



# POST ADOPTION WELFARE STUDY (PAWS) FAQs

## Log-in

### **Q: Where can I find my login details?**

**A:** To access your Post Adoption Welfare Study (PAWS) Dashboard, sign into your [My Account](#) and click on Post Adoption Welfare Study. You will need your Dogs Trust Supporter number and password to log into your account. Your Dogs Trust Supporter number will be in the survey invitation email we send to you. If you have forgotten your password, you can reset it by selecting 'Forgot supporter number or password' on the log in page or by emailing [postadoptionproject@dogstrust.org.uk](mailto:postadoptionproject@dogstrust.org.uk). Please note the email registered to your Dogs Trust My Account is the address you provided at the time of adoption.

### **Q: How do I access my surveys?**

**A:** Available surveys can be found on your Dashboard – sign into your Dogs Trust [My Account](#) and click on 'Post Adoption Welfare Study'. This takes you to your Dashboard where you will find 'Available Surveys'. We will send you an email whenever a new survey becomes available, so you don't need to keep checking!

### **Q: How can I change my password?**

**A:** Please log in to your Dogs Trust [My Account](#). From there you can update your details including changing your password. If you have forgotten your password, you can reset it by selecting 'Forgot supporter number or password' on the [log in page](#). You can also email [postadoptionproject@dogstrust.org.uk](mailto:postadoptionproject@dogstrust.org.uk) to request a new password. Please note the email registered to your Dogs Trust My Account is the address you provided at the time of adoption.



## Surveys

**Q: I adopted two or more dogs from Dogs Trust. Will I be asked to complete surveys about both dogs?**

**A:** At the time of adoption, you will have signed paperwork to consent to take part in PAWS research for each dog. If you did opt in for more dogs but would like to only complete surveys about one, you can hide the other dogs by selecting 'I want to remove my dog from the study' underneath the survey section.

**Q: When will the surveys become available?**

**A:** Soon after you adopt your dog, a series of short Registration surveys will become available:

1. About Me
2. About my Household
3. About my Dog

These surveys provide us with important information about the new home and environment your dog is going to be living in. These Registration surveys must be completed within two weeks of adoption in order to continue with the study. The Registration surveys are short, and each should take no longer than 5-10 minutes to complete.

After the registration surveys are completed, surveys will then become available at the following time points, based on the date that you adopted your dog:

- \* 3 weeks
- \* 2.5 months
- \* 6 months
- \* 12 months
- \* Then no more frequently than twice a year

We will send you an email whenever a survey is available so don't worry about keeping track!

We encourage you to complete surveys at each time point so we can learn as much as possible about how your dog is getting on in their new home. We do understand though that life as a dog owner can be very busy so –don't worry if you miss a survey; if one expires before you get a chance to complete it, you can fill in the next one that becomes available.



**Q: How long does it take to fill in a survey?**

**A:** The first Registration surveys which ask about you, your household and your dog should take 5 to 10 minutes each to complete.

We recommend giving yourself 20 to 30 minutes to complete each of the later surveys. This is because there are many factors that go into your dog's health, behaviour and experiences and we want to learn as much as we can about all of them!

The questions in each survey are grouped into steps. You can answer all steps at once and complete the entire survey in one go if you wish. Instead, if you are short on time and would prefer to finish the survey later, you can save the step you're on and finish it at any point until the expiry date.

Please make a note of the expiry date and remember to come back to finish it. We will send you a maximum of two reminder emails.

Some questions (marked with an asterisk (\*)) must be answered but, if you would rather not give an answer for these, please select the 'prefer not to say' or 'I don't know' responses. These responses are available for all questions in the surveys so if there are questions you would prefer not to answer, please use these.

We really appreciate your time, honesty and patience in completing the surveys!

**Q: How long is each survey available for before it expires?**

**A:** The first Registration surveys will be available for two weeks after the date of adoption.

Later surveys are generally available for one month before they expire. We want to help you provide as accurate information as possible about your dog's life at these set times, so we limit the availability to one month in order to be able to use information for all dogs rehomed at similar timepoints.

For all surveys, we will send you one notification and up to two reminders via email to let you know when surveys are available and when they will expire.



**Q: I want to change my answers to a previous survey or step. What can I do?**

**A:** Once you have submitted a step, it is saved and the system does not allow you to go back and change your answers. The questions ask about your dog's experiences at these specific times so we are looking for your initial responses.

However, if you have realised an error in your answer and would like to change it, please contact the research team on 020 7837 0006 or [postadoptionproject@dogstrust.org.uk](mailto:postadoptionproject@dogstrust.org.uk) and your change will be noted.

