**Share Your Information**

**UR11 - User Research Report**

User Testing at Rotherham Neighbourhood Hub 17th July 2019.

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V1.0

UR11 – Rotherham 17/07/2019

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# Details

DWP Staff

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Location

Riverside Library & Neighbourhood Hub

Riverside House

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Rotherham

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Lead contact

Ashley Haystead

Team Leader - Customer, Information and Digital Services

# Research Session

Who did we talk to?

3 citizens

Michael – Male, 18

Tauseef – Male, 54

Joanne – Male, 44

# Research goals

To expose the prototype to participants, and research:

• Positioning of prototype

• Understanding of what happens to the displayed data

• Completion messaging

# Prototype

See accompanying slide deck for prototype tested.

# Key Insight

Role out of Universal Credit is increasing the number of citizens with a Government Gateway account

No usability issues with questioning

Without showing the data that will be shared participants still not certain what data has been shared.

DLA/PIP users see this service through a different lens.

Future participants need to be PIP/DLA recipients

Current Universal Credit scam was mentioned.

Not convinced by security questions. Thought people could game the system to get through. Didn’t understand why we didn’t ask for NI number. Telephone calls to DWP lead with NI number.

DLA/PIP recipient wanted confirmation that we had found their records by displaying their data.

This would add to their confidence that the right data had been shared.

Insight from discussion with Rotherham council: insight that people applying under Hidden Disabilities will need to provide different PIP information (Planning a journey) from those applying under mobility (mobility score). We will not know under which condition a user is applying so will need to cover all needs.

# Participant Insight

**Demographics & Digital inclusion scale**

|  |  |
| --- | --- |
| A1 Gender | Male – 2  Female - 1 |
| A2 Can I ask you age (approximately) | 18, 54, 44 |
| A3 Do you surf the internet? | Yes - 3  No - 0 |

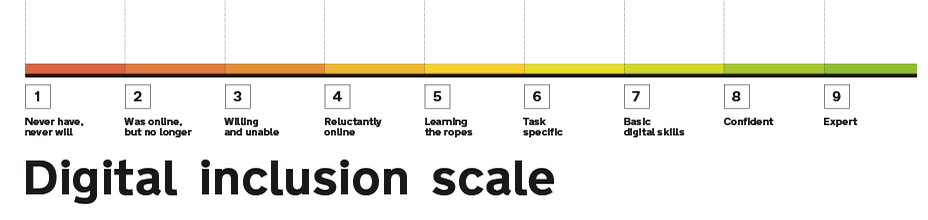
|  |  |  |  |
| --- | --- | --- | --- |
| A4 What do you do on-line? | | | |
| E-mail 3 | Shop 3 | Bank 3 | Social Media 3 | |

|  |  |  |  |
| --- | --- | --- | --- |
| A5 What device do you mainly surf on? | | | |
| Desktop | Laptop 1 | Tablet | Mobile phone 2 | |

|  |  |  |
| --- | --- | --- |
| A6 Have you ever applied for a government service on-line, like road tax or a passport? | Yes 3  No | |
| Most common | Tax motorbike  Applied for log book  Road Tax x2 | |
| A7 Have you heard of a government service called Verify? | Yes 1  No 2 | |
| P3 knew about Verify through her application for Universal Credit. | |

|  |  |  |
| --- | --- | --- |
| A8 Have you heard of a government service called Government Gateway? | Yes 2  No 1 | |
| P3 knew about Government Gateway through running a small business and submitting their VAT return. | |

Digital inclusion scale



All participants were classed as 7 or above.

|  |  |
| --- | --- |
| Can I ask what brought into Riverside house today? | 1 - Pre-Tenancy agreement  2 - Taxi plate  3 – Renew Blue Badge |
| Have you ever had to supply Rotherham council with evidence that you receive benefits? | 1 – Birth certificate, driving licence, NI Number, proof of address  2 – Driving licence  3 – Photo, PIP letter, driving licence |

# View or share your benefit information prototype

## Page 1 – Share your DLA information

## Page 2 – Sign in using Government Gateway

## 2 subjects had a Government Gateway account

## Page 3 – Prove who you are

## Page 4 – What is your name?

## Page 5 – What is your postcode?

## Page 6 – What is your date of birth?

## Page 7-10 – Enhanced Trust

Observations and comments on the three questions:

|  |  |
| --- | --- |
| 1  Are you married? | P2 thought question was irrelevant  P3 didn’t know how to answer as they were Divorced. |
| 2  What is the name of your GP surgery? | One subject did not know the answer. They did not know what they would type in answer. |
| 3  Does anybody get Carer’s Allowanced for looking after you? | P2 thought this question was relevant |

## Page 11 – You’ve proved who you are

P1 - Thought the information had been sent at this point.

Then saw ‘Continue’ button, and thought, maybe you’ve just found the information.

P3 – Didn’t feel service was secure, due to not asking for NI number.

## Page 12 – Share your DLA information

Happy to proceed

## Page 13 – Do you want confirmation that your DLA information has been shared?

Everybody wanted a confirmation.

2 said e-mail. Two participants thought the e-mail would contain the data that has been shared. The other participant thought the e-mail would contain a reference number. They wanted an e-mail so they could save it in a folder.

1 wanted a text confirmation, because ‘it’s the quickest to check’. They would expect to receive it within 24 hours.

## Page 14 – Shared

1 participant thought Rotherham would be able to see the answers to the ‘Prove who you are’ questions.

# Discussion with Rotherham Council

At the end of the user testing session I sat in discussion with Ashley Haystead ( Team Leader Customer, Information and Digital Services, Finance and Customer Services, Rotherham Metropolitan Borough Council)

He is in charge of the Blue Badge processing team. He is very keen to be involved in future Local Authority research and discussions.

We discussed the effect of Hidden Disabilities, which becomes live at the end of August.

He raised the insight that people applying under Hidden Disabilities will need to provide different PIP information (Planning a journey) from those applying under mobility (mobility score).

We will not know under which condition a user is applying so will need to cover all needs.

*End*