

# Coll Community Survey 2022 Privacy Policy

1<sup>st</sup> July 2022, v3

## Our Purpose

### Introduction

Argyll and Bute Health and Social Care Partnership (HSCP) has recently established Coll Collaborative Working Group, working alongside partners, including community representatives from Coll. The aim is to ensure and plan for a high quality, person centred, sustainable and affordable integrated health and care service (in & out of hours) for the Isle of Coll population. To achieve this, a health and social care needs assessment is being undertaken. Coll Community Survey 2022 forms part of the work to assess the level of health and social care need on Coll.

Argyll and Bute HSCP recognises that there are challenges in accessing some Health and Social Care services from Coll and that there is likely to be unmet need for support for unpaid carers. These are therefore areas of focus in this survey.

Coll, alongside Tiree, has been identified as a 'repopulation zone' by Argyll and Bute Council and Highlands and Islands Enterprise (<https://www.argyll-bute.gov.uk/news/2021/oct/focus-housing-tackle-population-decline>). To inform this work, we are also asking a few questions about living and working on Coll.

### This survey aims to collect feedback on:

1. Short breaks for unpaid carers.
2. The current challenges for the Coll population in accessing health and social care.
3. Unmet needs in health and social care services for residents of Coll.
4. The wider support available within the Coll Community, and any gaps within this.
5. Other factors affecting the health and wellbeing of residents of Coll.
6. How do we encourage people to live and work on Coll.

### How to fill in this survey

1. This survey is available online at [www.smartsurvey.co.uk/s/CCS2022/](http://www.smartsurvey.co.uk/s/CCS2022/)
2. Support will be available from HSCP staff from 10am until 5.30 pm on 6th July at An Cridhe.
3. Paper copies are available for completion if preferred. These will be distributed on 6<sup>th</sup> July at An Cridhe and through letter boxes. Spare copies will be made available at Coll Post Office. Please seal paper copies in the stamped addressed envelope provided.
4. This survey sometimes provides the opportunity to feedback for you and your household. However, we encourage **all** members of a household to complete the survey, if possible.
5. Survey questions, other than one asking for consent and one eligibility, are optional.
6. If you need any further assistance to complete this survey, please contact us.
7. This survey will close on 20th July.

### Contact us

Coll Community Survey 2022 is being conducted by Argyll and Bute Public Health Intelligence Team, employees of NHS Highland and part of NHS Highland Public Health Intelligence Team. There are currently two members of staff in Argyll and Bute Public Health Intelligence Team.

Our address, and the survey return address is:

Public Health Intelligence Team  
Argyll and Bute Health and Social Care Partnership  
Kilmory  
Lochgilphead  
Argyll  
PA31 8RT

Our email address is: [nhsh.abphi@nhs.scot](mailto:nhsh.abphi@nhs.scot)

# Coll Community Survey 2022 Privacy Policy

## Data protection

This survey asks a wide range of questions to meet the aims stated. These include asking for your age band, sex, residence on Coll, experience of health and social care services and wider support, whether you have a long term condition and whether this limits your day to day activity. This survey also contains free text answer boxes. We are not requesting information that directly identifies an individual; we kindly ask that you please do not provide any. We are aware that, in a small population and with additional prior knowledge, there may be a possibility of indirectly identifying an individual from their response.

NHS Highland, as data controller, is required to have a lawful basis to use personal information. This survey is being conducted to carry out our Public Task to provide Health and Social Care services under the Health Service (Scotland) Act 1978 and the Public Bodies (Joint Working) (Scotland) Act 2014, and under the Islands (Scotland) Act 2018 to have regard to island communities. We are also asking for your consent to take part in this survey due to inclusion of questions that are sensitive in nature. Survey questions, other than one asking for consent and one eligibility, are optional. This survey is for those aged 16 and over.

