Evaluation of Rotherham's systemically informed Edge of Care team Annex

Annex A: Evaluation timeline

The research was carried out between March and August 2022 and is outlined in more detail in the table below.

Month/date	Activity
14 March	Agree evaluation plan
25 March–14 June	Observations of Edge of Care training, supervision, formulation and Edge of Care Panel meetings
11 April–1 July	Interviews with Edge of Care staff and key stakeholders
29 April–5 August	Pilot of family outcome measures
July/August	Analysis of qualitative and quantitative research and report writing
30 September	Final report (with drafts of the report before this)

Annex B: Evaluation team

The evaluation team and their roles are outlined in the table below.

EIF Evaluation team		
Name	**Title**	**Role**
Max Stanford	Assistant director of evidence	Overall lead for the evaluation across areas
Clarissa White	Research associate, EIF	Lead of evaluation in Rotherham with support from others
Eleanor Stringer	Research associate, EIF	Providing advice and input
Helen Burridge	Senior research officer, EIF	Leading qualitative methods of the evaluation and providing support to the overall evaluation in Rotherham
Naomi Jones	Research associate, EIF	Supporting the qualitative elements
James Mulcahy	Research officer, EIF	Co-leading (with Max) the quantitative methods (administrative data analysis and outcomes pilot)

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Annex C: Research questions and evaluation activities

FEASIBILITY STUDY

Study dimension	Research question	Quantitative methods		Qualitative methods		
		Admin/ user data	Family outcomes pilot	Interviews		Observations
				Edge of Care team	Stakeholders	
Implementation						
Fidelity	• Is the systemically informed Edge of Care team operating as intended? • What are the barriers and facilitators to delivering the systemically informed key worker, therapeutic clinic and parenting interventions?	✓		✓	✓	✓
Adaptation	• How does the team's delivery of the systemically informed core activities vary across the team? • How does the team adapt their systemically informed approach to working with children/young people/parents/carers with different levels of need?	✓		✓		✓
Dosage	• How many children/young people and parents/carers have been worked with by a family intervention worker or therapeutic clinic or accessed a parenting offer? • Are they working with children, young people and parents for what families perceive to be the appropriate duration of time and intensity?	✓		✓	✓	
Quality	• How well is the systemic practice training being delivered? • How well are the different components of the systemically informed key worker model, therapeutic clinic and parenting offer being delivered? • What is perceived to be critical to delivering the Edge of Care team's systemically informed approach?			✓	✓	✓
Participant responsiveness	• How do practitioners engage with the systemic practice training? • How receptive and open are children, young people and parents to the systemically informed approach being delivered? And what are the barriers and facilitators to their engagement? • What are the reasons why children, young people and parents drop out of the interventions or working with the Edge of Care team?	✓		✓		✓

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Study dimension	Research question	Quantitative methods		Qualitative methods		
		Admin/ user data	Family outcomes pilot	Interviews		Observations
				Edge of Care team	Stakeholders	
Reach	• Who are the families the Edge of Care team are working with? • Are they reaching children, young people and parents at the best time to work with them?	✓		✓	✓	✓
Intervention differentiation	• What do the Edge of Care team staff believe their systemically informed approach addresses with children/young people and families? • What difference does it make to families at the point of exit and in the longer term? • Does the Edge of Care service provide value for money? • What do managers and practitioners in the rest of Early Help and children's social care see as the role and added value of the Edge of Care team's systemically informed approach?	✓		✓	✓	✓
Factors affecting delivery						
Community & system level factors	• What is the perceived need for and role of the Edge of Care team's systemic practice approach within Early Help/children's services in Rotherham? • What impact will any changes to the way Early Help operates have on the Edge of Care team's approach?			✓	✓	
Delivery factors and organisational capacity	• What are the circumstances where it is harder to achieve outcomes with children, young people and parents? • What do the Edge of Care team see as being the facilitators and barriers to being able to work systemically with children/young people and parents? • What personal qualities and skills do the Edge of Care team staff need to have to be able to work systemically with children/young people and parents? • Does the Edge of Care team have the necessary skills, experience and attitudes? • What role do leadership, culture and the team dynamic play in helping or hindering the way the Edge of Care team can work systemically with children/young people and parents?			✓	✓	
Implementation support	• What strategies and practices are needed to support high-quality delivery? • What level of involvement and commitment is required from other partners for high-quality delivery?			✓	✓	

