



STUDY INFORMATION SHEET

Title of Project: **IMPACT - the Evaluation of the Social Services and Well-being (Wales) Act 2014**

Principal Investigator:
Professor Mark Llewellyn (University of South Wales)

Other study team members:

Professor Fiona Verity, Dr Pippa Anderson, Nick Andrews, Catrin Awoyemi, Heulwen Blackmore, Noreen Blanluet, Megan Elliott, Dr Gideon Calder, Professor Tony Garthwaite, Dr Jen Lyttleton-Smith, Dr Alison Orrell, Professor Ceri Phillips, Professor Malcolm Prowle, Professor Jonathan Richards, Dr Roiyah Saltus, Dr Sion Tetlow, Dr Carolyn Wallace, Dr Sarah Wallace

We would like to invite you to take part in an evaluation study. Before you decide whether you'd like to take part, you need to understand why the study is being done and what it would involve for you. Please take time to read the following information carefully. Please feel free to ask questions of the research team if anything you read is not clear or you would like more information. Please take time to decide whether or not to take part.

1. What is the purpose of the study?

You are being invited to contribute to a study which aims to evaluate the implementation and impact Social Services and Well-Being (Wales) Act 2014. This evaluation will look at how the Act has made a difference to health and social care in Wales, and how this has affected the lives of people living in Wales.

The Welsh Government has commissioned and funded a partnership between academics across four universities in Wales to deliver the evaluation of the ground-breaking Social Services and Well-being (Wales) Act 2014. Colleagues from Swansea University, Bangor University and Cardiff University will also work as partners in the study, which is being supported by PRIME Centre Wales.

The project will deliver an independent and objective assessment of the implementation of the Act and the way in which it has impacted on the well-being of people who need care and support, and their carers.

The Act is a significant departure from previous public policy, and sets out major change in social care and social services and in relationships between social services and citizens, communities, and sectors outside government. The approach of the team will be to examine the implementation and impact of the Act through its five principles – voice and control, well-being, co-production,

multi-agency working, and prevention and early intervention – and the financial implications of each.

2. Why have I been invited to take part?

You are being invited to participate in this study because we would like to understand the views and experiences of people who have been affected by the Act in their daily lives.

The ways you can take part are:

1. **One-to-one interview** (face to face, telephone, or online) - We would like to interview you (face-to-face, telephone or online) as one of around 120 citizens, including children, adults, older adults who are in receipt of support, and carers to hear directly from people who are in receipt of social services.
2. **A focus group** (face-to-face or online) - We would like to hold at least 40 focus groups (face-to-face or online), each with 4-8 citizens, including children, adults, older adults who are in receipt of support, and carers to hear directly from people who are in receipt of social services.

If you do not want to speak to us directly, you can still take part by completing an anonymous **online pro-forma**.

3. Do I have to take part?

It is entirely up to you to decide whether you'd like to take part in the study. If you decide you'd like to take part in either an **interview or focus group**, one of the members of the study team will make contact with you. They will describe the study to you, go through this information sheet with you and answer any questions that you might have about the study and your involvement. If you are willing to take part, we will then ask you to sign a consent form to show that you agree to take part. You are free to withdraw at any time, without giving a reason.

If you choose to take part via the **online pro-forma**, you will be given the opportunity to ask the researcher any questions that you have about the study. Before you start, you will be advised that completing the pro-forma implies consent to participate. You will be asked to tick the statements to confirm your consent to take part before you can access the questions.

4. What will happen to me if I take part?

This information sheet provides information about the study, and we would like you to read it carefully to help you decide whether you would like to participate. If you decide that you would like to participate in an interview or focus group, a member of the study team will let you know the time and location. When you meet up or speak, you will be given the chance to ask the researcher any questions that you have about the study. If at that point you are still happy to take part, you will then be asked to sign the consent form or provide clear verbal consent that we will record if the interview is to take place over the phone.

Interviews will last approximately 30-45 minutes. The researcher will use an audio recorder to record the interview. In addition, they may also make some notes about the things that you say.

Focus groups will last approximately 60-90 minutes. The researcher will use an audio recorder to record the interview/focus group, there may also be an observer who makes notes about the things that you say and how the group works together.

You can ask the researcher to stop the recorder at any time, and you can leave the interview/focus group at any time.

For face-to-face interviews/focus groups, there will be a break-out room for you to go in if you would like a break or if you feel any distress. If you are taking part in an online interview or focus group, you can take a break at any time.

The online pro-forma should take around 30-45 minutes to complete. You can withdraw from the pro-forma at any time by closing the window and your data will not be saved. Data will only be saved and used by the evaluation team if you submit your responses at the very end of the pro-forma.

5. What will I have to do?

For **interviews and focus groups**, the researcher will ask the group a range of questions about your understanding of different parts of the Act and how changes that have happened because of the Act may have affected you. You may be asked about personal experiences of health and social care services.

For the **online pro-forma**, you will be asked to complete equivalent questions to those asked in interviews and focus groups.

Whatever way you choose to take part in the study, you do not have to answer any questions that you do not want to. You can ask to stop the recorder or leave the interview/focus group at any time without giving a reason, and can leave the pro-forma at any time by closing the window.

