Research Interview– Information for research participants

**Purpose of the study**

The Somerset Council Digital Services team are working with Somerset Integrated Domestic Abuse Services and communications, to develop a new website for people affected by domestic abuse and professionals in Somerset.

Domestic abuse affects people of all ages and genders. 1 in 4 women and 1 in 6 men will experience domestic abuse in their lifetime.

Throughout the month of May we are undertaking user research to help us understand what would make the most impact for users. This will help us improve the experience for users and ensure they can more easily access the help and support they need.

We are currently undertaking user research with those who have been affected by domestic abuse, existing users of the current website, local organisations and professionals to help us understand what information, advice and features have been most important to you. This will help us make improvements to the new website.

**What to expect**

User Interviews/discussions will normally be planned for up to 60 minutes in person or via MS Teams.

The session will be facilitated by Naomi Goude, User Researcher. There may be an additional member of the research team taking notes. However, if this is ever the case, we will discuss in advance.

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

**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 record the session using audio or more likely, use a transcription if on Teams. 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.

**Consent form**

Here is a link to our [consent form](https://forms.office.com/pages/responsepage.aspx?id=BvYktXr3okqNov5wNDsMzgyNdSbzaEJEi-PMa7cWnXBUNVZYOUZTRTM3WDE0U0lMSkdUWEZOWFlRUy4u) which is a necessary requirement for all research participants. If you are able to complete in advance, please do.

**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 see/listen to the 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](mailto:digital@somerset.gov.uk)

**If you need help or advice after the session in relation to domestic abuse**

Contact the Somerset Domestic Abuse Support helpline: **0800 69 49 999**

Or email the [Somerset Integrated Domestic Abuse Service](https://somersetsurvivors.org.uk/professional-resources/somerset-integrated-domestic-abuse-service/)  
General Enquiries: [SIDAS@Somerset.gov.uk](mailto:SIDAS@Somerset.gov.uk)

**Opening Hours – 8am to 8pm Monday to Friday and 9am to 1pm Saturday and Sunday.**

**If you or someone you know is in immediate danger, please always call the Police on 999.**