CREST

CENTRE FOR RESEARCH AND EVIDENCE ON SECURITY THREATS

crestresearch.ac.uk

An Impact Assessment of CREST

the clarity factory

clarityfactory.com

June 2023

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EXECUTIVE SUMMARY

The Clarity Factory was commissioned to produce an independent impact assessment of CREST to cover the whole period since it was launched in 2015 to 31 May 2023. The assessment commenced on 15 March and was completed by 31 May 2023.

Impact assessments within the social sciences are notoriously difficult, especially so for CREST given its focus on national security and the fact that its end users are limited in what they can share about their use of CREST research, products and activities and the impact on their work. That said, we received valuable input and insights from staff, academics, end users and the Research to Practice Fellows.

In conducting the impact assessment, we have taken CREST's stated mission and objectives as our starting point. CREST differs from the traditional model for government directly commissioned research; the core CREST team and activities provide an ongoing bridge between academics and end users, build a sustainable knowledge base to underpin policy and practice, make academic research available in a digestible format for policy makers and practitioners, provide opportunities for contact between them, and help to build academic capacity – including through HEI funded PhDs – for continued research of this kind.

The impact assessment focuses on the following key themes:

- CREST's impact on the work of end users, and its ability to enhance their connections with academics.
- CREST's impact on the work of academics and its contribution to capacity building.
- The CREST organisational model

We adopted a mixed methodology, which included a review of CREST documents, a perceptions audit, case studies and analysis of social media data.

Our impact assessment makes a series of conclusions and recommendations:

We came across considerable evidence of the impact CREST has on the work of policy makers and practitioners (end users).

- CREST has met or exceeded targets related to its impact on the work of end users.
- CREST products and people are well-accessed by end users, with the CREST website and research articles most frequently cited.
- CREST impacts the work of end users by:
    - Providing evidence-based research to improve practice and policy; helping to keep staff up to date with latest research and developments; and offering a test of the assumptions that underpin policy and practice.
    - Building a substantive evidence base that grows and consolidates over time rather than one-off studies.
    - Transforming understanding that has resulted in major shifts in policy and practice.
    - Informing policy strategy development.
    - Commissioning exploratory research that makes connections across complementary areas of research.
    - Offering training, which is identified as an area of excellence and is deemed by a number of the people we interviewed as being 'best in class'. There were numerous examples where CREST-informed training has had a tangible and meaningful operational impact.
- CREST's rapid response capability, notably direct tasking and stewardship, were rated positively as they help bridge the gap between the immediate needs of end users and the longer-term timelines for academic research, as well as teasing out the 'so what' from research to better inform policy and practice.

CREST enhances and improves connections between end users and academics, but we identified areas for improvement:

- Events were well-received but were curtailed by the pandemic – end users and academics want to see more events from CREST.
- End users and academics appreciate CREST's role in translating academic research, and there was special mention for CREST's design and products, but many feel there would be merit in pushing harder on this area of activity.
- Enhanced connection between academics and end users brings a number of tangible benefits, notably end user access to 'bottom drawer' knowledge, academic access to new data streams, and development of best practice, but as with events there is a desire to scale this up.

CREST impacts the work of academics in a number of ways:

- •CREST has exceeded all but one of its KPIs relating to academic performance, including in relation to publications, conference presentations, citations, and funding.
- Its research is strongly ranked as being high quality.
- Academics regularly access CREST research and the network.
- Academics report various benefits, including connections with end users, enabling co-production, and providing researchers with access to end users of their research.

There is more that CREST could do to ensure it acts as a force multiplier for academics in terms of policy and practice impact; CREST contributors remain focused on research outcomes more often than impact ones.

CREST continues to contribute to capacity building and developing the next generation of researchers and educators:

- It has produced 22 PhDs and received positive feedback on the value add of completing a PhD under CREST's umbrella.
- A majority of academics believe CREST enhances their skills and see investment in CREST as a long-term investment in academic capacity capable of translating for end users.
- Some pointed to the impact of CREST's efforts to diversify the research feeding into national security and the ways it enriches perspectives and, ultimately, increases safety.

The relative success of CREST rests on that which makes it unique; its organisational model, which differs from the traditional model for government directly commissioned research. But its model requires a number of adjustments to enhance its offering:

- Academics and end users rate highly CREST's ability to communicate effectively across both groups, but academics were more likely than end users to feel positively about this. We suggest further consultation with end users to explore different approaches to enhance communication for end users.
- Research to Practice Fellows are critical to communication, translation and networking, but their time is highly limited, and this restricts CREST's reach and impact. We suggest funders consider substantially increasing investment in this resource.
- Academics expressed a desire for more feedback from end users about how their research has been used in practice.
- There was universal demand for more events, round tables, conferences and online events.
- There were mixed views about the visibility of the CREST brand. Given the turnover in roles within government and agencies, brand awareness has to be an ongoing process to ensure the CREST name and brand is known and understood among its client base and target audience.
- CREST's website is a key access point for academics and end users. CREST should explore further its Google Analytics and adopt acquisition methods to drive more traffic, such as link shorteners, QR codes or branding with social links, and look into an option for website visitors to subscribe to a theme.
- CREST has a reasonable social media presence, but could do more to extend its reach, notably on LinkedIn and by adding social links to its website.
- There was very positive feedback from both academics and end users about the design and format of CREST products, and the use of innovative approaches to communicate for impact, and it is important CREST conducts talent pipeline development to ensure there are no single points of failure in this critical area of its work.
- It is important CREST's thematic focus remains up-to-date with demand from end users, so we recommend CREST and funders conduct a thematic refresh.

Overall, we conclude that CREST offers very good value for money.

For a relatively modest budget, it is considered by end users and academics to be a valuable resource, scoring consistently highly among our survey respondents on all measures. It generates a unique value add, acts as a force multiplier for evidence-based policy making and practice, is considered a world-class training centre of excellence, contributes to the generation of best practice, and makes an important contribution to the growth and development of the current and next generations of academic talent, whose capacity to translate their research for end users is highly prized.

CREST has delivered a significant return, in terms of outputs, including at least:

- 65 research projects
- 222 CREST funded researchers
- 22 CREST PhDs
- 109 non-CREST funded contributors
- 104 research outputs (including peer reviewed journal articles and books)
- 5,665 citations
- 300+ conference presentations
- 405 downloadable resources
- 236 short guides, briefing notes and posters
- 163 networking events with 2000+ attendees
- 39 Higher Education Institutions and small to medium sized enterprises partnered with
- Estimated press reach of over 300 million readers/viewers
- 344,329 website downloads
- 20 training workshops
- 25 stewardship requests
- Over 1,231 reached through training

CREST has also offered an impressive financial return on investment. It has received £3.68m HEI funding and £12.4m from the UK Home Office and intelligence agencies (total of £16.08m), from which it has generated an additional £23m follow on funding, which constitutes a 143% financial return on investment; for every £1 of investment, it has generated a further £1.43 in income. Its total income to date is £39,080,000, an average of £4,885,000 per year.

With developments in the external threat environment getting ever more complex and complicated, now is the time to invest more in CREST's core organisational resource to ensure those benefits can be fully realised.

ABOUT THIS IMPACT ASSESSMENT

The Clarity Factory was commissioned to produce an independent impact assessment of CREST to cover the period since it was launched in 2015 to 31 May 2023. The assessment commenced on 15 March and was completed by 31 May 2023.

Impact assessments within the social sciences are notoriously difficult – it is hard to establish cause or correlation between research and outcomes, there is no clear view on how impact can be meaningfully demonstrated, there are no standard measures, and there is almost always a time lag between conducting and publishing research. In the case of CREST, there is the added difficulty of accessing end users and their ability to describe openly how they have used research and its impact. Additionally, civil servants and other end users often rotate between roles every 2-3 years, which makes it harder to find individuals to speak about work that was conducted during the first several years of CREST's existence. All of the above, along with the short timeframe for the assessment, limit the depth and breadth of information we were able to access, although we would stress that our interviewees were happy to share their views, even if they were sometimes not able to be specific. The staff and Research to Practice Fellows have been helpful and accommodating of our requests for information and introductions.

Previous CREST impact assessments adopted a broad approach and focused their findings around: instrumental impact (influencing the development of policy or practice), conceptual impact (contributing to understanding or reframing debates) and capacity building (through skills development). Our approach is similar.

In conducting the impact assessment, we have taken CREST's stated mission and objectives as our starting point (see table 1). CREST differs from the traditional model for government directly commissioned research; the core CREST team and activities provide an ongoing bridge between academics and end users, build a sustainable knowledge base to underpin policy and practice, make academic research available in a digestible format for policy makers and practitioners, provide opportunities for contact between them, and help to build academic capacity – including through HEI-funded PhDs – for continued research of this kind.

Broadly speaking, CREST produces the following products and activities:

- Long-term programmatic research on key priority themes agreed with funding organisations.
- Commissioned projects that lie outside the scope of the programmes.
- Rapid response stewardship requests, such as literature reviews, informal meetings, and consultancy.
- Training and practical materials, such as course content, posters, and guidance.
- Informal knowledge transfer via brown bag lunches, networking events, conferences and workshops.

This impact assessment focuses on the following key themes:

- CREST's impact on the work of end users, and its ability to enhance their connections with academics.
- CREST's impact on the work of academics and its contribution to capacity building.
- The CREST organisational model.

CREST Mission

CREST will deliver a world-class, interdisciplinary portfolio of activity that maximises the value of economic and social science research to countering threats to national security. It will be responsive to, but independent from, stakeholders, conducting its work in a transparent and accountable way that maximises interdisciplinary breadth. The activities of CREST will:

- Address key stakeholder questions by reviewing the current state-of-the-art and by providing policy and 'best practice' recommendations.
- Undertake theoretically motivated, high-quality new research that either addresses gaps identified in the existing literature, or demonstrates the operational relevance of existing knowledge to stakeholder contexts.
- Commission synthetic reviews, workshops, toolkit development, and research projects through a transparent and competitive process that delivers scientific excellence, stakeholder relevance, and value for money.
- Produce a range of innovative outputs that effectively communicate state-of-the- art knowledge to the security and intelligence agencies, wider government scientists and policy makers, researchers, industry partners, local communities and the public.
- Run engagement events that encourage interaction between academic and stakeholder and public communities at both the strategic and grass-roots level, building over time an interdisciplinary community.
- Produce the next generation of researchers and educators, deliver formal professional development for stakeholders, and engage SME and industry to support innovation.

