



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 views on the [Social Work Services Social Care Charging Policy for Non-Residential Chargeable Services](#) ('Charging Policy'), 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 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 are able to complete the survey online. Service users who want to take part but cannot do so online are being offered the option of a telephone interview to complete the survey instead. HSCP staff will conduct these interviews.

HSCP home care service users are being asked by their home carers if they would like to take part in the survey. If they would, their contact details will be shared with HSCP staff who will phone them to conduct the survey by phone interview.

The survey, including phone interviews, will take place in January and February 2023.

How do I take part?

If you are interested in taking part please click on [the link to the Charging Policy Online Survey](#) to complete the survey online, in a single session. It should only take 5-10 minutes.

If you would prefer to do the survey by phone interview, please contact Caroline Speirs on 0141 276 5678 to arrange this.

Do I have to take part?

No. You decide whether or not 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, in relation to contact details being shared where the survey is being done by phone interview. 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.

For service users completing the survey online: The survey is anonymous and you will not be asked to share any personal details with the HSCP.

For service users taking part in telephone interviews: Your name and telephone number will be shared with the HSCP so that an interviewer can contact you to conduct the survey by phone. These details will be stored and transferred electronically using the Council's secure computer network. Your contact details will be securely destroyed as soon as your phone interview has taken place. No further personal data will be collected from you during the survey/interview.

All participants: [SmartSurvey](#) is being used to host this survey. This is an online survey platform that the HSCP/Council subscribe to, that adheres to the highest standards of IT security and data protection. It is fully GDPR and Data Protection Act (2018) compliant.

All anonymous responses collected within [SmartSurvey](#) will be accessed only by the researcher analysing the data. The survey data will be deleted from [SmartSurvey](#) 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.

If you request this information sheet to be sent out to you via email or post, you will require to share your email or postal address details with the HSCP. These details will be stored and transferred electronically using the Council's secure computer network and securely destroyed as soon as the information sheet has been sent to you.

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.

GDPR gives study participants the right to ask for their personal data to be erased. If you would like us to stop using your personal data, then you can contact Caroline Speirs on 0141 276 5678 and ask for your personal data to be erased. However, it will only be possible to erase data that has not been anonymised. Further information about your rights can be found on the [Glasgow City Council Privacy Statement webpage](#).

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 aggregated, 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 on 23rd March 2023.

It will not be possible to identify you or any other individual participant from the survey results or the EQIA .

How do I make contact with the survey team?

You can email Sharon Murray at sharon.murray2@glasgow.gov.uk or Tina Callan at tina.callan@glasgow.gov.uk.

Thank you for taking the time to read this information.