

Privacy Notice: Greater Manchester Self Isolation Pathfinder Evaluation

Who we are

The Greater Manchester Combined Authority (GMCA) is a body with various powers that is funded by the public and tries to make changes to improve the lives of everyone who lives in Greater Manchester. It has representatives for the people of Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan. These people all work together with the Mayor of Greater Manchester, Andy Burnham.

The Greater Manchester Self Isolation Pathfinder Evaluation

The self-isolation pathfinder involved residents of Greater Manchester receiving extra support from their local council to help them to self-isolate after they, or a close household contact, had received a confirmed positive Covid-19 test result. The aim was to make sure people had the support they needed to self-isolate, and therefore reduce the spread of Covid-19 within communities.

To understand how effective the approach has been we want to evaluate the different approaches to the roll out of the Pathfinder, in each local authority area, with the aim of sharing learning of what has worked well / less well and any unintended outcomes both positive and negative.

How will we do it?

The process will involve interviews with individuals' and focus groups. This will include:

- Senior Managers responsible for the design and planning of the Pathfinder in each of the 10 local authority areas.
- Operational staff involved in the delivery of the Pathfinder in each of the 10 local authority areas.
- People that have been recipients of support to self-isolate as part of the Pathfinder.

Why your involvement will make a difference

Through evaluating the GM Self-Isolation Pathfinder, we will be able to learn what has worked and what has not worked, and this will be used to inform the handling of the Covid-19 pandemic in Greater Manchester.

We want to find out what makes it possible for people to self-isolate when required to, and the challenges that can act as barriers to people doing so.

With your support, we will also capture important insights about how the service was delivered (including things that went well and less well) which can inform local authorities' support for people required to self-isolate, both now and in the future.

We also expect that the findings of the evaluation will have implications beyond Covid-19 by providing information on how we can support people whose circumstances make them vulnerable.

By participating in this evaluation, you will help improve support and services for others in your community and across Greater Manchester.

What information we will collect about you

The Pathfinder Evaluation is short and simple. It will mainly be asking about your experiences with the Pathfinder Service, things like:

1. What do you think makes it hard for you or people you know to self-isolate?
2. Did the support received help you to self-isolate?
3. What do you think was most helpful enabling you to self-isolate, when you might not have otherwise been able to do so?

For local authority staff members participating in the evaluation, likely questions will include:

1. What was the model for delivering the pathfinder in your local authority area?
2. What aspects of the pathfinder's implementation were successful / less successful?
3. Have there been any unexpected outcomes from the pathfinder?

Users of the Pathfinder Service may be contacted by their local authority to obtain consent to participate, before information is provided to the evaluation team.

The legal basis for this work

The GMCA has legal responsibilities for the wellbeing of Greater Manchester residents, as well as ensuring that residents are treated equally in the services that are provided. Therefore, the legal basis for undertaking this survey and using the survey data will be:

Article 6 1(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

In addition, for the more sensitive data:

Article 9 2(g) processing is necessary for scientific or historical research purposes

Local Authorities will use:

Localism Act 2011 Section 1 Local authority's general power of competence

(1) A local authority has power to do anything that individuals generally may do.

Local Government Act 1999 Section 3 General Duties “1)A best value authority must make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.”

National Health Service Act 2006 Section 2B “(1)Each local authority must take such steps as it considers appropriate for improving the health of the people in its area.” This is if you are going down the Public Task route as you mentioned.

The GMCA will use:

The Greater Manchester Combined Authority Order 2011 PART 4 – “12.(1) The GMCA shall have the power to exercise any of the functions described in subsection (1)(a) and (b) of section 88 of the Local Government Act 1985(2) (research and collection of information) whether or not a scheme is made under that section. (2) For the purposes of paragraph (1) of this article, paragraphs (a) and (b) of section 88(1) of the Local Government Act 1985 shall have effect as if a reference to “that area” were a reference to the combined area.”

Local Government Act 1985 Section 88 Research and collection of information.

“(1)A scheme may be made for Greater London or a metropolitan county by the constituent councils whereby one of those councils designated by the scheme has the function of—

(a)carrying out, or assisting in carrying out, investigations into, and the collection of information relating to, any matters concerning that area or any part of it; and

(b)making, or assisting in making, arrangements whereby any such information and the results of any such investigation are made available to any other local authority in that area, any government department or the public.”

The Greater Manchester Combined Authority Order 2011 SCHEDULE 3 Paragraph 7

What happens with your data?

The GMCA promises to respect and protect the information you share with us. We will only use your information for the purpose we have explained in this notice.

The collection of your data will be undertaken on the GMCA’s behalf by a company called Behavioural Insights Ltd. Once the team from Behavioural Insights Ltd have spoken with you about your experiences, they will keep your data safe and secure whilst they create the reports for us.

We have undertaken checks on the security Behavioural Insights Ltd have in place to secure your data and we have a legally enforceable contract in place with them.

You can find out more information about data protection on the GMCA’s website here:

www.greatermanchester-ca.gov.uk/data_protection.

You can find out more information about data protection at Tameside MBC on our website here:

<https://www.tameside.gov.uk/dataprotection/PrivacyNotice>

Who will see your data?

Your individual response to the survey will be stored in a secure place and will only be accessible to a small number of Behavioural Insights Ltd employees who will analyse the results.

We will create statistical (i.e. numbers) reports that show the overall patterns and trends in the data. As well as improvements, that could be made to services. Nothing in these reports will reveal personal information about you.

What will your data be used for?

Your data will be used to create statistics that will identify improvements in processes that, Greater Manchester Councils and the Greater Manchester Combined Authority can use. It will help them see where they need to change services and process, to make improvements for the residents of Greater Manchester.

The information that we produce will also be shared with the Department for Health and Social Care; NHS England; and local authorities outside of Greater Manchester. To help improve national understanding of the service.

The headline statistics will also be published in reports and presentations that will be publicly available.

Before the information is published or provided to any organisation, it will go through an approval process to prevent you or any single person being identified from it.

How long will we keep your data for?

Behavioural Insights Ltd on behalf of the GMCA will keep your information until 4 weeks after the final reports have been issued. The GMCA will keep the statistical information after this time for reference purposes and in these cases, all personal information will be removed.

Transferring data

All data collected as part of this survey will remain in UK.

Data sharing

The information collected as part of this survey will be used by the GMCA for the purposes explained above. Your personal data will not be shared with any other organisations.

What are my rights over my information?

The GMCA must comply with the UK GDPR.

Under data protection law, your rights include:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights.

If you wish to make a request, please contact us at:

Email: officeofdpo@greatermanchester-ca.gov.uk

Postal: Office of the DPO GMCA, Churchgate House, 56 Oxford Street, Manchester, M1 6EU

You can find out more information about data protection on the GMCA's website here:

www.greatermanchester-ca.gov.uk/data_protection

You can also find out more details on your information rights on the Information Commissioner's Office website here:

<https://ico.org.uk/your-data-matters/>

How can I make a complaint?

If you are unhappy with how we are using the information, we have about you, please get in contact with our Data Protection Officer to see if they can help. You can do this by emailing officeofdpo@greatermanchester-ca.gov.uk. You can also make a complaint to us using the same email address.

If you are still not happy with the GMCA's response to any request to exercise your individual rights or if you believe that, the GMCA is not processing your personal data in accordance with the law, you can contact the Information Commissioner's Office:

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone: 0303 123 1113