

“How do we know if social work makes a difference?”



View from Belfast Castle

“Issues in evaluating complex interventions”

Sharing Outcomes from 5th Annual Social Work Research Conference

7st March 2018 Belfast Castle



Social Work and Social Care Research Conference: 7th March 2018

Presenters and delegates participating at the event on 7th March 2018



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Context and Programme

This resource has been produced based on the outcomes from the 5th Annual Social Work and Social Care Research Conference hosted on 7th March 2018 at Belfast Castle. The event was entitled:

**“How do we know if social work makes a difference?
Issues in evaluating complex interventions”**

Hosted by the Health and Social Care Board (HSCB) with support from the Research and Development Division of the Public Health Agency, (HSC R&D Division) the conference is now well and truly recognised as an important event in the social work calendar. Attendance by over 130 delegates and speakers drawn from management, practice, academia (tutors and students) research and service users and carers demonstrates the ever increasing and diverse interest in research and evidence in social work. In response to the call for abstracts the event also highlighted the willingness of local researchers and social work practitioners to contribute to that evidence base by presenting, orally and in poster format, the outcomes of work undertaken in their own areas of practice.

Delegates had the privilege of listening to informative and thoughtful keynote inputs from David Westlake (Tilda Goldberg Centre for Social Work and Social Care, University of Bedfordshire), Cheryl Lamont (Probation Board Northern Ireland), Berni Kelly (Queen’s University) and Darren Smith (Peer Researcher). All of these presenters discussed approaches that they had tried and tested in attempts to unravel the complexities associated with measuring complex social work interventions and suggested some ways forward.

In keeping with the theme of the event of complexity of predicting and measuring outcomes delegates were left somewhat spell bound by an energetic and intriguing performance by Joel who provided an entertaining and energetic after lunch performance. Using a diverse range of audience participation Joel used his performance skills to creatively mix the arts and the sciences, and challenged us all to consider how to “predict the unpredictable”.

With perceptions from delegates reiterating views on the success of conference and enquiries about the date of the next one we remain convinced of the value of such events and their contribution to the development of a research active culture that incrementally will help build the body of robust research evident and knowledge relevant to Northern Ireland and indeed wider.

This **Outcomes Report** provides a succinct summary of the event.

All the keynote speakers and workshop PowerPoint presentations are available the HSCB's Website under Conference Events – Reports.

<http://www.hscboard.hscni.net/our-work/social-care-and-children/swresearch>

The Outcome Reports from previous conferences are also available on this web page with other information and details relevant to the Social Work Research and Continuous Improvement Strategy 2015-20120.

Check out some details from the conference on twitter
[#SWmakesadifference](#)

	Programme	
9.00	Registration and coffee	
9.30	Welcome & Opening Remarks	Cecil Worthington (Acting) Director of Social Care and Children Health and Social Care Board
9.45	What we know from Research on Effectiveness in Social Work Practice	David Westlake Senior Research Fellow, Tilda Goldberg Centre for Social Work and Social Care University of Bedfordshire
10.45	Tea and coffee	
11.00	Parallel Oral Presentations Breakout sessions	
12.20	Enhanced combination orders: an alternative to custody based on social work principles	Cheryl Lamont Chief Executive Probation Board NI
13.00	Lunch Poster viewing	
1.30	Predicting the Unpredictable	Joel and Campbell Killick , Research Officer South Eastern HSC Trust
2.10	Parallel Oral Presentations Breakout sessions	
3.20	Tea and coffee	
3.40	I haven't read it, I have lived it: the YOLO study's experience of peer research with care leavers	Dr Berni Kelly , Senior Lecturer Queen's University Belfast and Darren Smith , Peer Researcher
4.10	Social Work and Research and Evidence in Northern Ireland	Jackie McIlroy Deputy Chief Social Work Officer, Department of Health
4.20	Close & Evaluation	Anne McGlade Social Care Lead Health and Social Care Board

Key messages from key note address - presentations

Cecil Worthington

As Acting Director of Social Care and Children's in the Health and Social Care Board Cecil in his opening address acknowledged the longstanding commitment, enthusiasm and energy of Fionnuala McAndrew, Director of Social Care who was instrumental in getting research and evidence to the forefront of social work. Recalling the date five years ago in 2014 when Fionnuala welcomed delegates to the first conference he acknowledged how far we have come in our thinking. From dipping our toes in the water at earlier events with themes such as *Building Partnerships* and *Bridging the Gap* to today's more challenging programme exploring research and methodological issues of how to measure complex interventions.

