

## An evaluation of 42nd Street's online support

### Participant Information - children and young people

**Part 1** of this information sheet tells you about the study and the process of taking part. **Part 2** contains information about data protection, confidentiality and details about how to get in touch.

**If you need any support to understand this document, please feel free to ask your worker to help you, or contact Scott Lauchlan-Ford (see page 6 for contact details).**

### **PART 1**

You are being invited to take part in a research study. **The research aims to explore young people's and 42<sup>nd</sup> Street workers' views about 42<sup>nd</sup> Street's online support services.** Before you decide whether to take part, it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully before deciding whether to take part and discuss it with others if you wish.

Please ask if there is anything that is not clear or if you would like more information. Thank you for taking the time to read this.

### **About the research**

#### ➤ **Who will conduct the research?**

The research will be carried out by Rebecca Pedley (researcher) and members of the research team from the NIHR Applied Research Collaboration-Greater Manchester (NIHR ARC-GM), University of Manchester. The research is being carried out on behalf of 42<sup>nd</sup> Street.

#### ➤ **What is the purpose of the research?**

42nd Street supports young people aged 11-25 years across Greater Manchester (GM) with their emotional well-being and mental health, promoting choice and creativity. Over the past two years, 42nd Street has been developing and testing their online support services for young people in Greater Manchester.

The current research project aims to evaluate 42<sup>nd</sup> Street's online support services. It is hoped that this evaluation will help 42<sup>nd</sup> Street to influence digital mental health developments for young people in the future.

You have been invited as a young person who has used 42<sup>nd</sup> Street's online support. Alternatively, you may have registered to receive an online service but decided not to go ahead. We are aiming to

speak to around 15-20 children and young people as part of this work, as well as 15-20 staff members who have been involved in delivering the service.

## What would my involvement be?

### ➤ What would I be asked to do if I took part?

If you decide to take part in the study, we will invite you to take part in an interview with the study researcher. The interview can be using **voice only** (via an online call or phone call) **or video chat, depending on which you prefer**. The interview will last up to 1 hour.

If you are uncomfortable with doing an interview by online call/phone or video chat, you can also take part by **online live text chat (or instant messaging)**. Please note, before your text chat, you will still need to speak to the researcher first (by phone/online call), to discuss the study information and to record your consent.

### *Taking part in the interview*

The researcher will start by taking time to discuss the study and answer any questions you may have. **If you decide to take part, the researcher will ask to take an audio- recording (recording of the sound) of your consent**. You will be sent a copy of the consent information for the research before the day of your interview so you have time to read it through carefully beforehand.

The researcher will then **collect some background information about you and your involvement with 42<sup>nd</sup> Street** ( e.g. your age, how many online support sessions you attended). The audio-recorder will be switched off during this part of the interview.

The researcher will ask **your permission to start the recording, before starting the interview**.

The researcher will ask about your views about 42<sup>nd</sup> Street's online support services, for example:

- How you found your worker
- What you thought about using online support (or your reasons for not going ahead)
- Any challenges you encountered when using online support
- Your suggestions for improvements in the future
- Why you chose to access the service (please note, we understand that some people may not want to talk about their reasons for coming to a service, so discussing this is entirely **optional**)

Please note, if you opt to take part by text chat, it is likely that your involvement will be split over two sessions. The first session will be to discuss the study, record your consent and collect your background information – this can be done over the phone or online call/video chat. The second session will be to complete your interview – this can be done over text chat.

If you take part by online call or phone, **we will record the audio (the sound) when you give consent and during your interview**. The recording will be made using an encrypted (secure) audio recorder or by using Zoom's recording function. If you take part by Zoom with your camera on, we will record the video (which would record images of your face), but we will immediately delete the video part of the recording after the interview. We will only keep a recording of the sound from your interview. If you take part by Zoom with your camera off, or over the phone, only the sound will be recorded.

We record interviews because it is hard for the researchers to take notes on what people say, listen carefully and think all at the same time. After the interview, the whole interview will be typed up by a university approved supplier.

