

# Bespoke support – Making a Start: Services

## Privacy Policy



### *Survey Participant information sheet*

The National Development Team for Inclusion (NDTi) would like to invite you to take part in this fact-finding piece of work, of the support for autistic people, and people with a learning disability who have been in contact with mental health services and have lived experience of support. In particular, people currently placed or at risk of being placed in secure/forensic or in-patient services (this includes parent and family carers with lived experience).

NDTi is completing a fact-finding piece of work aimed at supporting those leading work to support this group to begin developing or improve the development of a more bespoke approach to support that enables people to move out of the institution and have a better life with the support they need in their own home. We will be speaking to a number of people in different meetings and groups; this survey is a start to that work.

Before you decide whether you are happy to take part, we want you to understand why the work is being done and what it would involve for you. We will be happy to answer any questions you have. Please ask us if anything is not clear.

#### **Privacy notice**

This survey can be completed anonymously (we do not ask for your name), however it is possible that you may be identifiable from some of your answers. If you choose to submit information that may make you identifiable:

- NDTi is collecting your personal information as third-party processors on behalf of NHS England.
- Your personal information will be stored for up to 12 months after the fact-finding project ends, and then we will delete it.
- The legal basis for us processing your personal information is 'consent' – by submitting this form, you are consenting to us processing your information for the purposes of this project.
- You can withdraw your consent at any time by contacting Sally Richens, Director of Resources, NDTi, 4 Queen Street, Bath, BA1 1HE. Telephone: 01225 255 268. Email: [office@ndti.org.uk](mailto:office@ndti.org.uk)

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with NDTi in the first instance or directly to the Information Commissioner's

Officer at: <https://ico.org.uk/concerns>

## **Purpose of the work**

This piece of work is funded by NHS England.

The work is important in understanding what has worked and what hasn't worked so well regarding support received by people with learning disabilities and autistic people in your local area, particularly of those people who have been or are at risk of being placed in secure or in-patient services.

## **Do I have to take part?**

You do not have to take part. It is up to you to decide whether to take part in this piece of work. If you agree to take part, we will ask you to complete a short online survey. If you choose not to take part, it will not affect you in anyway.

## **What will happen to me if I take part?**

As part of the work, it is very important that we hear from a range of people and we would like to hear your views about the role and, if applicable, your experiences of working alongside them.

You will be asked to complete an online survey, which will take approximately 20 minutes to complete. The survey will ask for your thoughts about, and experiences of, your role and responsibilities as a person working in this sector or delivering services to the people we are seeking to understand more about. In addition, the questions and statements in the survey will ask you to think about the foundations, knowledge, and practice of support to people in your local area.

If you choose to fill in this survey, you will not have to tell us your name or any personal details. Your answers will be anonymous. This means that no one will know that you have taken part in the project or what answers you have given to the questions. It also means that once you finish the survey and click 'submit' you cannot withdraw your answers from the work. This is because we will not be able to tell which answers yours were.

At the end of the survey, we ask if you would like the opportunity to be invited to take part in further fact-finding activities, such as a one-to-one interview or as part of a focus group. If you are interested in this, then you will need to give us your name and contact details. This information will be kept confidential by the team members at NDTi. We will only use the information to contact you about possible involvement in further activities for this specific piece of work. This means your responses will not be anonymous to the team; for more

information about how your personal information will be looked after please read our information sheet at [Bespoke Support - Making a Start - NDTi](#)

## What will happen if I don't want to carry on with being involved in this piece of work?

If you choose to complete the survey anonymously, you will not be able to withdraw from the work, as we will not be able to tell which answers were yours.

If you choose to share your email in order to be sent information about potential further activities, then you can choose to withdraw your data from this piece of work without giving a reason. You can do this two weeks after completing the survey.

**Please contact [Rebecca.Krzyzosiak@ndti.org.uk](mailto:Rebecca.Krzyzosiak@ndti.org.uk) at your earliest convenience if you want to withdraw.**

## How will you use the information I give you?

If you indicated you might want further involvement in this piece of work, then your contact information will be used to send you further information about this and, if applicable, invite you to take part in further activities. This might be an interview or focus group. At this point you would be sent information about this to help you decide if you would like to participate.

Everything you tell us will be kept confidential within the NDTi team. We may include things you say in our reports as quotes, but we will not use your name or any other information that will identify you. The exception to the confidentiality agreement is if you tell us something that indicates that you or someone else is at risk of harm. We would discuss this with you before telling anyone else; unless we feel doing so poses a risk to anyone.

