



Assistive Technology User Agreement Template and Guide

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Part 1: About this document

This document was created on behalf of the [London Office of Technology and Innovation](#) by Eden Munro and Ola Okoro from Hackney council with support from Marsha White from Greenwich council. This is a living document and we'd welcome your feedback. Please make suggestions or add your ideas for how it can be improved directly in this document.

LOTI is 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, after which we'll publish the final version.

Part 2: The Guide

This template user agreement is designed for use in Assistive Technology (AT) trials conducted by local authorities. Its purpose is to provide the basis of an agreement between pilot participants and local authorities in an accessible format. This will make it easier for participants to understand what the trial entails and what they are agreeing to, and make it simpler for local authorities to pass on this information.

Given the relationship between local authorities and 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.

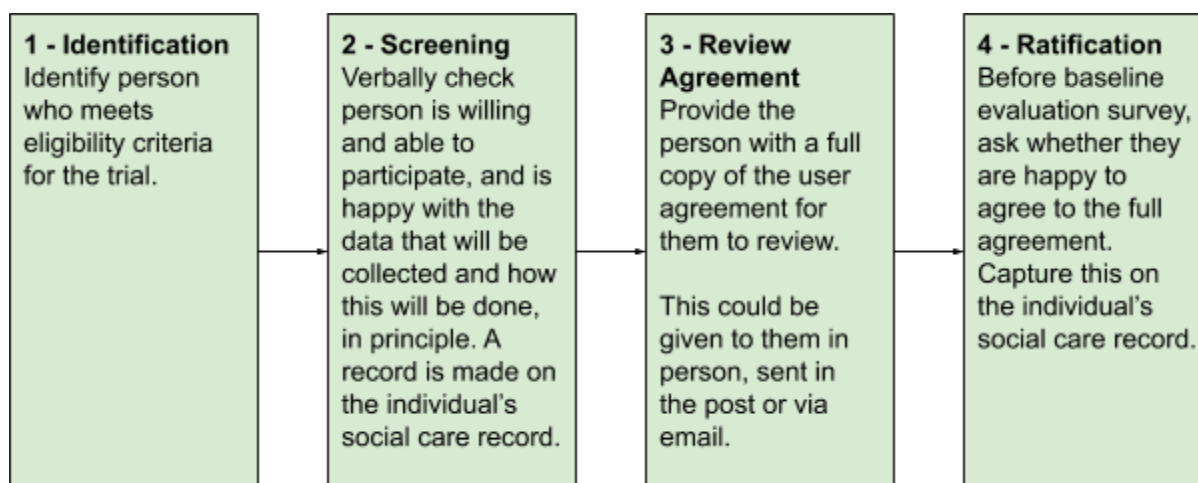
This template does not seek to cover all eventualities or types of trials a local authority may wish to conduct. You will need to adapt it to ensure your user agreement is an accurate representation of what the local authority and any potential participants are required to do. It is expected that local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

Please pay particular attention to any sections written in [red]. These will need to be updated with your specific AT trial information - in all cases. When you add any information about your specific trial, please use plain, simple English to ensure that information is clear to participants. We recommend using bullet points to break down any longer paragraphs of text. Where jargon is unavoidable, please explain it clearly or provide an explanation in the [glossary](#).

Process

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

Please be aware that in some situations, additional steps may need to be taken, for example when working with individuals who do not have the capacity to consent or who require an easy explanation of the service delivered.



*Baseline evaluation survey is conducted with the participant in order to understand their needs and context before the trial. This helps to ensure that the assistive technology addresses the user needs and assess the impact of the device.

- **Step 1** (Identification) - Local authorities must first identify a prospective pilot participant.
- **Step 2** (Screening) - Verbally outline the trial and its objectives, each of the parties' responsibilities and any information about data that will be collected. Be sure to prompt the individual to consult a family member, friend, support worker or someone else they trust on the agreement.
- **Step 3** (Review Agreement) - If the person is happy to proceed in principle, then a user agreement (i.e. a completed version of Part 3 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 researcher should ask the participant 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 the questions hypothetically, for example:

- “Would you be 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 3: **[Name of Trial]** User Agreement Template

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 in bullet points].

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 our researcher 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.

It is important that you understand and agree to the conditions so please contact [insert researcher name and contact details] if there is anything you do not understand.

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 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?

[Explain any resources available to the individual]

Who can I contact if I have questions about the trial?

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.]

[You may also wish to include potential consequences such as discontinued access, if the device is inappropriately used.]

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. None of your personal data will be shared with any third party without your express permission.

[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 provided.
- 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 by telling the researcher, using the contact details provided in this agreement.
- If you withdraw your consent, your data will be deleted but may still be included in the report that we publish.

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

Part 4: Glossary

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

Consent - giving permission for participating in a project.

Pilot / trial - where something is tested with a small number of people to learn if and how it works.

Anonymise - to remove any information which identifies an individual.

Researcher - usually a local authority employee or someone working on behalf of the local authority tasked with recruiting participants in the trial.

[Please add explanations of any additional acronyms relevant to your specific AT trial.]