Barnardo’s Research Ethics Committee [BREC]

Service User Insight Checklist

This checklist will help you consider the steps you should take when planning to gather insight from service users. This checklist is for work which does not require you to submit an application to Barnardo’s Research Ethics Committee (BREC).

Contact brec@barnardos.org.uk to check whether submission to BREC is necessary if you’re unsure.

This checklist is for your own use – you do not need to share your answers with anyone, and some of the points might not be relevant to your project.

**You will need to ensure that children and young people are kept safe throughout your work, and that rigorous child protection measures and safeguards are in place.**

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| Checklist |  |
| Topic | Questions | **✓** | Notes |
| **Timing** | Have you given service users and staff sufficient time to consider whether they want to participate? | [ ]  |  |
| **Support** | Have you planned suitable staff support for service users who are participating?  | [ ]  |  |
| **Information**  | Have you prepared an **accessible**, **jargon free** summary of the activity, for service users you hope to involve? (who, what, why, when, where, and level of influence they will have) | [ ]  |  |
| **Choice & Consent** | Have you prepared information for service users explaining that they can withdraw from your project, and up to what point? | [ ]  |  |
| Have you given service users a choice in the way(s) they might like to take part in your project? | [ ]  |  |
| Have you communicated the information (as detailed above) effectively enough for service users to be able to give their **informed consent**? | [ ]  |  |
| Have you considered how service users will demonstrate their consent? | [ ]  |  |
| **Inclusion** | Have you considered how to make your activity as inclusive as possible e.g. have you considered different service users access needs and preferences? | [ ]  |  |
| Have you considered how to be flexible to ensure different groups can take part? | [ ]  |  |
| **Recognition of effort** | Have you considered what service users will get from the experience of taking part? | [ ]  |  |
| Have you factored-in service users’ out-of-pocket expenses? | [ ]  |  |
| Are there any incentives/rewards for service users taking part? | [ ]  |  |
| **Safeguarding** | Do you know what to do if a safeguarding concern arises? | [ ]  |  |
| Are you required to make a risk assessment before service users take part? | [ ]  |  |
| **Feedback** | Have you planned how you will feed back to service users what you found/what changed as a result of their input into your project? | [ ]  |  |
| **Complaints**  | Have you planned how service users can make complaints, without fear of repercussions? | [ ]  |  |
| **Learning**  | Have you planned how you will evaluate what service users thought of your activity? | [ ]  |  |
| **Data Protection** | Have you planned how you will gather, store & manage information collected in line with DPA 2018 & GDPR? | [ ]  |  |