



Non-Residential Charging Policy survey for an Equality Impact Assessment (EQIA)

Information Sheet

Introduction

The aim of this anonymous survey is to gather a range of service user and carer views on the [Charging Policy for Non-Residential Chargeable Services](#), which governs charges for Glasgow City Health and Social Care Partnership (HSCP) services other than residential care. The survey results will inform an Equality Impact Assessment (EQIA) being written in relation to the Charging Policy.

This information sheet will help you to understand what participation in the survey will involve.

Why is this research taking place?

By undertaking this survey and conducting the EQIA, the HSCP hopes to evidence that the Charging Policy is fair, equitable and does not discriminate against anyone with protected characteristics under Equalities legislation.

Equality Impact Assessment is a legal requirement as set out in the Equality Act (2010) and the Equality Act 2010 (Specific Duties)(Scotland) regulations 2012.

Who will be involved in the survey, how and when?

HSCP service users and carers receiving non-residential services that are eligible for a charge under the Charging Policy are invited to take part.

A [link to an online survey](#) is available to those who can complete the survey online. Service users who want to take part but cannot do so online are being offered the option to phone the HSCP, and we will complete the survey with you.

The survey will be open from 9am on Monday, 20 January to 4.30pm on Monday, 3 February 2025.

How do I take part?

If you are interested in taking part, please visit www.smartsurvey.co.uk/s/Consultation2025/ to complete the survey. It should only take 5 to 10 minutes.

If you require assistance to complete the survey, please phone:

- 0141 276 5295
- 0141 276 2409
- 0141 276 4016
- 0141 276 5910
- 0141 276 5678

Do I have to take part?

No, you can decide if you want to take part. You can stop taking part in the survey at any time, without giving a reason. Since the survey is anonymous, we are unable to remove any survey responses once they have been input online.

What are the possible risks with taking part?

All studies involve some level of risk and inconvenience. The possible risk involved with this survey is data breach. These risks are mitigated by the data protection and security measures being taken.

What are the possible benefits of taking part?

There are unlikely to be direct benefits for those taking part in the survey however the results should help make sure that the Charging Policy is fair for all HSCP service users that it applies to.

What will happen to the information given during the study?

This section will explain what happens to the information you give during the study.

[SmartSurvey](#) is being used to host this survey. This is an online survey platform that the HSCP/Council subscribe to. It is fully GDPR and Data Protection Act (2018) compliant. All responses collected will be accessed only by the researcher analysing the data. The survey data will be deleted from Smart Survey once the results have been analysed. Any results downloaded to the HSCP secure electronic filing system will be destroyed within a year of the survey completion date, according to the GCC Records Retention and Disposal Schedule.

Data protection

The study complies with the Data Protection Act (2018) and the General Data Protection Regulation (GDPR). The data controller is Glasgow City Council. Further information is available from the [Glasgow City Council Research Privacy Statement](#) Enquiries specifically relating to data protection should be made to the Council's Data Protection Officer by post at City Chambers, George Square, Glasgow G2 1DU, by email at: dataprotection@glasgow.gov.uk and by telephone on 0141 287 1055. If you are unhappy with the Council's response you have the right to lodge a complaint with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit [the Information Commissioner's Officer website](#) for further information.

Who is organising and funding the survey?

This study is being organised and funded by Glasgow City Health and Social Care Partnership.

What will happen to the results of the survey?

Survey results will be collected, analysed and used to inform the EQIA report that will be available on the [HSCP's Publications Archive webpage](#). The EQIA will help us compile a report on the Non-Residential Charging Policy, to be considered by the Council's City Administration Committee meeting in March 2025.

Thank you for taking the time to read this information.