A copy of the information provided here is also available online and forms our Privacy Policy for this survey: <https://www.ablivingwell.org/s/Coll-Community-Survey-2022-Privacy-Policy-v3.pdf>  
You can also read NHS Highland's data protection notice:  
<https://www.nhshighland.scot.nhs.uk/Pages/YourRights.aspx>

## How your data will be stored

1. Online responses are held by Smart Survey. Smart Survey's privacy policy is available here: <https://www.smartsurvey.co.uk/privacy-policy> and security information here: <https://www.smartsurvey.co.uk/security>. We are not collecting your IP address. Access to our Smart Survey account is restricted to specified members of NHS Highland Public Health Intelligence Team.
2. Completed paper copies will be opened and entered on the online Smart Survey platform by Argyll and Bute HSCP Public Health Intelligence Team.
3. Once opened paper surveys will be stored in a locked cabinet and destroyed within confidential waste as soon as data entry is finalised, within 3 months of the survey closure date.
4. Survey data will be downloaded by Argyll and Bute HSCP Public Health Intelligence Team, password protected and stored on secure NHS Highland servers. All computers are password protected and server access is restricted to specific members of NHS Highland Public Health Intelligence Team.
5. Data held on Smart survey will be deleted within 1 year of the survey close date. Data held by NHS Highland will be kept for at least 5 years in line with [Scottish Government Records Management: Health and Social Care Code of Practice \(Scotland 2020\)](#) and as outlined in NHS Highland 'Retention of corporate records policy v3.0 31 July 2020'.

## Analysis and presentation of results

1. Survey responses will be analysed by Argyll and Bute HSCP Public Health Intelligence Team.
2. NHS Highland Public Health Intelligence Team Data Protection and Statistical Disclosure Control policy will be followed. This policy is available on request. Measures will be applied as necessary to meet this policy and minimise any risk of disclosure of individuals. This may include suppression of results and/or grouping of results categories.
3. For free text comments, themes will be identified from the responses. Themes may be clarified by anonymously quoting from free-text responses.
4. A summary of the results titled 'Coll Community Survey 2022 results - public report' will be produced. At the end of this survey, you will be asked for your consent for us to quote any of the free text responses that you provide within this summary.

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## Sharing of results

1. Analysis of responses will be shared within Argyll and Bute HSCP.
2. Analysis of responses to the three questions regarding living and working on Coll will be shared with Argyll and Bute Council and Highland and Islands Enterprise.
3. The summary document, 'Coll Community Survey 2022 results - public report' may be shared widely including within the HSCP, with partners e.g. those involved in Coll Collaborative Working Group, and in public papers e.g. for the Integration Joint Board (IJB). It will be made available to the Coll population and may be used with the public in further engagement e.g. focus groups.

## Keep a copy of your answers – your right to access, amend or remove responses

When you finish this survey online, you will be given an opportunity to print and save a copy of your answers. You may wish to do this for your records but please note that, if you later request that your answers be removed from the dataset or amended, or access information held, we will require a copy of your answers to do this (because the survey responses are anonymous). You may wish to keep your own record if responding on paper. If you request that we delete or amend your responses after the analysis is finalised your response will be removed from the dataset but will remain part of the finalised analysis, including 'Coll Community Survey 2022 results - public report'.

## Your right to object

You have the right to object to the processing of your data. Our ability to restrict processing of the information you provide may be limited e.g. if we cannot identify your response (because the survey responses are anonymous) or if results are finalised.

## Complaints

If you wish to complain, please contact our Data Protection Officer, Donald Peterkin  
NHS Highland  
Assynt House  
Beechwood Park  
Inverness  
IV2 3BW  
Contact number: 01463 706 057  
Email: [nhsh.dpohighland@nhs.scot](mailto:nhsh.dpohighland@nhs.scot)

You also have the right to complain about how we use your personal information to the Information Commissioner's Office (ICO). Details about this are on their website at [www.ico.org.uk](http://www.ico.org.uk).