

 Psychology Department

**Participant information sheet**For further information about how Lancaster University processes personal data for research

purposes and your data rights please visit our webpage:

www.lancaster.ac.uk/research/data

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protection

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We are a research team of psychologists at Lancaster University who are conducting a research study titled: The Psychology of Interoperability: Critical Decision Method Interviews.

This research is funded by the Centre for Research and Evidence on Security Threats – an independent Centre commissioned by the Economic and Social Research Council (ESRC) and which is funded in part by the UK’s Home Office and security and intelligence agencies.

Please take time to read the following information carefully before you decide whether or not you wish to take part.

**What is the study about?**

**This study aims to explore your experience of working in a multi-agency team with reference to interoperability (i.e., the ability for emergency responders to work together coherently). We are specifically interested in hearing from individuals who have both good and bad examples of interoperable working to further our understanding of the psychological processes involved.**

**Why have I been invited?**

We are asking you to take part as you work for the Police, Fire and Rescue, or Ambulance Service, and have experience of working in multi-agency teams. We would be very grateful if you would agree to take part in this study.

**What will I be asked to do if I take part?**

If you decide to take part, you will be invited to a one-hour semi-structured interview, which will take place over Microsoft Teams. The interviewer will ask you to try and think about an especially challenging emergency incident that you have responded to in the past where interoperability was challenged. The interviewer will ask you a series of questions and we will video record the interview and anonymously transcribe it.

**What are the possible benefits from taking part?**

**Your insights will contribute to our understanding of the psychology of interoperability and will feed into subsequent research looking to develop a novel psychologically informed training intervention to promote interoperable working in the emergency services.**

**Do I have to take part?**

No. It’s completely up to you to decide whether or not you take part. Your participation is voluntary, and you are free to withdraw at any time, without giving any reason. **If you decide not to take part in this study, this will not affect your position in the company or your relations with your employer*.***

**What if I change my mind?**

**You are free to withdraw at any time during the study by telling the researcher that you want to stop the interview. We will extract any data you contributed to the study and destroy it. Data means the information, views, ideas, etc. that you have shared. However, it is difficult and often impossible to take out data from one specific participant when this has already been anonymised or pooled together with other people’s data. Therefore, you can only withdraw up to 2 weeks after taking part in the study by emailing the researcher with your unique participant ID number.**

**What are the possible disadvantages and risks of taking part?**

There are not anticipated to be any disadvantages or risks to taking part, except giving up around an hour of your time.

**Will my data be identifiable?**

After the interview only the research team conducting this study will have access to your data. The only other person who will have access to the data is a professional transcriber who will listen to the recordings and produce a written record of what you and others have said. The transcriber will sign a confidentiality agreement.

We will keep all personal information about you (e.g. your name and other information about you that can identify you) confidential, that is we will not share it with others. We will anonymise interview transcripts. This means that I remove any personal information. All reasonable steps will be taken to protect the anonymity of the participants involved in this project.

Lancaster University will be the data controller for any personal information collected as part of this study. Under the GDPR you have certain rights when personal data is collected about you. You have the right to access any personal data held about you, to object to the processing of your personal information, to rectify personal data if it is inaccurate, the right to have data about you erased and, depending on the circumstances, the right to data portability. Please be aware that many of these rights are not absolute and only apply in certain circumstances. If you would like to know more about your rights in relation to your personal data, please speak to the researcher on your particular study.

For further information about how Lancaster University processes personal data for research purposes and your data rights please visit our webpage: [www.lancaster.ac.uk/research/data-protection](http://www.lancaster.ac.uk/research/data-protection)

**How will my data be stored?**

Your data will be stored in encrypted files (that is no-one other than the research team will have access to them) on OneDrive and on password-protected computers. In accordance with University guidelines, I will keep the data securely for a minimum of ten years on the encrypted university server Pure. At the end of the research project, we will upload anonymised data for indefinite storage to the UK Data Archive, as per the requirements of UKRI funded research. Data will be classified as safeguarded data, which means that any researchers seeking to access the data will have to submit an access form for approval before being allowed to see the data. We will act as custodians to your data and only authorise access to transcripts to researchers who have full ethical procedures in place for secondary data analysis.

**How will we use the information you have shared with us and what will happen to the results of the research study?**

**We will use the data you have shared with only in the following ways: in academic publications, presentation at academic or practitioner conferences and workshops, and included in practitioner reports that we will write about the psychology of interoperability. When writing up the findings from this study, we would like to reproduce some of the views and ideas you shared with us. When doing so, we will only use anonymised quotes (e.g. from our interview with you), so that although we will use your exact words, you cannot be identified in our publications.**

**Who has reviewed the project?**

This study has been reviewed and approved by the Lancaster University Faculty of Science and Technology Research Ethics Committee, the Security Research Ethics Committee and has had HRA approval from the NHS (NHS employees only).

**What if I have a question or concern?**

**If you have any queries or if you are unhappy with anything that happens concerning your participation in the study, please contact myself, Jennifer Alcock (j.c.alcock@lancaster.ac.uk). You can also contact the principal investigator Dr Nicola Power (n.power3@lancaster.ac.uk).**

**If you have any concerns or complaints that you wish to discuss with a person who is not directly involved in the research, you can also contact the Head of Department: Prof Kate Cain (psychology.hod@lancaster.ac.uk).**

**Thank you for considering your participation in this project.**

**CONSENT FORM (to be typed on Qualtrics)**

**Project Title: The Psychology of Interoperability: Critical Decision Method Interviews**

Name of Researchers: Jennifer Alcock; Dr Nicola Power; Prof Mark Levine; Dr Richard Philpot

Email: [n.power3@lancaster.ac.uk](mailto:n.power3@lancaster.ac.uk)

This research is funded by the Centre for Research and Evidence on Security Threats – an independent Centre commissioned by the Economic and Social Research Council (ESRC) and which is funded in part by the UK’s Home Office and security and intelligence agencies

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| 1. I confirm that I have read and understand the information sheet for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. |  |
| 1. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. If I withdraw within 2 weeks of commencement of the study my data will be removed. |  |
| 1. I understand that any information given by me may be used in future reports, academic articles, publications or presentations by the researcher/s, but my personal information will not be included and I will not be identifiable. |  |
| 1. I understand that my name/my organisation’s name will not appear in any reports, articles or presentation without my consent. |  |
| 1. I understand that any interviews will be video-recorded and transcribed and that data will be protected on encrypted devices and kept secure. |  |
| 1. I understand that data will be kept according to University guidelines for a minimum of 10 years after the end of the study in the university server Pure 2. I understand that the data will be uploaded to the UK Data Archive and classed as ‘safeguarded data’ meaning that it is only accessible to other researchers following authorisation by the research team. 3. I understand that my decision on whether to take part in this study or not will not affect my position in my company or relationship with my employer. |  |
| 1. I agree to take part in the above study. |  |

**Please type your name to sign your consent form**

EMAIL ADVERT WORDING:

**The Psychology of Interoperability: Critical Decision Method Interviews**

We are a team of psychologists at Lancaster University who are conducting research to better understand the psychology of interoperability. To do this, we would like to interview emergency workers from the Police, Fire and Rescue, and Ambulance Services about their experiences. We are particularly interested in hearing from those who can talk about a specific emergency incident where interoperability was challenged.

If you are interested in taking part then please read the attached information sheet and contact Jennifer Alcock on j.c.alcock@lancaster.ac.uk. Interviews will last approximately one hour in total and will take place on Microsoft Teams.