

## Participant Information Sheet



### Navigations of Toilet Access for Couriers and Food Delivery Riders

You are being invited to take part in a research project which seeks to explore the daily experiences of accessing toilets when working on the move as a courier or food delivery rider. Before you decide to take part in the research, it is important that you understand the purpose of the research and your potential involvement in it. Please take the time to read the following information and ask any questions should you have any.

#### What is the purpose of this project?

We all need to go to the toilet several times a day, often at work, and in a diversity of ways. However, for many of us, work is mobile, and involves commuting in cars, taxis, vans, and bicycle lanes. Despite the fact that many of us are working on the go, there are fewer public toilets than ever. This has become particularly noticeable during the pandemic and throughout lockdown restrictions. The aim of this project is to explore how mobile workers, like those who deliver parcels or food, navigate toilet availability as part of their working lives.

#### Why am I being invited to take part?

You've been invited to take part in this research because you are currently working, or have recently worked, as a courier or food delivery rider. I would like to hear your experiences on how you find and access to toilets as part of your work.

#### Do I have to take part?

It is entirely up to you whether or not you decide to take part in this research project. If you choose to take part, you will be asked to sign a consent form and your personal details will remain anonymous. You will still be free to withdraw your participation at any time without giving a reason, or you can withdraw your data up until a month after I have received your audio diary and/or you have taken part in an interview. If you wish to withdraw from the research, please contact me via phone or email – my contact details are listed below.

#### What does taking part in the research project involve?

If you agree to take part, I will ask you to give your consent before the audio diary and/or interview begins. I can either email you the consent form, post it out to you, or talk you through it over the phone. I will need you to return the form via email or post, or agree that I can make a record that you consented. If you would like this form, or any other documents related to this study in another format (i.e. large print or in another language), please let me know.

#### *Audio diary*

If you choose to participate, you will be invited to take short audio recordings and/or written notes on your phone (or I can provide a voice recorder or notebook) of the times during your working day when you seek out toilet access and how you manage this. You may take an audio recording before you

start work, whilst you are on a break, or at the end of your shift. Here, you can make short reflections on the times and places where you might have looked to find a toilet. If you prefer to keep a written diary, this is fine too. I can send you a Dictaphone or a notepad in the post to facilitate this.

I suggest that you keep your diary for up to two weeks, but you can do as much or as little as you like. You might like to record reflections on different times of the day (e.g., an afternoon shift and a late-night shift) or make notes on how the area you're travelling to may differ in your ability to access toilets (e.g., city centre versus suburban or rural areas). After completing your diary, you can return these electronically via email or a pre-paid envelope can be sent out to you to return the recorder and/or written notes. I will keep in touch with you throughout this process.

### ***Online or telephone interview***

After completing the diary and returning it to me, I will invite you to an online or telephone interview. This will last approximately between 30-60 minutes. This interview will involve a series of informal general questions about your work and toilet access. It will also be a time to reflect upon matters brought up from the diary and how you found keeping it. If you like, a list of questions can be sent to you prior to our conversation. It will also be an opportunity for you to share any thoughts and experiences you feel are relevant to the project and that are important to you. With your permission, the interview will be audio recorded and can be turned off at any point during the interview.

Both the diary and interview are optional. If you'd like to do a diary but not an interview, then this is possible. Likewise, if you'd like to have a chat but do not want to commit to keeping an audio diary, then this is fine too.

### **What will happen to the data collected, and the results of the research project?**

Everything you say in the interview will be kept confidential. All data will be stored in a password protected file in which only I will have access to. If recording on your personal device, I will request that you delete your recordings at the end of the project. Please be aware that if at any point you feel uncomfortable during the research process you have the right to withdraw and any information you have given will be discounted from the study. **You will not be identifiable in any reports or publications. You will have the opportunity to review your interview transcript and remove any comments you feel necessary. If you agree for your information to be shared with other researchers via the UK Data Sharing Archive, then your personal details will not be included.** All personal information you give will be collected, handled, processed and stored by the University of Sheffield according to the Data Protection Act (2018) and GDPR (2018).

The findings from the research will contribute to project reports, academic publications, presentations and future events. If you decide to take part, you will also be kept informed of the findings and conclusions made from the study.

### **What are the potential disadvantages/risks of taking part?**

I do not foresee any disadvantages to you from taking part in this study. In the unlikely event that you become upset or distressed you may choose to withdraw from the study at any time. I may wish to quote some of the things that you say during our discussion in the reports that will be produced from the study, but no one will be able to identify these as your words. Whatever you tell me will be treated as confidential. Nothing recorded from our conversations will be traceable back to you or your employer.

## What are the potential benefits of taking part?

As a token of gratitude, you will be given a £25 voucher for each part of the research process (£25 upon completion of the diary and £25 upon completion of an interview). Findings from this study have potential public value in making toilet access better in the future.

## Further information and contact details

This research is being led by me, Dr Lauren White at the Department of Sociological Studies, University of Sheffield. You can find out about me here:

<https://www.sheffield.ac.uk/socstudies/people/academic-staff/lauren-white>

If you have any questions about the research or your involvement, please contact me at [l.e.white@sheffield.ac.uk](mailto:l.e.white@sheffield.ac.uk) or via phone 07840 443352 or (0114) 222 6471.

The research is funded by the Economic and Social Research Council (ESRC) (Grant number: ES/V009397/1). This project has been reviewed by the ethics committee of the Department of Sociological Studies, University of Sheffield [Ref no: 037321]. If you have any complaints or concerns about the research, please contact Prof. Nathan Hughes [nathan.hughes@sheffield.ac.uk](mailto:nathan.hughes@sheffield.ac.uk)

Thank you for taking the time to read this information. You will be given a copy of this information sheet and a signed consent form for you to keep should you agree to participate.