PILOT STUDY

Study dimension	Research question	Quantitative methods		Qualitative methods		
		Admin/ user data	Family outcomes pilot	Interviews		Observations
				Edge of Care team	Stakeholders	
Evaluation feasibility	• What is the most feasible approach to assess the impact of the Edge of Care team? Is it possible to establish a counterfactual for future evaluation? • Which outcomes are critical to measuring impact?	✓	✓	✓	✓	
Evidence of promise	• What are the potential benefits of the Edge of Care intervention at the point of Edge of Care closure; and in the longer term? • What is needed to sustain and replicate outcomes achieved for children/young people and parents? • Do there appear to be any unintended consequences or negative effects resulting from the Edge of Care interventions? • Is there evidence to support or extend our understanding of the theory of change and logic model?	✓	✓	✓	✓	
Readiness for impact evaluation	• Is the Edge of Care team ready for an impact evaluation to be carried out? • Is there a clear description of the Edge of Care approach and the contextual facilitators and barriers that would allow it to be implemented and evaluated in other places? • How consistently is the systemically informed Edge of Care approach delivered by practitioners across the team? • Are any changes needed to the intervention and/or evaluation procedures before an efficacy trial could be carried out?	✓	✓	✓	✓	
Exploratory research						
	• How would the systemically informed approach need to be adapted and scaled up to work with families with lower levels of need? • Which activities within the Edge of Care approach would work best? • Who should the systemically informed approach be targeted at within Early Help? • What induction, training and support/supervision is required (both as a pre-requisite for working with families and then on an ongoing basis)? • What inputs are needed for a service of this kind? How much will it cost to set up and run?	✓	✓	✓	✓	✓

Annex D: Observation information leaflet

Evaluating Rotherham's Edge of Care Team: Observation information leaflet

What is the research about?

The purpose of our research is to explore effective approaches to supporting families in local early help services. 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 take part in other research activities, such as group discussions or an interview, as part of this research. We would like to emphasise 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.

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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.

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.

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

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Annex E: Interview information leaflet

Evaluating Rotherham's Edge of Care Team: Local area staff interview information leaflet

EARLY INTERVENTION FOUNDATION

What is the research about?

The purpose of our research is to explore effective approaches to supporting families in local early help services. 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 Edge of Care team staff, and a range of key stakeholders including delivery partners (i.e., social workers), Early Help practitioners and senior managers who will have a strategic view of the Edge of Care team. We may also invite you to take part in other research activities, such as observations or focus groups, 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 take up to 75 minutes, either online, by telephone or face-to-face and will be arranged at a time convenient to you. The interview will be exploring how the Edge of Care Team's systemically informed approach works in practice and the skills, tools, training and support needed to work in this way with families. It will also explore views about the critical features of working systemically, how this adds value to families and children, and how to adapt the approach to working with families across all of Early Help.

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.

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What information will you collect?

With your permission, interviews will be recorded using a secure 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.

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

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Annex F: Interview consent form

Evaluating Rotherham's Edge of Care Team: Consent to take part in the interview

EARLY INTERVENTION FOUNDATION

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.	☐	☐
I understand that with my permission the interview will be recorded using a digital recorder or Microsoft Teams.	☐	☐
I understand that my data will be stored securely and only accessed by the research team.	☐	☐
I understand my responses will be confidential, and that my data will be used at aggregate level to write a report.	☐	☐
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.	☐	☐
I understand extracts from the interview may be quoted in the research report and that quotes will be kept anonymous.	☐	☐
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.	☐	☐
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.	☐	☐
I agree to take part in the interview.	☐	☐

_____   _____   _____
Name of participant   Date   Signature

Annex G: Privacy notice

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

EARLY INTERVENTION FOUNDATION

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

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- 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").

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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.