Our initial belief in the 'importance of such events and the interest in our journey' he argued was reciprocated by managers, practitioners, academia, students and service users and carers and reflected in the large number and diverse range of delegates in attendance.

Referring to the title of the key note address by David Westlake on the importance of the whole organisational system for culture change, Cecil acknowledged the role and leadership for social work shown by the Department of Health. He noted, in particular, the relatively unique and fortunate position that we here in Northern Ireland are with two strategic drivers: *Social Work Strategy - Improving and Safeguarding Wellbeing and the Social Work Research and Continuous Improvement Strategy*. These living documents, he argued, are our commitment for seeking ways to demonstrate what difference we are making to the lives of adults, children and families and

is it effective?

Whilst acknowledging that measurement is not all about randomised control trials or other experimental research but that it also requires robust qualitative approaches Cecil nevertheless also expressed delight that we in social work are embracing some of the more complex research methodologies. These are necessary to evaluate what we are doing and how well are we doing it and very importantly the extent that people who use our services are any better off.

In welcoming all the keynote speakers, oral presenters and those who presented posters and chairs of sessions Cecil commented that 'the joy of events like today is that they offer a platform for dialogue and discussion'. He continued 'thank you therefore to all those participants here today who are willing to present their research, evidence and service improvement initiatives. We are delighted that you are with us to shed light on both the research and practice issues that you have encountered including the things that went well and equally importantly, from a learning perspective, the things that went wrong or didn't go as well as intended. Understanding that, and why it is the case, is also key to measuring what we do'.

Finally in formally opening the event he wished delegates well for an exciting productive day where w he warned 'we may still need to be prepared to be amazed'.

David Westlake

The social work profession is often asked to demonstrate that the service delivered to adults, children and families is effective. Yet the nuance and complexity of the real work can make generating this evidence challenging.



This was the focus of the presentation by David Westlake, Senior Research Fellow, Tilda Goldberg Centre for Social Work and Social Care University of Bedfordshire. In an insightful presentation David drew on his vast array of knowledge and experience of undertaking research and utilised the emerging evidence to explore what we know about the impact and effectiveness of social work practice, and what we are yet to understand.

In considering important questions around what constitutes 'good' practice and how it can be measured David suggested that all managers and practitioners, not just researchers need to use the insights from research and evidence to think more clearly about how services help and support people. Using a number of recognised interventions including Family Group Therapy, Multi-Systemic Therapy and Family Nurse Therapy he considered the complexities surrounding the use of evidence on effectiveness which is often conflicting and contradictory.

Given that a social work intervention, like others in public policy, is often described as a 'complex intervention' conventionally described by the Medical Research Council we as 'an intervention with several interacting components' we in social work need to embrace the complex nature of our work design studies that take account of this complexity. How can we explore this level of complexity in a more nuanced way? David did not purport to have all the answers but his presentation threw up plenty of questions for thought.

Drawing on a Realist Evaluation Theory is helpful for understanding complex interventions and the evidence about them. In particular what works *for whom* in what *circumstances* and in what *respects*, and *why*". Some pointers:

- Nothing simply 'works' for everyone everywhere;
- A realist lens tells us more about how, when and why; and,

- You might find for example that an intervention was implemented in a different way; more effective with some groups rather than others; better in one location than another had intended and unintended consequences; had impacts that may be sustained or may taper off over time.

This, David suggested, was important information for planning and delivering services. We need to consider how 'realist insights' can be applied to social work?

David also argued that practice is created not only by individual practitioners but by the organisations and wider systems they exist within. Drawing on his own research studies in England he suggested that we need to better understand practice in the context of the organisations where it is created.



