



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 provision of data via Transform Data View (TDV) to housing officers in Somerset: Annex

Annex A: Timeline

Dates	Activity
December 2021	<ul style="list-style-type: none">• Observation of TDV training• Housing officer baseline survey
February 2022	<ul style="list-style-type: none">• Observation of TDV refresher training
August 2022	<ul style="list-style-type: none">• Interviews with housing officers• TDV user data• User data housing officer endline survey
August/September 2022	<ul style="list-style-type: none">• Analysis and drafting report
September/October 2022	<ul style="list-style-type: none">• Final report

Annex B: Project team

Evaluation team		
Name	Title	Role
Max Stanford	Assistant Director of Evidence, EIF	Project lead
Helen Burrige	Senior Research Officer, EIF	Working across evaluation tasks
Ian Moore	Research Officer, EIF	Working across evaluation tasks
Clarissa White	Research Associate, EIF	Facilitated theory of change workshop

Annex C: Full list of research questions and methods

FEASIBILITY STUDY

Study dimension	Research question	Quantitative methods		Qualitative methods		
		User data	Baseline and endline survey with housing officers	Interviews		Observation
				SF Co-ordinator/ Housing Advisor	Housing officers	Training
Implementation						
Fidelity	<ul style="list-style-type: none"> Are the training/ refresher training sessions being delivered as intended? Are housing officers using TDV as intended? What are the barriers and facilitators to implementation? 	✓	✓	✓	✓	✓
Adaptation	<ul style="list-style-type: none"> Are there any differences in the way TDV is being used across housing officers/teams? 	✓		✓	✓	
Dosage	<ul style="list-style-type: none"> How many housing officers have received training? How many housing officers are using TDV? 	✓				
Quality	<ul style="list-style-type: none"> Are the training/ refresher training sessions being delivered to high quality? Is TDV fit for purpose? 		✓		✓	✓
Participant responsiveness	<ul style="list-style-type: none"> How do housing officers feel about TDV? What are the strengths/ weaknesses? Is there anything about TDV that could be improved? 		✓		✓	
Reach	<ul style="list-style-type: none"> How many housing officers have access to and are using TDV? 	✓				
Intervention differentiation	<ul style="list-style-type: none"> What do housing officers see as the value added of TDV? 		✓		✓	

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Study dimension	Research question	Quantitative methods		Qualitative methods		
		User data	Baseline and endline survey with housing officers	Interviews		Observation
				SF Co-ordinator/ Housing Advisor	Housing officers	Training
Factors affecting implementation						
Community level factors	<ul style="list-style-type: none"> What is the level of need and readiness for change among housing officers? 		✓		✓	
Provider/ implementor factors	<ul style="list-style-type: none"> What is the perceived need for and benefit of the intervention among housing officers? 		✓		✓	
Organisational capacity	<ul style="list-style-type: none"> What is the readiness and capacity for change in the setting in which the intervention will take place? 			✓		
Implementation support	<ul style="list-style-type: none"> What strategies and practices are used to support high-quality implementation of TDV? 		✓	✓	✓	✓

PILOT STUDY

Study dimension	Research question	Quantitative methods		Qualitative methods		
		User data	Baseline and endline survey with housing officers	Interviews		Observation
				SF Co-ordinator/ Housing Advisor	Housing officers	Training
Potential benefits	<ul style="list-style-type: none"> What are the potential benefits for housing officers? What are the potential benefits for children and families? 		✓	✓	✓	
Unintended consequences	<ul style="list-style-type: none"> Do there appear to be any unintended consequences? 			✓	✓	
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 ToC or logic model? 	✓	✓	✓	✓	✓

Annex D: Staff interview/ group discussion information leaflet

Evaluating Somerset's Transform Data View: Staff interview/group discussion 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.

The focus of the evaluation in Somerset is the 'proof of concept' pilot where Somerset West and Taunton housing officers will have access to Somerset's Transform Data View which provides information on an individual and their whole families' current situation, their vulnerabilities as well as their historic and current involvement with other services.

As part of the research, we will be carrying out interviews and small group discussions with local area staff who are using Transform Data View. We may also invite you to take part in other research activities, such as a survey or observations, 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 interview or group discussion involve?

We will invite you to take part either in an interview or small group discussion lasting for around one hour. The interview or group discussion will take place either online, by telephone or face-to-face and will be arranged at a time convenient to you.

The discussion will explore your views on training and early use of Transform Data View, including any challengers and enablers for implementation. We will also explore early insights on potential benefits for practitioners, including perceived changes in practice when working with families, and outcomes for children and families.

Is participation voluntary?

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

Whether you decide to take part in the interview or group discussion, or in any of the research (survey, observation, 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/group discussions 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 and group discussions 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 or group discussion, 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 or group discussion, you may decide to refer to family members 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: Housing staff topic guide

Evaluating Somerset's Transform Data View: Staff interview/group discussion – topic guide

Aims of the evaluation

The purpose of the evaluation is to explore implementation of Transform Data View – a database of families including current and historic service support and assessments – to Somerset West and Taunton (SWT) housing teams that is being piloted in Somerset. The pilot will inform the roll-out of providing the Transform Data View to other district councils and 25+ RSLs in Somerset from 2023 onwards when the council becomes unitary.

Interviews with housing officers will aim to understand early implementation, including views of the training, TDV, and challenges and enablers for implementation. We will collect early insights on potential benefits for practitioners, including perceived changes in practice when working with families, and outcomes for children and families.

