

APPENDIX A: QUANTITATIVE STRAND

Appendix A1 Client information sheet – Non-case study quant ONLY areas

When and by whom the evaluation is introduced depends on whether or not an individual takes up employment support:

- Take up employment support in either Wave: consent will be asked in the first EA appointment by EAs
- Do not take up employment support in either Wave: the evaluation will be introduced by their IAPT therapist, during their fourth therapy session.

The therapist will explain the purpose of the evaluation, with the aid of this Client Information Sheet.

We want to find out about your experiences of your free NHS therapy services – would you be willing to help?

Client Information Sheet

Q. What's the project about?

A. The project is being carried out to understand what difference Employment Advisers make to this service, and whether their support helps people in the long term. We also want to find out ways that the support can be made better in the future. To explore this, we will be speaking to clients who take up this support, and those who decide not to.

Q. Who is carrying out the evaluation?

A. This evaluation has been commissioned by the Work and Health Unit (WHU) a joint unit between the Department for Work and Pensions (DWP) and Department of Health and Social Care (DHSC). The evaluation is being carried out by a partnership of independent research organisations (who are not connected to the government). The partnership is led by IFF Research, and includes ICF Consulting, Bryson Purdon Social Research (BPSR) and the School of Health and Related Research (SchARR).

Q. What am I being asked to do?

A. We are asking you to consent to have some of your personal details shared with IFF Research. Your therapist or an employment adviser will go through each of the pieces of information you are being asked to share and you can say yes or no to each. This is so we know that you have given your consent for information about you to be shared. The information we're asking for includes things like your name, address and contact details but also information like your employment status and whether you go on to receive any employment support as part of your treatment.

Q. If I consent, what happens next?

A: For now, you will only be consenting for your information to be passed on to the independent research company IFF Research. They will use your contact details to send you a letter to explain more about the evaluation we are doing and ask if you'd be willing to take part. Your information will be transferred securely to IFF Research,

and only held on their secure systems, where only the team directly involved in the evaluation will have access. You have two months from now to inform your provider should you change your mind about receiving a letter. If you change your mind this will not affect your care in any way, and will not affect your benefits you may be receiving now or in the future.

Q. What is the evaluation?

IFF Research will be calling people that have received free NHS therapy services to find out more about their experiences. Whether you take part or not will not affect your care in any way, and will not affect any benefits you are on, now or in the future. If you do decide to take part, the interviewer will arrange with you a convenient time for them to call back and do the interview with you. The interview will take around 20 minutes and any information you give will be treated as strictly confidential. We will only break this confidentiality if we believe that you and/or someone else is at risk

You do not have to decide at this point if you want to take part in the evaluation, just tell us whether you are happy to receive a letter with more information about what is involved.

Q. What is the letter about?

A: The letter gives more details about the evaluation and the telephone interviews. When you receive the letter, if you don't want to take part in the evaluation, you can 'opt out' by calling or emailing the evaluation team (the letter will give you the details). The letter will clearly state the date from which IFF Research will start calling individuals - this is likely to be around two weeks from when letters are sent. You will be able to opt out at any point after receiving the letter but opting out prior to the specified date will ensure that you are not called by IFF Research. If you decide to opt-out then no one will contact you about the evaluation again. If you do not 'opt out' when you receive the letter, an interviewer from IFF Research will give you a call over the phone and ask if you would like to take part in the evaluation. It is totally up to you whether you do or not, there is no obligation to take part. Whether you take part or not will not affect your care in any way and will not affect your benefits you may be receiving now or in the future.

Q. What if I say I'll take part, but then I change my mind?

A: You can change your mind at any time. If you don't want to take part, you can just let the evaluation team know at any time, and they will not contact you again (their contact details will be on the letter). Even if you do decide to take part, and start doing the interview, you can still stop at any time. It is completely up to you. Whether you take part or not will not affect your care in any way, and will not affect your benefits you may be receiving now or in the future.

