Institution: Anglia Ruskin University

Unit of Assessment: UOA22 Social Work and Social Policy

a. Context

A main focus of work carried out by members of the Social Work and Social Policy UoA is on applied research. Key beneficiaries are local authorities, third sector organisations, non-departmental public bodies, NHS Trusts, individual citizens and service users, including migrants. Impact for these beneficiaries consists of policy and strategy informed by research, the development and delivery of evidence-based services, and the empowerment of often marginalised service user/citizen groups. Impact is achieved through the work of research groupings within the unit focusing on social inclusion, service user/citizen engagement, children, young people and families, older adults and social psychology.

b. Approach to impact

The unit ensures that our research has impact for beneficiaries in five main ways:

1. *Delivery of research-based training geared to employers' needs* We ensure that our research influences improvements in practice through active engagement with employers in relation to professional training programmes. Examples include Scourfield's establishment of a Post-qualifying Award in Social Work with Adults in consultation with Cambridgeshire, Essex and Peterborough local authorities; Moore's delivery in 2012 of a residential course on community policing for Italian police officers; and Akister's work with Cambridgeshire County Council during 2013 to design Continuing Professional Development (CPD) programmes of training in Applied Systemic Practice. Training programmes are also now being delivered to commissioners and self-help groups by Self Help Nottingham (Self Help Connect, UK) based on the findings from the ESTEEM project (Munn-Giddings and Boyce).

2. *Knowledge transfer in relation to strategy and service development* Knowledge transfer is achieved through members of the unit bringing their research to consultancy roles with employer organisations. Examples include membership of the Cambridgeshire Older People's Partnership Board to which Scourfield brings expertise from his research into older people's use of care and support services; Munn-Giddings' contribution of citizen research expertise to Essex County Council's development of HealthWatch; Rohleder's involvement on the Board of Trustees of DHIVerse (a sexual health charity in Cambridge) where he contributes expertise on psychological aspects of HIV and sexual health; Secker's provision of expertise in mental health service user involvement to the independent commission established by Essex County Council in 2013 to radically review health and social care strategy; and Akister's consultancy for Cambridgeshire County Council on calculating value for money, which is leading to further consultancies with other county councils and third sector organisations.

3. *Critical contribution to policy debates* The unit achieves a significant contribution to national and international policy development through: invited presentations to audiences of beneficiaries at conferences, workshops and seminars; hosting and co-hosting conferences; and contributing to media debates on issues relevant to our research.
   Invited presentations
   Our research presentations ensure communication of findings to appropriate audiences. Notably, the launch of Schneider's study of migrant workers at the European Parliament, followed by presentation at the East of England Development Agency in February 2008, was used in the development of an information portal for new migrants arriving at the UK. Also of note, the presentation of Rohleder's and colleagues' work on HIV and disability to the South African Minister of Health and the Deputy Minister of Women, Children and Persons with Disabilities (Cape Town, 2009) led to a commitment to using the findings in AIDS policy and practice, as well as ongoing advocacy work. Other examples include Secker's keynote address in Winnipeg (November 2011) drawing out key messages from research in the field of arts and mental health for an audience of Canadian policy makers and practitioners; Munn-Gidding's keynotes in Oslo and Levanger, Norway (Sept 2010 & Nov 2012), to government ministers and lead practitioners regarding the contribution of self-help/mutual aid groups to citizen well-being; and Akister and O'Brien's presentations of their research into Community Service Volunteers to

commissioning officers and senior staff of local authorities in London, Brighton, Birmingham and Manchester (2011, 2012).

Hosted conferences

Hosting our own conferences and workshops is a further important aspect of this strand. These include: four practice workshops involving self-help groups, practitioners and commissioners as part of the development of a national resource to support self help groups (Munn-Giddings and Boyce, 2011-2013); Lane's organisation of a joint conference with the South Essex Partnership Trust (SEPT) on Mental Health Recovery in July 2011; and Schneider's co-organisation with Cambridge University of a conference on Education, Mobility and Migration with delegates including teachers, policy makers and representatives of national and international refugee organisations (September 2012).

Engaging with the public through media debates

The unit has an active policy of commenting on research in the press and other mass media outlets including appearances on television, radio and digital media. Examples include press and radio coverage of Secker's work on arts and mental health in 2008 and 2012 (see REF 3b for details), internet and local press coverage of Munn-Gidding's and Boyce's research into support for self-help groups in 2010, widespread local press and radio coverage of Moore's research into bullying in 2011, extensive national and international coverage of O'Brien's research into cyber bullying in the same year, and widespread local press and online coverage of Akister's work on volunteers in home-based child protection.

4. ***Developing service delivery to better suit citizens and service users*** The unit's impact on the development of service delivery is achieved in two main ways: evaluations carried out for local stakeholders; and supporting health and social care staff to develop research relating to service priorities. One example of local evaluation aimed at achieving impact is Schneider's evaluation of the Team East for Skills project for the Community and Voluntary Forum for the Eastern Region. Other examples include Akister's evaluation with O'Brien of the effectiveness of volunteers for Community Service Volunteers and Manning's evaluation of a volunteer service for people experiencing sight loss, requested by Action for Blind People. In addition, local evaluations carried out by the citizen/service user research groups supported by the unit are commissioned by stakeholder organisations with the aim of informing service delivery (see below and REF 3b). Examples of support for health and social care staff to carry out research include Lane's evaluation of recovery budgets at SEPT in partnership with senior social work practitioners, and Manning's research mentoring of a Cambridgeshire County Council member around the development of new communities.

