

Privacy Notice

Information about how the Changing Futures Trauma-Informed Evaluation processes data

Background

Changing Futures (CF) is an ambitious, innovative, funded multi-agency community partnership in Bristol to improve wellbeing, multi-agency support and mental health in underserved populations, tackling health inequalities. CF will work with people who face multiple disadvantage such as homelessness, mental health problems, substance issues, domestic abuse and/or have been in the criminal justice system.

Changing Futures aims to improve mental health and wellbeing for people who face multiple disadvantage, working collaboratively with practitioners and lived experience representatives to instigate system changes to provide more trauma-informed approaches (TIA) through multiple services. Specifically, our aims are to:

- a. Explore how organisations can support people who've experienced multiple disadvantage through different trauma-informed and co-production approaches
- b. Identify the barriers to trauma-informed approaches, and strategies to tackle these
- c. Co-produce the evaluation with practitioners, stakeholders and lived experience representatives
- d. Evaluate effectiveness of implementation in terms of client outcomes, whether organisations are adopting more trauma-informed and co-production approaches, and staff well-being
- e. Share learning about how to embed trauma-informed approaches across different services and systems

To answer these questions, we will examine how Changing Futures carries out its work and outcomes for both clients and staff. We will use routinely collected national evaluation data to look at the impact of the programme on clients. We will contact staff of CF and other related organisations to ask about trauma-informed approaches, co-production, and their wellbeing. We will also interview lived experience representatives and staff and invite clients to take part in a focus group about outcome measures. We will also observe some meetings to understand key processes within the Changing Futures programme and how these make a difference to working systems. By doing this we will find out what helps, or hinders, the embedding of trauma-informed approaches within organisational systems to better support people with multiple disadvantage. Using this research, we will make recommendations to policy makers and commissioners on whether and how Changing Futures has supported systems changes and is beneficial for its clients and staff, and if it is, recommend the best way to further implement it. By engaging with a wide range of people, including clients, lived experience representatives, staff, and staff outside of CF itself, we will generate reliable and generalisable results.

What datasets will we process for the study?

The quantitative evaluation will use the Changing Futures national evaluation dataset, which collects information on clients of Changing Futures at three-monthly intervals for the Department for Levelling Up, Housing, and Communities (DLUHC). The survey collects a variety of outcome measures, and collates questions from a variety of existing sources, including the Rough Sleeping Questionnaire, The Next Steps Evaluation Questionnaire, The 'Recovering Quality of Life Scale' (ReQoL-10), Groundswell – Out of Pain Research, and the

Crime Survey of England and Wales. All measures are self-reported by clients in sessions with a Changing Futures staff member, and uses a combination of multiple-choice items, scales, and free text.

We will also be conducting a survey at two time points with staff and volunteers employed by Changing Futures (CF), the six CF partner organisations (Second Step, St Mungo's, One25, Next Link, Growing Futures, Barnardo's) and related organisations including Bristol City Council. This will help us understand how organisations are moving toward becoming more trauma-informed, as well as measures of co-production, lived experience, equality, diversity and inclusion and staff well-being.

Our qualitative evaluation will include:

- Interviews will be conducted face to face, over the phone, or over Zoom/MS Teams with lived experience representatives recruited through Independent Futures (part of Changing Futures and Second Step).
- Interviews will be conducted face to face, over the phone, or over Zoom/MS Teams with staff who have been involved with the Changing Futures programme and its associated work.
- Observations will be take place at selected Changing Futures meetings and other meetings where Changing Futures staff or lived experience representatives are present, where Changing Futures aims, strategies and workstreams are being discussed.
- As the study progresses we may also invite clients of Changing Futures to take part in a focus group about what matters to them in relation to outcome measures, recruiting these with the support of Changing Futures staff.

What personal information will we be processing?

For the study, we will use personal data including age, ethnicity, adverse life experiences, and multiple disadvantage. We will also be processing data related to health and wellbeing for both staff and clients.

The qualitative evaluation will collect personal data from lived experience representatives, clients and staff, which will include personal details (name, contact details) to enable us to contact and invite them to participate in interviews, focus group discussions and observations. Interviews will ask for people's gender, age range, and ethnicity, alongside their professional background.

How will the data be processed?

The client will complete the survey with their CF service co-ordinator, who enters the information directly into a computerised system (DELTA) managed by DLUHC. The DELTA system gives each client a pseudonymised Project ID number and no name is recorded. The anonymised data are then provided back to Changing Futures Bristol. Further checks will be conducted by CF Bristol to ensure there is no personal information in the data, prior to provision to the study team. The data will be securely transferred to the University of Bristol, using a secure file transfer protocol.

For the staff survey, staff will be invited to participate with a link to the survey via email. The survey will be hosted by the University of Bristol's secure, GDPR-compliant survey system, REDCap, including the consent process. Consent forms will be kept separately to survey information provided, on secure encrypted storage spaces.

These datasets will be kept on an encrypted SafeHaven storage space in the University of Bristol, and no contact information will be stored with this information. It will only be accessed by members of the study team.