Q. If I decide to take part in the evaluation, what will happen to the survey data collected?

A: Responses from all individuals taking part in the evaluation will be reported in aggregate form, meaning your responses to questions are collected in a way that they will not identify you. If you decide you do not want your data to be included in analysis, you have two months from the point of participation to inform the evaluation

team. This will not affect your care in any way, and will not affect your benefits you may be receiving now or in the future.

Survey data will be retained for 7 years after the end of the evaluation, i.e. until May 2027, and then destroyed. By this we mean removed from all digital systems and back-ups held by any member of the evaluation team. You can request that your data is withdrawn before this date by contacting ISO@IFFResearch.com and giving the reference Talking Therapies Evaluation. Until the point data is destroyed, you also have the right to request access your survey data. You can request access to your data by contacting Christabel Downing or Rachel Keeble at IFF Research on 0207 250 3035 or email TalkingTherapies@iffresearch.com.

Q. Where can I find more information?

A. If you have any questions you can ask your therapist or employment adviser, or contact Christabel Downing or Rachel Keeble at IFF Research on 0207 250 3035 or email TalkingTherapies@iffresearch.com.

Appendix A2 Consent to Share Client Data

When and by whom the consent statements are read out to a client depends on whether or not an individual takes up employment support:

- Take up employment support in either Wave: the evaluation will be introduced, and consent asked in the first EA appointment by EAs
- Do not take up employment support in either Wave: the evaluation will be introduced, and consent asked by their IAPT therapist, during their fourth therapy session.

At the appropriate appointment, the therapist or employment adviser will read out a series of consent statements to the client, and ask clients if they consent to sharing information for research and analytical purposes with IFF. Consent will be recorded digitally, by ticking a box on the screen of the IAPT data system.

Please confirm the following:

I have read the client information sheet, or had it explained to me:

YES NO

I have had time to ask questions, and am happy with the answers:

YES NO

Please confirm if you are happy for the following 3 pieces of information to be shared with the independent research consortium – specifically IFF Research and ICF Consulting. This is for research and analysis purposes only:

Your contact details (including name, address and phone numbers). These will only be used to contact you to ask if you are willing to take part in this research, and nothing else. You will have the chance to say yes or no at that point if you do or do not want to participate in research.

Your current employment status i.e. this means whether you are working, not in work or on sick leave. This information will be used to make sure the research covers a range of people in different circumstances.

Information about any employment support you receive – if relevant your therapist will offer you support from a specialist Employment Adviser to remain in, enter or return to work. Information about whether you receive any employment support will be used to ensure we speak to a range of people who have and have not experienced this kind of support.

YES NO

APPENDIX B: QUALITATIVE STRAND

Appendix B1 Client information sheet – Case study Quant and Qual areas

When and by whom the evaluation is introduced depends on whether or not an individual takes up employment support:

- Take up employment support in either Wave: consent will be asked in the first EA appointment by EAs
- Do not take up employment support in either Wave: the evaluation will be introduced by their IAPT therapist, during their fourth therapy session.

The therapist or employment adviser will explain the purpose of the evaluation, with the aid of this Client Information Sheet.

We want to find out about your experiences of your free NHS therapy services – would you be willing to help?

Client Information Sheet

Q. What's the project about?

A. The project is being carried out to understand what difference Employment Advisers make to this service, and whether their support helps people in the long term. We also want to find out ways that the support can be made better in the future. To explore this, we will be speaking to clients who take up this support, and those who decide not to.

Q. Who is carrying out the evaluation?

A. This evaluation has been commissioned by the Work and Health Unit (WHU), a joint unit between the Department for Work and Pensions (DWP) and Department of Health and Social Care (DHSC). The evaluation is being carried out by a partnership of independent research organisations (who are not connected to the government). The partnership is led by IFF Research, and includes ICF Consulting, Bryson Purdon Social Research (BPSR) and the School of Health and Related Research (SchARR).

Q. What am I being asked to do?

A. We are asking you to consent to have some of your personal details shared with IFF Research and ICF Consulting. The information we're asking for includes things like your name, address and contact details but also information like your employment status and whether you go on to receive any employment support as part of your treatment. It is up to you whether you are happy to share these details with the evaluation team.

