Let's Be Heard: Sharing Scotland's COVID Experience

Response Form

About Let's Be Heard: Sharing Scotland's COVID Experience

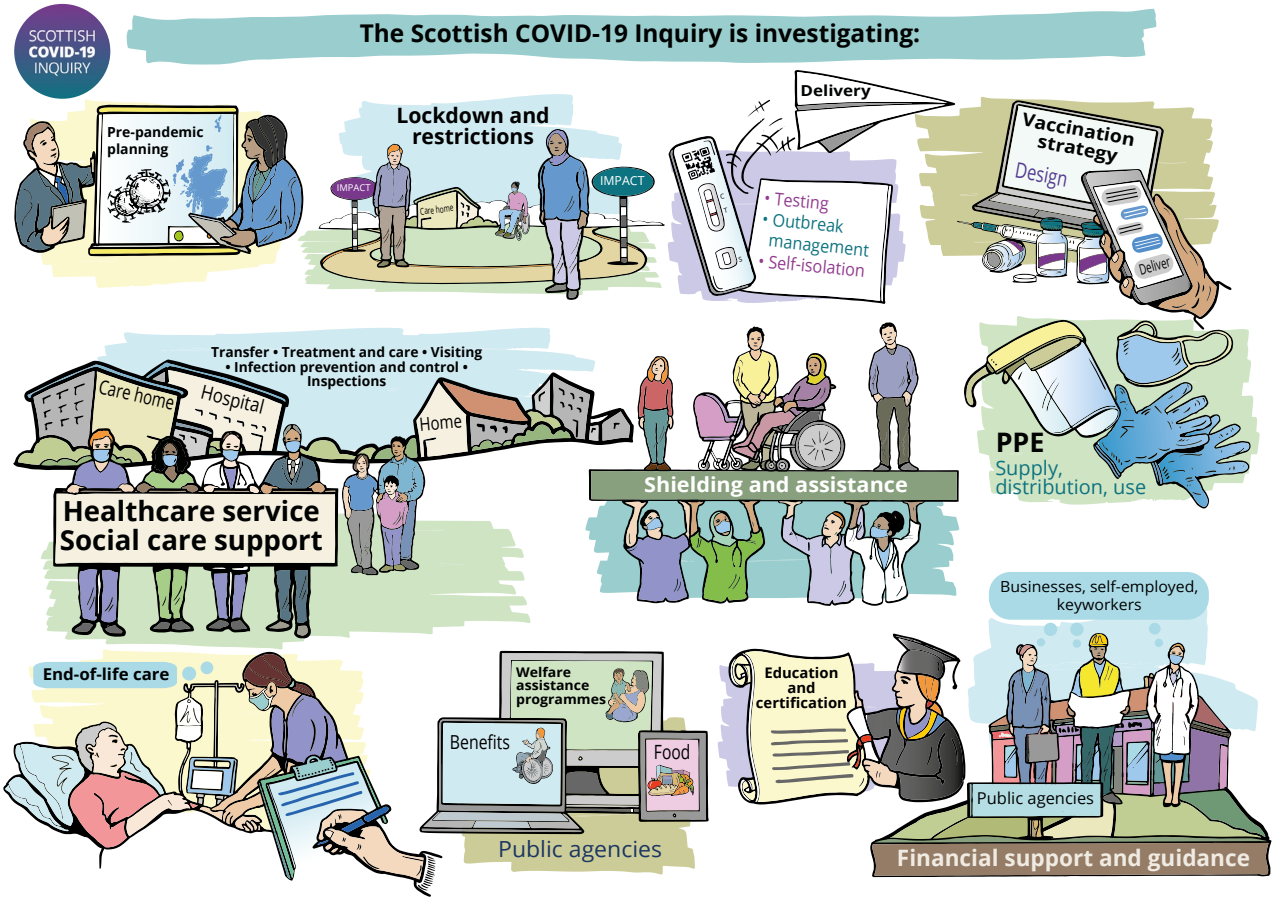
Let's Be Heard is the main way for people in Scotland to participate in the independent Scottish COVID-19 Inquiry by sharing their experience(s) of the pandemic. You can use this form to tell us about the events you experienced in Scotland during the first three years of the pandemic. You can also submit this form on behalf of someone else.

The information you share will help the Inquiry understand how you were affected, and any lessons Scotland needs to learn so we are better prepared for any future pandemic.

