

# Part 1: AT User Agreement Template Guidance

This is a template user agreement created by Hackney council on behalf of LOTI. As a next step, we're planning to seek the endorsement of the Information Governance group for London (IGfL) which consists of the Information Governance leads of all 33 London boroughs.

It is designed for use in Assistive Technology (AT) trials conducted by local authorities for the purpose of agreeing service user participation.

Its purpose is to provide the basis of an agreement between pilot participants and local authorities in an accessible format, so participants know what they are agreeing to and to make it simpler for local authorities to pass on this information. Given the relationship between local authorities and the vulnerable residents who are likely to be participating in AT trials, it is likely that time will need to be spent discussing this agreement with them over the phone or face to face to ensure they fully understand the implications.

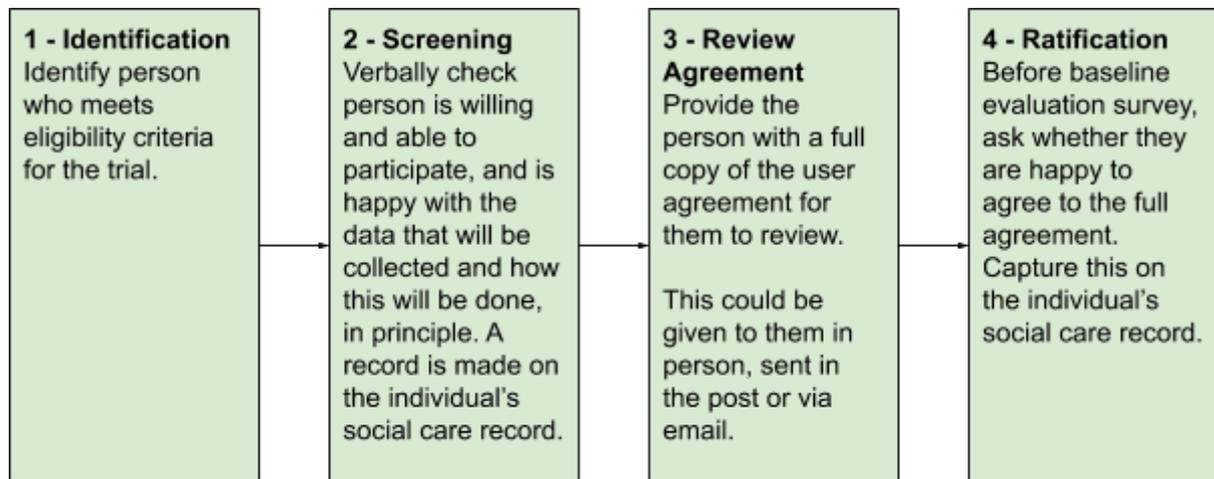
This template has not covered all eventualities or types of trials a local authority may wish to conduct. You will need to adapt it to ensure your user agreement is an accurate representation of what the local authority and any potential participants are required to do. It is expected that boroughs will follow their internal information governance processes, including conducting data privacy impact assessments (DPIAs).

Please pay particular attention to any sections written in **[red]** which will need to be replaced with the relevant information in all cases. When you add any information, please use plain English to ensure that information is clear to participants and use bullet points to break down any longer paragraphs of text. Where jargon is unavoidable, please explain it clearly or provide a glossary.

## **Process**

The diagram below provides an explanation of how to use this template user agreement.

Please be aware of any additional steps that must be taken when working with anyone without capacity to consent.



- Step 1 (Identification) - Local authorities must first identify a prospective pilot participant.
- Step 2 (Screening) - Verbally outline the trial, each of the party's responsibilities and any information about data to be collected.
- Step 3 (Review Agreement) - If the person is happy to proceed in principle, then a user agreement (i.e. a completed version of Part 2 of this template) should be sent to them by email or post.
- Step 4 (Ratification) - Before commencing the pilot, local authorities must check that the participant understands and agrees to the terms before recording the decision on their social care record.

During the ratification step, the trial lead should ask the person relevant questions to ensure they understand what they are agreeing to. They should not assume someone is happy with the agreement just because they have received a hard copy in the post. It can be helpful to phrase these as hypotheticals, for example:

- Would you happy if... [e.g. button pressing, sharing location], keeping in mind that... [the benefit]
- Do you have any concerns about... []
- Do you mind that certain Council employees would view [data] to help assess whether the device is helpful, given that [security measures taken, anonymisation]



# Part 2: **[Name of Trial]** User Agreement

## Overview

[Local Authority] is conducting a pilot to help people who [cohort description]. You were asked to participate in this trial because [how the person was selected]. We are trying to find out [purpose of the trial].

We understand the importance of keeping your information safe and secure, and take our responsibilities to do so very seriously under Data Protection law.

This document is an agreement between you and the [Local Authority] which does not start until you have given your consent to take part in the trial [explain how this will happen e.g. you will receive a call in the next two weeks...]. You have the right to withdraw at any time.

## What will happen in the trial?

You will be [given/lent] [a name of device] for [length of time].

[Explain in one or two sentences how the device works and what it does, as well as how it can impact on their usual routine].

[Explain how they will access information about how to use the device e.g. "please see accompanying guidance..." or "a technician from \_\_\_\_ will come to install this and show you how it works"].

## What support will I be provided with during the trial, and who can I contact with questions?

[Explain any resources available to the individual]

For technical questions about [the device] please contact: [contact]  
For questions about the trial and your data, please contact: [contact]

## What do I need to do?

You will need to:

- [Explain anything they will need to do differently to their normal routine to use the device]
- [Explain what they will need to do to take part in the trial]

## What happens after the trial ends?

[Explain whether they will be able to continue to access the device and service. Please explain all possible outcomes of the trial if it is not yet known.]

## How will my data be used?

We will use the following information about you only for this trial, and nothing in the report we write and publish will identify you:

[Delete as appropriate]

- [Your answers to the evaluation questions and any notes made by the researcher]
- [Information already recorded by social care professionals, to help us understand the people taking part in the trial. We will not use your real name or any information that could be used to identify you in the final report.]
- [Personal data collected by [name of device] e.g. [your location, health information [etc.]]]
- [Information from any third parties e.g. [other sources of info e.g. health records, family members etc]]
- [Other, as appropriate]
- [...]

## How will I give my consent to take part?

- The researcher will ask you whether you are happy to go ahead with the trial based on the contents of this user agreement and will record your answer.
- You do not need to sign the agreement to take part in the trial, but we recommend that you keep a copy of this information in case you would like to check anything later.
- We are asking you to take part in this trial, because we expect the research to benefit public services - this is called our 'Public Task'.

- However, we need your consent to take part in the trial so we know you are happy for your data to be used for this purpose.
- We have explained more about how we use personal data in the privacy notice on our website (at [\[Local Authority Privacy Notice Location\]](#)).

## What are my rights?

- You don't have to take part if you don't want to.
- You can ask us questions about the trial at any time using the contact details.
- Your answers will be kept private.
- You can request a copy of the data that is held about you at any time.
- You can withdraw your consent for us to use your data at any time during the trial, in which case your data will not be included in the report that we publish. You can do this by telling the researcher using the contact details. In this case we will delete any record of your involvement.
- [Cutoff point]

Any data you give us will be stored securely [\[where\]](#) and deleted after two years.

# Glossary

**Assistive Technology** - technology that helps people live independently and confidentially, and access the right services for them.

**Consent** - to give your permission

**Pilot** - where something is tested with a small number of people

# Appendix

To do

Glossary

Easy read version

Administration of this process is a key consideration - centralised repository of where the information is held (ICO view is about clear and concise)