

Survey participant information sheet

Becoming an age-friendly South Gloucestershire

Background

In South Gloucestershire, the council are working together with other organisations to make the community better for everyone as they age. The council wishes to be recognised by the World Health Organisation (WHO) as an Age-friendly area. The WHO Global Network for Age-Friendly Cities and Communities started in 2010. It helps cities and towns make places better for older people, across all aspects of life. It wants older people to join in community life and stay healthy and active, having access to services and support they require as they age.

The Council is leading this work, with support from **NDTi** (National Development Team for Inclusion). NDTi is a non-profit organisation that helps people live good lives, and we do this by listening to people.

Purpose of the work

As part of our support, NDTi is conducting a fact-finding initiative to assist South Gloucestershire Council in co-producing a plan called the Age-Friendly Strategy and Action Plan. Your feedback will help us understand what is important to make South Gloucestershire an Age-friendly place for ageing and older people.

Our team at NDTi will be visiting groups, running focus groups, sending out surveys, and listening to as many people as possible. We want to hear **your** thoughts on how to make South Gloucestershire more Age-friendly. Your feedback will help us understand better the community's needs.

Why are we asking you to complete this information?

The National Development Team for Inclusion (NDTi) would like to invite you to take part in our survey. Before you decide whether you are happy to participate, we would like you to understand why this 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, by contacting our Equal Lives Team who are doing this work: equallivesteam@ndti.org.uk. We won't use your information for anything else.

About the survey

This survey will help the council find out about the current age-friendliness of South Gloucestershire, as well as what needs to be changed.

The survey questions are based on the eight WHO Age-Friendly Cities Framework areas and provides an opportunity for a broad range of people in the local area to share their thoughts, views and comments about South Gloucestershire's current age-friendliness and what challenges and issues older people face.

Your answers will be completely anonymous. This means we won't know who you are. **It should take approximately 30 minutes to complete.** We appreciate that this is a longer form, but every response we get, helps feed **directly** into the Strategy and Action Plan.

Scope

The council is looking at all aspects of life to understand what older people need. They want to know what is most important to change to improve life for older people by identifying and understanding the main priorities for this opportunity for change.

The things you tell us in this survey, will help build an evidence base to decide on collective actions that can be taken to improve life for older people and people of all ages in South Gloucestershire. We want to make sure that this feedback represents a wide range of diversity, people and perspectives.

Why have I been invited to take part?

You have been invited to take part as you are someone living or working in South Gloucestershire. As part of this piece of work, it is very important that we hear from a wide range of people, and we would like to hear your views and experiences.

Do I have to take part?

It is up to you to decide whether to take part in this work. If you agree to take part it will not affect you in anyway.

What will happen to me if I take part?

The survey will ask you to share your experiences of living or working in South Gloucestershire. You can choose not to answer all of the questions in the survey. There will be a final report written as an outcome of this work. While the report will be anonymous, the localised nature of the participant pool means that individuals or organisations might be identifiable to those familiar with the area and its people - should you decide to share something that can make you identifiable. Please be mindful of sharing any information that could make you identifiable.

How will you use the information I give you?

- We will write up our findings in a report which will inform the Age-Friendly Strategy and Action Plan.
- These documents will be shared with South Gloucestershire Council and will be available to the public.
- No names will be included in this report or strategy and action plan.
- We might include quotes from your feedback in the strategy document to accurately show the community's views.

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

The survey 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, and 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.

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 in the survey, you are consenting to us processing the 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.

Expenses and payment

We are not paying anyone to take part in this piece of work.

Risks or benefits of taking part

We do not anticipate that there are any significant risks with taking part in this work. However, you may find some of the subjects sensitive or difficult. If you find any of the questions sensitive or difficult you do not have to answer them.

We hope that you will enjoy discussing your experiences. We also think that other organisations and individuals will benefit from hearing about your experiences.

Further information and contact details

If you need any more information, or would like to talk about any part of this work, please contact Carly Urbanski, Development Lead Ageing and Older People carly.urbanski@ndti.org.uk or Rebecca Krzyzosiak, Equal Lives Programme Coordinator. Telephone: 01225 965144 or Rebecca.Krzyzosiak@ndti.org.uk

What if there is a problem?

If you want to complain about anything to do with this work, please contact Madeline Cooper Programme Director Equal Lives, Madeline.Cooper@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, Executive Director, NDTi, 4 Queen Street, Bath, BA1 1HE. Telephone: 01225 255 268. Email: 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/>

Introducing the Project Team

The team who will be conducting the fact-finding work include:

	Carly Urbanski Development Lead Ageing and Older People Email: carly.urbanski@ndti.org.uk
	Lyn Griffiths Development Lead Equal Lives and Learning Disabilities Email: lyn.griffiths@ndti.org.uk
	Kate Linsky Programme Lead Mental Health Email: Kate.Linsky@ndti.org.uk
	Rebecca Krzyzosiak Programme Coordinator, Equal Lives Email: rebecca.krzyzosiak@ndti.org.uk