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Annex H: Edge of Care team topic guide

Rotherham's Edge of Care Team Feasibility/Exploratory study
Topic Guide for Edge of Care Team staff

Evaluation Aims

1. Explore whether the systemically informed Edge of Care team is operating as intended

2. Explore the most feasible way to carry out an impact evaluation of the Edge of Care team

3. Explore how to adapt and scale up the systemically informed Edge of Care team approach to work with families with different and lower levels of need in Early Help

Introduction to the research and EIF

- 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. The findings will be used to inform the development of effective delivery and practice models for rolling out in the future.

- Interviews will be exploring your approach and how the Edge of Care team works in practice and the skills, tools, training and support needed to work in this way with families. We are not evaluating your performance.

- Refer to information leaflet – emphasise:

  » Participation is voluntary

  » Consent to record – data stored securely by the research team and used to write a report based on views and experiences of all participants.

  » The data may also be used for other outputs such as presentations or social media and online content

  » We may quote people but would do this anonymously and wouldn't include anything that might identify you.

  » Data will be held until the end of the project and by July 2024 at the latest.

- Interview length – up to 75 minutes

- Any questions / concerns?

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

1. **Participant introduction**

- Name, role and length of time in post

- What are your main tasks and responsibilities?

- How would you describe the needs of the families you tend to work with?

  » How they vary

  » Whether on the edge of care (at risk of imminent admission to care or where reunification is deemed appropriate)?

- Typical case load size and how this varies

2. **Training and skills needed to work systemically**

- What personal qualities, experience and skills are needed to work systemically?

- What previous experience/formal qualifications help to prepare for this?

  » What (if any) experience/qualification provides a more useful foundation for the work (i.e. from social work, family intervention, early help etc)

- What support and training are needed to work systemically?

- How has the systemic training helped you to work with families?

- How do you apply the learning from systemic training to your practice?

  » What helps/hinders your ability to do this?

- How well was/is the systemic training delivered?

  » Compare with other professional training received

- How would you judge the quality of the systemic training?

  » What makes it high-quality training

- What (if any) more support and systemic training is needed?

3. **Working systemically with children/parents/carers ('families')**

- **[Tailor for FIWs/Parenting Lead/Clinician]** Can you describe how you work systemically with families?
  Explore for: FIW key worker model/therapeutic clinic/parenting interventions

  » Involvement in the referral, Edge of Care Panel and allocation of a family

  » Preparation for working with a family

  » Meeting the family for the first time

  » Developing initial action plan

  » Systemic formulation process and document

  » Working with and supporting the family (responding to first- and second-order needs)

  » Closing the case

- How long do you tend to work with families for?

- How do you adapt your approach to working with children/young people/parents/carers with different levels of need?

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- How receptive are children/young people/parents to working with you?
  - » What helps/hinders their engagement (e.g. level of need/trauma experienced, family make-up characteristics etc.)
- Why do children, young people and parents drop out of a parenting or therapeutic intervention/working with a FIW?
- What enables/hinders you to work systemically with children/young people/parents? Explore: FIW key worker model/therapeutic clinic/ parenting interventions
  - » Probe: having the time and space to explore and unpick the issues and tailor their approach accordingly
- How does supervision help/enhance your practice?
- What role does the leadership, team culture play in supporting and developing your practice?
  - » Impact of a change in team members
- How would you describe the way you work in partnership with other professionals?
- What works well/less well; and with which professionals?
- What involvement and commitment is required from social workers and other practitioners you work alongside/or in partnership with?
- What involvement and commitment is required from Early Help services?
- How do you judge the quality of your systemic practice/the way you work with families (i.e. for a FIW key worker model/therapeutic clinic/parenting interventions)?
  - » Views about what we should use as indicators of quality

4. **Views about the role and value of systemic practice**
- What is the role and added value of working systemically with families?
- How is your systemic approach helping to meet families' needs?
- How is it different to the way you worked with families previously?
- How does the way you are supported and supervised within the Edge of Care team compare with other supervision received?
- What do you see as being critical to achieving successful outcomes?
  - » FIW key worker model; therapeutic clinic; parenting interventions
- What makes it harder to achieve outcomes with families (i.e. where there is a lot of trauma and contextual safeguarding risks to manage and work with)?
- What advice would you give to another local authority setting up a systemically informed team
- Which activities/systemic elements within the Edge of Care team should they adopt?
- Which families should they target it at?
- What is the best way to engage families in systemic practice?
- What are the key tools they need to use; and why these ones?
- What suggestions for caseloads and time and intensity needed for working with families systemically?
- What training, supervision and support are needed to support a systemic approach?

