

Annex 1

Summary of our requirement

DWP would like to set up a research session at **Redacted**, Salford to help us continue to improve the Carer's Allowance Digital Service. Research to be carried out on 16 March 2016.

For this round of testing we would like to recruit users to use the desktop computer (provided by **Redacted**). We shall be specifically testing areas around the full claim and self-employment. We are keen to have users who have been self-employed for less than 12 months or more than 12 months. These self employed people shouldn't have accounts prepared by an accountant however it's **mandatory** that they bring with them details of their self-employment eg a log book or papers of incoming and outgoings. We also need these people to be looking after someone who has a disability.

Please also include the cost of Data Transfer to the Authority if there are any associated with the exercise.

On this occasion we also want to recruit people who have different types of self-employment (detailed below).

Participant self-employment and carers type

- ☐ 3 people who are looking after someone with a disability AND has been self-employed for less than 12 months AND don't have official accounts BUT will bring with them details of their incomings and outgoings.
- ☐ 3 people who are looking after someone with a disability AND have been self-employed for more than 12 months AND don't have official accounts BUT will bring with them details of their incomings and outgoings.

We want users to use the laptop/desktop computer provided by the Supplier. We have a prototype that we wish to use on the laptop/desktop. Each session will last a maximum 60 minutes.

Please quote for recruiting 6 participants. No spare required.

General criteria for participants are:

Equal mix of male and female participants **if possible**.

Care for someone with a disability.

A mixture of digital confidence with at least two being lower confidence users

Must not be involved in designing or building websites, blogging regularly, or involved in creating online Government services

Must not have participated in research for Government in the last **12 months**

Must be willing to be recorded on video

Must bring their reading glasses if they use them

Recruiting participants with disabilities

Participants must bring with them a small log book or papers containing income and outgoings for the business.

We encourage participants with disabilities, and ask that they inform us ahead of the session so that we can make sure that we make any necessary adjustments required so they can participate in the research. For example, participants may need to bring someone with them, use an assistive technology or may have a guide dog.

Cash incentives

We would like you to provide us with cash incentives for this research, please include this in your quote. - Supplier to pay.

Schedule

We are conducting this research on 16 March 2016. The times of the sessions should be:-

- ☐ 0930
- ☐ 1030
- ☐ 1130
- ☐ 1300
- ☐ 1400
- ☐ 1500

Contact

Redacted

Example Screener

Age

How old are you?

- 16 – 25
- 26 – 34
- 35 – 44
- 45 – 49
- 50 – 55
- 56 – 65

66 – 75

76 – 85

Note - please recruit a mix.

All to be aged between 16 and 85.

Gender

Are you male or female?

Male

Female

Note - please recruit an equal mix **if possible**.

Benefits

Have you ever claimed or received any of the following benefits?

Job Seekers Allowance

Disability Living Allowance

Attendance Allowance

Personal Independence Payment

Housing Benefit

Working Tax Credits

Carer's Allowance

Other (please record)

Are you still receiving any of those benefits?

Yes (If yes record which)

No

Respondents can have claimed all benefits in the past.

Please record for information.

Are you self-employed?

Yes

No (**Terminate**)

How long have you been self employed?

Less than 6 months

Between 6 months and 12 months

Between 12 months and 2 years

Over 2 years

Do you have an accountant who handles your accounts?

Yes - **(Terminate)**

No

Can you bring details of your incomings and outgoings for your self employment?

Yes

No – **(Terminate)**

Are you looking after someone or care for someone who has a disability?

Yes

No – **(Terminate)**

Computer and Internet Use

What do you use to access the internet? (Select all that apply)

Laptop

Desktop

Smartphone

Tablet

Other (please specify)

Note:

If only laptop and/or desktop

In a week how much time do you spend using your laptop/desktop/smartphone/tablet:-

No time **(Terminate)**

Less than 1 hour

1 to 5 hours

5 to 15 hours

More than 15 hours

Please record for information.

Maximum of 2 with more than 15 hours

In a week how much time do you spend using the internet on your laptop/desktop/smartphone/tablet?

No time **(Terminate)**

Less than 1 hour

1 to 5 hours

5 to 15 hours

More than 15 hours

Please record for information.

Maximum of 2 with more than 15 hours.

Where do you access the internet? (Select all that apply):

At home

Friend's or family's house

Work

Public place (library, internet cafe etc)

Mobile (out and about)

Other (please specify)

Please score yourself between on how comfortable/able you are doing the following tasks online, where the scoring is:

0= Can't do/don't know what that is

1= Would need help to do

2= Could do with difficulty

3= Could do

4= Expert (could teach others)

	0	1	2	3	4
Send an email					
Delete spam emails					
Find stuff using a search engine such as Google					
Watch a video on YouTube or iPlayer					
Fill out an application form or buy something online					

Use a mobile app					
Evaluate whether a website is safe/can be trusted					

Note

Please only recruit people who score a minimum 14
Please only recruit a maximum of 2 who score 23 or more

Other

If you needed to claim a benefit or use a government service for whatever reason, which would be your preferred way? Please rank 1 to 5, with 1 being the most preferred and 4 being the least preferred

	Choice
Face to face/in person	
On a desktop/laptop computer	
On paper	
Over the phone	
On a tablet/smartphone app	