About the Scottish COVID-19 Inquiry

The Scottish COVID-19 Inquiry is investigating a range of issues relating to the COVID-19 pandemic that happened in Scotland between 1 January 2020 and 31 December 2022. The Inquiry has a broad remit that covers different topics, as set out in its Terms of Reference, which can be found at **covid19inquiry.scot/terms-reference**

Information received through Let's Be Heard will help steer investigations, and inform the Inquiry's reports and recommendations.



About completing this form

To take part using pen and paper, complete this form and post it to:

Freepost SCOTTISH COVID-19 INQUIRY

You do not need to attach a stamp to the envelope.

For your experience to form part of the Inquiry's work, we must receive your form by **31 October 2023.**

If you would like this form in another format or language, including child-friendly or easy read versions, or if you would like more copies of this form, please:

- email **LetsBeHeard@covid19inquiry.scot**;
- write to Let's Be Heard at **Freepost SCOTTISH COVID-19 INQUIRY**;
- leave a voicemail for us by calling **0808 175 5555**; or
- visit our website at **lbh.covid19inquiry.scot** to find printable forms.

You can ask someone to help you complete this form if you like. If you need help to take part and you do not know anyone who can help, please contact us to tell us about your needs. If you are helping someone else complete the form, our Engagement Guide may be useful. It is available at **lbh.covid19inquiry.scot** or you can request a copy by email or phone.

About the questions

In this form, we will ask you to share some key information. We will ask you to tell us about:

- your experiences during the COVID-19 pandemic;
- the impacts of these experiences; and
- the lessons you think should be learned from your experiences.

In this form, we are asking three, very general core questions about the pandemic because we want to give you the opportunity to tell us what is important to you. We have also included optional, more specific questions that will help with our understanding and analysis, especially around the different impacts on different people.

All questions in this form are optional, and you can tell us as much, or as little, as you like. You may attach extra sheets of paper if you need more space. **Please do not share any names or identifying information about other people in your answers.**

About your privacy

We are committed to handling your data in accordance with all applicable data protection legislation. Those processing your data will do so only in an authorised manner and are subject to a duty of confidentiality. The Let's Be Heard privacy notice is available with this form and is online at **lbh.covid19inquiry.scot**. **Please make sure you read it before completing your form**.

Please **do not** include in your response any information which could identify you, the person you are completing the form on behalf of, or anyone else.

Your Form Starts Here

1. Are you completing this form on behalf of yourself or someone else?

- ☐ I'm completing this form for myself
- ☐ I'm completing this form on behalf of someone else (please see guidance below)

Guidance for people who are completing this form on behalf of someone else
All the questions that follow use the words 'you' and 'your'. Please read them to the person you are responding on behalf of, and write in the responses they give.

When submitting this form on behalf of someone else, we kindly request that you **do not** provide your contact details or those of the person you are helping. If you do provide these details, we will delete them for data protection reasons.

In addition to assisting someone else, or submitting a form on their behalf, you can also complete your own form to share your experiences.

2. Which of these topics from our Terms of Reference do you want to tell us about?

These are the topics the Inquiry is investigating. You can tick as many as you need to.

- ☐ Preparation for a pandemic
- ☐ Lockdown and other restrictions and their impacts
- ☐ COVID tests
- ☐ Delivery of the vaccination programme
- ☐ Outbreak management
- ☐ Personal Protective Equipment (PPE)
- ☐ Shielding
- ☐ Care homes and nursing homes
- ☐ Health and social care services
- ☐ Support for unpaid carers
- ☐ End-of-life care and do not attempt to resuscitate orders (DNACPR)
- ☐ Welfare assistance programmes (such as food and other support)
- ☐ Education
- ☐ Support for businesses and the self-employed

Our core questions

3. With these topics in mind, what would you like to tell us about your experiences during the COVID-19 pandemic?

Please tell us in your own words what happened to you. The Inquiry is investigating the period from 1 January 2020 to 31 December 2022, but you do not need to provide the exact dates and times when things happened. You can take us back to the start and tell us everything you think is relevant, or you can just tell us about one thing that happened. For the Inquiry, the most important thing is that we hear about what matters most to you.

You can continue your answer on extra sheets of paper, if necessary.

4. Thank you for telling us about your experiences. What were the impacts of these experiences on you or people you know?

You might want to share information about the difference your experiences made to your day-to-day life, and/or the difference they made to your family or friends. This might include how you thought and felt at the time and how you feel now because of these experiences. You may wish to consider whether these impacts affected you in particular, or whether you think this impact was the same for everyone living in Scotland. Don't worry if you have already answered this in your response to the previous question – we will find the information there.

