Focus group research discussion– Information for research participants.

**Purpose of the study**

The Somerset Council Digital Services team are developing a new digital solution for the Somerset Integrated Domestic Abuse Service. This will replace the current Somerset Survivors website.

We are currently undertaking user research with residents, existing users, local organisations and professionals to help us understand what would make the most impact for users and ensure that the outcomes will meet their needs.

We want to know information or features that you would find helpful, and we have some ideas that we’d like to share with you to get your feedback. We are keen to understand what might be important to different demographics in accessing advice. This will help us improve the experience for victims and ensure they can more easily access the help and support they need.

**What to expect**

A focus group discussion will normally be planned for up to 60 minutes with 3-6 participants.

The session will be facilitated by a User Researcher. There may be an additional member of the research team taking notes or with everyone’s consent we might instead make an audio recording to help with note taking. This is so we don’t miss any of your valuable feedback.

To inform the project, during the session we will be asking questions about your experiences accessing services online and thoughts to help us understand what works well, your needs and challenges and what you find useful.

For this particular session, we will not be directly asking questions about lived experiences of Domestic Abuse, we want to talk more generally about preferences you might have as a younger person and things you consider important. However, you are of course welcome to share your experiences if it feels appropriate and we would also welcome volunteers who would like to talk one to one about their experiences.

**Taking part is voluntary**

Your participation is completely voluntary. You are free to change your mind at any time, before, during or after your session.

**Session recordings**

If you give us permission on your consent form, we may audio record the session. This will help us to ensure we don’t miss important details, particularly when a notetaker is not present. With your permission, we may use anonymised quotes to help illustrate our research findings.

**Sharing of results**

We will not include your name or personal details in any reports we share or publish. All your information will remain private.

With your permission, the only people who will be able to hear full recordings are:

* Researchers within the SC Digital Services team.

We may also:

* Make the anonymised findings from this research public so that others can use and learn from it

**What happens to the data provided**  
  
The information you provide during this study is the research data. Any research data about you, which can be identified as being about you is known as personal data. The team will analyse data to inform service innovations within the project. Anonymised data may be seen by authorised individuals to share research outcomes.  
  
All data is stored in line with SC’s policies and on our secure servers. For more information about our GDPR regulations, including how data is held and processed, visit our Privacy notices and cookies webpage: <https://www.somerset.gov.uk/our-information/privacy-notices-and-cookies/>The research data will be stored for 1 year from the date the project finishes.

**Data Protection**  
  
Somerset Council is the data controller with respect to your personal data (registration Z5957592), and as such will determine how your personal data is used in this study. The Council will process your personal data for the purposes of the research outlined above and relies on Article 6(1)(a) - Consent - as the lawful basis for processing and on Article 9(2)(a) - explicit consent - for any special category data collected. Your data will be stored as described and will not be transferred abroad. You have a number of rights in relation to the data we hold about you. For more information see - <https://www.somerset.gov.uk/our-information/your-rights-on-the-information-we-hold-about-you/>

**Contact**

If you have any questions, experience any problems or wish to make a complaint, please contact digital@somerset.gov.uk