Cheryl Lamont

Enhanced Combination Orders: an effective alternative to custody based on social work principles was the title of a presentation by Cheryl Lamont, Chief Executive of Probation Board Northern Ireland.



Cheryl explained to the delegates that in 2015 the Probation Board for Northern Ireland piloted an intensive community sentence called 'The Enhanced Combination Order' (ECO) as an alternative to short prison sentences of 12 months or less.

This she described as 'a demanding community sentence which requires offenders to complete unpaid work, participate in victim focused work, undergo assessment and participate in programmes'. One hundred and thirty six (136) people, primarily male participated, and of this group it was estimated that there was a 95% likelihood of reoffending.

For the purposes of the research conference the presentation focused on the detailed evaluation that was undertaken using both quantitative and qualitative methodologies.

Quantitative outcomes revealed that there was a 40% reduction in the re-offending rate for those who completed the order. The evaluation also found that the number of prison sentences of 12 months or less awarded by courts involved in the ECO pilot decreased by 10.5% suggesting that Enhanced Combination Orders was impacting on prison numbers.

Qualitative outcomes focused on:

- Offending Focussed Work;
- Accredited Programmes;
- Psychological Assessment;
- Community Service;
- Victim Focus; and,
- Support for Parenting and Family.

The overriding messages that Cheryl left delegates with is that in evaluation studies there are 'no silver bullets'. The social work profession needs to rise to the challenge and continue to innovate and take opportunities to collaborate across our various organisations. We need to continue to improve our services using robust approaches and also be in a position to tell the public about our successes. Together it is important to continue to build the momentum of social work.

- **Berni Kelly and Darren Smith**

In this joint presentation Bernie Kelly, Senior Lecturer in Social Work at Queen's University provided some details on an back ground and the findings

You Only Leave Once - YOLO study which aimed to investigate transitions and outcomes for care leavers with mental health issues and - or intellectual disabilities in Northern Ireland.

The study had a mixed method design involving a profiling survey of the population of care leavers in Northern Ireland who had a mental health and - or intellectual disability (n=314), followed by case studies of 31 of these care leavers to further explore their experiences of leaving care and transitioning from child to adult services.

All the study reports are available on Public Health Agency website:

<http://www.research.hscni.net/bamford-implementation-commissioned-call-portfolio>



The focus of the presentation at the conference was very much on the YOLO study's experience of peer research with care leavers. This was delivered very effectively by Darren Smith one of the peer researchers who carried out the case studies aimed at getting the direct response from carer leavers themselves.

Described by Darren as 'a different way of working' peer researchers were involved at every stage of the research designing questions, data collection and analysis. They were supported by VOYPIC, (Voice of Young People in Care) Mencap and Praxis Care from the start. The process was based on structured recruitment, selection and training processes and was very much based on a reflexive approach that allowed co-production to grow and develop.

Feedback from a peer researcher summed up the experience.

'They [academics] treated us like we were staff on the same level... right from the start that makes such a difference... They didn't treat us any differently because we have care experience... It is nice to feel valued... that you are important to the project'.

Darren described how the peer research method was beneficial for participants, for peer researchers, academics and the partner organisations involved.

In summing up he suggested a few key ingredients for conducting successful peer research.

- Planning, coordination and practical support
- A structured recruitment process guided by an advisory group with clear role expectations
- Comprehensive training and ongoing informal debriefing and support
- Consideration of the care journey of the peer researcher and emotional demands of the role
- Collaboration with organisations experienced at participatory practice with care leavers

- Co-production - involving peer researchers in all stages of the study
- Preparing peer researchers for making sensitive endings and exploring new roles.
- Jackie McIlroy

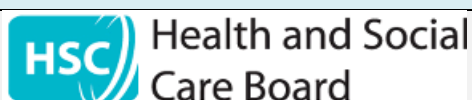
As Deputy Chief Social Work Officer, Jackie acknowledged her invitation to the event and reaffirmed her long term interest in the annual research event having attending all of the previous ones. She commented 'events like this conference today are so important. They remind us of the important work that is already being undertaken and equally of the importance of sharing the learning'.