You can continue your answer on extra sheets of paper, if necessary.

Our core questions

5. What lessons do you think should be learned from your experiences?

You can tell us about things that could have been done better or differently, or what you think was done well. Please tell us about anything that you think decision-makers, such as the government, local authorities or other people who provide public services, could learn from your experiences during the COVID-19 pandemic.

You can continue your answer on extra sheets of paper, if necessary.

Additional questions to help with our understanding and analysis

6. Is there anything else you would like to tell us?

You can continue your answer on extra sheets of paper, if necessary.

7. In which area(s) of Scotland did the events you have described take place? Please tick all that apply.

You do not need to be based in Scotland to participate, but the Inquiry is only investigating events that happened in Scotland between 1 January 2020 and 31 December 2022. You only need to tell us about the Scottish areas that apply to your answers.

- ☐ Aberdeen City
- ☐ Aberdeenshire
- ☐ Angus
- ☐ Argyll and Bute
- ☐ City of Edinburgh
- ☐ Clackmannanshire
- ☐ Dumfries and Galloway
- ☐ Dundee City
- ☐ East Ayrshire
- ☐ East Dunbartonshire
- ☐ East Lothian
- ☐ East Renfrewshire
- ☐ Falkirk
- ☐ Fife
- ☐ Glasgow City
- ☐ Highland
- ☐ Inverclyde
- ☐ Midlothian
- ☐ Moray
- ☐ Na h-Eileanan Siar (Western Isles)
- ☐ North Ayrshire
- ☐ North Lanarkshire
- ☐ Orkney Islands
- ☐ Perth and Kinross
- ☐ Renfrewshire
- ☐ Scottish Borders
- ☐ Shetland Islands
- ☐ South Ayrshire
- ☐ South Lanarkshire
- ☐ Stirling
- ☐ West Dunbartonshire
- ☐ West Lothian
- ☐ None of the above
- ☐ Scotland-wide
- ☐ Other area of Scotland (please write in):

8. What is the first part of your current postcode?

Please share the first part of your postcode (the part before the space – for example, if you live in Edinburgh city centre, the first part of your postcode will be EH1).

Some questions about you

These questions are **optional** but answering them will help us understand how COVID-19 affected different people in different ways, which will improve our findings.

If you choose to complete this section, please note your data will be stored securely and in accordance with our privacy notice, which is available with this form.

9. How old are you? Please tell us your age in years:

Leave this blank if you would prefer not to say.

10. Are you...?

- ☐ Female
- ☐ Male
- ☐ Prefer not to say
- ☐ Prefer to self-describe:

11. Do you consider yourself to be trans or have a trans history?

Trans is a term used to describe people whose gender is not the same as the sex they were registered with at birth.

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

If you answered yes, please describe your trans status (for example, non-binary, trans man, trans woman):

12. Which of the following best describes your sexual orientation?

- ☐ Bi/bisexual
- ☐ Gay/lesbian
- ☐ Heterosexual/straight
- ☐ Prefer not to say
- ☐ If you prefer to use another term, please provide this here:

13. Do you have any of these caring responsibilities?

Please tick all that apply.

- ☐ Your own children or other dependants
- ☐ Children or dependants of friends or family members
- ☐ Anyone with a disability or long-term physical or mental health condition
- ☐ None of the above
- ☐ If you have caring responsibilities that are not listed above, please describe them below:

Some questions about you

14. Do you consider yourself to have a disability under the Equality Act 2010?

☐ Yes ☐ No ☐ Prefer not to say

Under the Equality Act, a person has a disability if:

- they have a physical or mental impairment; and
- the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities.

What these words mean:

- "substantial" means more than minor or trivial;
- "long-term" means that the effect of the impairment has lasted, or is likely to last, for at least 12 months;
- "normal day-to-day activities" include everyday things such as eating, washing, walking and going shopping.

If you answered yes, please describe the nature of your disability:

15. How would you describe your national identity?

16. What is the language you use the most? Please select one option.

☐ English
☐ Prefer not to say
☐ Another language (including BSL and tactile BSL). Please write in:

17. What, if any, religion are you?

Please tick all that apply.

☐ No religion ☐ Hindu ☐ Pagan
☐ Baha'i ☐ Jain ☐ Sikh
☐ Buddhist ☐ Jewish ☐ Prefer not to say
☐ Christian ☐ Muslim

☐ If your religion is not listed above, please write in:

Some questions about you

18. What is your country of birth?

19. What is your ethnic group or background?

Please write in your ethnicity below. An ethnicity might be a shared culture, language, history, or set of traditions. For example, someone might describe themselves as Black Scottish, Pakistani, White British or as multiple ethnicities.

