



# Resident Research Panel: Website FAQs

## **What is the Resident Research Panel and why did we create it?**

Westminster City Council is always looking for ways to hear from you, our residents, to make sure that your opinions are included in the projects we undertake and decisions we make. As a resident, you can engage with the Council in several ways, from the Open Forum to participating in consultations. The Resident Research Panel provides an opportunity to take part in paid research on a variety of topics.

By signing up, we can gather and translate your views and experience into actionable feedback for the Council's projects. As a member of the panel, you will receive invitations to take part in surveys and discussions about a variety of topics. To thank you for your time, we provide a £35 voucher for a one-hour discussion. When you fill out a survey, you can enter a voucher prize draw. The value of the voucher will depend on the length and topic of the survey.

You are always free to disregard an invitation to a discussion or a survey if you do not want to participate, or cannot participate, for any reason.

Please note that when you sign up for a discussion, this represents an expression of interest, and your participation is not guaranteed. This is because interest is generally always greater than the number of available slots, and we want to ensure that as many people as possible get to have their say in our projects. We will always notify you to confirm whether or not you have been selected.

## **Before the research**

### **Invitation process**

Whenever there is a new research opportunity, we will send you an email or a text (depending on your preferred contact method). This will contain a survey link and/or sign-up form for a discussion, alongside information about the opportunity. If you do not want to take part, please disregard the invitation.

Invitations to a discussion are often accompanied by a screening questionnaire. Please fill this out if you would like to be considered. The types of questions asked will depend on the requirements of the project and are designed to ensure that discussion panels are fair and representative of the intended audience.



## **Location and accessibility**

Most discussions will be face-to-face and may take place in City Hall (64 Victoria St.) or in other locations across the borough. We will always ensure that locations are accessible and that there are seating and toilets available.

## **During the research**

### **During a session: what will be expected of me?**

If you are taking part in a discussion, we expect participants to arrive at the time specified on their invitation. We ask that you always treat others with respect, allowing time for everyone to have their say and sticking to the topic at hand. After a discussion, council employees will be present to answer any queries you may have. Please note that discussions are designed to cover specific topics and should not be used as a forum to address other unrelated issues.

### **If I have been invited, can I bring someone, like family and friends, to the discussion?**

The short answer is no: we take a lot of care to organise discussions with residents who represent the diverse demographics of Westminster and who come from across the borough (unless the research requires people to have experienced similar things or be from a specific area). Therefore, bringing residents who have not been formally invited can negatively impact the discussion. Those without a formal invitation will not be eligible to receive a voucher.

If you have childcare needs, or there are other reasons why someone needs to be present - for instance for any accessibility concerns, please let us know.

## **After a session**

After a discussion, you will receive a feedback form. Filling out this form is compulsory, and we will only be able to award you a voucher once we have received it. We want to hear your honest feedback so we can continuously improve your experience.

The content of your feedback - whether good or bad - does not have any impact on you receiving a voucher or being invited to future research opportunities; however, abusive or disrespectful remarks will not be tolerated.

### **What will happen as a result of my participation?**

We commit to always sending you information about how your views have been used. This may take some time and we kindly ask for your patience, especially when views and feedback are gathered at an early stage of a project, for instance when developing a strategy.



## **Membership and promotion**

### **I don't have an email address; can I still be part of the Panel?**

Yes, we just ask that you fill out the sign-up form, write N/A in the email address box and provide us with a valid telephone number. If you have a mobile phone number this is preferable, as we can send you surveys and discussion reminders via text, if desired.

### **How do I update my details if something has changed?**

If you want to update your details, please email us at [wccresearch@westminster.gov.uk](mailto:wccresearch@westminster.gov.uk)

### **How long will I be expected to be a member of the Panel?**

At present, there are no minimum or maximum participation requirements.

### **How do I leave the Panel?**

To leave the Panel please email us at [wccresearch@westminster.gov.uk](mailto:wccresearch@westminster.gov.uk). Upon leaving the panel your personal information will be deleted from our records. Should you later wish to re-join the panel, you will be required to complete a new sign-up form.

### **Can I tell my family and friends about the Panel?**

Yes, you can certainly tell your friends and family about the panel. We recommend sharing this page if they want to learn more about the work we do. Providing they are residents of Westminster, they can sign up via the website or email us at [wccresearch@westminster.gov.uk](mailto:wccresearch@westminster.gov.uk)

## **Data storage**

We collect your contact and demographic information in the sign-up form to be able to send you invitations for research. We process your data in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. If you have any concerns the Council's Data Protection Officer can be contacted via [DataProtection@westminster.gov.uk](mailto:DataProtection@westminster.gov.uk) and our Fair Processing Note can be found on [this link](#).

We take your experience very seriously and want to make sure that everything runs smoothly. However, if you needed to make a complaint, please email the research function at [wccresearch@westminster.gov.uk](mailto:wccresearch@westminster.gov.uk) so the situation can be reviewed and appropriately dealt with.