Table 1: CREST Mission, from crestresearch.ac.uk

We adopted a mixed methodology:

- Review of CREST documentation, including management information, proposals, ResearchFish submissions, Google Scholar data, website, research documents, previous evaluations and other information provided by the CREST team (including CREST KPIs) or publicly available data.
- Perceptions audit:
    - Interviews: with 25 end users from a range of government departments, agencies, funding bodies and overseas partners. We also interviewed two of the three Research to Practice Fellows and members of CREST staff.
    - Surveys: we conducted two anonymous online surveys, one for CREST staff and contributors (33 responses) and another for CREST end users (34 responses).
- Case studies: we compiled seven case studies of CREST work to reflect the range of products and to span across the CREST life cycle. They were not selected to represent 'best in class', but to provide more detail on the nature and range of CREST work, its impacts and challenges. As such, there was varying amounts of information available for each. As part of the case study process, we interviewed 10 academics associated with the case studies.
- Social media data: we compiled social media data for CREST and three other research centres, START, TSAS, and NCITE.

Given the tight timeline, we present data received from interviewees in good faith. Mindful of the complexities of the CREST model, we have endeavoured to accurately reflect the detail of funding arrangements, case studies and relationships, but inevitably, we may have misunderstood some aspects, though not in such a way as to impact our overall conclusions and recommendations.

Finally, we offer a number of conclusions and recommendations to guide the next phase of CREST's development.

CREST'S IMPACT ON THE WORK OF END USERS, AND ITS ABILITY TO ENHANCE THEIR CONNECTIONS WITH ACADEMICS

CREST has met or exceeded targets related to its impact on the work of end users, with the exception of years 4 and 5, which were impacted by the pandemic. It should also be noted that during this period, CREST was tasked by funders to develop a training website to provide practitioners with job-related resources. This was well-received, but impacted other output. Table 2 outlines CREST KPI data related to policy and practitioner impact. While CREST 3 did not include a KPI for short guides, briefing notes and posters, we understand that CREST produced 143 such outputs during this period, on par with the volume from CREST 1.

CREST products and people are well-accessed by end users. A majority (53%) of end users we surveyed access CREST products and network at least once per quarter, and one third (34%) at least once per month. Only 16% said they never access CREST products and people; which, based on interview and survey comments, might be due to challenges getting material into funders, end users not being aware that products are CREST products, or a wider lack of brand recognition for CREST, which would point to the ongoing need for marketing.

Policy and practice impact

CREST 1 *YEARS 1-3*

NON-REFERRED ARTICLES — 213%
TARGET: 15 *ACTUAL: 32*

NUMBER OF ORGANISATIONS ENGAGED — 733%
TARGET: 15 *ACTUAL: 110*

SHORT GUIDES, BRIEFING NOTES AND POSTERS — 141%
TARGET: 150 *ACTUAL: 211*

CREST 2 *YEARS 4-5*

NON-REFERRED ARTICLES — 40%
TARGET: 15 *ACTUAL: 32*

SHORT GUIDES, BRIEFING NOTES AND POSTERS — 50%
TARGET: 50 *ACTUAL: 25*

CREST 3 *YEARS 6-7 (YEAR 8 DATA INCOMPLETE)*

NUMBER OF ORGANISATIONS ENGAGED — 180%
TARGET: 15 *ACTUAL: 27*

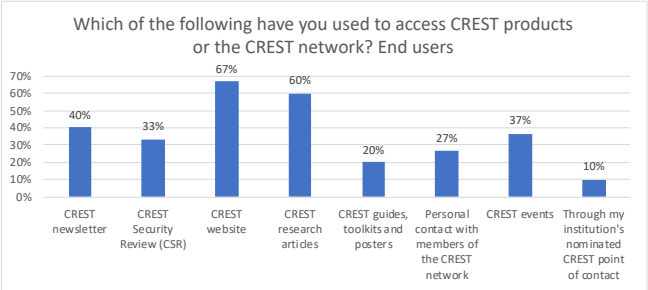
NUMBER OF ORGANISATIONS ENGAGED — 210%
TARGET: 10 *ACTUAL: 21*

NUMBER OF ORGANISATIONS ENGAGED — 63%
TARGET: 80 *ACTUAL: 63*

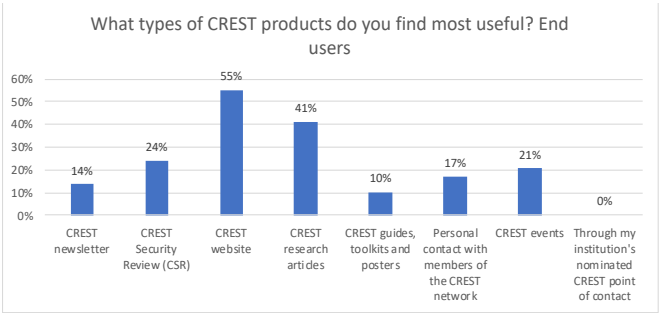
(N.B. CREST expect to hit this target by the end of year 8 as completion of work packages is weighted towards the end of this funding cycle).

Table 2: CREST KPI data related to policy and practice impact (supplied by CREST)

End users access CREST via a range of tools and routes, with the most frequent being the CREST website (67%) and research articles (60%). End users reported the most useful products to be the CREST website (55%), research articles (41%) and the CREST Security Review (CSR) (24%).

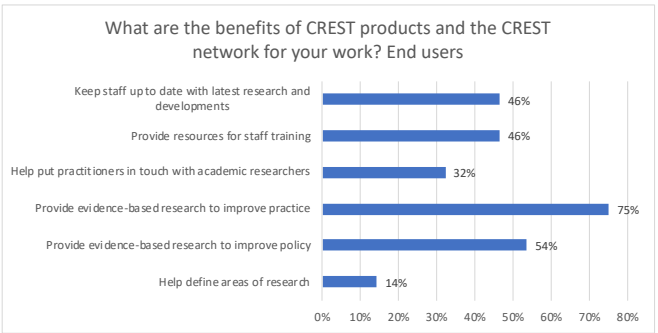


Graph 1: End user survey: Which of the following have you used to access CREST products or the CREST network?



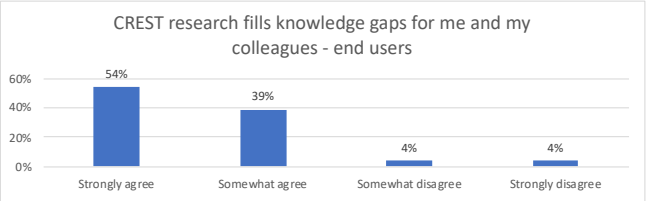
Graph 2: End user survey: What kinds of CREST products do you find most useful?

CREST impacts the work of end users. A large majority of end users we surveyed agreed that CREST has impacted the work of them or their colleagues (86%), with two-thirds (38%) strongly agreeing with this statement. Their work has been impacted by CREST in a number of ways. Graph 3 shows that three-quarters (75%) of respondents believed that CREST had provided evidence-based research to improve practice, over half (54%) believed it had provided evidence-based research to improve policy, and a large minority (46%) believed it had provided resources for staff training or kept staff up to date with latest research and developments.



Graph 3: End user survey: What are the benefits of CREST products and the CREST network for your work?

End users found CREST research useful in providing an evidence base for policy (54%) and practice (75%). A large majority (90%) agreed that 'CREST work results in best practice relevant to policy makers and practitioners, and one-third (33%) strongly agreed. Of those surveyed, 97% agreed that CREST produces high quality research and products and one-third strongly agreed that, 'CREST improves understanding among me and my colleagues', with 93% agreeing overall. A majority of end user respondents (54%) strongly agreed that 'CREST research fills knowledge gaps for me and my colleagues', with 93% agreeing overall.



Graph 4: End user survey: 'CREST research fills knowledge gaps for me and my colleagues.

CREST improves the knowledge and understanding of end users in a number of ways:

- **CREST research provides end users an opportunity to test the thinking and assumptions that underpin policy and practice;** informal presentations and networking events were mentioned as being especially helpful in this regard. One end user commented, "CREST is a really valuable resource in that they are footnoted and have a bibliography and are evidence based; I often use them as a litmus test against my own thinking on topics."
- **CREST research deepens understanding and builds a substantive evidence base.** End users told us that they appreciate the fact that CREST acts as a force multiplier in building a consistent and substantive evidence base for policy and practice. One mentioned a research project on the psychology of interoperability, "The results will help us better understand the problem and provide evidence to inform the development of solutions via policy and practice."
- **Easy to access research to stay up-to-date with latest knowledge.** End users appreciate CREST's role in synthesising and curating vast amounts of academic research and making it available in an accessible way for busy end users. One said, "CREST is my first port of call rather than start trawling." Another said, "Before CREST, we had too much information. It was overwhelming."

CREST research has been transformative in a number of areas of policy and practice. Interviewees from our study and previous impact assessments noted the following examples where CREST research has been transformational:

- Research carried out by Lorraine Hope on the Timeline Technique and Paul Taylor on the Cylinder Model have both been identified as additional tools that can be used by operational teams in interview and debrief situations, leading to greater insights into national security issues and specific information relating to terrorist organisations.
- Joinson's work on phishing has influenced campaign materials and guidance developed by CPNI in relation to cyber security. In turn, this has contributed to a project funded in the 2019 CREST commissioning round (Simulated phishing and employee cybersecurity behaviour) and further funding from CPNI to develop a new research and training tool. Outcomes were included in a report published by the National Cyber Security Centre on phishing protection and fed into a project with CybSafe.
- One mentioned Claire Nee's work on target selection and Machi Tseloni, James Hunter and Rachel Armitage's work on the benefits of Burglar Alarms and commented, "As part of the portfolio, I am turning the academic paper in to something the front line officers and investigators can read, digest and use. This we plan to push out to all 43 Police Forces through a national burglary bulletin."
- CREST's report on risk and protective factors for radicalisation. One end user told us, "This and other reports have become the go-to reports. They shape the discussions internally. It became a critical reference. The report was transformative and moved us along a big way."

> **"I've been a big fan of CREST since the beginning."**
>
> **End user interviewee.**

CREST has helped inform policy strategy development. Approximately one-quarter of the policy makers we interviewed stated that CREST research had informed the development of policy at the strategic level. One commented, "We struggle to address the strategic questions and CREST is an excellent vehicle for doing that." Another told us, "In our evidence review, CREST was used extensively to inform our overarching strategy." CREST received the following message of thanks from a senior policy maker pointing to its value for policy development in relation to a specific policy strategy refresh process, "As somebody who has, through CREST, enabled and facilitated inputs to the team working on the refresh of [the policy], the [department] have asked that we get in contact with you to… convey their appreciation for your important contribution."

