

Information Sheet for Telephone Interview

Thank you for your interest in the MAX toolkit implementation and impact study. An invitation to take part in this telephone interview has been sent to registered LA users of the MAX toolkit who have expressed an interest in taking part in this research activity.

Before deciding on whether you would like to take part in this telephone interview, please read this information sheet. Feel free to contact us at maxproject@kent.ac.uk if you have any questions.

About MAX

The MAX toolkit project is funded by the Department of Health and is being conducted by researchers at the Quality and Outcomes of person-centred care Policy Research Unit (QORU), based at the University of Kent, between July 2016 and December 2018. The project follows on from the **maximising the value of survey data in adult social care (MAX) project** and has been reviewed and approved by the SRC Ethical Panel of the School of Social Policy, Sociology and Social Research at the University of Kent (SRCEA no 178) and the Association of Directors of Adult Social Services (ADASS) [ADASS reference RG17-03].

Background: The MAX toolkit was developed during the **maximising the value of survey data in adult social care (MAX) project** (SCREC reference 13/IEC08/0012). The toolkit aims to help local authorities (LA) to maximise the relevance, value and use of data from the Adult Social Care Survey (ASCS) and the Personal Social Services Survey of Adult Carers in England (PSS SACE, widely referred to as the Carers Survey) for local planning and performance improvement. The design and content of the MAX toolkit were informed by the barriers and local practices identified during early project activities and consultations, which were completed by 139 staff from 95 LAs. A draft version of the toolkit was reviewed by 40 LA collaborators in late 2015/early 2016 and the final MAX toolkit was launched in June 2016 via restricted-access pages of the project website www.maxproject.org.uk. The MAX toolkit is freely available to all LA staff who conduct the surveys.

Purpose: The primary purpose of the project is to explore how local authorities have used – or are currently using – elements of the MAX toolkit, and the impact of this on local practices and performance improvements. By identifying the issues associated with the use of the MAX toolkit, the project team also hopes to make further refinements to the existing tools (if required) and to generate evidence (e.g. case studies) that may encourage other LAs to use the toolkit or, where they have done so already, other elements of the toolkit. The telephone interviews are one element of this strategy and are being conducted with a sample of registered MAX toolkit users who have expressed an interest in taking part in this activity.

Purpose of the Telephone Interview

The purpose of the telephone interviews is to explore [1] the local application and impact of the MAX toolkit as a strategy to help LAs use ASCS and PSS SACE data, and [2] the extent to which the MAX toolkit has had an impact on LAs using the ASCS and PSS SACE data to inform local performance improvements. In-depth qualitative interviews will be conducted with staff from up to 10 LAs, purposefully selected to maximise the representation of LA types and regions, and will be semi-structured to enable participants to answer in their own words. Where possible, telephone interviews will also be conducted with potential or actual ‘consumers’ of ASCS and PSS SACE data within your organisation (e.g. managers, commissioners, practitioners) [max 4 staff per organisation] to ensure a range of perspectives are captured. It is anticipated that interviews will be conducted between August 2017 and June 2018.

Participation Requirements

The telephone interview will take up to 60 minutes to complete and will aim to explore the local application and the impact of the MAX toolkit on LA practice and performance improvement.

If you decide to participate, a member of the MAX project team will contact you to arrange a mutually convenient time and answer any questions. The same team member will conduct the interview and, prior to commencing, will read out the relevant project information to you and seek verbal consent to take part and be recorded. Participation is voluntary and you have the right to withdraw your consent to take part in this telephone interview at any time. So, even if you have already stated that you are willing to engage in this research activity, you can change your mind.

Taking part in this telephone interview, or choosing not to, will not affect your employment.

Data Protection and Participant Confidentiality

The MAX project team is committed to maintaining participant privacy and confidentiality at every stage of the research process and, through the University of Kent, is registered and compliant with the Data Protection Act (1998). The storage, access, processing and dissemination of personal information received during the MAX project are controlled by rigorous administrative and security procedures, designed by the research team to minimise the risk of respondents being identified from the information they provide.

Data Usage

The data from the telephone interviews will be used to gain an overview of how local authorities are using elements of the MAX toolkit and the impact of this (if any) on local practice and performance improvements. The responses gathered during the interviews will also be used to explore perceptions of the ASCS and PSS SACE. The general themes to emerge from this analysis will be summarised in a final project report that will be posted on the MAX website and circulated to interested parties in late 2018. Case studies and worked examples will also be developed in collaboration with you, where permitted, to highlight how the MAX toolkit has helped LAs to use ASCS and PSS SACE data to inform and change local practices and performance improvements.

IT Security and Data Storage

Your personal information (e.g. name, position, organisation and email address) will be stored in a password-protected and encrypted spreadsheet in advance of the interview, and you will be assigned a unique ID that will be used to label associated files. The voice recordings and transcriptions will be stored in a password-protected and encrypted folder. The unique ID alongside research data will be stored for five years following the completion of the study, at which time the unique ID will be removed. The unique ID and personal data will be destroyed after five years following the completion of the study. Original audio recordings will be securely destroyed following the completion of the study.

Access to Data

Only the MAX project team and the IT manager of the research unit will be able to access the folders containing the spreadsheet, voice files and transcriptions. Passwords to these folders will be securely stored and will not be made available to third parties.

Processing of Data

Your comments will be treated in confidence.

Personal Information: 'Position' and 'organisation' information, will be monitored and recorded by a member of the MAX team to gain an overview of who is engaging in the telephone interviews and to ensure that the most appropriate members of staff and a sufficiently wide range of LA organisations (e.g. shire, metropolitan, etc.) are being included in the project. This information will be used to direct further recruitment campaigns (e.g. through advertisements) and to demonstrate the representativeness of the telephone interview data.

Response Data: the transcription of the interview recordings will be carried out by a professional transcription organisation, and the processing of the interview transcripts will be carried out by the MAX project team. These transcriptions will not include personal information.

Reporting

Trends based on personal data and quotes used in reports will have all identifiable information removed.

Personal Information: Specific 'position' and 'organisation' information which would lead to the identification of the respondent will never be reported. Likewise, other personal information, such as 'name' and 'email address', will never be reported.

Response Data: general themes to emerge from the analysis of the transcripts will be reported but will not be linked to specific individuals or organisations. Direct quotations may also be reported, where relevant, and will be carefully reviewed prior to publication to ensure that all personal information has been removed.

Risks and Benefits of Taking Part

The MAX toolkit project is a low-risk study and does not explore sensitive issues. The telephone interview gives you an opportunity to provide feedback on the toolkit elements that you have used and the refinements you feel would improve the MAX toolkit. Where possible and feasible, this feedback will be used to enhance the accessibility, practicality and value of the MAX toolkit. Participants will not be paid for taking part.

Further Information

Further information about MAX toolkit project can be found on the project website www.maxproject.org.uk or by contacting the project team via email (maxproject@kent.ac.uk) or phone (01227 823963).

Concerns or Complaints about the MAX Project

Issues or complaints about the MAX project can be directed to Ms Nicole Palmer, Research Ethics and Governance Officer, Research Services, Registry, University of Kent, Canterbury, CT2 7NZ.

Tel: 01227 824797; Email: N.R.Palmer@kent.ac.uk.

About QORU

The Policy Research Unit in Quality and Outcomes for person-centred care (QORU) is a collaboration involving researchers in health and social care from the Universities of Kent, Oxford and the London School of Economics and Political Science (LSE) funded by the Department of Health. Please visit www.qoru.ac.uk to find out more.

Disclaimer

This is research commissioned and funded by the Policy Research Programme in the Department of Health. The views expressed are not necessarily those of the Department.