The information we get from you and other people taking part in this work will be used to write reports about what we are learning about support for autistic people, and people with a learning disability who have been in contact with mental health services in your local area. In particular, people currently placed or at risk of being placed in secure/forensic or in-patient services.

Reports will be shared with funders, and the relevant local authority or authorities. The reports will not be publicly available; however, suggestions will be made in the report about how health and support services for autistic people, and people with a learning disability who have been in contact with mental health services in your local area could be improved.

## What will you do with my personal information, and what rights do I have?

Your name and contact information you give us will be stored electronically on NDTI's internal ICT systems. These are compliant with the official level of the Government Security Classifications Scheme. This meets the requirements as outlined within the Cyber Essentials Scheme and are compliant with the General Data Protection Regulations (2018). Access to the information will be restricted, and only key members of the team working on the project will be able to access it.

Results from the survey will be anonymised at the first opportunity to do so and kept separately from your personal information. Your personal information will be stored for up to 12 months after the project ends, and then we will delete it.

Under General Data Protection Regulation (GDPR), we need to tell you what the legal basis for us processing your personal information is. This is 'consent' – through reading this information sheet, agreeing to participate and submitting your answers through the survey, you are consenting to us processing the personal information detailed above for the purposes of this piece of work.

Your rights regarding your personal information are detailed below. You can exercise your rights at any time, by making a request to NDTI's Data Protection Officer either verbally or in writing.

**The right to be informed** - This Participant Information Sheet provides you with information about how we will process your personal data and keep it safe, how long we will keep your personal data and, if applicable, who we will share it with.

**The right of access** - NDTI have processes in place to ensure that we respond to a subject access request without undue delay and within one month of receipt.

**The right to rectification** - You have a right to have inaccurate personal data we hold about you rectified, or completed if it is incomplete. We have one calendar month to respond to your request. In certain circumstances we can refuse a request for rectification.

**The right to erasure** - You can ask that we erase your personal data.

## Risks or benefits of taking part

We hope that by sharing your experiences and views we can learn what is working well for the autistic people and people with learning disabilities in your local area, as well as what could be done better.

We do not anticipate that there are any significant risks with taking part in this piece of work. However, you may find some of the subjects sensitive or difficult when providing reflections in the survey should you wish to take part.

### **Who is organising and funding this piece of work?**

The National Development Team for Inclusion (NDTi) is the organisation leading this fact-finding piece of work. NDTi is a not-for-profit organisation working to enable people at risk of exclusion, due to age or disability, to live the life they choose. To find out more about NDTi please call 01225 255 268 or visit our website: [www.ndti.org.uk](http://www.ndti.org.uk)

This piece of work is funded by NHS England.

### **Further information and contact details**

If you need any more information, or would like to talk about any part of this piece of work, please contact Nic Crosby, Delivery Lead - Small Supports Programme [nic.crosby@ndti.org.uk](mailto:nic.crosby@ndti.org.uk) 07854 331 487 or Rebecca Krzyzosiak, Business & Project Support Officer, 01225 965144 [Rebecca.Krzyzosiak@ndti.org.uk](mailto:Rebecca.Krzyzosiak@ndti.org.uk)

### **What if there is a problem?**

If you want to complain about anything to do with this piece of work, please contact Bill Love or Sally Richens (Executive Directors) on 01225 255 268 or [bill.love@ndti.org.uk](mailto:bill.love@ndti.org.uk) or [sally.richens@ndti.org.uk](mailto:sally.richens@ndti.org.uk)

### **What if I want to exercise my rights under GDPR around the personal information that is held about me?**

You can do this at any time, by making a request to NDTi's Data Protection Officer either verbally or in writing. NDTi's Data Protection Officer is Sally Richens, Director of Resources, NDTi, 4 Queen Street, Bath, BA1 1HE. Telephone: 01225 255 268. Email: [office@ndti.org.uk](mailto:office@ndti.org.uk)

### **How can I complain to the Information Commissioner's Office?**

Whilst we encourage that you discuss any concerns you may have about how NDTi hold or process your data with our Data Protection Officer, you have the right to complain directly to the Information Commissioner. The Information Commissioner can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone: 0303 123 1113. Website: <https://ico.org.uk/concerns/>