CREST has commissioned exploratory research which has proven incredibly useful and shows the benefit of being able to work with some flexibility around the margins of focused funder priorities. We came across a number of examples of this:

- Jas Singh's work on Sikh radicalisation, which at the time of commissioning was not seen as being 'policy critical', but quickly became of interest and is the go-to resource.
- Research on online vetting, which became critical once the pandemic halted in-person vetting.
- Martin Innes' work on techniques of disinformation, which was able to develop flexibly when it was discovered that some of the disinformation being studied was linked to Russia.
- Paul Gill's work on vulnerability assessment frameworks, which a former policy maker reflected would not have been commissioned pre-CREST, but was possible in part due to the trust established by CREST.

CREST has developed rapid response capability which helps to bridge the gap between short-term end user needs and the longer timeline for academic research. It has developed two mechanisms for this kind of work:

- **Direct tasking:** Each of CREST's core programmes have time built in for the research team to respond to emerging need in their area of expertise. It allows for a more rapid response as they shift their efforts to a short piece of work and then back onto their main programme.
- **Stewardship:** From 2020, CREST formalized their stewardship service, where they receive requests via funders for rapid response tasks, such as literature reviews, guidance, synthesis of academic research relevant to a specific policy challenge, brown bag lunches to share knowledge informally, and consultancy. CREST has recorded 25 such requests since the start of October 2020.

Feedback on CREST's rapid response capability is overwhelmingly positive. The quotes below – drawn from CREST's impact log, our interviews and survey respondents – are representative of the views expressed:

- "We were able to get the review done in 2-3 days, which was incredibly helpful."
- "CREST supported us with a literature review of online radicalisation, which commented on the health of the literature, and the remaining knowledge gaps. It helped in scoping our knowledge, provided a synthesis of key points of literature, and allowed us to come together in our thinking."
- "The course of advice that we got changed the outcomes."
- "We have gone back to them again and again", an end user told us about a series of short guides that were produced as part of a rapid response request.

CREST's impact on end user training has been significant – it is clearly an area of excellence for CREST. Table 3 shows that CREST has exceeded its training-related KPIs, with the exceptions of years 4 and 5, which were impacted by the pandemic. Based on CREST's data, it has delivered training to end users from a range of countries, including the UK, Belgium, Canada, Denmark, the EU, Finland, Germany, Ireland, Italy, Japan, the Netherlands, Sweden and the USA.

Training and practice impact

CREST 1	*YEARS 1-3*	
INTEGRATION IN TRAINING *TARGET: 9* *ACTUAL: 16*		**177%**
CREST 2	*YEARS 4-5*	
INTEGRATION (OF CREST MATERIALS) INTO TRAINING *TARGET: 3* *ACTUAL: 12*		**400%**
CREST 3	*YEARS 6-7 (YEAR 8 DATA INCOMPLETE)*	
NUMBER OF TRAINEES AND TOOL USERS *TARGET: 100* *ACTUAL: 175*		**175%**

Table 3: CREST KPI data related to training and practice impact (supplied by CREST)

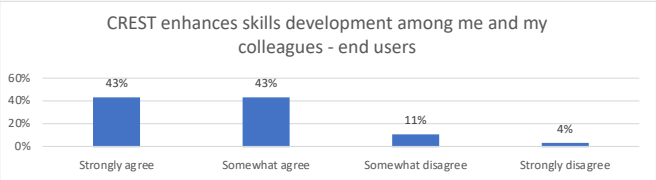
Feedback on the quality of CREST-informed training materials and trainers was excellent. In particular, interviewees and survey respondents pointed to its impact on hostage and crisis negotiators and counter-terrorism negotiators. As a previous evaluation noted, the UK's first Counter-Terrorism Negotiation training course was developed in partnership with the Scottish Organised Crime and Counter-Terrorism Unit, incorporating the work of Lorraine Hope, Ben Lee, Jasjit Singh, Paul Taylor and Simon Wells.

One end user we interviewed told us that, during an arrest in a siege situation, they recognised Nazi materials in the suspect's flat and recognised the significance of them and his behaviour as being right wing extremism as a direct result of CREST training. This alerted them to the wider risks this individual posed, likely saving significant time and resource, and potentially human harm. The end user told us that without the CREST training, they would not have recognised this.

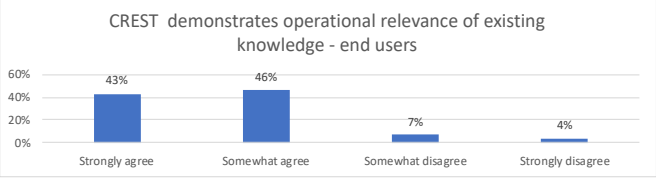
The following quotes are representative of what we heard about CREST-informed training:

- "They have professionalised our training and how the training is received; we are more strategic now and it is better underpinned by behavioural science."
- "I couldn't do my job without CREST."
- "The impact [of CREST] on negotiating globally is huge." "CREST massively changed hostage and crisis negotiating in the UK."
- "I am not exaggerating when I say I thought it was absolutely fantastic and certainly one of, if not the best, pieces of training that I've had in my 40 years of service."
- "In the past 3 years working in training I've really come to value the resources that CREST have produced. We have used CREST research to underpin much of our behavioural science-related training at both foundation and practitioner levels. In addition, we are using CREST products as part of various digital learning products we are producing. This includes directly emailing CREST articles and guides to our customers as part of a bite-sized learning series, and developing an online tool which provides access to CREST products (among other resources). The quality of the writing coupled with great design makes for compelling products which we are keen to continue using as an important part of our training."
- "Without fail, everyone I have spoken to – students, trainers and staff – were universal in their praise for the day, what they learnt and the style in which you presented it. It's not often a training session makes such an impression on such an experienced and, dare I say, slightly cynical audience."
- During an interview with a US-based trainer, he picked up from his desk a copy of 'Hope, L., Mullis, R. & Gabbert, F. (2013) Who? What? When? Using a timeline technique to facilitate recall of a complex event. Journal of Applied Research in Memory and Cognition, 2, 20-24' and said, "we print this by the gazillions," and explained that he hands the printouts to everyone that takes their training.

Crest-informed research enhances skills and knowledge among end users. A large majority (86%) of end user respondents agreed that, 'CREST enhances skills development among me and my colleagues', (graph 5) and a higher proportion (89%) agreed that, 'CREST demonstrates operational relevance of existing knowledge' (graph 6).



Graph 5: End user survey: 'CREST enhances skills development among me and my colleagues'



Graph 6: End user survey: 'CREST demonstrates operational relevance of existing knowledge'

CREST enhances and improves connections between academics and end users. The vast majority of both academics and end users agreed that, 'CREST enhances interaction between academics, policy makers and practitioners'. Three quarters (75%) of staff and contributors considered

'connecting academics with policy makers and practitioners' as a benefit of CREST, with many academic interviewees pointing to how CREST has made it much easier for them to access and gain traction with end users, which otherwise would have taken much longer. One academic commented, "CREST opened policy doors that would have taken longer."

One of CREST's key mechanisms for facilitating this connection is networking events. Table 4 shows that CREST exceeded its KPIs relating to networking events consistently across the years for which it tracked this data, including during the pandemic when it adapted and hosted online events.

Both academic and end user interviewees expressed a desire for more networking events, which have only slowly resumed post-pandemic. More staff and contributors (58%) than end users (37%) have accessed CREST via events, possibly reflecting turnover of staff and increased staffing pressure in government departments and agencies. It possibly also reflects the diversity among end users, from policy makers and behavioural scientists, to those in more operational roles who much less often attend public or semi-public events.

Event impact

CREST 1 *YEARS 1-3*

NUMBER OF NETWORK EVENTS	*TARGET: 36* *ACTUAL: 141*	**392%**
NUMBER OF ATTENDEES	*TARGET: 720* *ACTUAL: 2,482*	**345%**

CREST 2 *YEARS 4-5*

NUMBER OF NETWORK EVENTS	*TARGET: 12* *ACTUAL: 22*	**183%**

Table 4: CREST KPI data related to networking events (supplied by CREST)

> **CREST is a superb resource for research and evidence-based information, on a range of relevant topics, that is also intended to support and improve practice. In my opinion, it is one of the best resources I've seen and used."**
>
> **End user interviewee.**

Academics and end users appreciate CREST's role in translating academic research for end users. As one academic told us, "We [researchers] write a long document that no one wants to read, and CREST then produces products that can be consumed much easier." End users value this, but a small number pointed to the need for CREST to do even more and go further in this aspect of their work. One end user told us, "Often it's hard to get the academics to focus on the 'so what' question, there is probably more that CREST could have done to help academics to get to the 'so what' question." Another commented, "Sometimes it can be hard to understand the work and it needs to be 'dumbed down' a bit for us."

There was agreement among survey respondents that CREST research has operational relevance. Almost all academics (97%) agreed that, 'CREST research demonstrates operational relevance of existing knowledge', with two-thirds (69%) strongly agreeing. Likewise, end users agreed (89%), although they were less likely than academics to strongly agree (43%).

Enhanced connection between academics and end users brings a number of tangible benefits:

- **Access to 'bottom drawer knowledge':** end users talked about the value of informal roundtables and brown bag lunches that provide a more informal setting for academics to get 'beyond the paper' and share the data behind their work, their wider body of work, and the studies that didn't make it into a peer reviewed journal. These gatherings allow academics the space to explore the implications of their research and enable end users to seek wider insights. One end user told us, "The talks that worked best were those that focused on the 'so what' of the work – the audience were largely policy teams, and understanding what that evidence meant for their area was a key bit of the translation." Some specific examples, include: Paul Thomas and Michelle Grossman who briefed stakeholders on their work on Community Reporting Thresholds, and Sarah Marsden who presented her work on deradicalisation and disengagement to senior Home Office officials during a two-day set of workshops. As a result, Marsden was invited to chair a new independent expert committee developed to advise the Home Office.
- **Academic access to new data streams:** CREST has facilitated access to new data streams for academics, creating trust and structures to allow government to make certain data available for academic research and analysis, such as Paul Gill's work on evaluating radicalisation involvement.
- **Development of best practice for policy makers and practitioners:** almost all academics (94%) and end users (90%) agreed that, 'CREST work results in best practice relevant for policy makers and practitioners', although academics (68%) were much more likely than end users (33%) to strongly agree with this statement, which again supports the recommendation that CREST continue to identify ways to enhance its translation offering.