About this topic 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. The interview/focus group will be conversational in style and will develop and expand on topics brought up by the participant. It is not a predefined list of questions and does not use all the follow-up probes that will be used throughout the interview. Each topic area will, however, be fully probed, as far as is feasible, during the interview/focus group. The order of the sections may differ between interviews/discussion groups as the researcher will be led by the participant and what they seem comfortable talking about at that point of the interview.

The interview will last for around 1 hour and the focus group around 1.5 hours.

Introduction

- Introduce interviewer/facilitator
- Introduce EIF – an independent charity and What Works Centre which champions and supports the use of effective early intervention for children
- Thank participants for agreeing to take part
- Introduce the study:
 - » Research exploring effective approaches to supporting families in local early help services
 - » Funded by the Department for Levelling Up, Housing & Communities' Supporting Families programme
 - » Research in Somerset includes theory of change workshop, survey, and interviews and focus groups with those using/overseeing TDV.

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- Refer back to the information leaflet and talk them through it to make sure they're happy with it. Emphasise:
 - » Participation is voluntary – no right or wrong answers and can choose to have a break at any time or not discuss any topic.
 - » (if conducting a focus group) Interested to hear all views and experiences – it's okay to have different opinions.
 - » Digital/online recording – we would like to record the discussion so we have an accurate record of what is said. Only the research team will have access to the recordings. Data will be kept securely in line with GDPR.
 - » Findings will be used to inform evaluation reports which will be made available to them at the end of the evaluation later this year – no individual participant will be named in the report.
 - » Reminder of interview/focus group length – will last around 1/1.5 hour(s). Check if okay.
- Any questions/concerns?

▶ **Ask for permission to begin recording**

▶ **Begin recording and transcription**

1. Background and context

Aim: to gather background information about the participant

Participant role and background

- Overview of role and responsibilities
- Length of time in post
- How they find their role
- Typical number of families they work with

2. Decision to take part in TDV 'proof of concept'

Note: include this section only for team leaders/senior management

Aim: find out why housing officer/team is taking part and how decision was made

- What information provided by Somerset West and Taunton Council
 - » Impressions of TDV based on initial information
- Who was consulted
- Reasons for taking part
- Any initial concerns

3. Training and refreshers training

Aim: to gather views on the training and refresher training

- Whether attended training/refresher training
 - » Dosage (how much/frequency)

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- Views on quality of training
 - » What worked well
 - » What didn't work so well
- Usefulness for understanding what TDV is and how to use it
 - » Initial training
 - » Refresher training
- Any gaps in training needs
- Early impression on usefulness for changing practice/improving outcomes for families

Interviewer note: to cover sections 4, 5, 6 + 7, begin by asking participants an open question to describe the times they have used tdv (eg 'can you describe a time you have used tdv when you have been working with a family?'). Then cover the probes in each section.

This will help us gather a rich narrative on how housing officers are using TDV and we will be able to include short case illustrations in the report.

4. Implementation of TDV

Aim: to explore participants views on the implementation of TDV, including challenges and enablers for implementation.

- How has TDV been used so far?
- Variation across months
 - » Ask open question first, then prompt with different types of data:
 - » Family assessments
 - » Individual flags
 - » Vulnerabilities
 - » Education data
 - » Past and current professional involvement
- Enablers – what has made using TDV easier? *Ask open question first, then prompt if needed:*
 - » Training
 - » On-going support
 - » Ease of access
 - » Senior management buy-in
- Challenges – what has made using TDV harder? *Ask open question first, then prompt if needed:*
 - » Capacity and time to use TDV
 - » Missing/inaccurate data
 - » Engagement of other partners

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- » Senior management buy-in/support
- » Not clear need to use it in work
- How have challenges been addressed?

5. Views on TDV

- Views/feelings about accessing and using TDV
- Strengths/weaknesses of TDV
- Any gaps in the data
- Suggested improvements

6. Perceived outcomes for families

Aim: to explore participant's views on the outcomes of TDV for housing officers.

- Brief profile of families they work with
 - » Types of challenges that are presented
- Added value of TDV for families
- Views on the benefits for families. *Ask open question first, then prompt if needed:*
 - » More timely support
 - » Tailored support
 - » Reduction in anti-social behaviour
 - » Reduction in rent arrears and evictions
 - » Housed in suitable/safe housing
 - » Increased stability
 - » Improved wellbeing
- Any disadvantages/negative impacts for families/parents/children. *Ask open question first, then prompt if needed:*
 - » Difficulties housing some families
- Whether outcomes vary by characteristics

7. Perceived outcomes for housing officers

Aim: to explore participant's views on the outcomes of TDV for housing officers.

- Added value of TDV for housing officers
- Perceived outcomes for housing officers. *Ask open question first, then prompt if needed:*
 - » Changes in practice
 - » Tailored support
 - » Relationship with other professionals
 - » Better communication
 - » More support
 - » Relationship with families

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- Any disadvantages/negative impacts for housing officers. *Ask open question first, then prompt if needed:*
 - » Time commitment to attend training/using TDV
 - » Overreliance on data rather than professional judgement

8. Close

Aim: to give participants opportunity to contribute any final thoughts.

- Final closing comments – anything else to raise

▶ End recording

- Thank participant for taking part
- Ask if any questions about interview/discussion or research more widely

Annex G: TDV actions

Action	Definition	Example
Individual view	When you search for an individual and then go on to look at their user page which contains information like flags & criteria, vulnerabilities, involvements, etc.	
Family view	On the individual user page, you can select to go on and view the family linked to the individual you had selected. It will show the family criteria, flags and vulnerabilities.	
Saw data protection message	When you access the Transform report, a data protection message will show up to remind the user of the GDPR regulations they are required to follow while using the report.	
Viewed address search	Within Transform you can search for an individual's address, there is a separate search section for addresses and that is the Address Search.	