

CORC MEMBERSHIP

Terms and conditions for CORC Membership

1. Introduction

This document sets out the terms and conditions of membership of The Child Outcomes Research Consortium (CORC). CORC is a project of Anna Freud, a company limited by guarantee (company number 03819888) and a registered charity in England and Wales (registered number 1077106) whose registered head office is 4-8 Rodney Street, London N1 9JH. For more information about CORC, Anna Freud, and our work with members, please see the CORC website at www.corc.uk.net.

This document can be found on the CORC website at:
<https://www.corc.uk.net/what-we-do/becoming-a-corc-member/why-join-corc/>

2. CORC membership options and annual fees

CORC membership runs for twelve months and offers two membership windows: 1 April to 31 March and 1 September to 31 August. Extended membership periods and bespoke start/end dates will be considered.

CORC is committed to keeping membership subscription fees as low as possible whilst ensuring the collaboration can function effectively. Membership fees are reviewed annually.

To best support the diverse range of organisations that play an active role in promoting child mental health and wellbeing CORC offers different membership types. Membership types and fees for CORC membership are as follows:

- Full membership: statutory, private sector and VCS organisations - £3,000 per annum, plus VAT.
- Sector membership: UK based voluntary and community sector (VCS) organisations
 - Data analysis membership - £2,000 per annum, plus VAT.
 - Service improvement support membership - £2,000 per annum, plus VAT.
- Associate membership - £450 per annum, plus VAT.

International membership options are available - please contact us at CORC@annafreud.org for details.

CORC supports collaboration and cross-agency working, and a CORC membership can be for either a single organisation or a geographical partnership. On joining CORC, members must designate a finance contact who is responsible for ensuring the annual invoice is paid within 30 days of receipt. In the event of any difficulty in settling the invoice, members should contact the CORC team at CORC@annafreud.org. If the finance contact changes, CORC must be notified.

Payment of the annual fee for CORC membership indicates agreement and acceptance of these Terms and Conditions.

3. Communication between members and the CORC central team

Member organisations are responsible for providing the CORC team with contact information for their key representatives, and with any changes to contact information, so CORC can make sure all members are fully supported. CORC members must identify a primary representative, who will act as a point of liaison between their services and the CORC central team.

All CORC members will be given contact details for the Regional Improvement Officer supporting their organisation, who will act as their CORC contact and provide phone and email support. Members can also email the general inbox at CORC@annafreud.org or phone us on 020 7794 2313.

The CORC central team is made up of staff based at Anna Freud and UCL (University College London) and includes: researchers and analysts; informatics expertise; Regional Improvement Officers (specialists in service development and transformation, and trainers/facilitators); communications staff; and membership support staff.

4. The services offered as part of CORC membership

4a. All Full, Sector and Associate members of CORC can access the following benefits:

- Phone and email support from the CORC central team, including a named Regional Improvement Officer for your organisation, to address queries on routine outcome monitoring, evaluation, and evidence-led service improvement.

- Access to up to four hours a year of contact time with one of the CORC team to address the specific needs of your organisation. This may include for example (but not exclusively):
 - Advice about choosing, working with, and understanding data from measures.
 - Advice on analysing outcome data.
- Access to CORC training and events free of charge:
 - Regular CORC events include the annual CORC Forum in the autumn. (If required to keep numbers manageable, we may restrict the number of places per membership for specific events.)
 - Training places for each member entity at training events. (If required to keep numbers manageable, we may restrict the number of places per membership for specific events.)
 - Access to recordings of CORC events.
 - CORC hosts a range of other learning activities in the course of its own activities and in partnership with others. These include for example ‘So What?’ seminars coordinated with the Evidence Based Practice Unit. We endeavour to give CORC members free or preferential access to all the learning activity we host or co-host where possible.
- Participation in a learning collaboration, bringing you information about the latest academic advances, policy thinking and on the ground developments via the website, email, social media channels, CORC events and newsletter, and providing opportunities to engage with peers to share and advance practice:
 - Opportunities to collaborate on applying for grants or funding calls relevant to service development.
 - Opportunities to shape CORC’s active research agenda to improve knowledge about and support for child and youth mental wellbeing.
- Access to online resources through the CORC website and Member Area including:
 - Our research library.
 - CORC Best Practice Framework and the Self-Assessment framework to promote a ‘whole system’ approach to the use of outcome and feedback measures.
 - Online training videos.
 - Comparator data for a range of outcome measures.
 - Information, guidance and tools to support outcome measurement in line with international best practice guidance.
 - Case studies, blogs, and materials from CORC events, research, and projects.

4b. Full CORC members and Sector members with data analysis membership may additionally access reporting or data analysis support (further information is available [here](#)).

The CORC team will analyse and report on your anonymised data. Analysis could include considering change on measures between time points and how meaningful these changes are, comparing service data with comparator data held by CORC, breakdowns by demographic characteristics or other factors such as gender, or teams.

CORC data analysis reports will provide clear insights that can be readily absorbed and used in various ways to drive improvement.

Data analysis for members is tailored to the needs of the service. The approach and extent of analysis delivered as part of membership is agreed between the member and the CORC team. To scope out data analysis, members should discuss their requirements and preferences with the CORC team (by contacting their Regional Improvement Officer or CORC@annafreud.org). We aim to work flexibly with members to produce any analysis or reporting in a timely way that meets their needs. However, where a member service would like us to work to fixed timeframes or deadlines, we ask for three months' notice of that deadline to enable lead-in on this request.

