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[redacted]: Table of correspondence referring to Fair Start Scotland Phase 2 Draft report (07/08/2019 to 06/11/2019)

Date	Author	Recipient	Subject	Text
20/08/2019	Clare Hammond (Rocket Science)	[redacted] (Scottish Government)	Draft report	<p>Hi [redacted]</p> <p>I hope this email finds you well. I left you a voicemail just now. Just wanted to check you had received the draft report ok (7 Aug) and whether you needed anything further from us at this stage?</p> <p>Also to let you know I am away from the 22<sup>nd</sup> of August and returning on 9<sup>th</sup> September. If you have any queries while I am gone please just get in touch with Richard. However, for the week commencing 2<sup>nd</sup> September both Richard and I will both be out of the office so it will be a bit quiet here. If you need anything urgently please get in touch with our colleague Shannon – but suspect that she will need to wait until we get back to answer any queries.</p> <p>Cheers, [redacted]</p> <p>Clare</p>
20/08/2019	[redacted] (Scottish Government)	Clare Hammond (Rocket Science)	Re. Draft report	<p>Morning Clare.</p> <p>Thanks for getting in touch – we've received your report and are working through it just now. Thanks for the heads up on your availability too. We're hoping to publish our overview and both the commissioned reports around 24 September. I've gone through the report and don't think there will be any major revisions, but will come back to you by the end of this week with any comments for you to consider / revisions etc.</p> <p>Thanks, [redacted]</p>

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20/08/2019	Clare Hammond (Rocket Science)	[redacted] (Scottish Government)	Re. Draft report	Hi [redacted]  Thanks for this. Sounds great at our end. Just checking – we will need time to turn the draft individual journeys into proper infographics. Will your feedback by end of this week include feedback on the journeys? If so, could you please send these to Jen (cc'd in)?  Cheers Clare
20/08/2019	[redacted] (Scottish Government)	Clare Hammond (Rocket Science)	Re. Draft report	Thanks for the reminder on the individual journeys! We'll endeavour to get comments on these back by end of the week too. [redacted]
28/08/2019	[redacted] (Scottish Government)	Richard Scotthorne (Rocket Science)		Hi Richard – sorry for the delay in getting comments back to you! I thought I'd done that on Monday, but seems not! (cc SG colleagues for info)  I really like the report and have gone through a few times now to get the gist of it. I've added a couple of questions/comments and have a request for you to do a bit of restructuring to include the participant and non-participant sections into each of the relevant local area chapters, to the extent that this is possible without compromising participants identity?  I also really like the customer journey infographics and would ask that you work them all up to be included in the publication (I've already given some feedback on these, I hope, to Clare?). I think that removing individual names from these would help to

