

Supporting Families Systemic Practice Pilot Study **Information for parents/carers and children**



This leaflet tells you what information we would like to collect from you as part of a research study called *the Supporting Families Systemic Practice Pilot Study*.

- **Coram** is a charity that wants to make life better for children, young people and their families.
- We are leading some research for the Department of Education **about a way of helping families**, called Systemic Practice. As part of Systemic Practice, keyworkers who help families like yours have been given some training and support to change the way they work.
- We want to find out if this new way of working has made a difference to you and your family.

To do this, we need to find out some information about you and your family, and what you think.

We are asking both parents/carers and children/young people themselves to consent to children/young people taking part in the research. **If either the parent/carer or child does not want to take part, they will not take part.**

Please read this data privacy notice **carefully**. It provides important information about your rights and how we handle your personal information. It should be read with the consent information provided as part of the online survey.

How we collect information about you

If you decide to take part in the research, we will collect information about you (also called “**personal data**”) in two ways:

1. By asking you to complete a questionnaire that will be given to you by your keyworker. This is also known as “direct data collection” because it involves you directly giving us information. The questionnaire will cover:



- What are your goals?
- How you feel about family relationships?
- How you feel about your keyworker?

Your keyworker will ask you to complete the questionnaire at least three times, when you:

- Start working with your keyworker
- Are working with your keyworker, possibly at review meetings
- Stop working with your keyworker

Within the questionnaire you will be asked if you are happy for answers from you and your child(ren) to be used in the pilot. You do not have to fill in the questionnaire, although we hope that you will as it will help our research study. If you do not fill in the questionnaire, this will not in any way effect the support that you are given from your keyworker or local council.

2. By asking your local council for some information about you and your family that we will link your questionnaire answers to (we will ask your permission before we do this). This is also known as “indirect data collection” and it will be data that could identify who you are (known as personal data). We will ask the local council about:



- Parent/carer and children’s date of birth, gender, ethnicity, disability status and whether English is an additional language. As well as parent/carer work status and whether you are eligible for free school meals.
- And your work with your keyworker, including the date you started to work with your keyworker, whether you were re-referred, your family need when you started to work with your keyworker, the outcomes of the work with your practitioner and your social care status.

With your permission, we will link information from your questionnaires to the information from your council by sending information from your questionnaires to your council. **We at Coram will only use your information for our research study.**

What will we do with your information?



We will use the information from your questionnaires and from your council, along with information from lots of other families, to understand how the pilot has had an impacts. We will write a report about what we find, and publish it for the Government. The Government will use this report to support families in the future.

You will not be named and your identity will be protected in all published reports about the study.

Sharing your information and keeping it safe



Your personal information will not be shared with anyone outside of the team at Coram.

There may be situations where we have to share information about you because the law requires us to. This will only happen if we believe you or someone you mention is **at risk of harm** (for example, they were going to be attacked). We will only ever share the information that is necessary and we will contact you about it before we do.

We make sure we keep all personal information stored **securely** in a safe place. Usually this means we keep information on a secure computer, in a password protected folder that only members of the team at Coram. We will only hold onto your information for as long as we need it for the research, and then we will delete it so no one else can look at it.

We plan to publish the final report in Spring 2026. We will therefore keep the information we collect about you for **2 years after** the report is published. Then we will securely destroy this information.

Your rights:

Because we are holding on to some of your and your families’ personal information, you have the right to:



- Ask for a copy of the information we have about you,
- Ask to make personal information correct if it is wrong,
- Ask us to stop using your personal information at any time. If you do not want your information included in the final report you will have to let us know by January 2026.

The lawful bases for processing your data

We will process your data for the purposes of this research study under these lawful bases:

- **Personal data** will be processed under the basis of **Public Task** under UK General Data Protection Regulation Article 6.1(e).
- **Special category personal data** being processed for research purposes is under GDPR Article 9.2(j) and DPA18 Schedule 1 Part 1.4(a), (b)&(c) for special category data including data considered to be a protected characteristic under the UK Equality Act 2010.

You can also see the Department for Education's Personal information charter by visiting <https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter>. For this research, Coram and your local council is acting as the data controller.

Any questions or want to talk?

If you want to get in touch with us, use the information below:

Name of the project:	Supporting Families Systemic Practice Model Pilot Study
Organisation:	Coram
Address:	41 Brunswick Square, London, WC1N 1AZ
Email:	research@coram.org.uk
Call or text:	07805 813 071

Coram's **Data Protection Officer** is Christine Kelly (Director of People & Compliance), you can contact her at dataprotection@coram.org.uk if you have any further questions or concerns.

How to complain

You can lodge a complaint with the Information Commissioner's Office:

Address:	Wycliffe House, Water Lane, Cheshire, SK9 5AF
Helpline phone number:	0303 123 1113
ICO website:	https://ico.org.uk/concerns

Changes to this privacy notice

We may update this notice (and any supplemental privacy notice), from time to time as shown in the footer. We will notify you of the changes where required by applicable law to do so.