**Individual interview schedule for parents engaging with family service interventions**

**Welcome**

Thank you for agreeing to take part – remind them about the purpose of the interview

Include how important it is that we can listen to the views of parents who have been in contact with services for children and families.

Remind them about informed consent/handling of their data and recording (consent information will be given in advance and forms will be signed in advance)

Do they have any questions?

**Icebreaker and getting to know them**

This might be around previous contact with them, use of technology or way they have been recruited…

* We made contact with you via [SERVICE] please can you tell me a bit more about your contact with them?
* Follow up to get more detail on their own situation – what happened?
* How did you first come into contact with [SERVICE]?
* Did you ask them to help or were you referred by someone?
* What other services have you had contact with as a family?

For example: health, such as doctors and health visitors / education, such as teachers and nursery workers / social workers and parenting skills courses / police

**INFORMATION**

What do you know about the sorts of records that are kept about you and your family by these services?

Do you know where that information is kept? What about who has access to the information about you and your family?

Do you have any ideas about how accurate the information on record about you and your family is? Have you been able to see it?

Do you know if information about you is shared with other agencies/services?

**JOINING TOGETHER**

* Administrative records about families are being joined together and used by Government departments and public services such as health, social work departments and the police to gain a more detailed picture about individual families like yours.

Are you surprised that this can happen to information about you?

**Probes if needed:** Do you think that there are any benefits for you and your family in having your records joined up? Do you have any particular worries about it?

* Services might also use your records and those of other families like yours to try to predict which families they think may need support in the future. This is so they can target support at those families now, even if they don’t have problems at the moment. Families may then be offered support even if they’ve never had contact with social workers.

Are you surprised that your information may be used in this way?

**Probes if needed:** Do you think there are any benefits for you or other families?

Do you have any particular worries about it? Do you think some families may be more worried if they knew about it than others [**probe** stereotyping]?

* Have you ever been asked whether information from different services about your family could be joined together?

**If no** – Do you think you should have been or are you not bothered? Why?

**If yes** – What did you think? Did you give your permission or not? Why?

**If can’t remember** – Do you think you should have been or are you not bothered? If you were asked would you give permission or not? Why?

**TRUST**

* In your experience of being in touch with a range of different services for families like [ADAPT TO PARTICIPANT’S OWN EXPERIENCE], do you feel more comfortable with some of them having access to information about you?

Why?

**Follow up:** Are there any services you would trust most and why? Who would you trust least and why?

* Some local councils ask private companies to develop and run the computer programmes they use to join up information and analyse it. This means that your information may get passed to private companies.

What do you think about this? Would you be comfortable with private companies doing this?

Do you know who runs the computer programmes for your local council? Do you think that you should have told?

Do you think it makes any difference who runs the computer programmes?

**OTHER RECORDS**

* How would you feel about your admin records being joined with other information about you, like credit records, supermarket shopping records, internet searches, location data, social media posts, CCTV footage and genetic information like fingerprints?

**Probes:** Why do you feel like that? Any differences in what’s acceptable or not acceptable.

**CLOSING DOWN**

* Finally, thinking about other families that you know who are also in contact with different local services, what would you say to them about their information being joined together and analysed?
* Is there anything you feel that we have not covered about joining up information from difference sources about families like yours? Any questions or any more you want to add?

**Close and thank you**

End with a big thank you 😊

Reminder about use of follow-up chat board/emails if they have any further thoughts after the interview.

Tell them when they can expect to receive vouchers for participation.

Remind them about the project website where we will post findings.