**5. Recommendations for scaling up the approach
(explore where appropriate)**

- What would a systemically informed approach look like for families with lower levels of need?

- How would your systemically informed approach need be adapted and scaled up to work with families with lower levels of need?

- Which activities/systemic elements within the Edge of Care team should be rolled out to work with families with lower levels of need?

- What else would be needed to set up and implement a systemic approach?

- How will the way you work, the duration of time and intensity of your work with families need to be adapted?

- Who should a systemically informed approach be targeted at within Early Help?

  » What levels and range of needs will it be most effective for?

- What induction and training and support/supervision would be required?

6. Close

- Check if anything not asked/covered that would like to raise

- Thank and close

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Annex I: Stakeholder topic guide

Rotherham's Edge of Care Team Feasibility/Exploratory study Topic Guide for Early Help and Children's Social Care Stakeholders

Evaluation Aims

1. Explore whether the systemically informed Edge of Care team is operating as intended

2. Explore the most feasible way to carry out an impact evaluation of the Edge of Care team

3. Explore how to adapt and scale up the systemically informed Edge of Care team approach to work with families with different and lower levels of need in Early Help

Introduction to the research and EIF

- 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. The findings will be used to inform the development of effective delivery and practice models for rolling out in the future.

- Interviews will be exploring your views about the role and value of the Edge of Care Team and (where appropriate) how they work alongside your team/service supporting your work with families.

- Refer to information leaflet – emphasise:

  » Participation is voluntary

  » Consent to record – data stored securely by the research team and used to write a report based on views and experiences of all participants

  » The data may also be used for other outputs such as presentations or social media and online content

  » We may quote people but would do this anonymously and wouldn't include anything that might identify you

  » Data will be held until the end of the project and by July 2024 at the latest.

- Interview length – up to 60 minutes

- Any questions / concerns?

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

1. Participant introduction

- Name, role

- Brief description of your service/team and the families worked with

2. Working in partnership with the Edge of Care team

- What do you see as the role/aims of the Edge of Care team?

- What do you see as being different about Edge of Care team/how you would differentiate Edge of Care team's practice from other services?

- How (if at all) do other teams and services draw on systemic practice as part of their work with children, parents and families?

- Which children/parents/families do you see them as targeting and working with?
  » Are they reaching children/young people on the edge of care (those at risk of imminent admission to care or where reunification is deemed appropriate)?

- How does the Edge of Care team connect/work alongside the rest of Early Help and children's social care?

- How do pathways operate between Early Help/children's social care and the Edge of Care team?

- How does your service/team work with the Edge of Care team?
  » Which children/young people/families do you work together with?
  » How does this work in practice (e.g. work alongside a FIW/access therapeutic clinic/or Edge of Care team parenting interventions)?
  » What involvement does your team have in the Edge of Care Panel, Formulation Meetings, reflective practice/supervision, parenting training?

- How well does Edge of Care team work alongside your team/service?

- What helps/hinders how you work together in partnership (e.g. clear remit, communication and information sharing, common goals tools and outcomes, having time and capacity)?

- What are the main challenges and barriers to working effectively together with families; how addressed?

- How is the way you are working in partnership helping to bring about successful outcomes for families?

- What is critical to effective joint/partnership working?

- What if any changes or recommendations would you want to make to how you work in partnership with the Edge of Care team?

3. Views about the role and value of the Edge of Care Team

- What is the added value of the Edge of Care team's systemic approach for families?
  » How does it add value to service provision for Early Help/children's social care?
  » How does their approach to working systemically and training, support and supervision contribute/enhance the way other services work?

- How much of a need is there for an Edge of Care team; and why?

