

Supporting Partners Programme

Funded projects evaluation information sheet

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Invitation to take part:

This survey is relevant to you if you accessed services or support through a project funded by the Armed Forces Covenant Fund Trust AFCFT and are, or were, at the time of access, the partner of someone serving in the UK Armed Forces or as a reservist.

Taking part is completely voluntary, however before you decide whether to take part, please read the information below. It explains what the evaluation is about and why you have received this invitation.

What is the purpose of the evaluation?

M·E·L Research have been commissioned by the Armed Forces Covenant Fund Trust (AFCFT), in collaboration with the Ministry of Defence (MOD), to evaluate the Supporting Partners Programme.

The evaluation will help build a picture of how the programme is working and how it supports partners of serving personnel. We will be asking questions about:

- The support and / or services you received and how this helped you.
- Your experiences of the support and / or services you received.
- A bit about you - this will help us to understand the different types of people who responded to the survey as well as the types of people who have been supported.

The findings will be used to help improve future funding and support programmes, so that services are better designed to meet the needs of partners of serving personnel.

Who is doing this evaluation?

The evaluation is being carried out by an independent research organisation called [MEL Research](#) (you can find more about our work here by [clicking here](#)) on behalf of the AFCFT.

The AFCFT funds projects that support the Armed Forces community.

The Ministry of Defence (MOD) is aware of the evaluation but is not involved in recruiting participants. They will not see individual responses nor will not be able to identify anyone who takes part.

Do I have to take part?

- No, participation is entirely voluntary.
- You will ALWAYS have the right to choose what you do and do not participate in.
- You also have the right to choose how we include your information. For instance, you can tell us if you would not like us to quote something you said in a written report.
- Your choice will never affect your relationship with the AFCFT or MOD.
- We will ask you for your consent every time we ask for your feedback.

What will I be asked to do?

We will be collecting data and insight from partners who have accessed support in two ways:

- **Online survey with partners:** A survey will be open to partners to capture their experiences of the support or service accessed.
- **Discussions with partners:** In-depth conversations with partners who have agreed to participate will explore further how well the projects supported partners in practice and any changes they would like to see. You can do this in a way that suits you, for example, over the phone, via video call, text / WhatsApp.
 - With your permission, discussions will be recorded online or using an audio recorder if over the phone. These recordings are used internally only to support report writing. They will not be shared with a third party and will be deleted at the end of the evaluation.

Are there any direct benefits to me in taking part?

Taking part may not help you directly straight away, but by sharing your views you can help shape better support for partners of serving personnel in the future. You can take part whether you are currently still accessing the service or support or if it has been completed.

The findings of this evaluation will be shared with the AFCFT and the MOD. In the evaluation report there will be no personal details and nothing to identify your involvement.

Can I withdraw from the evaluation and what will happen if I withdraw?

- Participation is voluntary and for any of the evaluation activities you are under no obligation to take part. You can take part in some, or none at all. You are also freely able to withdraw your consent at any time, prior to the analysis stage, without any adverse consequences - even if you have submitted a survey and or taken part in a conversation with a researcher.
- If you don't want to take part, it will not affect your relationship with the MOD or the AFCFT, or applying for any grant from AFCFT, alongside any opportunities to share your ideas and thoughts in the future.

Withdrawing your consent:

- You can tell us at any point if you change your mind and no longer want to take part. This is called the right to withdraw, and you can do it without giving a reason up until we begin analysis for the final evaluation report.
- If you would like to withdraw your consent, please contact the below email address on or before the 20th November 2026 by emailing liz.murphy@melresearch.co.uk.

Who do I contact if I have any questions?

Name: Liz Murphy, Senior Evaluation Lead

Email: liz.murphy@melresearch.co.uk

Telephone: 0121 604 4664

Address: MEL Research, Somerset House, 37 Temple St, Birmingham, B2 5DP

Will my records be kept confidential?

- M·E·L Research works to the code of conduct of the Market Research Society and are fully accredited MRS Company Partners. This means we follow strict rules to help keep your information safe.
- We are ISO 9001:2015 and ISO 20252:2019 accredited.
- We adhere to the principles of the Data Protection Act 2018 (incorporating UK GDPR) and are registered as a Data Controller with the ICO: registration number Z7114827.
- Our information security processes are ISO 27001:2013 compliant and we are Cyber Essentials Plus accredited.
- The survey is completely confidential, we will not share any identifiable information such as your name or email address to anyone outside of the research team at MEL Research.
- We will only share anonymised responses with the AFCFT. You won't be individually named or identified, but we might include some anonymous quotes when we come to write a summary of our findings. If you'd prefer us not to do this, please let the researcher know.
- The information we collect (often called data) will be saved in a secure place so that your information is protected. Data collected will be deleted 3 months after the research has been completed.

M·E·L Research maintains the following certifications and accreditations