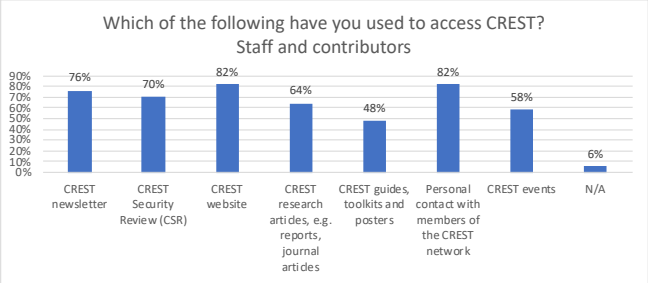
> "I am writing to report on behalf of colleagues from the UK Intelligence Community (UKIC) on the impact of research conducted for CREST by Professor Aldert Vrij. The Cognitive Credibility Assessment (CCA) research is highly relevant to the work of UKIC. For instance, Prof Vrij's research has informed the UK Aviation and Border Security interrogation policy as it enhances our ability to accurately elicit information and assess credibility. The research has been integrated into interview-focused training and is integral to the ad-hoc advice provided to individuals who regularly conduct interviews across a range of security contexts and a number of intelligence and law enforcement organisations."

CREST'S IMPACT ON THE WORK OF ACADEMICS AND ITS CONTRIBUTION TO CAPACITY BUILDING

CREST has exceeded all but one of its KPIs relating to academic performance, including publications, conference presentations, citations, and funding, as outlined in the Table 5. Since its launch in 2015, CREST has conducted 65 research projects, worked with 222 researchers, partnered with 38 Higher Education Institutions (HEI) and Small to Medium-size Enterprises, and raised £39.08 million funding (£3.68m HEI funding, £12.4m from UK Home Office and security and intelligence agencies and £23m follow on funding).

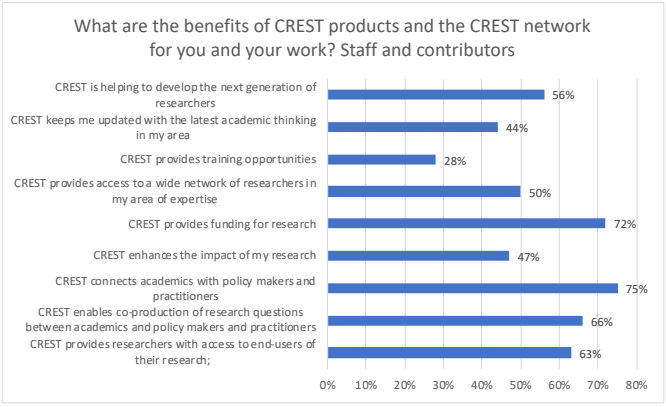
CREST produces high quality research, with 100% of staff and contributors agreeing that, 'CREST produces high quality research and products', with three-quarters (75%) strongly agreeing. According to CREST's own data, its work has generated 104 research outputs, including peer reviewed journal articles and books, with Google Scholar showing 5665 academic citations to their work.

Academics regularly access CREST research and network; among staff and participants surveyed, over two-thirds (70%) access CREST products or network at least once per month. They access via a range of routes, with all except CREST guides, toolkits and posters (48%) mentioned by a majority of respondents. Given guides, toolkits and posters are principally aimed at end users, this is not surprising. One-third (29%) find research articles most useful, followed by the website (19%).



Graph 7: Staff and contributors survey: Which of the following have you used to access CREST?

CREST staff and contributors report various benefits from CREST, and rank most highly those relating to connection with end users: connecting academics with policy makers and practitioners (75%), enabling co-production of research questions between academics and policy makers and practitioners (66%) and providing researchers with access to end-users of their research (63%), as outlined Graph 8. It should be noted, though, that fewer than half (47%) cite enhancing the impact of my research as a benefit of CREST, something which requires further attention, whether through helping academics to focus on impact or enhancing the feedback loop from end users on research impact so there are aware of how their research has been used.

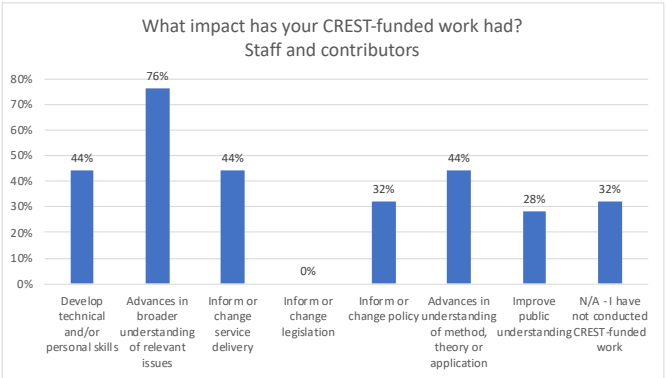


Graph 8: Staff and contributors survey: What are the benefits of CREST products and the CREST network for you and your work?

While CREST improves their knowledge, academics see connection to end users as a much more critical benefit of CREST. Academics less often rate CREST's ability to help them to keep up-to-date with research in their field (44%), but almost all (94%) agree that 'CREST research fills knowledge gaps for me and my colleagues'; and almost all (97%) agree that 'CREST improves understanding among me and my colleagues. Two-thirds strongly agree that 'CREST work has impacted the work of me and my colleagues'.

There is more that CREST could do to ensure they act as a force multiplier for academics in terms of policy and practice impact. Fewer than half (47%) staff and contributor survey respondents cited 'CREST enhances the impact of my research' as one of the benefits of CREST. Academics are more likely to cite impact goals for their CREST research that relate to academic impact, such as 'advances in broader understanding of relevant issues (96%) and 'advances in understanding of method, theory or application (63%). Just under half (42%) mentioned informing or changing service delivery or informing or changing policy. Only 4% mentioned changing legislation, although for most researchers this would be a long stretch goal and is outside their control.

Academics are most likely to cite actual impact of CREST funded research that relate to knowledge than changed behaviour, but it is notable that almost half (44%) of staff and contributor respondents who have received CREST funding for research said it had informed or changed service delivery, perhaps reflecting CREST's excellence in end user training, and one-third (32%) felt it had informed or changed policy.



Graph 9: Staff and contributors survey: What impact has your CREST-funded work had?

CREST continues to contribute to capacity building and developing the next generation of researchers and educators. It does this in three main ways:

PhDs: CREST has trained 22 PhDs, funded by HEI contributions. Staff and contributors agree that CREST is effective at helping to develop the next generation of researchers and educators, with two-thirds (65%) strongly agreeing, and one-third (32%) somewhat agreeing. PhDs are connected to core multi-year programmes of work, rather than commissioned projects, which are typically 12-months or less in duration. The quote below from a former CREST PhD student outlines the value of CREST affiliation:

> *"CREST provided a supportive learning environment that has been central in shaping my career journey to date. My doctoral research project was funded by CREST, but they provided so much more to my personal and professional development than just funding. Throughout my PhD, CREST offered multiple and varied opportunities for skills-based training, helping me to develop key skills including analytical, communication and presentation skills that are essential to my new role.*
>
> *In addition to working alongside academics who are the foremost experts in their fields, being a part of the CREST community gave me invaluable access to stakeholders and practitioners, with whom I was able to present to and discuss my research with. Not only did these opportunities enhance my academic research and make it more relevant to the security agencies, but further provided insight into career options outside of academia.*
>
> *This continued after I had finished my PhD. Expertise and guidance from others within CREST increased my confidence that I had the skills and expertise that would enable me to succeed in the types of positions I was applying for, as well as benefitting from others sharing their experiences of recruitment processes with me."*

Skills development: Ninety percent of CREST staff and contributors agree that CREST work enhances skills development among themselves and their colleagues. The staff and contributors we interviewed were positive about CREST's legacy of capacity building within academia, with one survey respondent commenting, "Though there are many 'quick wins' in CREST's work, the impact of CREST must be seen in the long term, including the many new PhD graduates and cumulative growth of understanding and trust between academics and government." A number of interviewees acknowledged CREST's progress in skills development and capacity building, which is encouraging given it was highlighted as an area for development in the previous impact assessment.

Diversity: a handful of academics and end users commented in interviews about CREST's success at encouraging and supporting a more diverse range of researchers into national security. This includes non-traditional academic disciplines, gender, and race/ethnicity. One academic well plugged into policy commented, "This raises standards, brings news perspectives into policy making, and ultimately that makes us safer."

Academic performance data

CREST 1 — *YEARS 1-3*

ACADEMIC PUBLICATIONS — 110%
TARGET: 50 ACTUAL: 55

CONFERENCE PRESENTATIONS — 358%
TARGET: 50 ACTUAL: 179

CREST 2 — *YEARS 4-5*

ACADEMIC PUBLICATIONS — 318%
TARGET: 16 ACTUAL: 51

CONFERENCE PRESENTATIONS — 138%
TARGET: 16 ACTUAL: 22

ADDITIONAL FUNDS (SUPPORTED) — 714%
TARGET: £500,000
ACTUAL: £3.57M

IMPACT CASE STUDY DEVELOPMENT (SUPPORTED) — 350%
TARGET: 2 ACTUAL: 7

CREST 3 — *YEARS 6-7 (YEAR 8 DATA INCOMPLETE)*

NUMBER OF OA COMPLIANT PUBLICATIONS — 348%
TARGET: 40 ACTUAL: 139

CITATION RATES INCREASE (GOOGLE H-INDEX) — 118%
TARGET: 40 ACTUAL: 47

TOTAL ADDITIONAL INCOME (INCLUDING SUPPORTED PROPOSALS) — 69%
TARGET: £4M ACTUAL: £2.75M

Table 5: CREST KPI data related to academic performance (supplied by CREST)

Capacity building data

CREST 3 — *YEARS 6-7 (YEAR 8 DATA INCOMPLETE)*

KNOWLEDGE EXCHANGE OUTPUTS PROMOTING ECR RESEARCH — 87%
TARGET: 30 ACTUAL: 26

ACTIVE ENGAGEMENT WITH NEW ACADEMICS (THOSE WITH NO PRIOR CREST ENGAGEMENT) — 210%
TARGET: 40 ACTUAL: 84

NUMBER OF MEMBERS RECEIVING REWARD AND RECOGNITION (E.G., PHD TO JOB, PROMOTION) — 170%
TARGET: 10 ACTUAL: 17

Table 6: CREST KPI data related to capacity building and developing the next generation of researchers and educators (supplied by CREST)

THE CREST ORGANISATIONAL MODEL

The relative success of CREST rests on that which makes it unique; its organisational model. CREST differs from the traditional model for government directly commissioned research; the core CREST team and activities provide an ongoing bridge between academics and end users, build a sustainable knowledge base to underpin policy and practice, make academic research available in a digestible format for end users, provide opportunities for contact between them, and help to build academic capacity – including through funding PhDs – for continued research of this kind. CREST has exceeded most of its KPIs relating to its organisational model, as outlined in table 7.