Interviews and focus groups will be recorded on an encrypted digital audio recorder and uploaded to a secure server as soon as possible. Audio files will be deleted from the audio-recorder once transferred to the University of Bristol drive, and securely uploaded for transcription to the UoB approved transcription company. An anonymised identification code will be assigned to all participants and this is the only way to identify which transcript is attributable to which individual. Audio files will be stored in a secure folder and sent to a university approved transcriber via a secure upload facility. A confidentiality agreement will be signed prior to this work commencing. Transcripts are downloaded from the same secure file transfer facility. Researchers will anonymise transcripts prior to analysis. The link to the participant's identity will be contained in electronic format and stored in a separate dedicated project folder. Observation notes will be written up directly onto the secure project folder, anonymisation will be completed, and any original handwritten notes disposed of in confidential waste. Interviews and focus groups will be transcribed, anonymised, checked for accuracy and imported into NVivo qualitative data management software. Consented observations notes will be typed up anonymously and analysed in the same way. Contact details will be kept in a separate secure University of Bristol folder and password protected.

Where quotes are used in the write up of research, these will be fully anonymised and sufficient contextual detail changed to protect the anonymity of participants. Where it is necessary to store hard copy data (e.g. individual contact details), these will be kept in a locked filing cabinet only accessible to the researchers carrying out the interviews.

Digital data collected will be stored on secure University of Bristol password protected computers. Data in written form will be stored in locked filing cabinets in secure University of Bristol offices. Data will be encrypted in accordance with the University of Bristol Information Security Policies whenever it is transmitted electronically.

What is the purpose of data processing?

We are processing data to address the research questions on the effectiveness of the Changing Futures programme. The research aims being addressed in this study are:

1. To explore how organisations can support people who've experienced multiple disadvantage through different trauma-informed and co-production approaches. To understand how interventions are mediated by different settings and contexts.
2. To analyse the impacts of implementing trauma-informed and co-production approaches on clients' experiences and outcomes, lived experience representatives, staff, their organisations, and wider service systems
3. To analyse what the barriers are to trauma-informed and co-production approaches across different services and explore how can these be overcome
4. To understand how to best support lived experience representatives and how involvement impacts them and the services they are involved in
5. To assess what skills and resources are needed to embed trauma-informed and co-production approaches across different services
6. To understand how trauma-informed interventions can be linked across services, including wider system partners

What is the legal basis for processing the data?

All research data will be handled according to the principles of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We are processing the data for a public interest task, with the lawful legal basis defined in Article 6 (1) (e) of GDPR. We are also processing data on health and multiple disadvantage,

which are classed as sensitive data, under the additional legal basis provided by Article 9 (2) of the GDPR. This underpins processing as necessary for reasons of public interest in public health, and for archiving, research and statistical purposes.

How do we keep the data safe?

The Chief Investigator and the research team will preserve the confidentiality of participants in accordance with the Data Protection Act 2018. All data will be de-identified and stored in a secure and encrypted SafeHaven folder located in the University of Bristol, and appropriately backed up.

How long will we store the data for the purpose of the study?

In accordance with the University of Bristol's 'Guidance on the Retention of Research Records and Data For studies involving human participants, their tissue and/or human data', the de-identified data will be retained for ten years. It will then be destroyed in accordance with the University of Bristol's Records Management and Retention Policy (IGP-03, <https://www.bristol.ac.uk/media-library/sites/secretary/documents/information-governance/records-management-and-retention-policy.pdf>).

What are your rights?

The data is held solely for research purposes. As an individual you have a right to be informed about the study, its use of the data, and how long we will hold the data for. You have a right to dissent the use of your data in the study.

The study will comply with the national data opt-out. You can inform CF, the data protection officer at Second Step (the organisation responsible for holding Second Step) Connecting Care (Bristol, North Somerset and South Gloucestershire), SIDeR (Somerset), or NHS Digital if you do not wish for your data to be used in the evaluation. CF will be responsible for the removal of personal identifiers and generation of participant ID numbers, after the data are received from DLUHC.

You can request for your data to be erased at any point during the study through the National Data Opt-Out. This instructs NHS Digital not to include your data for research or planning purposes. You can do this by:

- (i) Clicking on this link: [How to manage your choice online - Choose if data from your health records is shared for research and planning \(service.nhs.uk\)](#)
- (ii) phone: 0300 303 5678
- (iii) email: enquiries@nhsdigital.nhs.uk

You can find more information about the National Data Opt-Out here: [National data opt-out - NHS Digital](#)

Study Contact Information

If you are concerned about how the study might process any of your personal data, please contact the Principal Investigator and Information Guardian for the study:

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Phone: 0117 342 7279

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NIHR ARC West
Whitefriars, Lewins Mead, Bristol, BS1 2NT
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Phone : 0117 342 7281

You may also contact the University of Bristol Data Protection Officer:

Henry Stuart
Information Governance Manager & Data Protection Officer
University Secretary's Office
University of Bristol
Email: henry.stuart@bristol.ac.uk
Phone: 0117 455 6325

The University of Bristol has information on individual rights and privacy at the following link:
<http://www.bristol.ac.uk/secretary/data-protection/policy/research-participant-fair-processing-notice/>