- How do you judge the quality of the Edge of Care team's work?
  » Systemically informed key worker model
  » Therapeutic clinic and
  » Parenting offer

- How is a systemic approach helping to meet families' needs?

- What difference does the Edge of Care team make to the children young people/parents/families they work with?

- What if any unintended consequences or negative effects have resulted from working systemically with families?

- (Where appropriate) What do you see as being critical to the Edge of Care team's systemically informed key worker model; therapeutic clinic; and Triple P and NVR parenting offers?

- What are the facilitators and barriers to working systemically with children, young people and families?

- Views about whether the Edge of Care team provides value for money?

4. Views about rolling out/scaling up the Edge of Care approach

- How (if at all) would you want to apply the learning/or roll out elements of the Edge of Care's systemically informed approach to other services across Early Help and children's social care?
  - » Which activities/systemic elements
  - » Which members of Early Help would be involved in delivering a systemically informed approach?

- What might a systemically informed approach look like for families with lower levels of need?

- Who should a systemically informed approach be targeted at within Early Help?
  - » What levels and range of needs will it be most effective for?

- How would the Edge of Care team activities need be adapted and scaled up to work with families with lower levels of need?

- What are the implications for teams with less time/capacity and higher caseloads?

- What induction, training and supervision would be required to support this?

5. Close

- Check if anything not asked/covered that would like to raise

- Thank and close

Annex J: outcome measures survey

Evaluation of Rotherham's use of outcome measures: Practitioner survey

Survey script

Section A. Introduction

This survey aims to gather your views about the implementation of the outcome measures, the Systemic Clinical Outcome and Routine Evaluation (SCORE15), Outcomes Rating Scale (ORS) and Session Rating Scale (SRS), currently being used within Rotherham's Edge of Care team.

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. 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. The raw data will be destroyed and the data set will be published. 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. Further information is available in the Data Privacy Notice: https://www.eif.org.uk/files/about/data-protection-notice-eif-supporting-families-2022.pdf.

The survey will take approximately 10 minutes to complete. Please answer all questions and press "finish" to submit your answers.

Section B. Consent to take part

1. Please indicate whether you have understood how this survey will be used and give your consent to take part.

☐ Yes, I agree to take part

☐ No, I do not agree to take part

Section C. Participant information

2. What is your job title?

[Free text]

3. 3. When did you join the Edge of Care team?

☐ Within the last 6 months

☐ Between 6 months and 1 year

☐ Between 1 year and 2 years

☐ More than 2 years ago

Section D. Score15 questionnaire use

The next set of questions are about the Score15 questionnaire.

4. Had you administered the Score15 measure prior to the recent systemic training (i.e., before April 2022)?

☐ Yes

☐ No

☐ Don't know

5. Did you attend training about how to use the Score15 measures in April 2022 (i.e., as part of the recent systemic training)?

☐ Yes

☐ No [Skip to question 8]

☐ Don't know [Skip to question 8]

6. How much do you agree or disagree with the statement 'I am satisfied with the training I received on using the Score15 measure'?

☐ Agree

☐ Somewhat agree

☐ Neither agree nor disagree

☐ Somewhat disagree

☐ Disagree

7. If you felt the training about SCORE15 could have been improved, please explain how in the box.

[Free text]

8. Have you administered the Score15 measure since the recent systemic training (i.e., after April 2022)

☐ Yes [Skip to question 10]

☐ No

☐ Don't know [Skip to question 24]

9. Please explain why you have not used the Score15 measure since the recent systemic training (i.e., after April 2022).

[Free text]

10. Approximately, how many individuals have you used the Score15 with since April 2022?

11. On average, how much time would you estimate you spend using the Score15 measure per family member? This can include preparation, administering the measure, data entry, and troubleshooting etc.

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12. How did this compare with what you had anticipated?