Drawing on the keynote and all the oral presentations Jackie further commented on the impressive and diverse range of initiatives explored in the key note presentations and in the group discussions. Building a robust evidence base and sharing emerging information between and within our organisations and with service users remains an important goal'.

This goal is part of the strategic driver of Improving and Protecting Social Wellbeing: A Strategy for Social Work of which she said we in Northern Ireland 'have every reason to be proud'. The ethos behind this strategy is the need for, among a number of things, a strong, confident and vibrant social work profession that continues to promote social well-being. Likewise Jackie commented on the importance of the Social Work Research and Continuous Improvement Strategy. It and related activities are about helping to build trust and credibility in the social work profession and meeting needs of service users. This she said, 'is exactly what people who need to use our services deserve'.

Section 4

sharing learning -
outcomes resource



5th Annual Social Work and Social Care Research in Practice Conference

7th March 2018, 9.00am - 4.30pm

Belfast Castle, Antrim Road, Belfast BT15 5GR

Call for Oral Presentations and Poster Presentations

HSCB and HSC Research and Development Division are pleased to announce their call for Oral Presentations and Poster Presentations for their forthcoming conference

The theme of the Conference is:

How do we know if social work makes a difference? Issues in evaluating complex interventions

Professional in Practice (PiP) Accredited Event

Please complete this form and return in electronic format to
SWSCResearchConference2018@hscni.net ***on or before Wednesday 31st January 2018***

Guidelines for Presentation Abstracts

Using a maximum of 500 words, please give a clear indication of the focus and aim of your presentation. All abstracts should be relevant to the theme of the conference and be informative, concise and address the following for:

Research study	Systematic Reviews	Innovations and Practice Developments
Title	Title	Title
Background and Content	Aim of review	Background and context
Aim of Study	Context	Aim and objectives
Methodology	Search and review methodology	Outline main content
Analysis	Analysis	Processes used
Summary	Summary of findings	Evaluations and outcomes
Conclusions and implications	Conclusions and implications	Conclusions and implications

Peer review will take account of:

- Relevance to the conference title
- Originality and creativity of approach
- Perceived impact on social work practice and services
- Accuracy and presentation

Building on the success of previous years the *Call for Abstracts* attracted a diverse range of submissions. Nineteen submissions inclusive of submissions from academics, researchers and social work practitioners were selected following a peer review process and scrutiny of their application.

This approach provided a platform for the sharing of outcomes from local research, systematic narrative reviews of evidence; evaluation, and audit and service improvement activity. This approach continues to facilitate a healthy engagement between experienced researchers, practitioners and academics to disseminate their work and raise the profile of local research amongst a wider audience. Such an approach also provides opportunities for the cross fertilisation of ideas on design and approaches across service areas. Delegates got the opportunity of engaging in two separate groups with presenters presenting their research twice.

Oral Presentations

Carole Kirk Includes Poster	Northern HSC Trust AM Only	Restorative Approaches with Families in Elder Abuse Cases	1
Paula McFadden	Ulster University	The Wellbeing Exchange from Volunteering	1
Patricia Nichol Anne Marie Bagnall	HSCB and Education Authority	Raising the Education Outcomes of Looked After Children, Early Intervention Transformation Programme	1
Elizabeth Craig	Northern HSC Trust	Mental Health Issues Facing Women who Offend and in Conflict with the Criminal Justice System in NI	1
Brian Taylor	Ulster University PM only	Dementia Study	1
Emma O'Neill Includes Poster	Action for Children	Think Family Social Worker	1
Paul McCafferty	Queen's University Belfast	What knowledge base social workers use to inform their decisions regarding permanency decisions of LAC	2
Una Lernihan & Cathy Meehan	Health & Social Care Board	Home on Time Trial (foster carers) securing early permanency	2
Franz Kavanagh Includes Poster	South Eastern HSC Trust	Ageing out of foster care, the support and experience of young people	2
Helen Dunn Lorna Montgomery Catherine Cooke	Health and Social Care Board	Building Better Futures: an evaluation	2

