



CampaignKent cIC

Evidence & Impact Form Guidance

How to complete an EIF and get involved in Campaign Work

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Introduction

CampaignKent CIC continues to develop alliances and partnerships with other organisations in the homeless sector in Kent; once we engage with a service we offer to train staff and volunteers to identify social injustice and then to sensitively compile evidence and impact statements from services users when appropriate. All sensitive information is kept by the service provider and remains completely anonymous to **CampaignKent**; unless the service user is media willing.

In doing effective research and campaigns work, we give you the opportunity to move your services beyond being merely reactive, to being proactive forces for change in your communities. This not only helps to deal with specific problems, but raises the profile of the service so that we can have a greater influence on local and national policies. We will identify trends in evidence and work in partnership with services to campaign for change.

At **CampaignKent** we aim to amplify voices, influence government decisions and shape services in the homelessness sector, both locally and nationally, using evidence and impact statements of service users and providers. We hold a huge amount of insight and data about the problems service users, services and their wider communities face.

We are the voice for the unheard in the homeless community, which is part of our community and your community. In order to seek change we rely upon evidence and impact statements, these provide a real picture of what reality is, not only for service users, but for services too. We need you to be on board to make real effective changes in Kent, for the people you work with and the services you need to provide.

Please take a look at our website www.campaignkent.co.uk; you can find out exactly what we do, how we work with other services to ensure best practice and most importantly – how you can get involved. On one of the menu tabs you'll also see 'Evidence and Impact'. If you click on this tab you'll be brought to the Evidence and Impact Form.

This form provides complete anonymity for the service user, collects demographic information only, and gives you the opportunity to say what you think needs to change. These forms are put into a database and referenced by issue, that way we can identify countywide trends or local trends. We will then use the evidence and impact statements in order to influence decision makers.

With this in mind we thought it might be useful to provide a user guide and explain why each field is needed.

Please be assured that I would rather sift through a great number of forms than have you sit and wonder whether the issue is important enough to complete one. So if you're not sure, complete the form.

The more voices we have the louder we shout!

Evidence and Impact Form Guidance

Unique Client Identifier Code

This is a reference you should use to identify your client. As we do not collect identifiable information about clients we are unable to know who you are talking about, therefore, if you complete a form it's best practice to make a note of the identifier code you use. In order that we don't count a client twice the unique identifier code should be made up of the first 6 digits of the client's date of birth (DDMMYY) and the last four digits of the client's national insurance number. We may need to come back to you about the case study, especially if your client has expressed that they would be media willing.

Evidence and Impact Form

Please complete this when you identify social injustice

Your Client Reference *

A reference to identify your client to yourselves

Organisation Name, Name, Email and Phone

We collect the organisation name in order to identify trends, and to be able to report back to you on a monthly basis with regards to which forms have been produced and their links to other services.

We ask your name because you'll be the point of contact for the information provided, and we ask for your email address and phone contact details so that we're able to contact you about the information you provide.

Organisation Name *

Name *

Enter your name

Email *

Enter your email

Phone *

Enter your phone number

What is your client's gender?

We ask for your client's gender to ensure or demonstrate that our research sample is representative, and to contextualise the data.

Ethnic Group

We ask for your client's ethnic group in order to ascertain whether the issue is to do with immigration, language barriers or discrimination.

Age of client

Age is one of the most common demographic questions asked in research. How old a person is will often determine his/her knowledge and experience with the focus of the research. It will also flag up duty of care issues, e.g., a homeless person aged 65+ could be owed a duty of care by the local authority or a care leaver aged under 21 would be owed a duty of care by social services.

Is your client disabled?

We ask whether your client is disabled in order to identify duty of care and also discrimination.

Is your client a care leaver?

We ask whether your client is a care leaver in order to identify duty of care. It can also be used to identify whether care leavers are supported properly by social services.

Has your client been released from prison in the last three months?

We ask this question because our priority campaign is the #BreakTheCycle Campaign, details of which you can find here www.campaignkent.co.uk/campaigns

If 'Yes' please enter release date

We want to know when the client was released so that we can use data parameters to pull data for a particular period.

Is your client on probation?

We ask whether your client is on probation in order to ascertain what work is already being done by probation, and to work alongside probation for common ground issues.

Has your client been discharged from hospital in the last three months?

We ask this question as we are also campaigning against hospital discharge to street homelessness. We are constantly bringing this to the attention of our MPs and decision makers.

If 'Yes' please enter the discharge date

We want to know when the client was discharged so that we can use data parameters to pull data for a particular period.

Description of client

For example Male, 25-34, British, Homeless, in receipt of benefits

When describing your client please remember the Data Protection Act gives clients the right to see records containing information (known as sensitive personal data) about them. This applies to both written and computerised records, so do not record assumptions or disparaging comments. It's important to remember that giving access to their Evidence and Impact Report:

- enables clients to be actively involved in the campaign and research process - it is not something being done to or for them.
- builds confidence in clients that we are working on their behalf. It allows clients and services to have a mutually agreed understanding of the problems, options and action.
- helps clients feel satisfied that you have provided a good quality service.