Q. If I consent, what happens next?

A: For now, you will only be consenting for your information to be passed on to IFF Research and ICF Consulting. They will use your contact details to send you a letter to explain more about the evaluation we are doing and ask if you'd be willing to take part. Your information will be transferred securely to IFF Research and ICF

Consulting, and only held on their secure systems, where only the team directly involved in the evaluation will have access. You have two months from now to inform your provider should you change your mind about receiving a letter. If you change your mind this will not affect your care in any way, and will not affect your benefits you may be receiving now or in the future.

Q. What is the evaluation?

There are two parts to this evaluation, and they both involve speaking to people that have received free therapy services to find out more about their experiences. You will only be invited to take part in one part of the evaluation, and this will be decided through random allocation.

Part 1: IFF Research will be gathering information through telephone interviews lasting around 20 minutes.

Part 2: ICF Consulting and IFF Research will be conducting more in-depth telephone interviews lasting around 30-45 minutes.

Whether you take part or not will not affect your care in any way, and will not affect any benefits you are on, now or in the future.

If you do decide to take part, the interviewer will arrange with you a convenient time to carry out the interview with you.

Any information you give will be treated as strictly confidential. We will only break this confidentiality if we believe that you and/or someone else is at risk

You do not have to decide at this point if you want to take part in the evaluation, just tell us whether you are happy to receive a letter with more information about what it involves.

Q. What is the letter about?

A: The letter gives more details about the strand of evaluation you have been selected for and the interview. When you receive the letter, if you don't want to take part in the evaluation, you can 'opt out' by calling or emailing the evaluation team (the letter will give you the details). The letter will clearly state the date from which IFF Research will start calling individuals - this is likely to be around two weeks from when letters are sent. You will be able to opt out at any point after receiving the letter, but opting out prior to the specified date will ensure that you are not called by IFF Research. If you decide to opt-out then no one will contact you about the evaluation again. If you do not 'opt-out' when you receive the letter, an interviewer from either IFF Research or ICF Consulting will give you a call over the phone and ask if you would like to take part in the evaluation. It is totally up to you whether you do or not, there is no obligation to take part. It will not affect your care in any way, and will not affect your benefits you may be receiving now or in the future.

Q. What if I say I'll take part, but then I change my mind?

A: You can change your mind at any time. If you don't want to take part, you can just let the evaluation team know at any time, and they will not contact you again (their contact details will be on the letter). Even if you do decide to take part, and start

doing the interview, you can still stop at any time. It is completely up to you. Whether you take part or not will not affect your care in any way, and will not affect your benefits you may be receiving now or in the future.

Q. If I decide to take part in the evaluation, what will happen to the survey data collected?

A: Responses from all individuals taking part in the evaluation will be reported in aggregate and anonymous form, meaning your responses to questions are collected in a way that they will not identify you. If you decide you do not want your data to be included in analysis, you will have an opportunity to withdraw your data for a certain length of time after your point of participation. This will be specified in the letter you receive and if you do withdraw it will not affect your care in any way, and will not affect your benefits you may be receiving now or in the future.

Survey datasets will be retained for 7 years after the end of the evaluation, i.e. until May 2027, and then destroyed. By this we mean removed from all digital systems and back-ups held by any member of the evaluation team. You can request that your data is withdrawn before this date by contacting ISO@IFFResearch.com and giving the reference Talking Therapies Evaluation. Until the point data is destroyed, you also have the right to request access your data. You can request access to your data by contacting Christabel Downing or Rachel Keeble at IFF Research on 0207 250 3035 or email TalkingTherapies@iffresearch.com.

Q. Where can I find more information?

A. If you have any questions you can ask your therapist or employment adviser, or contact Christabel Downing or Rachel Keeble at IFF Research on 0207 250 3035 or email TalkingTherapies@iffresearch.com.

