

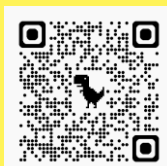
Who are we?

We're a friendly team of researchers.

We work for:
universities, councils, NHS teams

More information here:

circlebythesea.org/



What's this about?

We're doing a study in seaside towns in
England. We'd like to find out:

1. What it's like to get help with health and/or care for a child/young person living in a seaside town
2. What works well and what needs to be better?

Who can take part and how?

✔ **Parents, carers, guardians** of a child (of any age) who needs help for their health and/or care.

✔ **11-18 year olds** who need help for health and/or care.

✉ You can choose to do a **questionnaire** to share your ideas.

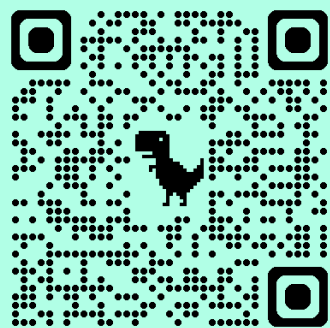
✉ Please read/listen to the information attached: circlebythesea.org/survey-FAQs

**What do you think
about local help for
children & young
people's
health and care?**

Parents/carers/guardians

You may choose to:

- ✔ do the parent questionnaire yourself
- ✔ give the pack to your 11-18 year old to fill a questionnaire
- ✔ or, do nothing if you don't want to take part



Young people 11-18 yrs

You may choose to:

- ✔ fill in the 11-18 year old questionnaire yourself
- ✔ or, do nothing if you don't want to take part





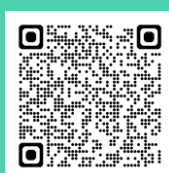
We will ask you...

1. What help do you get or need? What is it like?
2. How are you doing? Or, how is your child doing?
3. Some basic information, like age and gender.

Important info.

- ✎ If you don't want to answer a question or want to stop, that's OK.
- ✎ There are no right or wrong answers.
- ✎ It will take about 15 minutes to do the questionnaire.
- ✎ You can stop then come back to it later on the same device.
- ✎ At the end, you can enter a **separate** prize draw for a £20 shopping voucher.

Our privacy notice says how we keep your information safe:



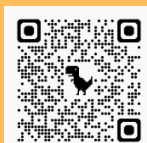
Your answers are private & safe

- ✔ Only the research team will see your answers. We will keep your information safe.
- ✔ We will not ask for names in the questionnaires. We only ask for the information we need.
- ✔ We will make sure no-one can work out who you are from the reports we write.

Study results?

When we finish the study,
we will put the results in a
report on our website:

circlebythesea.org



More help or paper copies?

✉ Email us: circle@kent.ac.uk
🌐 Website: circlebythesea.org/

Taking part:
circlebythesea.org/survey-FAQs/

Support: circlebythesea.org/useful-links-2/





CIRCLE study by the sea

FUNDED BY

NIHR | National Institute for Health and Care Research

Participant information leaflet – QUESTIONNAIRES

In this leaflet, we provide answers to some frequently asked questions.

- **Understanding the study**
- **About the questionnaires**
- **Keeping my information safe**

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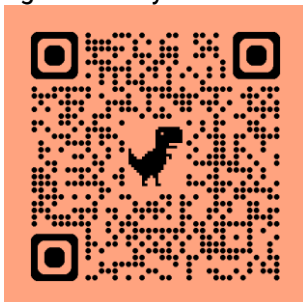
**Find this information
online and in audio format**

<https://circlebythesea.org/survey-faqs/>



If you would like to take part, here are the questionnaire links:

Questionnaire for young people
aged 11-18 years



Questionnaire for parents, carers or
guardians



Understanding the Study

→ Who is doing this study?

- We are a group of researchers working together from:
 - Universities of Kent (part of [LASE](#)), Plymouth, Lincoln, Manchester and Warwick
 - Torbay Council, Kent County Council
 - Kent Community NHS Foundation Trust; Tees, Esk and Wear Valleys NHS Foundation Trust
- London and South East University Group (LASE) is the sponsor of this study. They make sure the study is set up, run and reported on correctly. They are also responsible for looking after your information (as the Data Controller).

→ How and why have I been invited?

- We are working with local organisations who support children and young people, eg: schools/education providers, youth clubs/groups, family hubs, community health teams, early help, social care.
- These organisations have agreed to share the information about our study and questionnaires.

We would like to invite you to take part by completing a questionnaire if:

- **your child needs help for their health and/or care**
- **you are a young person aged 11-18 who needs help for their health and/or care.**

You can fill in a questionnaire if you are getting help, or even if you are not getting help but need it.

If this does not apply to you, or you do not want to take part, you don't need to do anything. We do not have your name or your contact details.

→ Why are you doing this study?

The place where children and young people grow up in England can make a difference to their health and care. We want to understand more about:

- what help is available in coastal towns and what it's like getting that support
- how well health and care services work together to support the children and young people who live in coastal towns
- what works well and what can be done better
- what difference health and care support can make to the health and lives of children, young people and their families living in coastal towns

→ Are you doing other work to collect information?