Last contact with client

Firstly let me apologise for the way the date is displayed in the form, I have tried endlessly to change it, but the software is American, so the date is displayed MM/DD/YY. We ask about this because we want to know whether your client is still engaging with you and whether we'd be able to talk with them if they agree.

Would the client be media willing?

We never know who your client is, but if they are willing to talk about their situation firstly in more depth with us and then to engage with the media we'd like to know. It's important to ask people if they want to be involved in the campaign work and be heard, having someone talk openly about their situation is incredibly powerful and empowering for clients. Those who express they are media willing could also be called upon (via you) to take part in theme based service user forums.

Key Campaign Issue

This should describe the issue like a newspaper headline, concise and attention grabbing. For example: Prison release to street homelessness, Illegal Eviction of Vulnerable Client, Hospital discharge to street homelessness. Sometimes it's difficult to see what the key issue is, but we can talk to you about that. If you can't think of a headline just put what you think the predominant issue is. I have often thought that something hasn't been right when talking to a client, but I can't quite pinpoint what it is. That is what we are here for, we can discuss the case with you and help decipher where the social injustice has occurred.

Cause of the problem

This is where you should write the history of the issue. Remember not to use your client's name in this section. You are able to name other people and other organisations in this section however. It should read like an anonymised case note.

Impact on client

As you are preparing your impact statement, you may find that using the following questions can guide you. Remember that collecting information about how a client feels may be very painful for them, so be sure to pace yourself and don't feel that you need to have it "perfect". As you are preparing the statement, you may find that the following questions can guide you:

- How has your situation affected you?
- What is the emotional impact of the situation on you?
- What is the financial impact on you?
- Is there anything else you would like to add?

The above guidelines do not cover the totality of the impact of a situation, but may be used as a starting point. Impact statements are unique and people have various ways of expressing how a situation has affected them. Some people are so blunted by their situation that they need prompting. I find it best practice to acknowledge what is being said, and if that situation would make me feel angry or frustrated then I say that. The client will then either correct you with their feelings on the issue or agree.

Write simply and descriptively. Your goal is to help decision makers feel your client's trauma. While nobody can truly understand what they are feeling, you can help others identify with their trauma by using feeling evoking words and phrases. Using descriptive words can help people form an image of what you are saying.

If a client swears during the statement I'd rather you didn't censor it. I'd prefer the impact statement to be real and an honest portrayal of the client's feelings.

What needs to be changed?

Please don't be daunted by this question, sometimes the most innovative ideas for change come from the people dealing with the situation. Include your client in this question if need be. Again, we are here if you need to discuss this, but feel free to have a rant in this space, we want to feel your passion!

We hope that this guide has made completion of the Evidence an Impact Form less daunting.

Remember, if in doubt – fill one out!

Example Form

Campaign Evidence

Key Campaign Issue

Homeless Client Discharged from Hospital with No Patient Transport

Cause of Problem

Sunday 9 August: client was attacked and had his head 'kicked in'. He does not know how many people were involved but says he was kicked unconscious. He was advised by friends to go to hospital but refused because he knew he would not be able to get back to Canterbury from Ashford.

Wednesday 12 August: following increased dizziness, client agreed to go to hospital and an ambulance was called late afternoon. Client was taken to Accident and Emergency at William Harvey in Ashford where his jaw was x-rayed. No x-rays or scans of his head were taken. He was given two painkillers. At 8 pm client was told he was being discharged. No help was offered and client had to ask for assistance in getting back to Canterbury because he had no money and his mobile was broken. He also explained that he is registered disabled, has a bad back and is partially sighted. Client was told that there was no patient transport available. A nurse asked if she could phone anyone for him but his mobile phone is broken and he could not remember anyone's name or phone number because of his dizziness. Because he could not get back to Canterbury, client sat in Accident and Emergency from 8 pm on Wednesday 12 August to 11 am on Thursday 13 August. This covered three shift changes in nursing staff.

Thursday 13 August: when client arrived at the centre, he had bruising to his face and a black left eye. His right eye looks as though it has a burst blood vessel and he was shaking and disorientated. He could not understand why his jaw had been x-rayed whilst his head had not.

Impact on client

On discharge, client said he felt 'completely lost'. He had known that there would be problems in getting back from Ashford to Canterbury and had resisted going until forced by increasing dizziness. During the 15 hours following discharge in Accident and Emergency, client was offered one cup of tea. He was not asked if he needed any food or assistance. At the third shift change, a nurse from the previous night asked client if he was 'going to make your own way home?' Client replied 'I can't,' and explained again that he had no money and was registered disabled, with no means of transport.

The nurse then agreed to arrange transport back to Canterbury for him. At this point in our conversation, client became very emotional because he had been prepared to spend all day and another night sitting in Accident and Emergency.