APPENDIX C: DOCUMENTS FOR STAFF

Appendix C1 – Guidance note for therapists and Employment Advisers collecting client consent

The evaluation

When IAPT services were introduced, a 1:8 ratio of EAs to IAPT therapists was expected; however, there has been considerable differences between services in the actual ratio implemented (with some services operating at a ratio of 1:50).

As part of the Spending Review 2015, extra funding was received to employ more EAs to bring the ratio up to the initial 1:8 figure that was proposed. The investment in EAs will be rolled out to 83 Clinical Commissioning Groups (CCGs) in two waves as part of a national pilot. Wave 1 began to receive the additional EAs to fulfil the 1:8 ratio in late 2017, with full launch from 1st March 2018. In Wave 2 CCGs, the full launch of the increase ratio will be 1st March 2019.

Existing evidence shows that IAPT is effective at improving health outcomes for some individuals, but evidence is more limited and mixed in relation to employment outcomes and the effect of the provision of EAs. The aim of this evaluation is to robustly determine the likely additional health and employment outcomes from additional employment advisers in IAPT services (in work, in work on sickness absence, and out of work).

This evaluation is being paid for by the Department for Work and Pensions and the Department of Health and Social Care. The evaluation is being carried out by a partnership of independent research organisations (who are not connected to the government). The partnership is led by IFF Research, and includes ICF Consulting, BPSR and SchARR.

The results of the evaluation will inform the future design of integrated employment support in IAPT services and any further roll out decisions.

There are two main strands to the evaluation; quantitative telephone surveys, and qualitative depth interviews. Your CCG has been selected to take part in [CASE STUDY CCG: both strands] [NON-CASE STUDY CCG: the quantitative strand].

The quantitative strand involves c. 20 minute telephone surveys with clients, and aims to:

- Understand reasons for participation and non-participation in EA in IAPT support
- Evaluate the impact of receiving employment support on client health and work outcomes.
- Contribute to understanding of the process of implementation by producing quantitative findings on what support clients have received and their experiences of support

IF CASE STUDY CCG:

The qualitative evaluation involves depths interviews with staff and clients, and aims to:

- Understand how the policy was implemented by gathering feedback on client and staff experience in order to provide lessons learned from service delivery to inform the roll-out of wave 2 and design of any national roll-out
- Assess the 1:8 EA to therapist ratio qualitatively to consider whether it is the most effective ratio, and to suggest improvements to the provision

The importance of consent

To maximise the learning and impact of the evaluation, we need to hear from a sufficient number of clients from both Wave 1 and Wave 2 CCGs, and include both individuals who took up support from an employment adviser, and those who did not take up this support.

Clients cannot take part unless full informed consent is collected from them. We therefore need you to ensure clients are made fully aware of what taking part in the evaluation will involve, and to collect the necessary permissions which will allow the independent research consortium to contact them to take part. This is achieved in two stages:

1. Providing the client with a 'Client Information Sheet', and allowing them some time to read the sheet in full
2. Asking and marking responses to consent question(s) held in the IAPT data system for each client

Missing or negative responses to the consent question(s) will mean the client cannot be included in the evaluation.

When and by whom the evaluation is introduced depends on whether or not an individual takes up employment support:

- Take up employment support in either Wave: consent will be asked in the first EA appointment by EAs
- Do not take up employment support in either Wave: the evaluation will be introduced by their IAPT therapist, during their fourth therapy session.

If you have any further questions on this evaluation, you can contact the team at IFF Research on 020 7250 3035 and ask for either Rachel Keeble or Christabel Downing.

Thank you for your support in this important evaluation.

Evaluation of EA in IAPT: information sheet

The evaluation team for EA in IAPT would like to invite you to take part in an evaluation. This sheet provides some information about the evaluation.

Who are ICF and IFF?

DWP/DHSC have asked a team of researchers to carry out the evaluation of EA in IAPT. Two partner organisations are working together to carry out the evaluation with local providers and their partners:

- [IFF Research](#) – who are leading the evaluation
- [ICF Consulting](#) - experts in evaluation.