Adrian Graham Includes Poster	South Eastern HSC Trust	Developing team resilience as a strategy to prevent burnout and compassion fatigue in statutory residential care	2
Mary Donaghy Includes Poster	Health & Social Care Board	Think Family Social Work Assessment Pilot	3
Jenni Rice Includes Poster	South Eastern HSC Trust	Female care leavers experience of the staff child relationship while living in an intensive support home in Northern Ireland	3
Lorna Montgomery Deborah Hanlon Christine Armstrong	Queen's University Belfast	10,000 voices service user experiences in safeguarding	3
Simon Darby Includes Poster	CLIC Sargent and Belfast HSC Trust	Fitness4Survivors:	3

Sessions were chaired by Marian O Rourke (NISCC), Brian Taylor (Ulster University), Ray Elder (South Eastern Trust), Geraldine Patterson (Southern HSC Trust), Kathryn Carmichael (Northern HSC Trust) and John Sheldon (NIGALA)

Poster Presentations

Jane Hinds	South Eastern HSC Trust	What is effective in reducing ante-natal maternal stress
Caroline McGonigle	Northern HSC Trust	Effectiveness of professional regulation in social care
Suzanne Cunningham	Regulation and Quality Improvement Authority	The use of standards in the regulation of adult health and social care establishments
Liz Tanner	Southern HSC Trust	Staff experiences and perceptions of assessing individuals with a dual sensory loss and learning disability

This activity reflects Priority 4 within the Social Work Research and Continuous Improvement Strategy which is:

- To increase the engagement, partnership and visibility of social workers in partnership with other professionals in research, evaluation audit activities.*

We hope to achieve by this:

- Organisations will build the capacity of staff for greater dissemination of research locally (including within organisations), nationally and internationally using a range of innovative technologies.*

Conclusion

Speaking at the close of an exuberant and energetic day which included a full and varied programme Anne McGlade Social Care Lead (HSCB) paid tribute to all of those who had made it a useful and engaging event including delegates who engaged in various discussions and activities throughout the day. The title of the conference was ambitious but when advocating for the role and contribution of social work in society it is imperative that that we draw on well conducted research evidence that attempts to better measure what we are doing.

She thanked key note speakers; those who presented in small group sessions or presented poster presentations; session chairs and those who participated on the assessment panel, Paul Webb (Praxis) Laura Collins (Service User and Carer) and Campbell Killick (South Eastern HSC Trust) to review abstracts. She acknowledged the invaluable administrative support from colleagues in the HSCB, namely Maura Campbell, Louise McLaughlin and Bronagh Doherty and especially for their meticulous and unfailing support throughout.

Feedback from delegates reflected and repeated very positive views about the conference. These are recorded in Section 6 of this report.

Some additional photographs of delegates and oral and poster presenters



Reflections

The 2018 event was planned taking account of feedback from delegates who attended the previous year who suggested that they would welcome the opportunity to hear about, and engage in discussion, with a wider repertoire of research and initiatives that are going on locally. Providing opportunities for presenters to present twice facilitated this request.

Comments on the day's event included for example:

It was a great conference overall – a really good event.

There was a high quality of contributions and presentations from passionate speakers.

Keynote address on effectiveness, and evaluation was very thought provoking and informative. Use of "realistic lens" to be implemented in getting appropriate outcomes and measures.

All the parallel oral presenters were extremely informative.

Helpful discussion on robust evaluation and outcomes and a refreshing look at demystifying and weighing up success and determining value of information

Fascinating plenary presentation on understanding the challenges for practitioners and researchers in deliberating on success on outcomes

The presenters were extremely knowledgeable and committed to their fields and were passionate about their research. They want to make positive and sustained differences to lives through this, whilst enhancing effective and accountable practice.

The peer researcher's presentation was excellent and great to hear of this in action. Fantastic presentation providing experimental knowledge to help inform, recruit and train young people. We see once again the value of service users and carers as audience participants and also in the presentations.

Can we hear more from peer researchers in future conferences?