☐ Much less than anticipated

☐ A bit less than anticipated

☐ About the same as anticipated

☐ A bit more than anticipated

☐ Much more than anticipated

13. How easy or hard was the Score15 measure to use with parents and carers?

☐ Easy

☐ Somewhat easy

☐ Neither easy nor hard

☐ Somewhat hard

☐ Hard

14. How easy or hard was the Score15 measure to use with children and young people?

☐ Easy

☐ Somewhat easy

☐ Neither easy nor hard

☐ Somewhat hard

☐ Hard

15. In general, how much do you agree or disagree with the statement 'families respond positively to the use of the Score15 measure'?

☐ Agree

☐ Somewhat agree

☐ Neither agree nor disagree

☐ Somewhat disagree

☐ Disagree

16. If children or families have reported any dislikes or difficulties using the Score15 measure, please provide details in the box below.

[Free text]

17. How do you use the data from the Score15 measure? Select all that apply.

☐ Engaging children and/or families in discussions

☐ Planning session content

☐ Monitoring progress

☐ During supervisions

☐ I do not use the data

☐ Other (please specify)

18. Overall, how much do you agree or disagree with the statement 'the Score15 measure is useful in my practice to support families'?

☐ Agree

☐ Somewhat agree

☐ Neither agree nor disagree

☐ Somewhat disagree

☐ Disagree

19. Please provide more details in the box below.

[Free text]

20. Please tell us what, if any, additional resources are needed in your practice in order to use the Score15 measure.

[Free text]

21. Was there anything that could be changed about the Score15 measure that you feel could have made the measure more useful?

[Free text]

22. Would you like to continue to use the Score15 measure in your future practice?

☐ Yes

☐ No

☐ Don't know

23. Please explain why.

[Free text]

Section E. Outcomes Rating Scale use

The next set of questions are about the Outcomes Rating Scale.

24. Have you administered the Outcomes Rating Scale prior to prior to the recent systemic training (i.e., before April 2022)?

☐ Yes

☐ No

☐ Don't know

25. Did you attend training about how to use the Outcomes Rating Scale in April 2022 (i.e., as part of the recent systemic training)?

☐ Yes

☐ No [Skip to question 28]

☐ Don't know [Skip to question 28]

26. **How much do you agree or disagree with the statement 'I am satisfied with the training I received on using the Outcomes Rating Scale'?**

☐ Agree

☐ Somewhat agree

☐ Neither agree nor disagree

☐ Somewhat disagree

☐ Disagree

27. **If you felt the training about the Outcomes Rating Scale could have been improved, please explain how in the box.**

[Free text]

28. **Have you administered the Outcomes Rating Scale since the recent systemic training (i.e., after April 2022)?**

☐ Yes [Skip to question 30]

☐ No

☐ Don't know [Skip to question 44]

29. **Please explain why you have not used the Outcomes Rating Scale since the recent systemic training (i.e., after April 2022).**

[Free text]

30. **Approximately, how many individuals have you used the Outcomes Rating Scale with since April 2022?**

31. **On average, how much time would you estimate you spend using the Outcomes Rating Scale per family member? This can include preparation, administering the measure, data entry, troubleshooting etc.**

32. **How did this compare with what you had anticipated?**

☐ Much less than anticipated

☐ A bit less than anticipated

☐ About the same as anticipated

☐ A bit more than anticipated

☐ Much more than anticipated

33. **How easy or hard was the Outcomes Rating Scale to use with children and young people?**

☐ Easy

☐ Somewhat easy

☐ Neither easy nor hard

☐ Somewhat hard

☐ Hard

34. How easy or hard was the Outcomes Rating Scale to use with parents and carers?

☐ Easy

☐ Somewhat easy

☐ Neither easy nor hard

☐ Somewhat hard

☐ Hard

35. In general, how much do you agree or disagree with the statement 'families respond positively to the use of the Score15 measure'?

☐ Agree

☐ Somewhat agree

☐ Neither agree nor disagree

☐ Somewhat disagree

☐ Disagree

36. If children or families have reported any dislikes or difficulties using the Outcomes Rating Scale, please provide details in the box below.

[Free text]

37. How do you use the data from the Outcomes Rating Scale? Select all that apply.

☐ Engaging children and/or families in discussions

☐ Planning session content

☐ Monitoring progress

☐ I do not use the data

☐ Other (please specify)

38. Overall, how much do you agree or disagree with the statement 'the Outcomes Rating Scale is useful in my practice to support families'?

