**Caregivers FGD**

*This FGD is for use with parents / caregivers who have had contact and are / were involved with the case management system. The focus group should have between 8 -12 participants ideally. Consideration will need to be given as to whether to hold male only / female only or mixed groups depending on context, this may depend on the cultural norms in-context.*

*The FGD must be facilitated by someone who has suitable experience and expertise in facilitating community discussions. Two workers should be present – one to facilitate discussion and one to make notes.*

*In addition, careful consideration must be given to the ethics of conducting FGDs – including but not limited to safeguarding and confidentiality (although the focus of the FGD should always remain on the process of case management rather than individual case histories) and dealing with disclosures. It may be more appropriate, depending on circumstances, to run the FGD as individual interviews, following the same questions.*

*It MUST be made clear to all participants that participation is voluntary, and that they can choose not to answer a question or withdraw at any time, and that this will not affect the services they or their families would receive.*

*Approximately 90 minutes are needed for the FGD.*

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| **Before beginning:** * Introduce the FGD and its purpose – to seek the views of those who have had contact with the case management system to identify how the system is working, how services are provided, and how these can be improved.
* Explain that the FGD should take approximately 90 minutes.
* Clarify confidentiality. Notes will be made during FGD, these will be used for the production of a report and will not contain identifiable information.
* Advise participants that individual feedback will not be given, but that the report on the assessment could be shared with those interested.
* Confirm that participation is voluntary; they can withdraw at any time or decide not to answer a question without any repercussions on current or future services.

*Confirm whether participants agree to proceed, and if so make a note of the number and gender.* |
| **During the FGD:*** Try to encourage discussion between participants and the active participation of all involved.
* Prompt if necessary but be wary of giving answers.
* When documenting, make sure not only to record what is said but also to take note of the dynamics – e.g. does one person dominate, is there disagreement etc.?
* When documenting responses, try to record the exact words in parenthesis (‘’…..’’)
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| **Areas for discussion**: |
| 1. How did you / your family first come into contact with the caseworker?
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| 1. Did the caseworker explain their role and case management to you?
* What did they say?
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| 1. What did the caseworker say to you about confidentiality? Did you feel you had the option to participate, or not?
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| 1. What type of support were you expecting? And to what extent were these expectations met?
* How did the caseworker go about their work and what steps were taken?
* How were you involved in the process?
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| 1. Do you think that the caseworker took your views and opinions into account, and made sure that you were included in decisions about your child and your family?
* If so how? (e.g. presenting different options / services and their pros and cons)
* If not, what could they have done better?
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| 1. How did the caseworker go about sharing your information with others (e.g. service providers) and for what reasons?
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| 1. How much contact did you have with the caseworker?
* How did they follow-up?
* Did the caseworker do the things s/he said s/he would do?
* Would you like to have had more contact with them?
* If you needed to contact the caseworker, did you know how?
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| 1. What were some of the negative and positive changes that have happened due to the caseworker’s work?
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| 1. How was the decision to stop the case management services taken?
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| 1. What would you suggest for improvement in the overall process?
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| 1. Is there anything else you would like to share?
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| **At the end / after the interview:*** Thank participants for their time.
* Confirm next steps in relation to the assessment.
* Write up notes as soon as possible and agree accuracy of notes between note taker and facilitator.
* **If any child protection concern is raised, indicating that a child may be at risk or is at risk from any kind of abuse, make sure to report concerns in accordance with agency procedures.**
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