Academics and end users rate highly CREST's ability to communicate effectively across both groups, translating between them, and facilitating a network, both on- and offline. 94% of staff and contributors and 71% of end users surveyed agreed that, 'CREST effectively communicates with policy makers and practitioners', although academics were five times more likely to strongly agree (65% compared to 14%). This suggests CREST should consult with end users about how to enhance its communication with them.

Research to Practice Fellows are critical to communication, translation and networking. Many of the end users we interviewed were very positive about the role these individuals play, exemplified by feedback CREST received from a funding agency, "One of my senior managers singled out the contribution made by [name], one of your research to practice fellows, as worthy of particular mention. The fellow worked incredibly hard to meet our changing needs and many of my staff have directly benefited from the contribution." Similar sentiments were expressed about all the fellows.

As previous evaluations have pointed out, this is a very limited resource. CREST initially had one such Fellow working full time, but today has three working part-time for a combined equivalent of 20 days per month. This limits CREST's impact. CREST and its funders should explore ways to increase this capacity, and put in place succession planning to create a talent pipeline for these roles. Increasing the number of fellows and the amount of time available to each one would be an impact force multiplier for CREST and its funders.

Academics expressed a desire for more feedback from end users about how their research has been used in practice. Most understood the challenges of doing so, given sensitivities, but felt that more could be done to enable this to happen more often. Conversely, one or two end users mentioned they had not been notified when research they helped to develop was published in academic journals. It would be worth looking at ways to fine tune this feedback loop in both directions.

There was universal demand for more events, round tables, conferences and online events to bring together academics and end users and provide opportunities for networking and sharing research needs and latest data. There is clearly a need for this networking function, and academics expressed desire for gatherings to help break down silos between academic disciplines as well as make connections with end users. Some of these activities were impacted by the pandemic, and response from our survey and interviews shows both academics and end users are keen to see activities at their pre-pandemic levels.

Key performance data

CREST 1 *YEARS 1-3*

NUMBER OF WEBSITE POSTS	*TARGET: 50 ACTUAL: 530*	**353%**
WEBSITE UNIQUE VISITORS	*TARGET: 44,669 ACTUAL: 214,428*	**480%**
NUMBER OF PRESS STORIES	*TARGET: 60 ACTUAL: 74*	**123%**
PRESS REACH	*TARGET: 1.1M ACTUAL:*	**>17M**
NUMBER OF TV/RADIO APPEARANCES	*TARGET: 15 ACTUAL: 26*	**115%**
NUMBER OF TWEETS	*TARGET: 1560 ACTUAL: 1800*	**40%**

CREST 2 *YEARS 4-5*

INTERNAL REACH (VIA INTRANETS)	*TARGET: 2 ACTUAL: 4*	**200%**
APP DOWNLOADS	*TARGET: 500 ACTUAL: 746*	**149%**
NUMBER OF PRESS STORIES	*TARGET: 20 ACTUAL: 12*	**60%**
NUMBER OF TV/RADIO APPEARANCES	*TARGET:15 ACTUAL: 3*	**20%**

CREST 3 *YEARS 6-7 (YEAR 8 DATA INCOMPLETE)*

YEAR-ON-YEAR % INCREASE IN MEANINGFUL (>10 SECS) WEB ENGAGEMENT	*TARGET: 25% ACTUAL: 76%*	**304%**

Table 7: CREST KPI data related to organisational model (supplied by CREST)

A small minority of academics questioned how specific CREST events within government were marketed and noted low turnout compared to other in-house events. We were not able to probe this in any detail, but it would be worthwhile for CREST and its partners to refresh their approach to marketing these internal events to ensure maximum awareness and engagement.

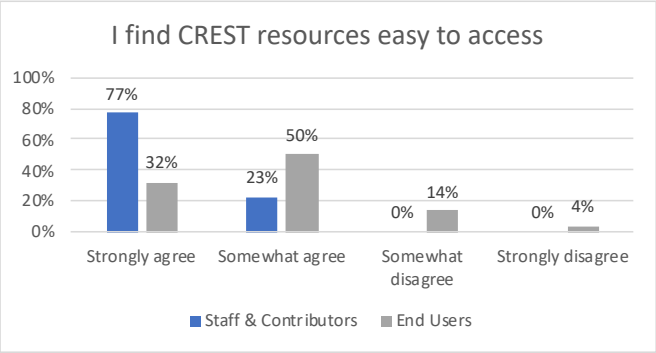
There were mixed views about the CREST brand. Some of the end users

we interviewed worked extensively with CREST and had a good grasp on what it can and can't do and how best to work with it. Others were less sure, or described a difficult process of coming to understand what it does. One end user told us, "I would have liked a guide to the different type of services CREST can supply." After consulting with CREST staff, we understand this is in production. Given the turnover in roles within government and agencies, brand awareness has to be an ongoing process to ensure the CREST name and brand is known and understood among its client base and target audience.

All staff and contributors and a large majority (82%) of end users find CREST resources easy to access. CREST has consistently exceeded targets for website traffic and content, as outlined in Table 7, and its resources have been downloaded 344,329 times. Google Analytics data for the case studies show visitor and download peaks on key dates, which suggest events drive website visitors. CREST should explore this in more detail to confirm, and consider adopting acquisition methods to drive more traffic, such as link shorteners, QR codes or branding with social links.

Press and TV work decreased after the first phase of CREST, but this is understandable given its initial importance in raising profile, and it is our view that press and TV should not be a priority communication focus for CREST.

Almost one-fifth (18%) of end users disagree with the statement that CREST resources are easy to access, which reflects a range of access challenges: limited time of Research to Practice Fellows who are a key interface, turnover of staff in government departments and agencies, pandemic visibility dip for CREST, and need for clearer signposting of available resources.



Graph 10: Staff and contributors and end users surveys: 'I find CREST resources easy to access'

CREST fares well in comparison to a number of research centres in terms of Twitter activity, which is the key social media platform used for both academics and those following research and current affairs. We studied the Twitter activity of CREST, START, NCITE and TSAS, looking at basic account data and reach and impact of their previous 1000 tweets (data was generated on 31 May 2023). The results are outlined in the Table 8 and show that: CREST would benefit from being more active on Twitter (it has the third lowest activity level); it scores well on retweets, second only to START in terms of the number of retweets for its most recent 1000 tweets, but is at around half the level of START; and CREST scores first for the number of its most recent 1000 tweets that have been favourited, indicating engagement with its followers and potential to grow.

Twitter comparative data

	@CREST	@START	@NCITE	@TSAS
Twitter followers	4,759	9,337	2,672	3,441
Friends / following	329	668	346	427
Listed	93	312	35	76
Favourites	764	1,810	796	753
Statuses / tweets	2,927	7,411	2,107	3,079
Total retweets of most recent 1,000 tweets	5,281	10,389	1,541	1,822
Total tweets favourited of most recent 1,000	4,184	1,632	3,670	1,917

Table 8: Comparative Twitter data, collected 31 May 2023

CREST's presence on LinkedIn has potential for considerable improvement; it has 981 followers/connections, compared to 9,303 for START and 1,431 for NCITE. This would be a useful medium for reaching end users and wider stakeholders, and should be a central part of its social communications strategy alongside Twitter.

CREST is present on other social media platforms, such as Facebook, Instagram, and Mastodon, none of which are critical for its professional networks, but assuming it uses a scheduling tool, maintaining this presence should take minimal time so is worth continuing.

CREST should add social media links to its website to drive further traffic between the two. Both START and NCITE do this. CREST should also consider offering website users the option to subscribe to a theme, allowing them to stay up-to-date with their chosen areas of interest in a simple and automated way which would generate an email to alert them when relevant content is uploaded to the website.

There was very positive feedback from both academics and end users about the design and format of CREST products, and the use of innovative approaches to communicate for impact. One end user commented, "I think they are the best in the world for how they translate complex technical academic research into simple visuals that pass the 3am test for operational staff." In other words, something they can refer to quickly and effectively when working at pace in an operational setting. CREST should continue to explore new ways of communicating with end users, and ensure there is a talent pipeline for staff who hold these limited and highly valuable skills.

A large majority (87%) of staff and contributors surveyed agreed that the CREST commissioning process is transparent and competitive. A handful of survey respondents and interviewees would like to see more predictable timing of regular funding calls, and a small number of end users commented that they thought the process was more complicated than it needed to be. We were not able to explore this in further detail, but it would be valuable to consider whether the process can be streamlined or better signposted.

A small number of interviewees and survey respondents suggested CREST's area of thematic focus should broaden and adapt to changing policy and practice priorities, notably interest beyond counter-terrorism to include organised crime, for example. They also stressed the importance of CREST staying up-to-date with technology, both as a subject for research and a research methodology. CREST's research mandate is, of course, set by its partners, which suggests the need for a refresh of themes.

APPENDIX 1: CASE STUDIES

1. SOFT FACTS AND DIGITAL BEHAVIOURAL INFLUENCING (2017-2018)

Description:
Prof. Innes and his team analysed social media data collected in the aftermath of four terror attacks that took place in the UK in 2017 to explore how various rumours, conspiracy theories, propaganda and fake news – defined as 'soft facts' – shaped social reactions to these incidents, and the ways they came to be defined and understood. The research identified eight 'techniques of disinformation': seeding, denial of credibility, event ghosting, emulsifying, infiltrating and inciting, spoofing, truthing, and social proofing.

Unexpectedly, when analysing the empirical data, the researchers identified and attributed a number of Russian-linked social media accounts authoring and amplifying provocative and highly antagonistic messages. The flexible nature of CREST funding allowed the team to shift focus and follow the data, resulting in a fresh insight into the role of state activity in the aftermath of terrorist incidents. One of the academics involved told us, "I am very proud of this piece of work; we really found something and it had an impact."

Prof. Innes and his team had already collected the data via a different research grant; CREST funding allowed them to conduct analysis on it and was therefore good value for money. The total CREST grant was £93,612 80% FEC.

Personnel:
- Prof. Martin Innes, Cardiff University.
- Daniel Grinnell, Cardiff University.
- Diyana Dobreva, Cardiff University (at the time of the project).
- Dr. Helen Innes, Cardiff University.