The questionnaires are just one part of the study. We will also:

- **do interviews** with young people, parents, carers and guardians – and people providing local health and care services and support
 - contact Tamsyn circle@kent.ac.uk if you'd like to do an interview
- **study the costs and benefits** of connecting children's health and social care support in coastal towns

→ What difference could this study make?

- Your answers can help us understand more about health and care in your area. Together with the rest of the work, this may help make things better.
- We will share our findings with the people who make decisions about providing and developing health and social care support for children, young people and their families.

→ Where and when can I see the findings of the questionnaire and the study?

- We will write a short report on what we find out from the questionnaires and provide a link on our website.
- At the end of the study, we will also share the final report on the website with some short factsheets describing what we found and our recommendations.



Keep up to date with the study

<https://circlebythesea.org/publications-updates-reports/>



About the Questionnaires

→ What questions do you ask in the questionnaires?

- **what help is there** for children and young people's health and/or care – and what it is like
- **how you are doing** (or how your child is doing)
- **some background information** (eg: age, gender...)
 - We do ask you to tell us about any additional needs you have (or your child has). If you don't want to say, you don't have to.

At the end of the questionnaire, we ask you if you would like to enter a prize draw. **If you enter the prize draw**, we will ask you for your first name and (parent/carer/guardian's)

email address in a **separate** section. We will **never connect your name to your answers** in the questionnaire.

- You don't have to enter the prize draw if you don't want to.

The questions were developed with our **advisory groups of young people and parents/carers**. All live in coastal towns in England.

→ Is there any health language I need to understand?

No, we've tried to make the questionnaire as clear and straightforward as possible.

→ How long will it take to complete?

About 15 minutes.

→ How should I answer my questionnaire?

- You can do the questionnaire **online, eg: on a computer or mobile phone, via the QR code**. Young people can click to listen to an audio of the question and answer options on each page.
- If you prefer a **paper copy of the questionnaire**, please contact Tamsyn on circle@kent.ac.uk and we'll post one to you with a free return envelope.

Most questions are multiple choice. Some questions will ask you to say what you think – **you can write your answer in the space given or record a short audio response** – please switch off your video!

→ Will you know who I am from my questionnaire answers?

No. We do not ask for your name or contact information in the questionnaire. We will only know which coastal area you are in. If, by accident, you write or record something that identifies you, our trained researcher will remove that information.

Important: if you tell us that you (or someone you know) are not safe, we won't be able to take action because we won't know who you are.

- If you or someone you know is in immediate risk of harm, you should contact the police on 999
- If you don't feel safe, are worried or you need to talk with someone, please speak with a trusted adult, eg: a teacher, family member or social worker, or contact [Childline](#).

Information and support here: <https://circlebythesea.org/useful-links-2/>

→ Can I skip questions?

- Yes, if you don't feel comfortable answering a question, you can skip it. Also, you can skip a question if you don't feel it applies to you.
- The only one you can't skip is on page 2, asking if you are ready and prepared to go ahead.

→ What if I don't have time to finish the online questionnaire in one go?

- No problem, we understand people are busy. You can take a break then come back to the questionnaire later **on the same browser and device** (please don't clear your cookies!).
- You have **one week to complete the online questionnaire**, after that your response will be uploaded with the responses you have already completed.

→ Can I go back and change my answers?

When you are doing the questionnaire, you can use the **'back' arrow button** on the bottom left of the screen to go back and change your answers.

→ What if I change my mind about doing the questionnaire?

- You can stop at any time while doing the questionnaire and we will only see the responses you have already done.
- You can use the 'back' arrow button on the bottom left of the screen to go back and delete your answers before submitting.
- After submitting the questionnaire, it's not possible to change your answers.

→ Can I speak to someone instead of doing the questionnaire?

Yes. If you would like to do an interview, please contact circle@kent.ac.uk. If you are under 18 years old, you will need permission from a parent, carer or guardian.

→ What will happen to my answers?

- We will process your responses with the others we receive and write the results in a short report. We hope to collect over 900 responses in total.
- We may use short anonymous "quotations" in the report to help readers understand local experiences of getting help for health and care.
- **We will never use your name (we don't have it) or where you live in our reports – no one can work out that you took part in the study.**
- We will add [updates and reports](#) to our website when they are ready.

→ What are the benefits and risks of taking part?

Your answers **can help us understand more** about children and young people's health and care in your area. You **can show what people want and need**, based on your experience and understanding. At the end of the questionnaire, we'll invite you to **enter a prize draw to win a £20 shopping voucher** as a thank you for your time.

Please remember though that the questionnaire is about getting help for children's health and care. **Some questions may be difficult to think about or discuss.**

- Remember you can skip questions or stop at any time if you need to without needing to provide a reason.