6. What are the possible disadvantages and risks of taking part?

We recognise that discussing your own or other people's personal experiences may cause you concern or distress. If you feel this way at any point in the study, please let the principal investigator know (their details are at the end of this information sheet). If you do become distressed by any of the topics raised, you will have the opportunity to speak to someone about this. If you are part of a group or organisation who has contacted you about being part of the study, you will be able to speak to them. If you do not have their contact details, you can contact Lisa Griffiths at the University of South Wales on 01443483070 or by email: lisa.griffiths@southwales.ac.uk. If you feel that you need to be referred to a suitable counselling service for support, this can be arranged for you – through contacting the person named above.

7. What are the possible benefits of taking part?

We cannot promise the study will help you directly, but the information we get from the study will help us to understand the impact of the Social Service and Well-Being (Wales) Act 2014 on Welsh citizens. It will also help the Welsh Government make changes to the way that the Act is being implemented to improve circumstances for other citizens in Wales.

8. Will my taking part in the study be kept confidential?

Confidentiality is very important and wherever possible will be maintained. However, there are times when confidentiality cannot be guaranteed. For example, if, through the interview/focus group/pro-forma, what you have said causes concern that there may be a risk of harm to you, another person, or a child, the researcher has a duty to report what has been said.

Information collected from the study will be kept strictly confidential and in accordance with Caldicott principles and Data Protection Act 1998 and General Data Protection Regulations (2018).

For **interviews/focus groups**, we will record the things you say on an audio recording device. The consent form, which asks you to give specific permission for participating in the study, will be the only documentation that will show your name and this will be stored separately from the information that you provide during the focus group. This will be kept securely locked. The consent form and any other information relating to you will be retained securely and then disposed of securely after 5 years in keeping with recommended research guidelines.

The **online pro-forma** will ask you to confirm your consent to take part by agreeing to statements before you can access the questions. Data will only be saved and used by the evaluation team if you submit your responses at the very end of the pro-forma. Responses will be kept securely and then disposed of securely after 5 years in keeping with recommended research guidelines.

The anonymous data and its analysis will be viewed by the IMPACT study team. Anonymised and attributable quotations will be used in reports and academic journal articles. These may be linked to demographic information, such as your age and gender, but will not be linked to anything which could identify you.

9. What will happen if I do not carry on with the study?

If you withdraw from the study during or after you have taken in an **interview/focus group**, you will have the opportunity to decide whether you would like data collected up to your withdrawal to be destroyed. It will be possible to withdraw data from the study up to one month after taking part in an **interview/focus group**.

As the **online pro-forma** is anonymous, once you have submitted your responses at the end, your data cannot be withdrawn as we are unable to track responses back to individual participants.

10. What will happen to the results of the study?

The results of this study will be contribute to the overall evaluation of the Social Services and Well-Being (Wales) Act (2014). Results will be presented to the Welsh Government and will also be published in academic journals.

11. Expenses and payments

There is no payment for taking part in the study. If you want to take part, it will be a voluntary choice that you are making. There is no possibility of reimbursement for any travel expenses that you may incur.

12. Who is organising or sponsoring the research?

The study is being led by Professor Mark Llewellyn at University of South Wales. Mark is working with a team of researchers from Swansea University, Cardiff University and Bangor University, as well as a team of expert advisors on this study. The names of all of the team members is provided at the beginning of this document.

13. What if there is a problem?

If you have a concern about any aspect of this study, you should ask to speak to Professor Mark Llewellyn (mark.llewellyn@southwales.ac.uk or 01443 483070) who will do his best to answer your questions.

If you remain unhappy and wish to complain formally you can do this through Jon Sinfield (Research Governance Officer, University of South Wales) on 01443 484518 or by email: jonathon.sinfield@southwales.ac.uk who will direct you to our University complaints procedure.

14. Data Protection Privacy Notice (mandatory for all studies collecting personal data)

The data controller for this project will be the University of South Wales. The University Compliance Manager provides oversight of university activities involving the processing of personal data. The University of South Wales Compliance Manager is Mr Rhys Davies (rhys.davies@southwales.ac.uk).

Your personal data will be processed for the purposes outlined in this information Sheet. Standard ethical procedures will involve you providing your consent to participate in this evaluation by completing the consent form that has been provided to you. However, the legal basis on which this task is being performed is public interest, approved by the Faculty Research Ethics Committee.

If you are concerned about how your personal data is being processed, please contact Compliance Manager, Mr Rhys Davies (rhys.davies@southwales.ac.uk).

Details of your individual rights are available on the ICO website at: <https://ico.org.uk/fororganisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/>

15. Further information and contact details:

If you have any further queries please contact:

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The Privacy Policy that relates to this work can be viewed at:

<https://wihsc.southwales.ac.uk/evaluation-implementation-social-services-and-well-being-wales-act-gwerthuso-gweithrediad-deddf-gwasanaethau-cymdeithasol-llesiant-cymru/approach-study-dull-yr-astudiaeth-o-fynd-ati/>