**Q: When I click on a survey or try to complete a survey, it shows an error message or does not allow me to complete. What can I do?**

**A:** If an error message appears, or the site does not seem to be working, please note which survey and step you were on and any messages that appear. It will also help if you can take a screenshot or note of what the message says. Please get in touch with us, quoting this information and we will help you. You can email or telephone the research team at [postadoptionproject@dogstrust.org.uk](mailto:postadoptionproject@dogstrust.org.uk) or 020 7837 0006.

## **Leaving the Study**

**Q: I no longer have my dog. What do I have to do?**

**A:** We are sorry to hear that you no longer have your dog. The easiest way to let us know is to click 'I want to remove my dog from the study' at the bottom of your Dashboard, under the 'Update Us' section. Alternatively, you can contact the research team via email or phone on [postadoptionproject@dogstrust.org.uk](mailto:postadoptionproject@dogstrust.org.uk) or 020 7837 0006 and we will update your Dashboard. Please note this can take up to 3 working days.



**Q: I no longer want to take part in the Post Adoption Welfare Study. How can I opt-out?**

**A:** If you wish to leave the study at any time, you may do so without prejudice. The easiest way to let us know is to click 'I want to remove my dog from the study' at the bottom of your Dashboard, under the 'Update Us' section. Alternatively, you can contact the research team via email or phone on [postadoptionproject@dogstrust.org.uk](mailto:postadoptionproject@dogstrust.org.uk) or 020 7837 0006 and we will remove you from the study. Please note this can take up to 3 working days.

## **Legal**

**Q: What is the Dogs Trust privacy policy?**

**A:** Please [click here to read Dogs Trust's privacy policy](#).



**Q: How long will the information I provide be kept for?**

**A:** The research team will securely store your data, only for the duration of the research needs of the study, or until you request that your data are no longer retained.

**Q: What happens to the information I provide in the surveys? Will the information I provide for research be safe?**

**A:** The Post Adoption Study team takes the protection of your information very seriously. Although we need your contact details to be able to follow your dog after adoption, these will be held securely and not made available to anyone outside of the immediate study team.

Once you have completed a survey, it will be separated from any personal information which identifies you (other than an identification code) and stored completely confidentially. This means that you will not be identifiable during any analysis of the information, nor in any outputs from the research, such as research publications or newsletters. To make sure your information is as safe as possible when stored on our database, we are encrypting all the information which is personal or identifiable to you (such as name, address, occupation, etc.)

If you have any questions about the safety of your information, then please contact the Post Adoption Study team via email or phone on [postadoptionproject@dogstrust.org.uk](mailto:postadoptionproject@dogstrust.org.uk) or 020 7837 0006.

## Advice

### **Q: I'm worried about my dog's behaviour, can you help?**

**A:** If you would like to speak to someone about your dog's behaviour, please get in touch on the dedicated post adoption support telephone number (0300 303 3738) or e-mail address ([postadoptionssupport@dogstrust.org.uk](mailto:postadoptionssupport@dogstrust.org.uk)).

### **Q: Where can I find information about dog behaviour and training?**

**A:** You can visit the Dogs Trust [website](#) for general advice on training your dog. If you would like specific training or behaviour advice for your adopted dog, please contact our Dogs Trust post adoption support number on 0300 303 3738 or e-mail [postadoptionssupport@dogstrust.org.uk](mailto:postadoptionssupport@dogstrust.org.uk)

### **Q: I'm worried about my dog's health, can you help?**

**A:** If you are concerned about your dog's health, please contact your local veterinary practice for advice. If you need to contact Dogs Trust, please call our Dogs Trust support number on 0300 303 3738.

## Further help

### **Q: I cannot find the answer to my question in these FAQs. How can I find out the answer?**

**A:** If you have any further questions or would like further information about the Post Adoption Welfare Study, please get in touch! Please email or telephone the research team on 020 7837 0006 or [postadoptionproject@dogstrust.org.uk](mailto:postadoptionproject@dogstrust.org.uk)

## Privacy Statement

For over 50 years, we've promised to never put down a healthy dog. We keep our promises, and that includes treating your personal details with care. We will keep the information you provide us with safe and will only use it for research purposes, pseudonymising data (removing personal data and assigning a reference number) prior to analysis and publication. We also promise to only ever share your pseudonymised information with researchers who we authorise to access data we hold. We won't contact you for any other purpose, unless you already receive communications from us. You can opt out of these or change your preferences at any time by contacting the post-adoption research telephone number on 020 7837 0006 or the post-adoption e-mail address on [postadoptionproject@dogstrust.org.uk](mailto:postadoptionproject@dogstrust.org.uk). For more information on this visit our privacy section, [dogstrust.org.uk/privacy](https://dogstrust.org.uk/privacy)

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