Pace of conference was 'spot on' with a great blend of a wide range of research demonstrating how social work makes a difference. Great concepts and ideas to transfer into training and practice.

Excellent array of research being undertaken with presenters reflecting on the diverse range of social work practice in Northern Ireland.

The wealth of research discussed was vast and relevant to practice, values and ongoing teaching and training. As a student social worker I felt privileged to be present. It was important to see how this is manifested in practice

Enjoyed the 'light' interlude by Joel in attempting to predicting the unpredictable

More dedicated time for the poster presentations would be helpful

Today's event illustrated that the heart of social work is still in practice and visible.

Today has undoubtedly restored and revitalised my belief that make a difference in the lives of many people.

Fantastic event and venue

Some additional comments in relation to the wider research and evidence agenda.

I have been really inspired, hearing about research that is happening and how outcomes can and are making a difference to practice. I think because I'm here I know research can inform social workers about what can make a difference, but the social workers and social care staff who are not here need to know that too.

How do we as practitioners persuade our colleagues to access research and use evidence in their practice?

I was very interested in the research around how social workers make decisions. Often it is a fear of getting it wrong and I think more focus is required on the organisational culture and support for front line staff.

Although there is a drive to improve service change for practice, this cannot be done without research and evidence at its heart. I did hear some social work professionals saying that their staff did not have time to be involved in research. Time needs to be given, to allow practitioners to get involved. It is each person's responsibility to engage in research activities, to learn the fundamental research methods in order to affect the desire to change.

Welcomed the input of practitioners but more practitioners and students should attend in order to open up further the world of research in social work. This may help promote the benefit of reading and using research in practice or create a motivation to study research.

Section 7	sharing learning - outcomes resource
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Access to presentations and resources

Paper copies can also be provided on request. Contact

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Tel 0298 95363017

Pre fix prefix with 18001 if using Text Relay

anne.mcglade@hscni.net

All presentations from the day's event are available the HSCB Website under:

Conference Event Reports

5th Annual Social Work and Social Care Research in Practice Conference

<http://www.hscboard.hscni.net/our-work/social-care-and-children/swresearch>

Plenary Presentations	http://www.hscboard.hscni.net/download/PUBLICATIONS/SOCIAL%20WORK%20RESEARCH%20AND%20CONTINUOUS%20IMPROVEMENT/conferences/march_2018/Plenary-Presentations-.pdf
Group 1 Chichester Room	http://www.hscboard.hscni.net/download/PUBLICATIONS/SOCIAL%20WORK%20RESEARCH%20AND%20CONTINUOUS%20IMPROVEMENT/conferences/march_2018/Oral-Presentations-Room-1-CHICHESTER.pdf
Group 2 Donegal Room	http://www.hscboard.hscni.net/download/PUBLICATIONS/SOCIAL%20WORK%20RESEARCH%20AND%20CONTINUOUS%20IMPROVEMENT/conferences/march_2018/Oral-Presentations-Room-2-DONEGALL.pdf
Group 3 Deerpark Room	http://www.hscboard.hscni.net/download/PUBLICATIONS/SOCIAL%20WORK%20RESEARCH%20AND%20CONTINUOUS%20IMPROVEMENT/conferences/march_2018/Oral-Presentations-Room-3-DEERPARK.pdf

Some Useful Links	
Initial support from Executive Directors of Social Work	<p>Check out the website : http://www.hscboard.hscni.net/swresearch/</p> <p>Completed applications to be sent to following email address swevidproposal @hscni.net</p>
HSC Knowledge Exchange Network	<p>Check out the website : www.knowledgeexchange.hscni.net</p>
HONNI (Health on the Net Northern Ireland)	<p>Check out the website: www.honni.qub.ac.uk</p>
Research Funding Website HSC Research and Development Division (R & D) Public Health Agency	<p>http://www.publichealth.hscni.net/directorate-public-health/hsc-research-and-development/funding-opportunities</p>

Social Care and Children's Directorate 12-22 Linenhall Street, Belfast, BT2 8BS	HSC R&D Office, Public Health Agency 12-22 Linenhall Street, Belfast, BT2 8BS
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April 2018

