**<Consent to be contacted>**

**Consent Form - Customer Experience Survey**

<local authority’s> homelessness team are looking to improve the experience of people seeking help and advice from the service. We want to better understand people’s current experiences of accessing and approaching the service both at <physical location> and other channels available (like online or over the phone).

By signing this consent form you are agreeing for us to contact you by telephone to talk about your experience with us. Your information won’t be shared with anybody else and will be treated in accordance with the General Data Protection Regulation (GDPR). The interview should last no longer than 15 minutes. Any answers and information you provide will be treated as anonymous and will not affect the support you receive. Your participation is entirely voluntary and you can change your mind and choose not take part.

If you do participate you will be entered a £5 voucher as a thank you for your time.

|  |
| --- |
| I consent to the homelessness team contacting me to ask about my experiences  approaching the service for help |

|  |  |  |
| --- | --- | --- |
| **Signature:** |  | **Date:** |
| **Name:** |  | |
| **Phone number:** |  | |
| **Best time to call:** |  | |

**<Consent at start of telephone interview>**

**Information Sheet - Front Door Customer Experience Survey**

<local authority’s> homelessness team are looking to improve the experience of people seeking help and advice from the service. We want to better understand people’s current experiences of accessing and approaching the service both at <physical location> and other channels available (like online or over the phone). Your participation is greatly valued as understanding your experience will help us improve the service.

This interview should last no longer than 15 minutes. Any answers and information you provide will be treated as anonymous and will not affect the support you receive. This is so that you can be open about your experience of our service. Your information won’t be shared with anybody else and will be treated in accordance with the General Data Protection Regulation (GDPR). Your name and contact details will be stored securely and will only be accessible to the project team.

Your participation is entirely voluntary and you can withdraw your participation at any time without being penalised and we will remove what you say from our findings. If you do wish to continue we will give you a £5 voucher as a thank you for your time.

You will be asked at the end of the survey if you would like to participate in an in-depth interview or focus group to talk in more detail about your experience. There will be thank you vouchers available for any follow ups that take place. Please let us know if you would be interested in this.

For more information about this project please contact:

**Officer:**

**Email:**

**Consent Form - Front Door Customer Experience Survey**

You should also be aware that you do not need to answer any question you do not wish to. If you still want to take part please confirm/ tick to show you agree with the following statements:

|  |  |
| --- | --- |
| The research has been explained to me and I have been given or read out the  information sheet |  |
| I understand that my participation is voluntary and that I am free to  withdraw from the research at any time |  |
| I understand that the survey will be stored on a tablet computer |  |
| I understand that the answers I give will be confidential and anonymous and my name will not appear anywhere in the research |  |

|  |  |
| --- | --- |
| **Name** | **Signature** |
|  |  |
| **Name Researcher** | **Counter Signature** |
|  |  |
| **Date:** | |

If you are happy to be contacted for the follow up interview or focus group, please provide any additional contact details below. These details will only be used for the purpose of contacting you to carry out the follow up interview or focus group. Your details will only be accessed by members of the project team. They will be deleted at the end of the project.

|  |
| --- |
| I would be interested in taking part in a follow up interview or focus group |

|  |
| --- |
| **Additional contact details:** |