20. How financially secure would you say you are?

Please tick one answer that most closely describes your situation.

- ☐ I am not at all financially secure - I live from payment to payment (for example work, benefits or pension payments), struggle to pay for necessities such as housing, food and heating, and/or have high debts.
- ☐ I am not very financially secure - I can cover bills and necessities, but have no money left for savings. I have some debt.
- ☐ I am fairly financially secure - I can cover all bills and necessities and can also save a small amount. I have manageable/no debt.
- ☐ I am very financially secure - I can easily cover bills and necessities, have plenty of savings and a private/work pension I can rely on. I have manageable/no debt.
- ☐ Prefer not to say.

21. Were you a key worker in one of the following sectors at any point between January 2020 and December 2022?

Please tick all that apply.

- ☐ Health and social care
- ☐ Education and childcare
- ☐ Key public services
- ☐ Local and national government
- ☐ Food and other necessary goods
- ☐ Public safety and national security
- ☐ Transport
- ☐ Utilities, communications and financial services
- ☐ No, I was not a key worker
- ☐ Prefer not to say
- ☐ If you carried out key work that doesn't fit into the above list, please write it in here:

Some questions about Let's Be Heard

22. How did you hear about Let's Be Heard?

This information will help us understand how best to reach people. Please tick all that apply.

- ☐ An organisation
- ☐ Friend or family member
- ☐ News article
- ☐ Radio advertising
- ☐ Other advertising
- ☐ Social media
- ☐ Scottish COVID-19 Inquiry website
- ☐ UK Covid-19 Inquiry website
- ☐ Other (please write in):

23. How did you find the process of taking part?

Please tick one answer.

- ☐ Easy
- ☐ Somewhat difficult
- ☐ Difficult, but I received the help I required
- ☐ Difficult, and I have not had enough help with it

24. Please tell us what would have made this process easier:

Consent and staying in touch

1. You do not have to share your personal information with us to participate in Let's Be Heard. You can submit this form anonymously without adding your contact details.
2. We may want to contact you in the future to ask you for more information or to invite you to take part in Inquiry activities. We won't do this with everyone. If we contact you, you can still choose whether or not you want to take part. If you are happy for us to contact you, please provide your contact details. If you do that, we will link your contact details to the information you provide in this form. If you have provided any special category information or criminal conviction data that will also be linked to your contact details.
3. If you choose to give consent and later change your mind, you can let us know by emailing **LetsBeHeard@covid19inquiry.scot** and we will remove your personal contact details from your response and delete your contact details.
4. More details about how Let's Be Heard will use your personal information can be found in our privacy notice.
5. If you are submitting the form on behalf of someone else, please do not provide your contact details or those of the person you are helping. If you do provide these details, we will delete them.
6. If you, or the person you are helping, would like to receive updates on the work of Let's Be Heard, please visit the Let's Be Heard website or write to Let's Be Heard at Freepost SCOTTISH COVID-19 INQUIRY.

7. Are you happy for us to link your contact details to the information on this form? (Please select " No" if you are completing the form on behalf of someone else):
   - ☐ **Yes - I am happy for my contact details to be linked with my form.**
   - ☐ **No - I am not happy for my contact details to be linked with my form.**

8. **If you have selected "Yes" to the question above**, are you happy to be contacted by Let's Be Heard or the Inquiry in the future to discuss your form further? (Please select "No" if you are completing the form on behalf of someone else):
   - ☐ **Yes - I am happy to be contacted in the future.**
   - ☐ **No - I am not happy to be contacted in the future.**

9. **If you have selected "Yes" to both of the questions above**, please provide your name and email address or telephone number in the box below. Please do not provide any contact details if you are completing this form on behalf of someone else:

Help and Support

Thank you for sharing your experiences with the Scottish COVID-19 Inquiry.
We understand that sharing your experiences may trigger some difficult feelings and emotions. A list of organisations which can provide support can be found on our website at **covid19inquiry.scot/help-support**. You can also request the list by writing to Freepost SCOTTISH COVID-19 INQUIRY, or by leaving a voicemail for us by calling 0808 175 5555.

End of form

Privacy Notice

What this notice covers

This Privacy Notice explains how Let's Be Heard: Sharing Scotland's COVID Experience (the "Project") which is part of the Scottish COVID-19 Inquiry (the "Inquiry") will collect and handle your personal information.