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				<p>protect anonymity overall – happy to discuss any concerns that this throws up though.</p> <p>I've sent the report to [redacted] team for input – you'll see the areas I've flagged for them too – but there's loads of folks on holiday just now, so I think that there's likely to be a bit of further delay on a final version – hopefully we can work together to efficiently incorporate any amendments. I suspect that we will probably play down some of the issues around eligibility v suitability (from a provider perspective) as these will be mitigated to some extent by potential expansion of the eligibility criteria – we're working on some piloting of this just now with JCP. I've also asked service delivery colleagues here to identify any specific process issues raised within the report, so that these can be included and actioned within our continuous improvement plan.</p> <p>I'll be writing an overview that pulls together the key themes and messages from your report and the IFF report, and intend to publish both original reports as annexes to this – they're both really good, so no point in me reinventing the wheel! I'm aiming to have a draft overview report ready for 9 Sept, so will send on to you and IFF at that point to check that you're content that my summary fully captures the inferences from your research.</p> <p>I'm around Friday afternoon between 2 and 4.30 for a phone call.</p> <p>Thanks, and apologies for the delays, [redacted]</p>
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02/09/2019	[redacted] (Scottish Government)	[redacted]		<p>Hi Evelyn,</p> <p>Nice to hear from you.</p> <p>We've had a first draft of the report on the 3 local area case studies in from Rocket Science and Blake Stevenson and we're working our way through some initial edits just now. It looks as though the input from JobCentre staff has been really useful in providing a more rounded picture of FSS delivery in each area, so please convey our thanks to your colleagues in Irvine, Wick and Alloa.</p> <p>I'm expecting a further draft from Rocket Science next week and will send on to you and Elaine at that point to circulate out to colleagues – I'm assuming it would be useful to include Boyd in that email too?</p> <p>In terms of publication plans, we're probably looking at late September or early October – I'll let you know when we've firmed up a date. Our intention is to publish the full report alongside findings from the other commissioned research – a participant phone survey – and an overview written in-house, which pulls out the key themes emerging from the first year of service delivery and the SG and partner response.</p> <p>You'll note on seeing the report that Rocket Science encountered significant challenges in making contact with people outside Fair Start Scotland who would have been eligible, but were not participating. The numbers involved in the final research were very small, but we feel this work is vital to investigate the effects of a voluntary service offer. It was unfortunate that DWP/JCP colleagues felt that speaking to JCP</p>
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				<p>customers directly was not an option, as this is really the most direct source of such eligible “non-participants”. We will be soon be planning our next wave of qualitative research, to be undertaken next Spring / Summer, and would be keen to revisit the options for gaining access to JCP customers with you and colleagues, taking advantage of the longer lead-in time for discussion this time.</p> <p>I’ll send on the report as soon as I’ve got the next version from Rocket Science. In the meantime, please do contact me directly with any further questions.</p> <p>Thanks, [redacted]</p>																																
02/09/2019	[redacted] (Scottish Government)	Richard Scotthorne, Clare Hammond, (Rocket Science) Jennifer Lambert (Blake Stevenson)	FSS Evaluation - case studies - profile of Year 1 starts on service by lot by strand	<p>Richard, Clare, Jennifer,</p> <p>Here’s the data we discussed on Friday to provide context for the profile of starts across strands in each of the 3 local case study areas. This is the distribution of all Year 1 starts across strands in each area.</p> <p>Please note that the estimated allocation of starts across strands for each provider is: Core 14%; Advanced 50% and Intense 36%.</p> <table border="1"> <thead> <tr> <th></th> <th>Core</th> <th>As %</th> <th>Advance</th> <th>As %</th> <th>Intense</th> <th>As %</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td><b>South West</b></td> <td>434</td> <td><b>41%</b></td> <td>346</td> <td><b>33%</b></td> <td>281</td> <td><b>26%</b></td> <td>1,061</td> </tr> <tr> <td><b>Highlands &amp; Islands</b></td> <td>129</td> <td><b>30%</b></td> <td>91</td> <td><b>21%</b></td> <td>203</td> <td><b>48%</b></td> <td>423</td> </tr> <tr> <td><b>Falkirk</b></td> <td>129</td> <td><b>19%</b></td> <td>222</td> <td><b>32%</b></td> <td>338</td> <td><b>49%</b></td> <td>689</td> </tr> </tbody> </table>		Core	As %	Advance	As %	Intense	As %	Total	<b>South West</b>	434	<b>41%</b>	346	<b>33%</b>	281	<b>26%</b>	1,061	<b>Highlands &amp; Islands</b>	129	<b>30%</b>	91	<b>21%</b>	203	<b>48%</b>	423	<b>Falkirk</b>	129	<b>19%</b>	222	<b>32%</b>	338	<b>49%</b>	689
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				Total	692	659	822	2,173
				<p>Hope you find this useful. As discussed, I don't think that we will be publishing the allocation by strand, but I'll confirm with you later this week.</p> <p>Thanks, [redacted]</p>				
11/09/2019	[redacted] (Scottish Government)	Clare Hammond (Rocket Science)	FSS evaluation report - quick follow up	<p>Hi Clare,</p> <p>Thanks for the phone call today – it was useful to catch up.</p> <p>There were a few things I forgot to mention.</p> <p>Firstly, can you provide a list of stakeholders that you spoke to in each of the case study areas? It's not something that we'd want to publish, but it would be useful to get a feel for who's been involved in providing feedback, so that we can focus any follow-up actions (for continuous improvement with providers and JCP etc).</p> <p>Secondly, and one for Richard and Jennifer to take a view on too, we've written up the feedback from some of our focus groups and individual interviews (last autumn) as participant "stories". These are really powerful and we'd like to publish them and make more use of them to demonstrate the kinds of impacts FSS services can have. At present they're just written up as word documents, but we'd be interested to see what a graphic designer could do with them to make them more visually engaging too. Is this something that you could assist with? It would fall outwith the current contract, so we'd pay separately for them. If its something you're interested in, we</p>				