For more extensive analysis, member organisations have the option to commission additional days of support on a consultancy basis for a pre-agreed cost. The preferential rate for CORC members for the 2026-2027 membership year is £530 (plus VAT) per day.

4c. Full members and Sector members with service improvement support membership may additionally access up to a full day of on-site or virtual tailored support a year. Support is agreed with the allocated Regional Improvement Officer and could include:

- Expert advice, guidance and coaching to support member organisations with analysing their own data in-house, including opportunities for organisations to benchmark their data against the CORC dataset.
- Facilitated self-assessment, staff survey and improvement planning using the CORC Best Practice Framework.
- Local training days delivered remotely or on-site as appropriate.
- Support on choosing and using outcome and feedback measures to strengthen direct practice and inform service development.
- Improving data collection, collation, and analysis.
- Support on the interpretation, presentation, or application of your data.
- Facilitated data discussions with funders, commissioners or partners around working with messy, flawed, or partial data in a meaningful way.
- Support and guidance on information governance.
- Developing outcome frameworks.
- Review of processes and systems.

Please note that any travel and accommodation costs incurred for the delivery of onsite support maybe passed on to the member organisation but will be agreed when arrangements are discussed.

5. Confidentiality and data management

We take confidentiality and data protection extremely seriously and work to the highest standards.

Two types of data are held as part of the CORC project:

- 1) **Personally identifiable data** relating to professional staff who are members of the CORC collaboration. These data are treated as falling within the parameters of UK General Data Protection Regulation (UK GDPR) requirements and are considered “personal data” in UK GDPR terms.
- 2) **Non-personally identifiable data** relating to both staff and service users which are shared with the CORC team for analysis to inform reports and research. These data are outside the parameters of the UK GDPR.

5a. Personally identifiable data

Anna Freud processes a limited set of personal data about staff for the purpose of allowing staff to access the benefits of CORC membership, including the CORC newsletter, training courses, and support to improve the services they offer to children, young people, and families.

The specific items of data processed are as follows: title, name, work address, contact details, job title, organisation, CORC website login details, notes of correspondence/contacts with CORC (including event or training sign-up details).

Anna Freud is the Controller of personal data (as defined in the UK GDPR) held by the CORC project and is responsible for ensuring compliance with prevailing Data Protection Legislation. All data are processed in accordance with obligations detailed within UK Data Protection Legislation and are stored on secure IT systems at Anna Freud. For further information about how we keep, process, and dispose of your personal information, please see the privacy notice on the Anna Freud website.

5b. Non-personally identifiable data (outside scope of UK GDPR)

Services may submit anonymised data to CORC for the purposes of producing service-specific reports and analysis. These data may also be used to address key research questions for the consortium. The CORC team will work with members to identify the data submission format most suitable for the service and to discuss how reporting or analysis support can be tailored to best meet the services’ needs (within the scope set out in section 4.b. above).

Any data provided for analysis must be effectively anonymised in line with the Information Commissioner’s Office (ICO) guidance on anonymisation. Members are

fully responsible for ensuring that any data sharing they undertake adheres to information governance arrangements in their own organisational setting. Once transferred to CORC for analysis, such anonymised data is held and managed securely. Controls in place include the use of a secure Anna Freud cloud-based server, the UCL Data Safe Haven (certified to the ISO27001 information security standard) and adherence to a programme-specific data handling protocol, which supplements the information governance policies of Anna Freud and UCL. Only specified members of Anna Freud and UCL staff working on the CORC project have access to the anonymised data submitted by CORC members. We do not share any results or analyses that can be attributed to a particular service without the permission of that service.

Governance and strategic oversight of the CORC research programme is provided by Anna Freud, through the management of staff, information governance policies, the Information Governance Leadership Board and oversight by the Anna Freud Executive. This includes ensuring that (i) the research programme's purpose and outputs promote the meaningful use of evidence to enable more effective child-centred support, services, and systems to improve children and young people's mental health and wellbeing, (ii) the research is relevant to CORC members, and (iii) it has appropriate resources to carry out its purpose. The Principal Investigator of the research programme is Julian Edbrooke-Childs (Head of Evaluation, Anna Freud; Professor of Evidence Based Child and Adolescent Mental Health, UCL; Co-Director, Evidence Based Practice Unit; Co-Research Lead CORC, Anna Freud).

6. Feedback and complaints

CORC welcomes all feedback from members, positive or negative, to ensure we provide the best possible support. To share any feedback with us or to raise a complaint please contact the central team on 020 7794 2313 or email CORC@annafreud.org. If you would like to escalate feedback or issues to the head of CORC, you can email kate.dalzell@annafreud.org.

If a concern or complaint raised with CORC cannot be resolved locally, or if you feel that your complaint is serious and you would like to escalate the issue within Anna Freud, you can use Anna Freud's formal complaint process. For details about this please refer to the Anna Freud website at <https://www.annafreud.org/complaints>.

7. Leaving CORC

CORC membership automatically renews each year. Members planning to leave CORC are required to give notice at least three months ahead of their renewal date. Notice can be provided in writing by the key representative, either via email: CORC@annafreud.org or by post to: CORC, Anna Freud, 4-8 Rodney Street, London N1 9JH.

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