

About the Nexus Insight Panel.

Who can join the panel and what are my responsibilities?

Membership of the Nexus Insight Panel is open to all adults (aged 18 years or older) resident in Tyne & Wear, Northumberland or Durham. A North East Postcode and a unique email address (i.e. one email address per panel member) is a condition of Nexus Insight Panel membership.

You will need to provide accurate, true and up to date information when registering to join the Nexus Insight Panel, keep all details of your profile up to date and provide honest, accurate and complete information when answering surveys.

Members found to have breached these conditions or those of the Prize Draw may have their membership withdrawn.

What does being a member of the panel involve?

You'll be invited to complete usually one but no more than two online survey(s) every month. Surveys will usually take less than 5 minutes to complete.

What's in it for me?

To thank you for completing surveys, we'll give you the opportunity to enter prize draws. For full details of our prize draws at www.nexus.org.uk/insight. It's also a way to have your opinions heard.

How do you ensure the panel reflects the local population?

We'll ask you a few questions when you join up that help us make sure that surveys are being completed by a mix of people that reflects the local population. By asking these profile questions when you sign up, it means we can keep surveys short.

Will my personal information be kept confidential?

Yes. We will treat all your personal information confidentially and keep it secure in line with the Data Protection Act. We will only share the anonymised results of surveys. Your individual comments are stored securely after being anonymised. You'll log in to complete surveys using your email address rather than your name. We can then match your answers to the profile questions when you joined the panel, meaning that we don't have to ask you the same questions each time. We'll repeat the profile questions once a year. For full details on what we do with your responses see our Privacy Statement at www.nexus.org.uk/insight

Will you give me feedback?

We will give regular feedback on what we have found out and any action taken as a result. We will do this through the Nexus website.

Nexus will not be able to enter into correspondence with individual panel members owing to the number of members to be appointed.

Are you only interested in the views of public transport users?

No, we are interested in the views of both users and non-users of public transport. The aim of the panel is to find out how people travel and what their views on different travel options are.

Is the Insight Panel the only way Nexus listens to people in the region?

No. The panel is just one of the ways Nexus gathers the views of local people.

We also seek views via our customer service team, local public consultations, ward councillors, community groups, postal household surveys and regular face-to-face surveys across Tyne and Wear.

Why can't people aged under 18 join the Insight Panel?

Nexus listens to young people in other ways, e.g. through our work in schools and community groups.

How will you use feedback from the panel?

The views and feedback we receive from members of the Insight Panel will help us to plan and prioritise our services more effectively. You will be helping to affect decisions made by Nexus and partner organisations.

How will I know there is a survey being conducted?

If you have registered with us and agreed to complete future surveys for us, we will send you an email, telling you that there is a survey ready for you to complete.

What if I want to leave the Insight Panel?

We will be sorry to see you go, however every survey sent to you will have a link to allow you to opt out of any future surveys. Nexus will remove your profile information from its records. The Insight Panel will never re-contact you if you decide to leave the panel. If you change your mind you can re-join by following the sign up link at www.nexus.org.uk/insight.

What happens if I don't fill in the surveys?

We understand that people have busy lives and may not want to fill out a survey for one reason or another. We do monitor the response rate to surveys as we need a good level of participation to make the panel worthwhile. If you do not complete any surveys in a 12-month period we will check if you want to be removed in order to protect your personal information.

Can I re-join if I am removed from the panel?

We understand that circumstances change. Anyone who leaves can apply to re-join the panel by completing the sign up survey at www.nexus.org.uk/insight. Nexus reserves the right to withhold the right to re-join the panel where membership has been previously withdrawn. (See **What are my responsibilities?**)

Do I have to respond to every survey?

You do not have to complete any survey that we send to you – but we would really like you to. If you do complete a survey, you will be eligible to be entered into a Prize Draw.

How do I join the panel?

In order to join the Nexus Insight Panel, you will be required to complete the online Nexus Insight Panel Member registration survey.

During the registration process, you will be required to create a member profile, which will contain your contact information (email address) so that we can contact you with future surveys. We will also use this contact information to notify you of other services and promotions where you have expressly opted-in. You are not required to opt-in to 'other promotions or services', you will still be able to take the survey and enter into the draw. Your member profile will also contain demographic information to enable us to analyse your responses.

Please remember that all notifications will be sent to the contact details supplied by the Nexus Insight Panel member. Nexus cannot be held liable for any notifications that are not received by Nexus Insight Panel Members.

How long will the panel run?

We aim to run the panel for the foreseeable future, however, Nexus reserves the right to close the panel and cancel any or all-future surveys at its sole discretion.