

Holding on to Home - tenancy sustainment in social housing

Southern Housing are taking part in a research project led by Sheffield Hallam University which is looking at tenancy sustainment in social housing. The research is funded by the independent charity, the Nuffield Foundation, and runs from March 2022 to May 2024. A key part of the research is a **survey of tenants** – this information sheet provides more information about it. For more information about the study, please see: <https://holdingontohome.org/>

1. **What is the survey? And what does taking part in it involve?** Researchers from the market research company, Qa Research (<https://www.qaresearch.co.uk/>), will be surveying Southern Housing tenants in your area about their experiences of paying their rent. A short, 15-minute survey will be carried out face-to-face with a Qa researcher, who will carry an identification badge that they will show to you. A Qa researcher may knock on your door and ask you if you would like to participate in the research. If you agree they will do the survey with you there and then. The main focus of the survey will be on exploring your experiences of paying your rent and the challenges you face. It will also ask you about your circumstances, including your financial situation.
2. **Do I have to take part?** No - taking part in this research is voluntary. If you are asked to participate, it is up to you to decide whether you do or not. The Qa researcher will give you the opportunity to ask any questions about the survey. If you do not want to participate, please just let the Qa researcher know and they will not contact you again. If you would not like someone from Qa to knock on your door, then please contact Natalie Hardcastle [Natalie.hardcastle@qaresearch.co.uk/ tel. no: 01904 632039 between 9.30-4.30 Mon-Fri]
3. **How will my confidentiality be protected?** The survey is an anonymous one and does not require you to provide your name or address. Therefore, any answers that you give to the researcher will not be able to be linked back to you. Demographic data (e.g., ethnicity and health data) will be collected for analysis purposes only.
4. **How will the data be used?** Your anonymised responses will be used to inform our reports, which may be made publicly available, as well as feature in presentations and academic publications.
5. **What are the possible benefits of taking part?** You will be contributing to research which will provide evidence and guidance which improve social housing landlords' tenancy sustainment policies and practices, making it easier for tenants to pay their rent and sustain their tenancies. Also, you can choose to be entered into a prize draw to win three prizes: £100; £50 and £50 in shopping vouchers. You do not have to take part in the prize draw. The draw will be carried out by Qa who will need to collect your name and contact details. This information will be kept completely separately from your survey response so they cannot be linked in any way.
6. **Are there any possible disadvantages and risks in taking part?** We do not feel that there are. Your answers will be treated in confidence and will be anonymous. Southern Housing will not be aware of who has or has not participated in the survey and the support you receive from them will not be affected.
7. **What will happen to my data during the study and once the study is over?** Sheffield Hallam University will be responsible for all of the data during the study and when it is over. The data will be held securely on Sheffield Hallam University servers.

Our data management protocols are consistent with government GSAD and NHS data toolkit requirements, as well as GDPR legislation. Data from this study may be retained by Sheffield Hallam University for up to 10 years after the study has finished and may be available to the public but only if it can be sufficiently anonymised to protect your identity.

8. **Who can I contact if I have any questions or concerns about the survey?** Please get in touch with: Dr Tony Manzi [t.manzi@shu.ac.uk]; Dr Emma Bimpson [e.bimpson@shu.ac.uk/ 0114 225 3189]; or, Professor Paul Hickman [cebsap@shu.ac.uk/ 0114 225 5046].
9. **I would like to be involved in the research going forward – can I?** Potentially, yes. You will be asked at the end of the interview whether you would be like to have a longer, in-depth interview with a member of the Sheffield Hallam University team later this year. You do not have to agree to this request. If you do agree, Qa will pass your contact details and your answers to the survey to us. We will interview up to 35 people - we will not interview everyone that agrees to be recontacted. Tenants we interview will receive a £20 shopping voucher.

Legal Basis for Research Studies: The University undertakes research as part of its function for the community under its legal status. Data protection allows us to use personal data (the information you have provided) for research with appropriate safeguards in place under the legal basis of public tasks that are in the public interest. A full statement of your rights can be found at:

<https://www.shu.ac.uk/about-this-website/privacy-policy/privacy-notices/privacy-notice-for-research>

All University research is reviewed to ensure that participants are treated appropriately and their rights respected. This study has been approved by the University Research Ethics Committee (UREC). Further information can be found at:

<https://www.shu.ac.uk/research/ethics-integrity-and-practice>

Contact the Data Protection Officer if:	Contact the Head of Research Ethics (Dr Mayur Ranchordas) if:
<ul style="list-style-type: none"> • you have a query about how your data is used by the University • you would like to report a data security breach (e.g. if you think your personal data has been lost or disclosed inappropriately) • you would like to complain about how the University has used your personal data <p>DPO@shu.ac.uk</p>	<ul style="list-style-type: none"> • you have concerns with how the research was undertaken or how you were treated <p>ethicssupport@shu.ac.uk</p>
<p>Postal address: Sheffield Hallam University, Howard Street, Sheffield S1 1WBT. Telephone: 0114 225 5555</p>	