



# Ageing Better evaluation: Participant Information Sheet

## Introduction

Connect Hackney (Ageing Better) is a programme aimed at improving the wellbeing of people aged 50 and over by preventing loneliness and isolation. It is part of a wider programme of work funded by The National Lottery Community Fund and is running in 14 locations across England.

In Hackney, we are working with older people and our partners to understand the different things that can help over 50s stay connected and active in their communities, in ways that suit them.

The independent research company – Ecorys (with Brunel University London and Bryson Purdon Social Research) is carrying out an evaluation/study of the overall Ageing Better programme. The University of East London is carrying out the local evaluation. As part of this Connect Hackney is asking older people to complete a survey so we can find out what works in improving people's lives, understand what can be done better – and have the evidence to continue to make positive changes.



## Questions you may have about the research

### **Why am I being asked to take part?**

You are being asked to take part in the study of your involvement in activities commissioned by Connect Hackney. We'd like to know your experience of this.

### **What are you asking me to do?**

You are being asked to complete a survey/ questionnaire, including questions about your health, wellbeing, background (for example, gender and ethnicity) and feelings about loneliness. If you agree, we would also like you to complete the survey two more times: when you complete the activity/activities; and six months later. This will help us to see if anything changes for you. Staff at the service you are using will contact you about a follow-up questionnaire when the time comes.

Only answer a question if you are comfortable doing so. The decision about what to share, or not share, is yours.

### **How long will the questionnaire take?**

The survey will take about 20 minutes to complete.

### **Are there any benefits/risks to taking part in the survey?**

There are no direct benefits to you from taking part and no risks are anticipated. However, the information you give will help us understand more about people aged over 50 in your area and what support provided is or isn't working for people to be more engaged. We hope that the results from this survey will help improve future services and activities.

### **Do I have to take part?**

Your participation is entirely voluntary. If you choose not to, all the services you receive through the project will still continue. If you do take part, you can stop the survey at any time without giving a reason. You don't have to answer any questions if you do not want to.

Even after you complete the survey you can change your mind at any point and ask for your information to be removed from the study. Contact Connect Hackney (data protection lead): [info@connecthackney.org.uk](mailto:info@connecthackney.org.uk) / The Adiaha Antigha Centre, 24-30 Dalston Ln, London E8 3AZ giving your first name/ surname/ date of birth and name of the organisation you completed the survey with, and your data will be deleted.

### **What about data protection/privacy, what do I need to know about my rights?**

The results of the evaluation will be shared through national reports and via social media. However:

In line with the General Data Protection Regulation, your rights when participating in this survey include:

- the right to be informed about who is collecting and processing your data
- 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 survey.

The National Lottery Community Fund and Connect Hackney are the data controllers for the personal information you give in this survey. Ecorys and the University of East London will be collecting and processing the anonymised information on our behalf. Your data will not be shared with anyone else.

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

The results of the study/ evaluation will be shared through national reports and via social media.

## **What does this mean in term of my data?**

All personal information you give will be anonymise by removal of any names or details that might identify you, your friends or family, or other people.

Connect Hackney will store it securely within the EU and ensure that it's destroyed by June 2022, following the end of Ageing Better. For more information about your rights see: <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/>.

## **What if I want to complain?**

If you're not happy, you can contact The National Lottery Community Fund's Data Protection Officer: The National Lottery Community Fund's, 1 Plough Place, London, EC4A 1DE / [dataprotection@tnlcommunityfund.org.uk](mailto:dataprotection@tnlcommunityfund.org.uk) or Connect Hackney (data protection lead): The Adiaha Antigha Centre, 24-30 Dalston Ln, London E8 3AZ/  
[info@connecthackney.org.uk](mailto:info@connecthackney.org.uk)

You can also contact the Information Commissioner's Officer via their website: [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).

## **Who do I contact if I have any queries or concerns about the survey?**

Please contact Ecorys: Albert House, Quay Place, 92-93 Edward Street, Birmingham, B1 2RA. Tel: 0121 212 6072  
Email: [survey.help@ecorys.com](mailto:survey.help@ecorys.com)

## **What if have any more questions?**

If you're not sure about anything or have any more questions please ask a staff member at your service or contact Connect Hackney on 020 7923 1962.

If you consent to take part please sign the consent form and return it to a member of staff at your service.

*Please keep this sheet for your information and future reference.*

*Thank you – Connect Hackney Team*