

# **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 how 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 Joint Work and Health Directorate (JWHD), 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 Bryson Purdon Social Research (BPSR) and York Health Economics Consortium (YHEC).

### ***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, so that we can contact you with more detail about the project. 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. They will use your contact details to send you an introductory letter or email (depending on the contact details available) 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 can expect to receive this communication in 2-4 weeks, then it will be at least another two weeks before you are invited to complete a survey. If you consent to your contact details being shared, you can still withdraw from the research at any subsequent point.

### ***Q. What is the evaluation?***

IFF Research will be inviting people that have received free NHS therapy services to find out more about their experiences via a survey (online and telephone options available). 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 via telephone, you can choose to take part when called, or arrange a convenient time for them to call back and do the survey with you. The survey will

take around 30 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.

There are three time points we would like to survey individuals at: around 2-3 months from when you entered the Talking Therapies service, around 5-6 months from entry, and around a year after entry. You will receive a £10 voucher for each time point survey completed (so, up to £30 in total), as a thank you for taking part.

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/email from IFF Research with more information about what is involved.

***Q. What is the introductory letter/email about?***

A. The introductory letter/email gives more details about the research and what taking part will involve. When you receive the communication, if you don't want to take part in the evaluation, you can 'opt out' by calling or emailing the evaluation team (details will be provided). The communication 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 communication, but opting out prior to the specified date will ensure that you are not called by IFF Research. The communication will also contain a weblink, should you wish to complete the survey online. You can complete this as soon as you receive the communication, if you wish. 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/email, IFF Research will either contact you via email and/or 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/email). Even if you do decide to take part, and start the survey, 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. At the end of each survey, we will check if you are happy to be contacted again (for the next stage).

***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 introductory communication 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.

The evaluation is due to conclude in August 2025. Personal information will be retained for up to 12 months after the end of the evaluation; anonymised survey datasets will be retained for 7 years after the end of the evaluation, 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](mailto: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 the IFF Research team via email [TalkingTherapies@iffresearch.com](mailto: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 the IFF Research team by emailing [TalkingTherapies@iffresearch.com](mailto:TalkingTherapies@iffresearch.com).