Research to practice and knowledge exchange:
Training: N/A
Policy engagement: The work led to an invitation for Martin Innes to apply for international funding for a rapid evidence review of social media in light of terrorist incidents, which he won and subsequently led an international team to complete the review. The report, commissioned by the Five Country Ministerial Countering Extremism Working Group, has been published and shared with stakeholders around the world.

Research agenda:
The project resulted in the following CREST publication:
- Innes, M. (2020). Soft Facts And Digital Behavioural Influencing After The 2017 Terror Attacks.

The project resulted in the following academic outputs and citations:
- Dobreva D, Grinnell D, Innes M. (2019). Prophets and Loss: How "Soft Facts" on Social Media Influenced the Brexit Campaign and Social Reactions to the Murder of Jo Cox MP. Policy & Internet, (2), doi: 10.1002/poi3.203 [15 citations].
- Innes M. (2020). Techniques of disinformation: Constructing and communicating "soft facts" after terrorism. The British journal of sociology, 71(2), pp. 284-299. doi: 10.1111/1468-4446.12735 [33 citations].
- Innes, M., Dobreva, D., & Innes, H. (2021). Disinformation and digital influencing after terrorism: Spoofing, truthing and social proofing. Contemporary Social Science, 16(2), 241-255. [40 citations].

Additional income generated: Further research was commissioned, as outlined above.

Capacity building:
PhDs" N/A

2. ELICITING INFORMATION (2015-2020)

Description:
This programme of work developed techniques that promote accurate and complete recall, which facilitate deception detection. It involved a number of research projects, along with a PhD: a) verifiability approach, b) eliciting intelligence from memory, c) developing intelligence gathering methods that maximise the quantity and quality of information, d) innovative techniques for information elicitation (PhD), e) the model statement interview tool, f) what tactics does a smuggler use to avoid detection, and g) collective interviewing.

The total CREST grant was £462,391 80% FEC.

Personnel:

- Aldert Vrij, University of Portsmouth.
- Lorraine Hope, University of Portsmouth.
- Becky Milne, University of Portsmouth.
- Feni Kontogianni, University of Winchester.
- Sharon Leal, University of Portsmouth.
- Samantha Mann, University of Portsmouth.
- Zarah Vernham, University of Portsmouth.

Research to practice and knowledge exchange:
CREST recorded significant impact of this programme where the programme materials constituted part or all of the content covered:

- From 2019, the Timeline Technique (Hope) has been an official requirement in the Professional Development Plan for Skill Level III for Advanced Interrogators/Analysts who work within the FBI HIG.
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- Reported use in debrief and interview situations – hostages and CT staff – to support more detailed recall of events.
- Material included on foundation courses delivered to one of the funding institutions.
- Material shared with various government departments, agencies, law enforcement bodies.
- Production of an e-learning product.
- Eliciting information CPD product.
- Effective relationship CPD product.
- Interview training developed and delivered.
- Interactive materials included on funding institutions systems.
- Train the trainer developed and delivered.
- Training for negotiators: we estimate at least 378 negotiators received training containing material from the programme.
- Training for 60 foreign liaison HMRC officers.
- Training, train the trainer, facilitation or similar for end users from a range of government areas: intelligence, defence, law enforcement, negotiators, tax, prisons, and drugs enforcement.
- Training, train the trainer, facilitation or similar with end users from Belgium, Canada, EU, Germany, Ireland, UK, USA, Italy, Japan, and the Netherlands.
- CREST recorded impact reaching 1231 individuals via training, train the trainer, facilitation or similar, but the actual number will be higher as attendee numbers were not recorded for some briefings.

The following are examples of feedback received by CREST in relation to the eliciting information programme and echoed what interviewees said during end user interviews:

"...the Eliciting Information Framework is a much-needed tool. It has enabled my section to access behavioural science research and integrate that learning into their casework... plans are in place to use the framework to help build much of our learning and development in this area and in particular to inform how we approach complex cases. The resources you have provided my staff via the training website are fantastic. I was particularly impressed with the speed at which this was created, especially during the difficult circumstances we all faced during the Spring and Summer of 2020." End user, intelligence community.

"I am writing to report on behalf of colleagues from the UK Intelligence Community (UKIC) on the impact of research conducted for CREST by Professor Aldert Vrij. The Cognitive Credibility Assessment (CCA) research is highly relevant to the work of UKIC. For instance, Prof Vrij's research has informed the UK Aviation and Border Security interrogation policy as it enhances our ability to accurately elicit information and assess credibility. The research has been integrated into interview-focused training and is integral to the ad-hoc advice provided to individuals who regularly conduct interviews across a range of security contexts and a number of intelligence and law enforcement organisations... Going forward, we continue to work with Aldert and his research team to translate the research into practical guidance and training for staff." End user, intelligence community.

Research agenda:
Hope was awarded an Academic Excellence Award by the International Investigative Interviewing Research Group, a worldwide network for investigative interviewing professionals. The project resulted in a range of CREST publication and products, including 11 articles, 14 guides and one thesis summary, all of which can be accessed via the programme page on CREST's website.

The programme resulted in a large number of related academic outputs and citations, just some of which are included here:

- Eliciting information and detecting lies in intelligence interviewing: An overview of recent research A Vrij, PA Granhag - Applied Cognitive Psychology, 2014 - Wiley Online Library [76 citations].
- Eliciting information and detecting lies in intelligence interviewing: An overview of recent research A Vrij, PA Granhag - Applied Cognitive Psychology, 2014 - Wiley Online Library [76 citations].
- The effect of interpreters on eliciting information, cues to deceit and rapport, S Ewens, A Vrij, S Leal, S Mann, E Jo... - Legal and ..., 2016 - Wiley Online Library [78 citations].
- Who said what and when? A timeline approach to eliciting information and intelligence about conversations, plots, and plans., L Hope, F Gabbert, M Kinninger, Law and Human ..., 2019 - psycnet.apa.org [20 citations].
- Sketching as a technique to eliciting information and cues to deceit in interpreter-based interviews., A Vrij, S Leal, RP Fisher, S Mann, G Dalton... - Journal of Applied ..., 2018 - psycnet.apa.org [51 citations].
- The effectiveness of different model statement variants for eliciting information and cues to deceit, S Leal, A Vrij, C Hudson, P Capuozzo... - Legal and ..., 2022 - Wiley Online Library [6 citations].

- The effect of the presence and seating position of an interpreter on eliciting information and cues to deceit, S Ewens, A Vrij, S Mann, S Leal, E Jo… - Psychology, Crime & …, 2017 - Taylor & Francis [31 citations].
- The effect of the presence and seating position of an interpreter on eliciting information and cues to deceit, S Ewens, A Vrij, S Mann, S Leal, E Jo… - Psychology, Crime & …, 2017 - Taylor & Francis [31 citations].
- Eliciting information and cues to deceit through sketching in interpreter based interviews, A Vrij, S Leal, RP Fisher, S Mann, E Jo… - Applied Cognitive …, 2019 - Wiley Online Library [22 citations].
- Using the model statement to elicit information and cues to deceit in interpreter-based interviews, A Vrij, S Leal, S Mann, G Dalton, E Jo, A Shaboltas… - Acta psychologica, 2017 – Elsevier [73 citations].
- Using the model statement to elicit information and cues to deceit from native speakers, non native speakers and those talking through an interpreter, S Ewens, A Vrij, S Leal, S Mann, E Jo… - Applied Cognitive …, 2016 - Wiley Online Library [79 citations].
- Using unexpected questions to elicit information and cues to deceit in interpreter based interviews, A Vrij, S Leal, S Mann, RP Fisher… - Applied Cognitive …, 2018 - Wiley Online Library [29 citations].
- The Model Sketch for Enhancing Lie Detection and Eliciting Information, H Deeb, A Vrij, S Leal, S Mann, J Burkhardt - Brain Sciences, 2022 - mdpi.com.
- Sketching routes to elicit information and cues to deceit, H Deeb, A Vrij, S Leal, M Fallon, S Mann… - Applied Cognitive …, 2022 - Wiley Online Library [1 citation].
- Using specific model statements to elicit information and cues to deceit in information-gathering interviews, CN Porter, A Vrij, S Leal, Z Vernham… - Journal of Applied …, 2018 – Elsevier [18 citations].
- Mimicry and investigative interviewing: Using deliberate mimicry to elicit information and cues to deceit, DJ Shaw, A Vrij, S Leal, S Mann… - Journal of …, 2015 - Wiley Online Library [29 citations].
- Mapping details to elicit information and cues to deceit: The effects of map richness, H Deeb, A Vrij, S Leal, M Fallon… - … Applied to Legal …, 2022 - journals.copmadrid.org [4 citations].
- Combining the model statement and the sketching while narrating interview techniques to elicit information and detect lies in multiple interviews, H Deeb, A Vrij, S Leal, S Mann - Applied Cognitive Psychology, 2021 - Wiley Online Library [3 citations].
- Kontogianni, F. (2019). Doctoral thesis overview: Eliciting information from cooperative sources about single & repeated multi-actor events.

Additional income generated: Additional funding received from British Academy to explore cultural differences in memory and recollection (£43,655), plus a further grant of £100,000.

Capacity building:
Programme has one PhD currently, plus one who has completed, who reported being encouraged to publish, receiving help from the Research to Practice Fellows to translate the research for end users, having the opportunity to write for the CREST magazine, and co-creating with end users

3. FOUR TYPES OF EMPLOYEES WHO ARE POTENTIAL INSIDER THREATS (2017-2018)

Description:
Professor Rosalind Searle and Dr Charis Rice conducted research to explore the types of employees who can become a threat to their companies, ranging from time-wasting in the office to giving away confidential business information to competitors. They interviewed managers and employees, reviewed HR and security paperwork relating to insider threat cases and carried out anonymous surveys within the organisation. They found organisational change within a company can act as an important trigger for worsening employees behaviour and identified four types of employees who pose a threat: omitters, slippers, retaliators and serial transgressors. The research resulted in a series of resources to help employers manage organisational change in a way that prevents this kind of behaviour by staff.

The total CREST grant was £44,661.40 80% FEC.

Personnel:
- Professor Rosalind Searle, University of Glasgow.
- Dr Charis Rice, Coventry University.

Research to practice and knowledge exchange:
Led to development of a range of practitioner tools that have been shared with a wide variety of stakeholders. Frameworks have been put to use by NHS Scotland and follow-up work has been funded by CPNI to aid further understanding of this area.