Useful links to information and support

<https://circlebythesea.org/useful-links-2/>



Keeping my information safe

→ How will we use information about you?

We will need to use information from you for this research project.

This information might include your name and contact details. People will use this information only to contact you to do the research.

People who do not need to know who you are will not be able to see your name or contact details. Your data will have a code number instead.

We only ask for and use the information we need. In this part of the study, we will only use the information you give us in your questionnaire responses. **The questionnaire asks you about your personal experiences of getting help for health and/or care**, but we do not ask for your name.

- We will know which of the four coastal towns you are living in, but we will not know your address or any more location detail. We won't share the names of the coastal towns in our reports.

The questionnaire is online, but you can ask for a paper copy. If you do, we will ask for your contact details to send the questionnaire.

- We will destroy your contact information as soon as we send out the questionnaire, so that your personal details will never be linked with your questionnaire responses.

If you enter the prize draw, we will ask for your name and (parent/carer/guardian's) email address so we know where to send the voucher if you win.

- Only one trusted researcher will see this information.
- We will never connect your prize draw details with your questionnaire answers. We'll destroy all name & contact details once the prize draw is completed.
- If you have asked for a paper questionnaire, then we will send you two envelopes to return your questionnaire and prize draw entry separately.
- We'll only contact you if you win the prize draw. We will destroy all contact information after the prizes are drawn and sent out.

If you submit any audio answers, then we will have an audio recording of your voice.

- One trained researcher will write down what you have said when we receive your questionnaire and delete the audio straight away.
- We'll only use the anonymous written version of your responses in the research.

LASE is the sponsor of this research. They are responsible for looking after your information. We will only share your information related to this research project with the following organisations:

- Universities of Kent (part of LASE), Plymouth, Lincoln, Manchester and Warwick
- Torbay Council, Kent County Council
- Kent Community NHS Foundation Trust; Tees, Esk and Wear Valleys NHS Foundation Trust

We will keep information about you safe and secure by:

- keeping your data safe on secure university equipment
- all devices used will be encrypted, password-protected and GDPR-compliant
- all our data systems are secure, protected and up to date - our Datacentre is guaranteed by 'Cyber Essentials' certification
- only ever sharing your data with the other organisations involved in this research project in order to conduct this research project – we will never share your data with anyone else
- Your data will not be shared outside the UK.

→ How will we use information about you after the study ends?

Once we have finished the study, we will keep some of the data so we can check the results. We will write our reports in a way that no-one can work out that you took part in the study.

We will keep your study data for a maximum of five years. The study data we keep will be fully anonymised and then securely destroyed at the end of the five year period.

→ What are your choices about how your information is used?

- You can stop being part of the study at any time, without giving a reason, but we will keep information about you that we already have.
- After you submit your survey responses we do not know who they came from and cannot identify them as yours, so we cannot remove your answers from the research.

→ Where can you find out more about how your information is used?

You can find out more about how we use your information:

- by asking one of the research team
- by sending an email to - circle@kent.ac.uk
- our website - <https://circlebythesea.org/about-the-study/>

→ Who can I contact if I have any questions or concerns?

- Questions about the questionnaire or other parts of the study?
 - Please email **Tamsyn** on circle@kent.ac.uk
- Concerns or complaints about the study?
 - Please contact **Sally Kendall** s.kendall-608@kent.ac.uk
- Concerns or complaints about how your personal data has been handled? Please contact dataprotection@kent.ac.uk who will investigate.



More information on our privacy policy:
[here](#)



What do you think about local help for children's health and care?



**CIRCLE study
by the sea**

**Do you live in
Skegness?**



Are you...

- ➔ **11-19yrs old** and need help for your health and/or care?
- ➔ **a parent, carer or guardian** with a child needing help for their health and/or care?

**We would love to talk with you
to hear what you think about...**

**children &
young people's
health & care
support
in your
seaside town**



WHO ARE WE?

- ★ a friendly team of researchers
- ★ some of us work for universities, some for councils and some for health organisations

WHO CAN DO AN INTERVIEW?

- ★ young people aged 11-19 who need help for their health and/or care
- ★ parents, carers or guardians of a child/young person who needs help with their health and/or care

WHAT IS THE INTERVIEW ABOUT?

- ➔ What is it like to get help for your (or your child's) health and care where you live?
- ➔ What works well?
- ➔ What could be better and why?

WILL YOU USE MY NAME?

No – your name, personal information and contact info will be kept private and safe.

WHERE CAN I DO THE INTERVIEW & HOW LONG WILL IT TAKE?

- ➔ No more than 40 minutes for young people.
- ➔ No more than 60 minutes for adults.
- ➔ We'll talk to you about the best place for you.

ANYTHING ELSE?

- ➔ You can enter a prize draw for a £30 shopping voucher to thank you for your time.
- ➔ See our website for organisations who can give advice and support to young people and their families

GET INVOLVED?

**Please contact Tamsyn: circle@kent.ac.uk
to talk about it and more info.**