Definitions

In this notice:

'Personal information' is information that relates to an identifiable living individual. That individual must be identified or identifiable either directly or indirectly from the information held.

'Special Category Information' is information about racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic or biometric data, health, an individual's sex life or sexual orientation.

'Criminal Offence Data' is personal information relating to criminal activity, allegations, investigations, and proceedings or related security measures.

A 'personal data breach' is a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal information. This includes both accidental and deliberate breaches.

Information is anonymised when enough elements of the personal information are removed so that an individual can no longer be identified.

Tear here

Privacy notice

Who we are

The Inquiry is an independent public inquiry set up by Scottish Ministers under the Inquiries Act 2005 to examine the strategic response to the COVID-19 pandemic in Scotland.

The project will provide opportunities for anyone who has been affected by the measures taken in response to the pandemic in Scotland to share their experience and questions with the Inquiry.

The Inquiry has appointed a Data Protection Officer ("DPO") who can be contacted regarding any data management issues connected to the Project and/or the Inquiry at:

James.McMorrow@harpermacleod.co.uk

James McMorrow
Harper Macleod LLP
The Ca'd'oro
45 Gordon Street
Glasgow
G1 3PE

What personal information will be collected?

When you contact the Project, we will process and store any personal information you provide us.

This is likely to include your name, contact details, and any other personal information you supply (including special category personal information and criminal offence data where provided by you).

The Project may also collect and use audio recordings featuring you if you agree to take part in telephone calls, meetings or events.

How we get the personal information and why we have it

The personal information we collect is provided to us directly by you when you contact us. We will also collect information through the Let's Be Heard website if you choose to use the website.

We will ask you some questions about your experience and about yourself and your circumstances. You can choose whether to submit your responses anonymously or not.

We will use this information to help steer the Inquiry's investigations, and contribute to reporting and recommendations. Let's Be Heard and/or the Inquiry may want to contact some people in the future about the experience they shared to discuss it further.

Tear here

What is the Project's legal basis for processing your personal information?

If you submit a response to us and agree to let us link this response with personal information, you will be asked to supply contact details.

The legal basis for processing your personal information in those circumstances is consent. The legal basis for processing special categories of personal information and/or criminal offence data is your explicit consent.

The legal basis for processing your personal information in relation to future involvement in the Project is your consent.

If you submit a data protection request to the Project, the legal basis for processing your personal data is that it is necessary for us to comply with a legal obligation placed upon us.

If you provide any personal information on the Let's Be Heard website, the legal basis for processing your personal information is contract.

Who will the Project share your personal information with?

Tear here

The Project will only share personal information, special category information and criminal offence data with third parties when it has a legal basis to do so, such as when safeguarding, child protection or criminal activity issues arise.

The Project will share personal information submitted to the Project within the wider Inquiry team from time to time as appropriate.

Some anonymised information which has been provided to the Project will be published on the Inquiry's website and in reports.

How long will the Project keep your personal information?

We will keep your contact details until the Inquiry concludes unless you ask us to delete the information earlier.

We will keep all of the information you provide to the Project until the Inquiry concludes. However, if you agree to allow us to link your contact details to your submission and later change your mind, we will anonymise that information and keep it until the Inquiry concludes.

The Project will retain data access requests for the duration of the Inquiry.

Website information will be kept until the Inquiry concludes.

Privacy notice

Your rights and how to use them

You have certain rights in relation to any personal information that the Project processes about you.

Your right of access - You have the right to ask us for copies of your personal information.
Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at **LetsBeHeard@covid19inquiry.scot** or by post at **Freepost SCOTTISH COVID-19 INQUIRY** if you wish to make a request.

Tear here

Keeping your personal information secure

The Project will operate appropriate security measures to prevent personal information from being accidentally lost, or used or accessed unlawfully.

The Project also has procedures in place to deal with any suspected data security breach.

The Project will notify you and the Information Commissioner of a data breach where legally required to do so.

Complaints about how we handle your personal information

You have the right to complain about the way we collect and use your personal information. If you wish to make a complaint, please contact the Project at **LetsBeHeard@covid19inquiry.scot** or by post at **Freepost SCOTTISH COVID-19 INQUIRY**.

You also have the right to make a complaint to the Information Commissioner's Office at **scotland@ico.org.uk** and 0303 123 1115.

Amendments to this privacy notice

The Project will keep this privacy notice under regular review. This is the second version of this privacy notice, approved in April 2023.