

Information sheet for *'The Client's Perspective of Cultural Competence: An investigation into how therapy client's experience and perceive their therapist's cultural competence'*

You have been invited to take part in this PhD research project, run by researchers at the University of Wolverhampton. Here is some information for you to read before you decide whether to participate in this study. Once you are familiar with the information on this sheet and have had the opportunity to ask any questions you might have, you can choose whether you would like to participate or not.

There is much contention about what cultural competence truly is, and definitions or ways of understanding cultural competence can vary largely, one kind of definition for example is by Cross et al (1989) who suggest cultural competence is "a set of consistent behaviours, attitudes and policies that enable a system, agency or individual to work within a cross-cultural context or situation effectively". However, the aim of this study is to explore what cultural competence means to you, your understanding of it and your experience of cultural competence with your therapist.

If you decide that you would like to participate there is a consent form that you will be asked to complete.

What is the purpose of this study?

The purpose of this research this will include exploring your thoughts and ideas around cultural competence, your experience of your therapist's cultural competence, and your experience of therapy overall. This project will last from January 2021 to June 2024.

The aim of this project is to learn about how BAME individuals understand cultural competence and how they perceive and experience their therapists' cultural competence. It is hoped this research will contribute to the further development and understanding of cultural competence within therapy.

Who can take part?

Any person who is part of the Black, Asian or Minority Ethnic (BAME) community, that is over the age of 18.

What will happen if I take part?

You will take part in an online one to one interview with the researcher, this interview is expected to last between 60 minutes to 90 minutes. The interview will be recorded and later transcribed and analysed as part of this research project.

During the interview if there is a question you would not like to answer you can skip this question.

Do I have to take part?

This research project is entirely voluntary, and you can discontinue participation, if you choose to. Even if you agree to participate, you can withdraw yourself and your data without providing any reason from the study at any time, without any consequences. A unique code will be provided to you if you decide to remove your data once this study has taken place. This will be possible until July 2024.

If you agree to take part, you will be asked to sign two informed consent sheets one for yourself and one for our records.

What are the potential benefits and risks involved?

The potential risks for taking part in this research include remembering negative memories and distress caused by participation, for example if you had a particularly upsetting or distressing experience of therapy, this might be difficult and upsetting to discuss, in which case you may wish to consider whether you would still like to participate

During the interview if you feel uncomfortable answering a question, you do not have to answer that question or continue with the interview. A list of support services will also be provided if you would like to access additional support.

There are limits to confidentiality as well in case there is a risk of harm to yourself or someone else there might be a need to share this information to ensure appropriate support is available in this case. Following the guidelines of Adult Safeguarding, your local safeguarding team and crisis team may be contacted for additional support, out of hours emergency support may also be contacted via 111 and in case of an emergency, we may need to contact emergency services for support.

The benefits for taking part in this research include having a space to discuss, explore and reflect on your experience of therapy, to also, help our understanding and the development of cultural competency within the therapy profession. Your participation is really appreciated, you can also, receive a copy of the final report, if you leave this request with the researcher, this PhD thesis will also be made available on Open Access via University of Wolverhampton.

Will all information be kept confidential?

You will be provided a unique code and pseudonym for this study so your real name will not be used. The interview will be conducted online on a GDPR compliant server, only you will have access to this. You will be recorded using Microsoft teams' recording feature and an audio tape recorder will be used in case there are any internet disruptions that impact the recording, this recording will be transcribed, this will be carried out manually by the researcher. The recording will be destroyed once transcribed. The data provided for this study will be stored anonymously and securely, using password protected files on a university server which only the researchers will have access to. Any identifying information (i.e., names, age, locations etc) that is recorded during the interview will be removed from

the transcripts and will not be used in the study. All anonymised information you give to us will be stored up to 5 years afterwards.

This research will be carried out in compliance with the Data Protection Act 1998, in case of a breach of data occurring online, although, this is highly unlikely to occur, the data office will be informed at the University of Wolverhampton.

What will happen at the end of the research?

The findings of this study will be reported in a thesis, which can be submitted for publication in an academic journal. In addition to this, the results may also be available for wider distribution such as reports, archiving, on web pages and other research outputs, made available on University of Wolverhampton's research online.

Will I be able to see the results from the study?

If you would like further information regarding the results of this study, you can email the researcher and request this information.

Who has reviewed the study?

The Faculty of Education, Health and Wellbeing Research Ethics Committee of the University of Wolverhampton has reviewed and approved this study.

What if I have any problems or concerns?

If you have any further questions or would like to know more about this research, you can contact the researcher or project supervisors via email. The contact information needed is provided below, and they are happy to answer your queries.

Contact information:

Researcher:

Ursala Khan (u.khan7@wlv.ac.uk)

Faculty of Education, Health and Wellbeing
Wolverhampton University, Walfruna Street, Wolverhampton,
WV1 1LY

Supervisors:

Dr Niall Galbraith (n.galbraith@wlv.ac.uk)

Dr Alex Forsythe (a.forsythe@wlv.ac.uk)

Dr Mark Jellicoe (mark.jellicoe@liverpool.ac.uk)

Professor of Corporate Governance and Dean of Research

Professor Silke Machold (S.Machold@wlv.ac.uk)

Tel: 01902 32 3970 Address: The Research Hub, MD150, Ambika Paul Building

Data Protection Officer:

Data Protection (dataprotection@wlv.ac.uk)

https://wolverhamptonpsych.eu.qualtrics.com/jfe/form/SV_ebt2QrFGSAZcJAG

Data Protection Privacy Notice

The data controller for this project will be the University of Wolverhampton. The Data Protection office oversees activities involving processing of personal data and can be contacted at:

Email: dataprotection@wlv.ac.uk

Tel: 01902 32 1000

Address: Data Protection, Offices of the Vice Chancellor, University of Wolverhampton, Walfrena Street, Wolverhampton, WV1 1LY

Your personal data will be processed in accordance with the details outlined in this information sheet. The legal basis that would be used to process your personal data under data protection legislation is the performance of a task in the public interest or in our official authority as a controller. However, for ethical reasons we need your consent to take part in this research project. You can provide your consent for the use of your personal data in this project by completing the consent form that has been provided for you or via audio recording of the information sheet and consent form content.

Your rights

You have the right to request access under the General Data Protection Regulation to the information collected from your interview. Further information about your rights under the Regulation and how University of Wolverhampton handles personal data is available on the Data Protection pages of the University website (<https://www.wlv.ac.uk/about-us/governance/legal-information/corporate-compliance/data-protection/>), this includes details of data subject rights.

If you are concerned about how your personal data is being processed, please contact the researcher however, for further support you may contact the data protection team dataprotection@wlv.ac.uk.

Thank you for reading this information sheet and for considering taking part in this research study.

Reference

Cross, T.L., Bazron, B.J., Dennis, K.W., Isaacs, M.R. (1989). *Towards a Culturally Competent System of Care: A Monograph on Effective Services for Minority Children Who Are Severely Emotionally Disturbed, vol. 1*. Child and Adolescent Service System Program (CASSP) Technical Assistance Center.