5. ***Service user involvement and community participation.*** A major development in recent years is the growth of service user involvement and community participation in our research, leading to the development of a new knowledge base that engages and empowers often marginalised groups of citizens. There are three main groups of beneficiaries. First, children and young people are involved as instigators of studies, for example in identifying the need for O'Brien's sibling adoption study, and as members of a Young Advisors group. Second, adults with mental health difficulties using services in North and South Essex are involved in two service user research groups and were central to the Making Involvement Matter in Essex project (MIME, 2009-2012), established to increase mental health service user involvement in commissioning. Third, older people are involved in study design through the WhyNot! older people's research group. This group has made further contributions with support from members of the unit (Munn-Giddings, Boyce, O'Brien) through presentations at the Cambridge and Chelmsford *Festival of Ideas* and *Celebrating Age* public events, held each autumn, in which the university participates in line with its community engagement policy.

Support to achieve impact

At the institutional level, support to achieve impact through presentations includes provision of staff development funds to cover conference costs, while the expertise of the marketing team and International Office ensures dissemination of conference information to relevant audiences and facilitates international participation. Sabbaticals are also available to facilitate publication and conference presentations. The Anglia Ruskin Research Online (ARRO) open access repository was established in 2010 to showcase and preserve the research outputs of members of the university community and to ensure that research outputs are publicly available. Impact through

critical contributions to media debates is also supported, with each research project having its own public relations strategy in line with the institution's media policy. Building on the earlier joint appointment with SEPT to a Chair in Mental Health, two further joint appointments, at reader and research fellow level, were established with the Trust in 2010 to further support staff to undertake research as well as directly influencing service developments through research and evaluation. In addition, the establishment in 2008 of two 0.5 FTE service user research posts within the Faculty of Health, Social Care and Education has enhanced the impact of the unit's work in engaging and empowering often marginalised groups of citizens. At unit level, senior unit members play a key role in supporting impact. They are active members of the faculty's Professors and Readers Board, which meets six times per year, contributing to the development of policies and infrastructure to promote impact. They also support other unit members within their respective research groupings to draw on the institutional support available and maximise the impact of their research. Across the unit, members support the impact achieved in relation to service user and citizen involvement through a range of activities, including the provision of supervision for service user staff, training and developmental support. This work has been supported by pump priming faculty funds totalling £33,450 into establishing projects that are conceptually related and from which synergies can be articulated and developed.

c. Strategy and plans

In line with Anglia Ruskin University's Impact Strategy (Annex A of the *Research and Scholarship Strategy 2012 – 2014*), the unit is working to enhance our focus on creating and evidencing impact. An impact plan is now developed for every research project and a systematic approach is taken to tracking and capturing impact using existing sources such as policy documentation and audience information. Beneficiaries are also engaged at an early stage of project development in supporting the achievement and evidencing of impact, for example through embedding relevant processes in contractual arrangements. Staff appraisals focus on impact alongside the generation of outputs to ensure that unit members' objectives include impact and that support to achieve it is provided.

At the institutional level an Impact Working Group of the Research Committee has been established to further embed impact in the research environment, establish systems to record and track evidence of impact, advise on staff development needs, monitor best practice in the sector, ensuring it is shared across the institution, and implement the *Concordat for Engaging the Public with Research*. The university is a signatory to the National Coordinating Centre for Public Engagement's *Manifesto on Public Engagement* and is committed to using the support available to develop its work in this respect.

At both the institutional and unit level strategic developments are also planned to build on the support documented in Section b above. The current joint appointments with SEPT will be extended by new appointments within a jointly established Academy for Health and Wellbeing at the Postgraduate Medical Institute, including the appointment of a director at professorial level. In addition, a co-located Joint Research Office (JRO) will be established in partnership with SEPT. Working with the Academy and JRO, unit members will support the development of a service-user led research programme on behalf of University College London Partnership (UCLP), of which ARU became a member in 2012. A new Medtech campus including an 'assisted living hotel', will offer applied social research opportunities in the area of disability, infirmity and ageing that are likely to have significant impact. In 2013 pump priming funding of £1,545 was obtained to enable the mental health service user and older people's research groups supported by the unit (see REF 3b for further details) to network and share information, and on-going funding will be sought to build on this development.

d. Relationship to case studies

The impact documented in case study 3b_a has been achieved through the unit's support for service user/citizen research groups, pump priming of funding into related initiatives and our approach to developing service delivery through the local evaluations and consultations they carry out. Case study 3b_b further illustrates the unit's approach to impact through support for service user research groups, specifically the South Essex Service User Research Group (SE-SURG), as well as the effectiveness of joint appointments with partner organisations in relation to research-based service development. Additionally, the widespread publicity in 2013 for the research in the area of arts and mental health detailed in REF3b_b illustrates the success of the unit's approach to public engagement via local and national media.