioners
 - » Probe for examples
- How the support could better adapt to meet the needs of individual practitioners

5. Views on the Impact of the clinical support offer

- Impact/benefits of the support on them
 - » What these are
 - » Why these impacts have happened
- Whether the support has made a difference to the way they work
 - » In what way
 - » What about the support has done this
- Whether the support has made any difference to their workload/stress levels
 - » In what way
 - » What about the support has done this
- Whether the support has made a difference to their knowledge and skills
 - » In what way
 - » What about the support has done this
- Whether the support has made a difference to their confidence in working with families
 - » In what way
 - » What about the support has done this
- Whether the support has made a difference to their resilience or well-being
 - » In what way
 - » What about the support has done this
- Impact/benefits of the support on colleagues
 - » Why?

- Whether the support has had any impacts on the wider BF team or service
 - » In terms of referrals/rereferrals
 - » Other impacts
- Extent to which they think the support practitioners are receiving is benefitting parents/carers
 - » In what ways
 - » Why?
- Extent to which they think the support practitioners are receiving is benefitting children/young people
 - » In what ways
 - » Why?
- Counterfactual: If they hadn't received this support whether that would have made any difference to the way they work/the support their families receive
- Any disadvantages/negative impacts to the support
- Any unintended consequences
 - » Or any potential unintended consequences
- Their thoughts on the best way to measure the success of the support
 - » Which outcomes are most important to show whether it's working?
 - » Why?

6. Further thoughts

- If they were designing the support for practitioners, what would they do differently?
- In an ideal world what, if any, changes would they like to see to the support over the next year?
- Which elements of the support offer do they think could be packaged up and offered to other areas effectively?
- Anything else they want to share?
- Anything else they thought they would be asked?
- Check in on data usage/anonymity and make sure they're still happy
- Any questions?

Thank and close

Annex K: Observation charting template

Details of observation	Local area	
	Name and type of activity	
	Observer	
	Date	
	Time	
	Location	
Dosage of the activity	Length of activity	
	Frequency of activity	
Fidelity: How is the activity delivered?	Facilitator/lead (eg initials and job title)	
	Participants/attendees (eg initials and job title)	
	Mode of delivery (eg online, in-person)	
	Format of delivery (eg one-to-one, groups)	
Fidelity: Is the activity being delivered as intended?	Is the activity being delivered as intended? / Does it align with our understanding of the activity set out in the theory of change? / Is there evidence that the activity aligns with the local areas practice approach (eg systemic practice)?	

Continued on next page ►

Fidelity: What does the activity involve?	What happens during the activity? What is the structure of the activity? This will include most of the notes from the observation	
	What topics are discussed?	
	What tools, if any, are used and how are they used?	
	What, if any, therapeutic ideas/skills are discussed or practised?	
Adaptation: Has the activity been adapted?	Has the activity been adapted or modified from usual delivery? If so, what changes were made, why and when?	
Participant responsiveness: How do participants engage in the activity?	Do participants appear to be engaged? If so, in what ways? eg asking relevant questions, contributing their ideas, etc	
	What is the relationship like between facilitator/lead and participants/attendees?	
Observer reflections	Observer reflections on the activity. Note any reflections that have not been captured in the charting.	
Anything else	Any other comments or reflections	