

Information about the Brightlife evaluation

Brightlife aims to reduce loneliness and social isolation for people over the age of 50 living in Cheshire West and Cheshire. Visit www.brightlifecheshire.org.uk to find out more.



Brightlife is an ambitious programme, working to reduce loneliness and isolation for the over 50s in Cheshire West and Chester. Brightlife is funded by the Big Lottery Fund using National Lottery money.

As someone who is involved in a Brightlife project, we'd like to ask you some questions about yourself.

This is because we want to find out about the group of people who are involved with Brightlife and whether we are making a difference to their lives.

The Brightlife questionnaire helps us to see how our projects affect people's wellbeing, community involvement, social life and feelings of loneliness and isolation. Your answers are confidential.

This research helps us show what is and isn't working for people aged 50+ in our area. With your help, we can gather evidence to improve services for this group of people in the future.

The following information will help you decide whether or not you'd like to take part.

Brightlife



Important Information - please read carefully

Q. Who is doing this research?

A. Brightlife is part of a national programme. Ecorys UK, an independent research company, is leading the national research, along with Brunel University and Bryson Purdon Social Research. A local evaluation focussing just on Brightlife is being undertaken by the University of Chester.

Q. What are you asking me to do?

A. We are asking you to complete a questionnaire. It includes questions about your health, wellbeing, background (for example, gender and ethnicity) and feelings about loneliness.

It's up to you whether you want to complete the questionnaire. If you choose not to, all the services you receive through Brightlife will still continue.

If you do complete the questionnaire, we'll ask you to complete it again on at least two more occasions. This will help us to see if anything changes for you. Even taking part once will be a big help though, so please don't worry if you're not sure whether you will be able to do it again.

Some of the questions are personal and might be difficult to answer. If you don't want to answer any of the questions, please just move on to the next one.

If you find anything in the questionnaire upsetting or would like to chat to somebody, support is available from the Brightlife service or activity that you are involved with.

In addition to the questionnaire, the University of Chester might also ask you to take part in an interview. This might be by yourself or with a group of other people. You will be asked about your experiences of taking part in Brightlife. It is up to you to decide whether or not to take part in an interview.

We would also like to be able to record and store information about who referred you to us and any services or activities that we refer you to.

Q. What will happen to the information I give?

A. We will anonymise your information by removing any names or details that might identify you, your friends or family, or other people. This anonymous information will be used for reports, publications and presentations by Brightlife, Ecorys and the University of Chester.

Any identifying information such as your name and contact details will be stored separately to your anonymous replies to the survey.

Your responses will remain completely anonymous. They will be sent to the teams working on the evaluation, who will put them together with replies from other people to form an overall view.

Q. What if I change my mind?

A. After completing the survey, you can change your mind at any point and ask for your information to be removed from the study.

Contact Mandy Roberts at Brightlife, giving the name you provided on your consent form, and the data you have supplied will be destroyed.

 mandy.roberts@brightlifecheshire.org.uk  **01606 884441**

Your right to complain

If you are unhappy about how your personal data has been used, please contact either The Big Lottery Fund or Brightlife using the contact details given in the box below.

You can also contact the Information Commissioner's Officer via:

 www.ico.org.uk/concerns

 **Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF**

Any questions?

If you have any questions or would like some assistance to take part in the research, please contact Brightlife on:  **01606 884444**.

If you have any complaints about this study then please contact Mandy Roberts on:  **01606 884441**.

If you agree to take part, please complete the consent form and give it to a member of staff or return to Brightlife. Please keep this sheet for your information and future reference.

How to contact us

If you have any concerns or questions about the questionnaire, please contact Ecorys via:

 **0121 212 6072**

 survey.help@ecorys.com

 **Ecorys**
Albert House, Quay Place,
92-93 Edward Street,
Birmingham B1 2RA

For more information about how and why the Big Lottery Fund and Brightlife use your personal data, or to exercise your data protection rights please contact either:

The Big Lottery Fund's Data Protection Officer via:

 dataprotection@biglotteryfund.org.uk

 **The Big Lottery Fund, 1 Plough Place, London, EC4A 1DE**

or Mandy Roberts, Brightlife's Data Protection Officer via:

 **01606 884441**

 mandy.roberts@brightlifecheshire.org.uk

 **Brightlife, 314 Chester Road, Hartford, Northwich, Cheshire CW8 2AB**

Thank you for your help with this research

Your Data Protection Rights

How we collect and use your personal information

The Big Lottery Fund and Brightlife are the data controllers for the personal information you give in this survey and have asked Ecorys and the University of Chester to collect and process an anonymised form of this information on behalf of the Big Lottery Fund and Brightlife.

Your anonymous information will be sent to Ecorys for storage on their system until June 2022. This anonymous data will also be sent to the University of Chester and stored securely by them until 2030.

Brightlife will retain your personal information, including your sensitive personal information. This is so we can understand who we are working with, improve the reach of our services, keep in contact with you and conduct follow-up surveys. This will be securely stored until March 2020.

The legal basis for collecting and processing your personal data is the consent you have provided. The legal basis for collecting and processing the sensitive personal data is on the basis of the explicit consent you have provided.

Your responses will remain completely confidential. Before we review the survey results we will remove names and other information that might identify you, your friends or family, or other people. Anonymous information will be used for reports, publications and presentations. The results of the evaluation will be shared through national reports and via social media. You will not be identifiable in this information.

However, if while answering the survey there appears to be a risk of serious harm to you or anyone else, we will have to ask for help and this may involve giving identifying information to support services.

Your data protection rights and how we protect your personal information

The rights you have are set out in data protection legislation, which is designed to protect and support the personal data rights for everyone in the UK. Your rights include:

- **the right to be informed** about who is collecting and processing your data. We set this out above;
- **the right of access** to understand what information about you is being used and how; and
- **the right to withdraw consent.** At any time you can ask us to delete your personal information and no longer be included in the research.

We will not move or share information about you outside the EU and it will be held securely at all times. If there are any problems with our handling of your data, we will notify you and the organisation that is responsible for regulating this where we are legally required to do so.

There are other rights not listed here and exemptions may apply. For more details see here:

<https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/> or contact our Data Protection Officer.