

Interview information sheet for service users

Moving On Study

Thank you for taking part in the Moving On study. You may recall from your first contact with our research team, that we wanted to talk with some of the people taking part. We are now carrying out some interviews as part of the study and would like to invite you to take part. Before you decide, we would like you to understand why the interviews are being done and what it would involve for you.

What is the purpose of the interviews?

- We would like to understand whether settled or temporary accommodation reduces the risk of COVID-19 infection.
- We would also like to see how the type of accommodation could help people to keep their accommodation and avoid future homelessness.
- We hope to use this research to make recommendations to the Local Authority and national government to help them make better housing and homelessness policies across the UK.
- To understand more about the accommodation and any support you received, we would like to invite you to take part in an interview to discuss your experience and views of the provisions offered – whether that was settled or temporary accommodation.

Why have I been invited to take part in the research?

- You have been invited as you are taking part in the Moving On study.

Do I have to take part in the research?

- No, taking part in an interview is completely voluntary.
- You can withdraw at any time by letting us know.
- You do not have to provide a reason for wanting to withdraw from the study.
- If you do wish to withdraw, we would ask your permission to use any information you have provided to us (including any audio recordings made).

What will happen to me if I take part?

- A member of the research team will contact you to ask if you would be happy to be interviewed.
- They will talk through this information and post it out to you along with a consent form for you to keep.
- If you agree to take part, we will arrange an interview with you.
- The interview can be done over the telephone and arranged at a time to suit you.
- The interview can last around one hour but can be shorter or longer to fit around you.
- In the interview a researcher will ask you some questions so you can talk about your experiences in your own way.
- You will not have to answer any questions that you do not want to.

- It is up to you what you'd like to tell us.
- We will ask for your consent to record the interview.
- We will transcribe the recording (a record of the interview will be typed up).
- To thank you for your time, we will give you a £20 high street voucher.

Will my taking part be kept confidential?

- Yes, we will take steps to ensure your confidentiality at all times.
- Only people working on the study will have access to this data.
- You will be assigned a unique study number which will be used to label any data associated with you.
- The audio recording, script and notes from your interview will be stored securely for the duration of the study.
- We may want to use short clips from either the audio recording or any materials developed from the results of the study (see section on 'What will happen to the results?').
- We will only do this with your express permission.
- The data collected from you will be stored for up to 15 years, after which time they will be securely destroyed in line with University policy.
- No personally identifiable data will be used or stored alongside the study data.
- All information collected about you during this study will be kept confidential and will be handled, stored and destroyed in accordance with the General Data Protection Regulation.

Who is responsible for looking after my information?

- Cardiff University is the data controller and is responsible for looking after your information and using it properly in accordance with the General Data Protection Regulation (GDPR).
- Cardiff University will keep identifiable information about you for 15 years after the study has finished.
- Study data will be stored securely and only authorised staff on the research team.
- If you withdraw from the study, we will keep the information that we already have about you and it will be used in the final analysis. As our purpose is performing a public interest task, we have legal permission to process your data.
- You can find out more about how we use your information at: <https://www.cardiff.ac.uk/public-information/policies-and-procedures/data-protection>, by contacting the University's Data Protection Officer: inforequest@cardiff.ac.uk/ or in writing to: Data Protection Officer, Compliance and Risk, University Secretary's Office, Cardiff University, McKenzie House, 30-36 Newport Road, Cardiff, CF24 0DE.

Are there possible benefits and risks of taking part in the study?

- Taking part in the interview is not likely to involve any particular risks
- It may bring up memories of difficult or distressing experiences.
- If you do become upset you can stop the interview at any time.
- The main disadvantage in taking part is giving up your time to participate in the interview.

- The main advantage of participating is that the information you provide may help to inform services and policy.

What will happen to the results?

- We will write a report of the results for the funder.
- We hope to publish the results in journals.
- A summary of the results will be made available on the Cardiff University and Centre for Homelessness Impact websites.
- We may use the data collected to develop resources and information for other professionals and researchers.
 - This may include leaflets, animated videos, or digital stories (short narrative videos).
 - These resources will be made available initially through the webpages listed above.

Will I be able to be identified from the results?

- No, we take your confidentiality very seriously.
- All results will be published anonymously.
- In developing any resources previously mentioned, we may want to use your voice or image in the materials produced.
- We will not do this unless you give us express permission to do so.
- There is a section in the consent form that addresses this specifically.
- You can choose to not give your permission for this, without affecting your participation in an interview.
- Also, if you give permission, you can change your mind at any time during the study or after it has ended if you decide you no longer want your voice or image used in this way. Again, this will not affect your participation in any other aspect of the study.

Who is organising and funding the research?

- Cardiff University is responsible for this research.
- The research has received funding from UK research and innovation.

Who has reviewed this study?

- The study has been approved by School of Geography and Planning ethics committee, Cardiff University.
- This study is covered by Cardiff University's insurance and indemnity cover.

Who can I speak to about this study?

Should you have any further questions or require further information about taking part you can contact (during normal working hours):

Moving On Administrator(s)

02920 687929 / 02922 511399

movingon@cardiff.ac.uk

What if I am unhappy with any aspect of the study?

If at any point, you are unhappy about the study and wish to speak to someone independent of the study team or make a complaint, you can contact Michael Robling, Director of Population Health in CTR on 02920 687177.

If you wish to raise a complaint on how we have handled your personal data, you can contact Cardiff University's Data Protection Officer, inforequest@cardiff.ac.uk, who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data in a way that is not lawful you can complain to the Information Commissioner's Office (ICO) by visiting <https://ico.org.uk/make-a-complaint/> or by calling their helpline on 0303 1231113.

Thank you

National Helplines and Resources

Should you feel generally unwell or have symptoms of COVID-19, please follow national guidelines for seeking medical help. For urgent medical attention, please contact 999. For non-urgent medical advice, please contact 111.

If you need **further help or advice**, below are the details of several organisations that may be useful:

CRISIS work directly with thousands of people experiencing homelessness every year, providing vital help so that people can rebuild their lives and are supported out of homelessness for good.

Website: <https://www.crisis.org.uk/about-us/>

Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services.

Free Support line number: 0800 800 4444

Website: <https://england.shelter.org.uk/>

Victim Support provide support for those who have been affected by any crime in England and Wales. They are independent of the police and anyone can contact them for support, regardless of whether the crime has been reported or how long ago it took place. They can offer immediate emotional support as well as helpful information and practical advice over the phone. If you contact their support line they can put you in touch with local teams who offer face-to-face support, as well as other organisations in your area.

Free Support line number: 0333 259 6584

Email: <https://www.victimsupport.org.uk/help-and-support/get-help/request-support>

Website: www.victimsupport.org.uk

Mind is a charity that provides advice and support to people suffering with mental health issues. Website: <https://www.mind.org.uk/information-support/>

If you feel you need to talk with someone about your mental health, you may call one of the following helplines;

The National Domestic Violence Helpline is a Freephone 24-hour helpline which provides advice and support to women and can refer them to emergency accommodation. The National Domestic Violence Helpline is run in partnership between Refuge and Women's Aid. In addition to the helpline you can also look at the Refuge and Women's Aid websites for information and resources to help women experiencing domestic abuse:

Website: www.refuge.org.uk and www.womensaid.org.uk

Helpline number: 0808 200 0247 (24 hours)

Email: helpline@womensaid.org.uk (you will receive a response within 3 working days) Website:

www.nationaldomesticviolencehelpline.org.uk