If you take part by text chat, **we will keep a copy of your conversation.**

Sometimes, the researcher will jointly carry out interviews together with another young person ‘co-researcher’ who is working as a researcher on the study. We will tell you more about our co-researchers if you choose to contact us about the study, so you can decide whether or not you are happy for a co-researcher to be involved. **If you would prefer to be interviewed by the study researcher only, just let us know.**

Additionally, to help analyse the information we collect during the study, co-researchers may also look at anonymised sections of your interview transcript.

➤ **Will the outcomes of the research be published?**

Our findings will be published in an academic paper/report. We will also produce a summary of the research - just let the researcher know whether you would like a copy when the study is finished.

➤ **Disclosure and Barring Service (DBS) Check**

The study researcher has undergone an enhanced DBS check (a type of background check).

➤ **Who has reviewed the research project?**

This study has been reviewed by an independent group of people, called The University of Manchester Research Ethics Committee 3.

➤ **Who is funding the research project?**

This study is organised and sponsored by the University of Manchester. The funders are the Department of Health and Social Care (DHSC) Health and Wellbeing Fund, Greater Manchester Health and Social Care Partnership (GMHSCP) and Salford CCG/Local Authority.

➤ **Will I be compensated for taking part?**

You will receive a £15 electronic high street gift voucher for taking part.

➤ **What happens if I do not want to take part or if I change my mind?**

It is up to you to decide whether or not to take part. If you decide **not** to take part, it won't affect the service you receive from 42<sup>nd</sup> Street in any way. 42<sup>nd</sup> Street will not be told whether or not you went ahead with the research. If you do decide to take part, you will be given this information sheet to keep. Before you go ahead with the study, we will audio record your ‘verbal consent’ – this means

that we will ask you to say out loud whether or not you agree to the study. To help stop your data from being identifiable, your consent will be recorded and kept apart from your interview.

**If you decide to take part you can still stop your involvement with the research at any time, without giving a reason – there will be no consequences to you if you choose to do this.** If you change your mind about taking part, you have up to two weeks after your interview to withdraw your data. This is because once your personal details have been removed, it won't be possible to work out which data is yours. This does not affect your data protection rights. If you decide not to take part you do not need to do anything further.

A note about video and online voice/phone interviews:

Even if you agree to being recorded; **you are free to ask for the recording to be stopped at any time.**

Although it is useful for us to audio record the interview (so that we have a clear record of the data), **if you don't want to be recorded, you can still take part.** If you say no to being recorded, a second researcher may attend your interview just to make notes.

## PART 2

### Data Protection and Confidentiality

#### ➤ **What information will you collect about me?**

In order to participate in this research project, we will need to collect information that could identify you, called "personal identifiable information". Specifically, we will need to collect:

- Your contact details - name, address, phone number and email address (if available)
- With your consent, we will record your interview and your consent. For phone or audio calls over Zoom, this will involve the recording of your voice only. For video calls over Zoom, this will record the video (which will include images of your face), however we will only keep the sound part of the recording – the visual part will be deleted straight after your interview.
- Demographic information about you (e.g. your age) and your use of therapeutic services.

#### ➤ **Under what legal basis are you collecting this information?**

We are collecting and storing this personal identifiable information in accordance with data protection law which protect your rights. These state that we must have a legal basis (specific reason) for collecting your data. For this study, the specific reason is that it is "a public interest task" and "a process necessary for research purposes".

#### ➤ **What are my rights in relation to the information you will collect about me?**

You have a number of rights under data protection law regarding your personal information. For example you can request a copy of the information we hold about you, including audio recordings.

If you would like to know more about your different rights or the way we use your personal information to ensure we follow the law, please consult our [Privacy Notice for Research](http://documents.manchester.ac.uk/display.aspx?DocID=37095):  
<http://documents.manchester.ac.uk/display.aspx?DocID=37095>

**Will my participation in the study be confidential and my personal identifiable information be protected?**

In accordance with data protection law, The University of Manchester is the Data Controller for this project. This means that we are responsible for making sure your personal information is kept secure, confidential and used only in the way you have been told it will be used. All researchers are trained with this in mind, and your data will be looked after in the following way:

- Only the study team at The University of Manchester will have access to your personal information, but they will remove any information that might tell people who you are as soon as possible. They will label your information with a random ID number. Only the research team will have access to the key that links this ID number to your details.
- The audio (sound) recording of your consent and your contact details will be kept separately from your study data. Any video images recorded of you will be deleted after the interview. The audio recording of your consent will be kept until the end of the study. Your contact details will be kept until the end of the study, or until we send you the study findings (if you request them).
- The audio recording of your interview will be transferred to a secure University server (any video images recorded of you will be deleted after the interview). The recording will be typed up by an approved university transcription service, who have signed a university confidentiality agreement. The audio recording of your interview will be destroyed as soon as the data for the study have been analysed and it is no longer needed.
- The University of Manchester will keep non-identifiable information about you for 5 years after the study has finished. It will then be destroyed.
- Everything you tell us during the interview is completely confidential. The only exception to this would be if you share something with us, which reveals that you or someone else is at risk of harm. In this case, we may be required to act on this information, but we would not do this without involving you in the process.
- When you agree to take part in a research study, the information about you may be provided to researchers running other research studies. The future research will be of a similar type to this research project and will concern research about online support for children and young people. Your information will only be used by this organisation and researchers to conduct research in accordance with the [The University of Manchester's Research Privacy Notice](http://documents.manchester.ac.uk/display.aspx?DocID=37095): <http://documents.manchester.ac.uk/display.aspx?DocID=37095>  
This information will not identify you and will not be put together with other information in a way that would tell people who you are. The information will only be used for the purpose of healthcare research and cannot be used to contact you regarding any other matter.
- All information that is collected is strictly confidential, and only members of the research team will have access to the information. All data will be stored securely on password-protected and encrypted (secure) university operated server.

- Please also note that individuals from The University of Manchester or regulatory authorities may need to look at the data collected for this study to make sure the project is being carried out as planned. This may involve looking at identifiable data. All individuals involved in auditing and monitoring the study will have a strict duty of confidentiality to you as a research participant.
- *For people taking part through Zoom only:* Your participation in this research will be recorded in Zoom and your personal data will be processed by Zoom. This may mean that your personal data is transferred to a country outside of the European Economic Area, some of which have not yet been determined by the European Commission to have an adequate level of data protection. Appropriate legal mechanisms to ensure these transfers are compliant with the UK General Data Protection Regulation are in place. The recordings will be removed from the above third party platform and stored on University of Manchester managed file storage as soon as possible following the completion of data collection.

## **What if I have a complaint?**

### ➤ **Contact details for complaints**

If you have a complaint that you wish to direct to members of the research team, please contact:

<b>NAME</b>	<b>Rebecca Pedley</b>
<b>ADDRESS</b>	<b>The University of Manchester, Division of Nursing Midwifery and Social work Jean McFarlane Building, Oxford Road, Manchester, M13 9PL</b>
<b>TELEPHONE</b>	<b>07787151807</b>
<b>EMAIL</b>	<a href="mailto:rebecca.pedley@manchester.ac.uk"><b>rebecca.pedley@manchester.ac.uk</b></a>

**If you wish to make a formal complaint to someone independent of the research team or if you are not satisfied with the response you have gained from the researchers in the first instance then please contact**

The Research Ethics Manager, Research Office, Christie Building, The University of Manchester, Oxford Road, Manchester, M13 9PL, by emailing: [research.complaints@manchester.ac.uk](mailto:research.complaints@manchester.ac.uk) or by telephoning 0161 275 2674.

If you wish to contact us about your data protection rights, please email [dataprotection@manchester.ac.uk](mailto:dataprotection@manchester.ac.uk) or write to The Information Governance Office, Christie Building, The University of Manchester, Oxford Road, M13 9PL at the University and we will guide you through the process of exercising your rights.

You also have a right to complain to the [Information Commissioner's Office about complaints relating to your personal identifiable information](#) Tel 0303 123 1113

**Contact Details**

**If you have any queries about the study or if you are interested in taking part then the first step is to get in touch with** Scott Lauchlan-Ford (42<sup>nd</sup> Street):

Phone:

email: [Scott.Lauchlan.Ford@42ndstreet.org.uk](mailto:Scott.Lauchlan.Ford@42ndstreet.org.uk)

You can also contact the study researcher, Rebecca Pedley (University of Manchester):

Phone: 07787151807

email: [rebecca.pedley@manchester.ac.uk](mailto:rebecca.pedley@manchester.ac.uk)