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				<p>could perhaps arrange a quick meeting to talk through our ideas and get a quote and some timescales from you for the work.</p> <p>Thanks, [redacted]</p>
11/09/2019	Clare Hammond (Rocket Science)	[redacted] (Scottish Government)	RE: FSS evaluation report - quick follow up	<p>Hi [redacted]</p> <p>Definitely on the first point. I will just drop Jen a line on the second point and get back to you asap.</p> <p>Cheers</p> <p>Clare</p>
19/09/2019	Clare Hammond (Rocket Science)	[redacted] (Scottish Government)	FSS Report	<p>Hi [redacted]</p> <p>Just to keep you updated - we are making the last of the changes to the report and will have it with you as soon as possible. Richard will send it through as I've had to head home sick.</p> <p>Cheers</p> <p>Clare</p>
19/09/2019	[redacted] (Scottish Government)	Clare Hammond (Rocket Science)	RE: FSS report	<p>Thanks for the update Clare.</p> <p>Richard, it would be really helpful to have the revised report before the end of tomorrow as I'm pulling the overview together just now to send to senior SG folks for close on Monday and</p>

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				<p>would like to incorporate any additional material from your report.</p> <p>Hope you feel better soon Clare, [redacted]</p>
19/09/2019	Richard Scothorne (Rocket Science)	[redacted] (Scottish Government)	RE: FSS report	<p>Thanks [redacted] – working on it now and you will have it tomorrow!</p> <p>Best wishes</p> <p>Richard</p>
24/10/2019	[redacted]	Minister for Business Fair Work & Skills	Fair Start Scotland – Annual Report	Ministerial Correspondence re publication of FSS Annual report and evaluation report (Year 1). Attached separately to response.
06/11/2019	[redacted] (Scottish Government)	Richard Scothorne, Clare Hammond, (Rocket Science) Jennifer Lambert, (Blake Stevenson) Catherine O'Driscoll (IFF Research), Becky	FSS Evaluation Year 1 reports published this morning	<p>Morning everyone,</p> <p>Here are the links to our FSS Year 1 reports, published this morning on the SG website. Thank you all again for the excellent research you conducted over the summer – at a significant pace! – and for the high quality of reporting you've provided. You'll see that both your original reports have been published in full alongside our overview piece. These have all been well received by senior policy and delivery folks and the Minister, and really help to build the evidence base supporting the Scottish approach to service delivery.</p> <p>I'll be sharing more widely in the coming weeks with FSS Providers, other delivery partners and stakeholders across the employability and health support sectors. Please do share them with your networks too.</p>

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		Cartmel (IFF Research)		<p>I look forward to catching up with you in December to start planning our next phase of research.</p> <p>Overview report: <a href="http://www.gov.scot/ISBN/9781839602955">http://www.gov.scot/ISBN/9781839602955</a> Local area case studies: <a href="http://www.gov.scot/ISBN/9781839602962">http://www.gov.scot/ISBN/9781839602962</a> Participant phone survey: <a href="http://www.gov.scot/ISBN/9781839602979">http://www.gov.scot/ISBN/9781839602979</a></p> <p>Best Regards, <i>[redacted]</i></p>
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\*Ministerial Submission attached separately to response.