Research agenda:
- The project resulted in the following CREST publications: Searle, R, Rice C. (2018). Toolkit: Managing organisational change: practitioner's toolkit (all).
- Searle, R, Rice C. (2018). Toolkit: Managing organisational change: practitioner's toolkit (Team relations).
- Searle, R, Rice C. (2018). Toolkit: Managing organisational change: practitioner's toolkit (Individuals).
- Searle, R, Rice C. (2018). Toolkit: A manager's guide to successful organisational change.
- Searle, R, Rice C. (2018). Toolkit: Managing organisational change: e-seminar (key messages).
- Searle, R, Rice C. (2018). Toolkit: Managing organisational change: practitioner's toolkit (Leaders).
- Searle, R, Rice C. (2018). Toolkit: Managing organisational change: practitioner's toolkit (Organisational Culture).
- Searle, R. (2018). Full report: Assessing and mitigating the impact of organisational change on counterproductive work behaviour: an operational (dis)trust based framework.
- Searle. R, Rice C. (2018). Toolkit: Managing organisational change: e-seminar (using the toolkit).

The project resulted in the following academic outputs and citations:
Rice C, Searle R. (2022). 'The Enabling Role of Internal Organizational Communication in Insider Threat Activity – Evidence From a High Security Organization'. Management Communication Quarterly, (3), doi: 10.1177/08933189211062250 [8 citations].
Article for Insider Media Limited (200,000 subscribers), and research reported by Business Leader Online (publication website generates average of 120,520 impressions per month).

Additional income generated:
The research generated £177,400 additional income from funders, including the European Association of Work and Organisational Psychology, the Centre for the Protection of National Infrastructure, the Professional Standards Authority, and the National Institute for Health Research.

Capacity building:
PhDs: N/A
Training/development for those involved or their teams: N/A

4. ETHNO-NATIONAL, RELIGIO-CULTURAL OR ANTI-MUSLIM? INVESTIGATING SIKH RADICALISATION IN BRITAIN (2016-2017)

Description:
The project investigated the idea, context, framing and reality of 'Sikh radicalisation' in Britain in order to understand mobilisation and activism, the impact of historical trajectories on British Sikhs, and the framing of Sikh radicalisation and Sikh activism. It was the result of a CREST call for proposals to address a knowledge gap in this area; there was a lot of 'grey' literature on this theme, but little or no academic research.

The total CREST grant was £48,683.96.

Personnel:

- Dr Jasjit Singh, University of Leeds.

Research to practice and knowledge exchange:
CREST recorded the following impact opportunities where the project materials constituted part or all of the content covered:

- Train the trainer with intelligence agencies.
- Impact activities in UK, USA, Canada, Sweden, Norway, Denmark and Finland.
- Various meetings of liaisons group for intelligence agencies.
- CREST recorded impact reaching 128 individuals via training, train the trainer, facilitation or similar.
- Jasjit Singh provided written evidence to a UK Parliamentary Committee Enquiry.
- Presented to various policy makers.
- Led directly to changes in Home Office guidance on Afghanistan.
- Introduced a new methodology for community groups to tackle difficult conversations, holding five community events each attended by approximately 50 people. Provided feedback for final project outcomes and established model subsequently used to facilitate conversations with the Sikh community in Leeds.
- Contributed to work in Canada focused around communicating with and about Sikh citizens.

Research agenda:

- The project resulted in the following CREST publications:
- The Idea, Context, Framing, and Realities of 'Sikh Radicalisation' in Britain.
- Sikh Activism in Britain: Narratives and Issues.
- Sikh Activism in Britain.
- Religious Transmission Among Young Adults in the Digital Age.

The project resulted in the following academic outputs and citations:

- Singh J. (2019). Racialisation, 'religious violence' and radicalisation: the persistence of narratives of 'Sikh extremism'. Journal of Ethnic and Migration Studies, (15), doi: 10.1080/1369183X.2019.1623018 [5 citations].
- Singh J. (2020). Narratives in Action: Modelling the Types and Drivers of Sikh Activism in Diaspora. Religions, (10), doi: 10.3390/rel11100539 [6 citations].

Additional income generated: N/A

Capacity building:
PhDs: N/A
Dr Singh mentioned a number of personal development opportunities that arose specifically as a result of CREST, including opening doors to end users/practitioners, participation in training on how to engage with government, and other training.

5. BRITISH MUSLIMS SERIES (PART OF PROGRAMME 2015-2020)

Description:
This project / series was part of CREST's core programme on Actors and Ideologies in Social Context. CREST had created a depth of technical knowledge in radicalisation within the Muslim community and realised that end users were having difficulty absorbing the research. In response, a series of short guides on British Muslims was created to 'on-ramp' audience so the in-depth Muslim research could be digested.

Personnel:
Prof. Kim Knott, Lancaster University.

Research to practice and knowledge exchange:
Because the series of guides stems from a much broader programme of work, it is very difficult to pinpoint the specific impact of these guides, as opposed to the wider programme of research and activities. End users we interviewed spoke in broad terms about the value of the work of Prof. Knott and her team.

CREST recorded significant impact where the programme materials constituted part or all of the content covered:

- Participation in training, train the trainer or facilitation events by at least 960 end users.
- Courses for negotiators attended by 422 people.
- End users from the following countries: UK, EU, USA, Japan, Norway, Denmark, Finland, Canada, Netherlands, Belgium, and Germany.
- End users from the following range of government agencies and competencies: intelligence agencies, source handlers, negotiators, law enforcement, analysts, nuclear authorities, special forces, drugs enforcement.

Research agenda:
This specific piece of work within the broader core programme resulted in the following CREST publication:

- British Muslims: A History [2 citations].
- British Muslims: Charities and Organisations [2 citations].
- British Muslims: Families and Family Life.
- British Muslims: Mosques [1 citation].
- British Muslims: Sectarian Movements [0 citations].

Additional income generated: N/A

Capacity building:
PhDs" N/A
Training/development for those involved or their teams: N/A

6. REPORT: RUSSIA AND DISINFORMATION: THE CASE OF THE CAUCASUS, RUSSIA AND DISINFORMATION: INSTITUTIONS AND ACTORS, RUSSIA AND DISINFORMATION: THE CASE OF UKRAINE. (PART OF PROGRAMME 2015-2018)

Description:
As part of the project, Actors and Narratives, this series of papers sought to create digestible reports for policy makers and practitioners.

Personnel:

- Dr Cerwyn Moore, University of Birmingham.

Research to practice and knowledge exchange:
CREST recorded incidents of impact for the wider project of which these reports were a part in relation to the following opportunities where the project materials constituted part or all of the content covered:

- Train the trainer, training or facilitation events for: special forces, negotiators, source handlers, foreign liaison HMRC officers. A total of at least 128 end users participated in train the trainer, training or facilitation activities.
- Engagement with end users in the following countries: UK, USA, Canada.

Dr Moore reported that he was invited into brief on a range of policy and practical issues, as a result of the project, these papers and his expertise on Russia.

Research agenda:
The series included the following CREST publications:

- Moore, C. (2019). Full Report: Russia and Disinformation: The Case of The Caucasus.
- Moore, C. (2019). Full Report: Russia and Disinformation: Institutions and Actors.
- Moore, C. (2019). Full Report: Russia and Disinformation: The Case of Ukraine.
- Moore, C. (2019). Full Report: Russia and Disinformation: Maskirovka.

Additional income generated: N/A

Capacity building:
PhDs" N/A
Training/development for those involved or their teams: N/A

7. COMMUNITY REPORTING THRESHOLDS: SHARING INFORMATION WITH AUTHORITIES CONCERNING VIOLENT EXTREMIST ACTIVITY AND INVOLVEMENT IN FOREIGN CONFLICT (2016-2020)

Description:
Building on the groundbreaking work of Prof. Grossman into the barriers and blocks to community sharing, by intimates, of concerns around terrorist involvement, this study explored the experiences and views of those who would consider sharing concerns with authorities about involvement in extremist activity at home or planning to travel abroad to take part in violent conflicts. It involved interviews with practitioners and community respondents. It was a replication of a study conducted in Australia.

Personnel:
- Prof. Michelle Grossman, Deakin University, Australia.
- Prof. Paul Thomas, University of Huddersfield.

Research to practice and knowledge exchange:
The following impacts have been recorded:
- The findings and guidance helped UK counter-terrorist policing to plan initiatives to educate, support and guide community members with concerns, including a safeguarding campaign – ACT EARLY – and website aimed at families and friends – this generated press coverage for the initiative and UK law enforcement, although CREST's research wasn't generally explicitly mentioned.
- A safeguarding website was launched to encourage family and friends to share concerns.
- Emerging findings were presented to UK policy makers, law enforcement and Prevent colleagues.
- Emerging findings were presented to Canadian law enforcement and academia.
- Two dissemination seminars were held in the UK for funders, policy makers, law enforcement, local authorities and civil society groups, and presentations in Canada and Australia.
- Has become a central element of delivering the UK Prevent strategy, influencing a number of workstreams led by the National Prevent team. This includes the development of a public safeguarding campaign based on the research findings.
- Replication studies funded in Canada and the US.

Press coverage for the ACT EARLY campaign:
- BBC - https://www.bbc.co.uk/news/av/uk-55022387.
- NYT - https://www.nytimes.com/2020/11/18/world/the-pandemic-makes-young-people-more-open-to-radicalization-british-police-say.html.
- Daily Mail - https://www.dailymail.co.uk/wires/pa/article-8960031/Younger-teenagers-drawn-right-wing-extremism.html - Estimated reach: 228,626,928.
- Reuters - https://www.reuters.com/article/uk-britain-security-radicalisation/covid-19-and-isolation-contribute-to-radicalisation-perfect-storm-warn-uk-police-idUSKBN27Y009.
- Sky News - https://news.sky.com/story/sharp-rise-in-children-investigated-over-far-right-links-including-youngsters-under-10-12131565 - Estimated reach: 38,104,488.
- Kay Burley@ Breakfast, Sky News - http://www.pressdata.co.uk/viewbroadcast.asp?a_id=22384468 - Estimated reach: 4,772,000.
- Sky News - https://news.sky.com/story/right-wing-extremism-fastest-growing-threat-says-uks-top-cop-in-counter-terrorism-12135071 - Estimated reach: 38,104,488.
- Nick Ferrari, LBC - http://www.pressdata.co.uk/viewbroadcast.asp?a_id=22385046 - Estimated reach: 2,574,000.
- LBC - https://www.lbc.co.uk/news/online-radicalisation-got-worse-during-covid-pandemic-neil-basu/ - Estimated reach: 669,000.
- Liverpool Echo - https://www.liverpoolecho.co.uk/news/liverpool-news/coronavirus-pandemic-hateful-extremism-spark-19298923 - Estimated reach: 3,778,944.
- North Yorkshire Police - https://northyorkshire.police.uk/news/counter-terrorism-policing-launch-new-act-early-safeguarding-website-and-advice-line/ - Estimated reach: 21,768.
- The Independent - https://www.independent.co.uk/news/uk/crime/terrorism-uk-neo-nazis-teenagers-arrests-b1724480.html - Estimated reach: 54,984.
- Evening Standard - https://www.standard.co.uk/news/crime/met-police-terrorism-coronavirus-anti-vaxxers-b73161.html.
- Daily Mirror - 1,500 young 'flagged for extremism' (p8 news) - Estimated reach: 499,817.
- The Guardian (Australian) - https://www.theguardian.com/australia-news/2020/nov/26/growing-far-right-threat-should-spark-new-approach-to-extremism-australian-expert-says.
- BBC - 26/11/20 - 6.17pm.
- Sky News - playing through the day 26/11/20.
- LBC - https://www.lbc.co.uk/news/online-radicalisation-got-worse-during-covid-pandemic-neil-basu/.
- Channel 4 - 26/11/20 - from 7pm.
- BBC Newscast Podcast (BBC's most popular podcast with more than 6 million downloads).

