

DONCASTER SOCIAL PRESCRIBING FOR ACTIVE TRAVEL MONITORING & EVALUATION RESEARCH

Research Summary

Doncaster Council have commissioned SYSTRA Ltd (“SYSTRA”) to undertake Monitoring and Evaluation on the ‘Walks and Wheels’ Active Travel Social Prescribing Project. As part of the study, SYSTRA are:

- Carry out baseline and follow up online, quantitative surveys with project participants;
- Carrying out depth interviews with stakeholders regarding the delivery and impact of the programme;
- Carrying out depth interviews with participants regarding the delivery and impact of the programme.

This notice

- Doncaster Council have commissioned SYSTRA Ltd (“SYSTRA”) to undertake a Monitoring and Evaluation on the ‘Walks and Wheels’ Active Travel Social Prescribing Project through online surveys and depth interviews. SYSTRA will independently analyse and report on the findings of these activities.
- SYSTRA and Doncaster Council are committed to making sure that we tell you about the ways in which we use your personal information and that we have the right controls in place to make sure it is used responsibly and kept safe from inappropriate access, theft, or misuse.
- We are providing you with this notice so you know what data we are collecting from you as part of this survey; what we are going to do with it; and your rights over our use of your personal data.

Your personal data

- Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information.
- Special category personal data is more sensitive personal data.
- The processing of personal data, including special category data, is governed by the UK General Data Protection Regulation (“GDPR”), and associated legislation including but not limited to the Data Protection Act 2018.

Who are we?

- Doncaster Council are *Data Controllers* for the data collected through this research. This means they have decided how your personal data is processed and for what purposes.
- SYSTRA Ltd (SYSTRA) are *Data Sub-Processors*, they are responsible for collecting, storing and processing personal data for the ongoing public tracker survey and depth interviews with stakeholders. SYSTRA are Cyber Essentials and ISO20252 accredited (certificate number: 9208368).
- Yorkshire Bike Shack are also *Data Sub-Processors*, who will be distributing invites to participate in research on our behalf.

How are we collecting information?

- Online surveys will be created using Snap software. The survey link will be distributed by Yorkshire Bike Shack. If a participant opts in for follow up research, their email address will be shared back to

Yorkshire Bike Shack to enable them to send follow up invites. Yorkshire Bike Shack will not see the results from the surveys.

- Stakeholder depth interviews will be conducted using Teams/telephone calls by a member of the SYSTRA research team. The discussions will be recorded with agreement, for the purpose of writing up the interview. To arrange the interview, Doncaster Council will make initial contact to gather consent for this to take place.
- Participant depth interviews will be conducted using Teams/telephone calls or face to face by a member of the SYSTRA research team. The discussions will be recorded with agreement, for the purpose of writing up the interview. To arrange the interview, Yorkshire Bike Shack will make initial contact to gather consent for this to take place.

What information is being collected?

- Participant surveys will ask about current travel behaviour, attitudes to walking and cycling, participation in 'social prescribing' activities, barriers to walking and cycling, as well as information about health (physical and mental), and demographic information. All fields will be optional, and results will not be linked to any identifiers.
- Stakeholder interviews will ask about the experiences of delivering the 'walks and wheels' activities, including prescribing pathways, delivery of activities, partnership working, views on the impact it has had on the target audience.
- Participant interviews will ask about current travel behaviour, participation in 'social prescribing' activities (the type of activity, ease of participating, feedback on how sessions were run and managed) and the impact it has had on their lifestyle (including social, health, wellbeing, accessibility to leisure/employment/education, impact on wider family).

Why is it being collected?

- This activity operates on the following lawful basis: Article 6(1)(e) Public Task.
- However, we will also ask your consent.

How will it be used?

- All personal data held as part of this project is encrypted with a secure password and access restricted to only those working on the project.
- Doncaster Council and SYSTRA (and Yorkshire Bike Shack) comply with their obligations under the GDPR by: keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.
- Online surveys - the contact details provided to SYSTRA and shared to Yorkshire Bike Shack will only be used for inviting you to take part in follow up research.
- Depth interviews – your contact details will only be used to arrange the depth interview, and for carrying it out, and will not be used for any other purpose. You will have provided agreement for your contact details to be used in this way.
- The information you share in the interview will be used in anonymous write-ups, accompanied by quotes, which will identify type of stakeholder or type of participant (e.g. 'Female, 25-44'), and (if applicable) your role in the process. No individual will be made identifiable during reporting.

Who will it be shared with?

- The contact details held by SYSTRA, for the depth interviews, will not be shared with any other party.

- If you opt into follow up research in the online survey, your email address will be shared with Yorkshire Bike Shack so they can send follow up survey invites.
- Data will be shared using a secure file transfer tool.
- Reports will not contain any personal data.
- Data will be stored in the United Kingdom.

How long do we keep your personal data?

- SYSTRA will retain data until July 2026, after which it will be securely destroyed.

Your rights and your personal data

You have the following rights with respect to your personal data:

- The right to request a copy of your personal data which SYSTRA holds about you;
- The right to request that SYSTRA corrects any personal data if it is found to be inaccurate or out of date;
- The right to withdraw your agreement to the processing at any time;
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data; and
- The right to lodge a complaint with the Information Commissioners Office.

Contact Details

If you would like:

- Any more information about the use of your data;
- To request to see the personal data held on you;
- To exercise any other of the rights listed above:

Please contact the SYSTRA research manager, Sophie Murphy smurphy@systra.com

Should you wish to find out more about SYSTRA's data protection processes or contact their Data Protection Officer, please contact SYSTRA's UK Compliance Team at: UK_compliance@systra.com

Yorkshire Bike Shack's privacy policy has more information about your rights in relation to your personal data, how to complain and how to contact the Data Protection Officer. You can view it at: <https://www.yorkshirebikeshack.org/privacy-policy/>

City of Doncaster Council's privacy policy has more information about your rights in relation to your personal data, how to complain and how to contact the Data Protection Officer. You can view it at: <https://www.doncaster.gov.uk/services/the-council-democracy/walk-and-wheels-active-travel-social-prescribing-project-privacy-notice>

If you have any concerns or questions about data protection or your rights you can also contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.