What is an evaluation? Why do an evaluation?

Evaluation of projects or services means finding out about them, whether they are achieving the expected results and why, and whether people think that they are doing the right thing.

As part of the evaluation of EA in IAPT, we are carrying out interviews with CCGs, other providers and clients.

The learning from the evaluation will help inform the future roll out of the programme and provide evidence of effectiveness.

Why do you want to speak to me?

As part of the evaluation, we are doing case studies of EA in IAPT provision in eight different CCG areas. In these areas, we would like to speak to employment advisors, senior employment advisors, therapists and representatives in partner organisations.

We want them to share their views on what is working well, any challenges and what the benefits are to clients. This feedback will help the national programme to improve as it develops.

We would like to speak to people who have been involved in delivering EA in IAPT, and people who are receiving support, to find out if how well the service is working.

After gathering local feedback we will be writing up our findings in a report. Nobody that we speak to will be named in that report: **everything that you tell us will be treated in total confidence**. We will only break this confidentiality if we believe that you and/or someone else is at risk

Do I have to take part?

Nobody has to take part. But if you do then you will be able to share your experiences and perspectives on EA in IAPT, and let DWP and its partners know what you think would help improve the service.

What happens if I do take part?

If you take part a researcher will talk to you to find out what you think. The researcher will be fully trained, ask you for your permission (consent) to take part, and ask you some questions.

Everything that you say will be completely confidential and will be kept secure, so only the researchers will know what you have said. Your name will not be given to anyone or appear in any reports. We will only break this confidentiality if we believe that you and/or someone else is at risk.

The digital recordings of the interviews and any observation notes will be securely stored on encrypted and password protected servers where it is stored for seven years before being deleted.

Until the point data is destroyed, you also have the right to request access your recording and any data held on you. You can request access to this data by contacting Christabel Downing or Rachel Keeble at IFF Research or Lucy Loveless at ICF (contact details below). IFF Research will then follow the relevant steps with you to ensure this data is transferred and received securely.

Can I change my mind?

Yes. If you decide to take part, you can change your mind at any time. If you are speaking to us and you decide that there is something that you don't want to talk about, or that you don't want to speak to us any more, that is fine.

After the interview you can also ask us to withdraw any information that you provided from analysis within two working weeks. If you decide to withdraw, the recording, transcripts and notes will be deleted / shredded. To withdraw an interview that you have provided please contact Christabel Downing at IFF Research or Lucy Loveless – contact details below.

The evaluation is being managed by Christabel Downing at IFF and Lucy Loveless at ICF. Please contact Christabel Downing at IFF Christabel.downing@iffresearch.com details or Lucy Loveless at ICF lucy.loveless@icf.com if you have any questions or would like more information about the evaluation.

More information about data protection

- The data controller for this evaluation is IFF Research
- The data protection officer at IFF Research is Tara Stimpson, contactable on ISO@IFFResearch.com, 0207 250 3035.
- Data collected for this evaluation is special category data.

- The purpose of the data collection is for public interest and it is being processed on the basis of obtaining explicit consent.
- You have the right to request rectification or erasure of personal data or restriction of processing or to object to the processing as well as the right to data portability. You can do so by contacting the data protection officer, Tara Stimpson on ISO@IFFResearch.com, 0207 250 3035.
- You also have the right to lodge a complaint with a supervisory authority.

Thank you for your help.

Evaluation of EA in IAPT: Consent Form

By signing this form (or answering these questions at the beginning of the interview) I confirm that I agree to participate in the evaluation as outlined to me.

I have read the information sheet, or had it explained to me **YES NO**

I have had time to ask questions, and am happy with the answers **YES NO**

I agree you can mention things that I say during the interview, but not my name, in your report **YES NO**

I understand that I can stop taking part at any time (and do not have to say why I want to stop) **YES NO**

I agree to be interviewed for the evaluation **YES NO**

I understand that I can withdraw any data about me within two weeks of providing the data **YES NO**

Name of participant **Date** **Signature**

Name of person taking consent **Date** **Signature**