Research agenda:
The series included the following CREST publications:
- https://CRESTresearch.ac.uk/resources/community-reporting-thresholds-full-report/

The project resulted in the following academic outputs and citations:
- Thomas, P., Grossman, M., Miah, S. and Christmann, K., 2017. Community reporting thresholds: Sharing information with authorities concerning violent extremist activity and involvement in foreign conflict: A UK replication study.

Additional income generated:
The research generated approximately £985,000 additional income from the US National Institute of Justice and Public Safety Canada.

Capacity building:
PhDs: N/A
Training/development for those involved or their teams: N/A

APPENDIX 2: SURVEY QUESTIONS

The end user survey was made available as both an online survey and a paper-based version for those unable to access via the internet. All responses were received online.

CREST Impact Assessment – Survey of End Users
The Clarity Factory https://www.clarityfactory.com has been commissioned to conduct an independent impact assessment of CREST.

As part of the assessment, we are conducting a perceptions audit of CREST end users. This survey is part of the perceptions audit, which has also involved one-to-one interviews with policy makers, practitioners, funders and other stakeholders of CREST.

The survey is entirely anonymous and should take no more than 5-10 minutes to complete. You do not have to answer every question to complete the survey. If you have already taken part in an interview, we would also request you complete the survey.

When you have finished the survey, please return it to your institutional CREST point of contact who shared it with you. They will pass completed surveys to The Clarity Factory.

The deadline for completion is Friday 26 May.

If you would like more information about the impact assessment, please contact the CREST Research to Practice Fellow that shared this survey with you: [names and email addresses removed].

Thank you for taking the time to complete this survey.

Section One: Your interaction with CREST

How often do you use CREST products or access the CREST network:
- At least once per month
- At least once per quarter
- 1-2 times per year
- Less than once per year
- Never

Which of the following have you used to access CREST products or the CREST network – select all that apply:
- CREST newsletter
- CREST Security Review (CSR)
- CREST website
- CREST research articles
- CREST guides, toolkits and posters
- Personal contact with members of the CREST network
- CREST events
- Through my institution's nominated CREST point of contact

What are the TWO most frequent ways you access CREST products or the CREST network – select up to TWO:
- CREST newsletter
- CREST Security Review (CSR)
- CREST website
- CREST research articles
- CREST guides, toolkits and posters
- Personal contact with members of the CREST network
- CREST events
- Through my institution's nominated CREST point of contact

What types of CREST products do you find most useful:
- CREST newsletter
- CREST Security Review (CSR)
- CREST website
- CREST research articles
- CREST guides, toolkits and posters
- Personal contact with members of the CREST network
- CREST events
- Other – please specify

Section Two: Benefits of CREST work and network

What are the benefits of CREST products and the CREST network for you and your work – select all that apply:
- Help define areas of research
- Provide evidence-based research to improve policy
- Provide evidence-based research to improve practice
- Help put practitioners in touch with academic researchers
- Provide resources for staff training
- Keep staff up to date with latest research and developments
- Other – please specify

What do you consider the TWO most important benefits of CREST for you and your work – select up to TWO:
- Help define areas of research
- Provide evidence-based research to improve policy
- Provide evidence-based research to improve practice
- Help put practitioners in touch with academic researchers
- Provide resources for staff training
- Keep staff up to date with latest research and developments
- Other – please specify

Are there specific projects, products, people or activities that have been particularly helpful to you in your work? How have they impacted your work?

Section Three: Challenges and opportunities

What are the challenges you face in accessing and using CREST work:
What would you like to see more of from CREST:
How do you think CREST needs to evolve to meet changing needs over the next 2-3 years:

We would like to understand your views about certain aspects of CREST, its work, and its intended impacts.
Tell us the extent to which you agree or disagree with the following statements:
[strongly agree, somewhat agree, somewhat disagree, strongly disagree]

- CREST work results in best practice relevant for policy makers and practitioners
- CREST produces high quality research and products
- CREST research fills knowledge gaps for me and my colleagues
- CREST demonstrates operational relevance of existing knowledge
- CREST effectively communicates with policy makers and

practitioners
- CREST enhances interaction between academics, policy makers and practitioners
- CREST improves understanding among me and my colleagues
- CREST work enhances skills development among me and my colleagues
- I find CREST resources easy to access
- CREST work has impacted the work of me and my colleagues

Any other comments:

Thank you for completing the survey.
Please return to the Research to Practice Fellow that shared this survey with you by Friday 26 May.
[names and email addresses removed]

The staff and contributors survey was only available online.

CREST – Perceptions Audit Survey for CREST Staff and Contributors

The Clarity Factory [https://www.clarityfactory.com/] has been commissioned to conduct an independent impact assessment of CREST.

As part of the assessment, we are conducting a perceptions audit of CREST staff and contributors.

The survey is anonymous and should take no more than 5-10 minutes to complete.

The only data we collect is the information you provide along with the date and time you start and finish the survey. You do not have to answer every question to complete the survey.

The deadline for completion is 11.59pm GMT on Friday 19 May.

If you would like more information about the impact assessment, please contact Rachel Briggs, The Clarity Factory, [email address removed]
Thank you for taking the time to complete this survey.
Section One: Your association with CREST

Please select the description that best fits your association with CREST:
- I am a CREST member of staff
- I am a researcher currently conducting research or other work on behalf of CREST
- I am a researcher that has previously conducted research or other work on behalf of CREST
- I have attended CREST events but have never conducted research or other work on behalf of CREST
- Other [please specify]

How often do you access CREST products or the CREST network:
- At least once per month
- At least once per quarter
- 1-2 times per year
- Less than once per year
- Never

Which of the following have you used to access CREST products or the CREST network [select all that apply]:
- CREST newsletter
- CREST Security Review (CSR)
- CREST website
- CREST research articles, e.g. reports, journal articles
- CREST guides, toolkits and posters
- Personal contact with members of the CREST network
- CREST events
- N/A

What are the two most frequent ways you access CREST products or the CREST network [select up to two]:
- CREST newsletter
- CREST Security Review (CSR)
- CREST website
- CREST research articles
- CREST guides, toolkits and posters
- Personal contact with members of the CREST network
- CREST events
- N/A

What aspects of CREST work do you find most useful:
- Newsletter
- CREST Security Review (CSR)
- Website
- Research articles
- Guides, toolkits and posters
- Personal contact with members of the CREST network
- Events
- Other [please specify]

Section Two: Benefits of CREST work and network

What are the benefits of CREST products and the CREST network for you and your work [select all that apply]:
- CREST provides researchers with access to end-users of their research
- CREST enables co-production of research questions between academics and policy makers and practitioners
- CREST connects academics with policy makers and practitioners
- CREST enhances the impact of my research
- CREST provides funding for research
- CREST provides access to a wide network of researchers in my area of expertise
- CREST provides training opportunities
- CREST keeps me updated with the latest academic thinking in my area
- CREST is helping to develop the next generation of researchers
- Other [please specify]
- N/A

What do you consider the two most important benefits of CREST for you and your work [select up to two]:
- CREST provides researchers with access to end-users of their research
- CREST enables co-production of research questions between academics and policy makers and practitioners
- CREST connects academics with policy makers and practitioners
- CREST enhances the impact of my research
- CREST provides funding for research
- CREST provides access to a wide network of researchers in my area of expertise
- CREST provides training opportunities
- CREST keeps me updated with the latest academic thinking in my area
- CREST is helping to develop the next generation of researchers
- Other [please specify]
- N/A

Section Three: The impact of your CREST-funded work

Considering your own research impact in relation to CREST-funded work, what impact goals did you have at the start of your research project:

- Develop technical and/or personal skills
- Advances in broader understanding of relevant issues
- Inform or change service delivery
- Inform or change legislation
- Inform or change policy
- Advances in understanding of method, theory or application
- N/A – I have not conducted CREST-funded work

What impact – demonstrable change – has your CREST-funded research had?

- Advances in understanding of method, theory, or application
- Changes in policy
- Changes in legislation
- Changes in practice
- Changes in service delivery
- Advances in broader understanding of relevant issues
- Development of technical and/or personal skills
- Improved public understanding
- N/A – I have not conducted CREST-funded work

Has CREST helped you to understand or achieve impact in your work:

- Yes
- No
- Don't know
- N/A

If yes, how has CREST helped you to understand or achieve impact in your work: [open answer]

Section Four: Challenges and opportunities

What are the challenges you face in accessing CREST?
What would you like to see more of from CREST?
How do you think CREST needs to evolve to meet changing needs over the next 2-3 years?

We would like to understand your views about a number of aspects of CREST, its work, and its intended impacts.

Tell us the extent to which you agree or disagree with the following statements:
[strongly agree, somewhat agree, somewhat disagree, strongly disagree]

- CREST work results in best practice recommendations relevant for policy makers and practitioners
- CREST produces high quality research and related products
- CREST research fills knowledge gaps for me and my colleagues
- CREST research demonstrates operational relevance of existing knowledge
- CREST is effective at communicating its work to policy makers and practitioners
- CREST work enhances interaction between academics with policy makers and practitioners
- CREST research improves understanding among me and my colleagues
- CREST work enhances skills development among me and my colleagues
- I find CREST resources easy to access
- The CREST commissioning process is transparent and competitive
- CREST work has impacted the work of me and my colleagues
- CREST is effective at helping to develop the next generation of researchers and educators within its areas of focus

Any other comments [open]