☐ Agree

☐ Somewhat agree

☐ Neither agree nor disagree

☐ Somewhat disagree

☐ Disagree

39. Please provide more details in the box below.

[Free text]

40. Please tell us what, if any, additional resources were needed in your practice in order to use the Outcomes Rating Scale.

[Free text]

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41. **Was there anything that could be changed about the Outcomes Rating Scale that you feel could have made the measure more useful?**

[Free text]

42. **Would you like to use the Outcomes Rating Scale in your future practice?**

☐ Yes

☐ No

☐ Don't know

43. **Please explain why.**

[Free text]

Section F. Session Rating Scale use

The next set of questions are about Session Rating Scale.

44. **Have you administered the Session Rating Scale prior to the recent systemic training (i.e., before April 2022)?**

☐ Yes

☐ No

☐ Don't know

45. **Did you attend training about how to use the Session Rating Scale in April 2022 (i.e., as part of the recent systemic training)?**

☐ Yes

☐ No

☐ Don't know

46. **How much do you agree or disagree with the statement 'I am satisfied with the training I received on using the Session Rating Scale'?**

☐ Agree

☐ Somewhat agree

☐ Neither agree nor disagree

☐ Somewhat disagree

☐ Disagree

47. **If you felt the training could have been improved, please explain how in the box.**

[Free text]

48. **Have you administered the Session Rating Scale since the recent systemic training (i.e., after April 2022)?**

☐ Yes [Skip to question 50]

☐ No

☐ Don't know [Skip to question 64]

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49. Please explain why you have not used the Session Rating Scale since the recent systemic training (i.e., after April 2022)

[Free text]

50. Approximately, how many individuals have you used the Session Rating Scale with since April 2022?

51. On average, how much time would you estimate you spend using the Session Rating Scale measure per family member? This can include preparation, administering the measure, data entry, troubleshooting etc.

52. How did this compare with what you had anticipated?

☐ Much less than anticipated

☐ A bit less than anticipated

☐ About the same as anticipated

☐ A bit more than anticipated

☐ Much more than anticipated

53. How easy or hard was the Session Rating Scale to use with children and young people?

☐ Easy

☐ Somewhat easy

☐ Neither easy nor hard

☐ Somewhat hard

☐ Hard

54. How easy or hard was the Session Rating Scale to use with parents and carers?

☐ Easy

☐ Somewhat easy

☐ Neither easy nor hard

☐ Somewhat hard

☐ Hard

55. In general, how much do you agree or disagree with the statement 'families respond positively to the use of the Session Rating Scale'?

☐ Agree

☐ Somewhat agree

☐ Neither agree nor disagree

☐ Somewhat disagree

☐ Disagree

56. If children or families have reported any dislikes or difficulties using the Session Rating Scale, please provide details in the box below.

[Free text]

57. How do you use the data from the Session Rating Scale? Select all that apply.

☐ Engaging children and/or families in discussions

☐ Planning session content

☐ Monitoring progress

☐ I do not use the data

☐ Other (please specify)

58. Overall, how much do you agree or disagree with the statement 'the Session Rating Scale is useful in my practice to support families'?

☐ Agree

☐ Somewhat agree

☐ Neither agree nor disagree

☐ Somewhat disagree

☐ Disagree

59. Please provide more details in the box below.

[Free text]

60. Please tell us what, if any, additional resources were needed in your practice in order to use the Session Rating Scale.

[Free text]

61. Was there anything that could be changed about the Session Rating Scale that you feel could have made the measure more useful?

[Free text]

62. Would you like to continue to use the Session Rating Scale in your future practice?

☐ Yes

☐ No

☐ Don't know

63. Please explain why.

[Free text]

Section G. Anything else to add

64. If you have anything else to add, please write it here.

[Free text]

Section H. Close

Thank you for completing the survey.

If you would like further information, you can contact Helen Burridge via email helen.burridge@eif.org.uk or info@eif.org.uk, telephone: 020 3542 2481.

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)?	

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	