

SMG and East Sussex County Council

Paying for Adult Social Care Research

Participant Information Sheet

This research is being conducted by SMG and East Sussex County Council.

What am I being asked to do?

You are invited to take part in a research interview. Before you decide whether or not to take part, it is important to understand why the research is being done and what taking part will involve. Please read the following information carefully and feel free to ask questions.

What is the purpose of this study?

The purpose of this research is to better understand people's experiences with paying for adult social care in East Sussex. The study is being carried out by independent research agency SMG on behalf of East Sussex County Council (ESCC). SMG have been asked to do this work as they are independent and impartial, and do not work for the council. This ensures that taking part in the research is completely anonymous and confidential, and your details will be kept securely by SMG and not passed on to ESCC.

As part of this research SMG are speaking with several different groups, including:

- People who receive social care in East Sussex OR financial representatives of people who receive social care in East Sussex (i.e. people with Lasting Power of Attorney).
- Staff and stakeholders with involvement in the social care sector – including those who provide care, work in finances, or support social care clients

The discussions between SMG and these groups are to better understand their views and opinions on paying for social care – including their experiences, any challenges, and suggestions for the future. The findings from this study will help inform future services and support for social care clients.

Who can take part in this study?

You have been invited to take part because you either:

- Use adult social care services in East Sussex
- Are the financial representative of someone who uses adult social care and does not manage their own finances (e.g. someone with Lasting Power of Attorney like a carer or family member)
- Are a staff member or stakeholder that engages with people who receive social care / representatives of social care clients, works in financial services, or works to support people to manage their finances

All participants must be receiving social care or working in one of the sectors specified above in East Sussex, and must be aged 18 or over and able to give informed consent to taking part.

Do I have to take part in the research?

No – taking part is entirely voluntary. Deciding not to take part will not affect the support you receive from ESCC or any other services in any way.

If you do decide to take part, you are free to stop at any time without giving a reason. You can also ask for your data (collected through the survey or an interview) to be withdrawn from the research at any time until the completion of this research, at which point all data will be destroyed securely.

If you are taking part in an interview, you can stop taking part and ask for your data to be withdrawn at any point before, during, or after the interview, until completion of the project.

If you have left details on the survey (either to consent to being contacted for an interview or to enter into the prize draw), you can ask for your data to be withdrawn at any time after you have submitted your survey response until completion of the project (no data will be collected before the response is submitted) and SMG will destroy all of your data securely. However, if you have only taken part only by responding to the survey and you have not left any contact details it will not be possible to withdraw your data as the survey is anonymous.

To request to have your data withdrawn, you can contact SMG by emailing research@smgateway.co.uk

All data collected as part of this research will be securely destroyed upon completion of the project.

What does taking part involve?

There are several ways to take part.

Social care clients / financial representatives of social care clients

Survey

You can fill out the survey either online, by post, or by telephone. The survey will take around 5 minutes to complete.

You can withdraw at any point and ask for your data to be removed by emailing research@smgateway.co.uk

Interview

You can take part in a one-to-one interview with a member of the research team. The interview will last around 45-60 minutes and can take place:

- Over the phone
- Online (via Zoom)
- In person

You can choose the time/date, format, and location that suits you best. We will ask about your experiences with adult social care and views on the payment process. You

do not have to answer any questions you are uncomfortable with, and you can stop the interview at any time.

Staff and stakeholders

Survey

You can fill out the survey either online, by post, or by telephone. The survey will take around 5 minutes to complete.

You can withdraw at any point and ask for your data to be removed by emailing research@smgateway.co.uk

Interview

You will take part in a one-to-one interview with a member of the research team. The interview will last around 45-60 minutes and can take place online (via Zoom or Microsoft Teams)

You can choose the time and date that suits you best. We will ask about your work engaging with social care clients / representatives of social care clients, and/or your work in the financial, debt support, or care sector. You do not have to answer any questions you are uncomfortable with, and you can stop the interview at any time.

Can I access the research in different formats?

Yes – we want to make sure everyone who wants to take part can do so.

- Surveys are available online, by post, or by telephone.
- Interviews can be done online, by phone, or in person.
- If you need information in large print or would like to bring a support person this can also be arranged.

If you have any questions about how to take part in each of these formats, you can email research@smgateway.co.uk or phone 0141 387 7294 for more information.

Will I be provided with compensation for taking part?

Social care clients / financial representatives of social care clients

Survey

Respondents to the survey can enter into an optional prize draw to win one of five £50 vouchers as a thank you.

Interview

Interview participants will be provided with a £40 voucher as a thank you for their contribution to the research.

Staff and stakeholders

Survey & Interviews

Staff and stakeholders will not be provided with any compensation for taking part.

What are the potential disadvantages or risks of taking part?

Some people may find it upsetting to talk about finances or care experiences. If you are filling out the survey, you can stop at any time, and if this is online you can close your web browser and your responses will not be saved or included at part of the survey. If

you are taking part in an interview, you can choose not to answer any questions or stop the interview at any time. If you become distressed or would like to talk to someone afterwards, the following organisations can help:

StepChange Debt Charity

0800 138 1111

www.stepchange.org

Citizens Advice Bureau

0800 240 4420

www.citizensadvice.org.uk

Money Helper

0800 011 3797

www.moneyhelper.org.uk

Christians Against Poverty

(a national debt counselling charity open to all, irrespective of faith/beliefs)

0800 328 0006

www.capuk.org

What are the potential benefits of taking part in the study?

Your feedback will help ESCC understand how adult social care charges are experienced and how the process could be improved. Your participation will help improve services for local residents.

Will my taking part in the study be kept confidential?

Yes. Everything you share will be treated as confidential and stored securely. Your information and responses will not be shared with anyone outside of the research team, including anyone at East Sussex County Council. No one outside the research team will know you have taken part, and no one will be able to identify you or your answers in any outputs from this research.

Your name and contact details will only be collected if you consent to being contacted to take part in an interview or to enter the prize draw. These details will be stored separately from your responses and deleted once no longer needed. Any published findings will be fully anonymised so that you cannot be identified.

East Sussex County Council (ESCC) will act as the data controller for this study and SMG will act as the data processor. This means that ESCC decide on what information is necessary to collect from you and why, and SMG will carry out the analysis of that information. In keeping with SMG's standard procedures for research and data collection, all data collected as part of this research will only be kept as long as necessary, and destroyed securely upon completion of the project.

What will happen to the results of the study?

Findings will be shared with East Sussex County Council and may be included in internal reports or public summaries. You will not be named in any outputs. The results may be used to improve how adult social care is delivered and paid for in future. The

final output from this study will be available to read on the ESCC Consultation Hub at <https://consultation.eastsussex.gov.uk/adult-social-care/c9726745/>

How will my data be used and stored?

Your data will be processed in line with UK GDPR and the Data Protection Act 2018.

- Personal data (e.g. contact details) will be securely stored and deleted once no longer needed.
- Interview recordings and transcripts will be stored securely and anonymised.
- All data will be stored by SMG for up to 5 years, then securely deleted.

To read our full privacy policy, visit: <https://www.socialmarketinggateway.co.uk/privacy-policy>

Who is conducting this research?

The research is being carried out by SMG (an independent research agency) who have been commissioned by East Sussex County Council.

Who do I contact with questions or complaints?

If you have questions about the research, need this information in another format, or wish to raise a concern or complaint about the research, please contact the research team via research@smgateway.co.uk or contact SMG Director of Projects, Sarah Muir, directly via sarah@smgateway.co.uk

Thank you for taking the time to read this information.