Eligibility observations, Cavendish Court Jobcentre Plus, 27/04/16

We observed 3 customers;

Customer 1:

Female
Claiming ESA

- User read through all GOV UK content screens
- User was confused over the type of ESA they were receiving (Contributions based/Income Related)
- JC staff supported the customer to understand benefit type
- User was not eligible on Benefit type
- User clicked the "check eligibility again" link on exit screen
- Changed benefit type answer
- User was not eligible on length of benefit
- User didn't try and change her answers and accepted the decision

Customer 2:

Male
Claiming JSA
AD user - not used a computer before

- User required support from JC staff to use mouse and instruction for clicking action buttons
- User read through all GOV UK content screens
- User was unsure to click "Check eligibility" button because it didn't say "Start"
- User had problems clicking radio buttons required support from staff
- User completed and passed check eligibility
- Completed application with further support
- User was paying money to the water board and was unsure whether to declare this on the debt repayments screen. User asked a member of staff who then asked us if this needed to be stated.
- User had problem with address capture, they had a 5 line address (including postcode)
- User found the service easier to use than they thought "Is that it, I'd use that again"

Customer 3:

Male 67
Claiming Pension Credit

AD user - not confident completing forms online

- User knew about loan requirements and thought that they should be eligible before beginning the application
- User had applied for a Budgeting Loan before using the paper form
- User was claiming pension credit
- User only wanted to borrow £100 (we think he had already owed money to the social fund and this was the reason he only wanted to borrow this amount)
- User didn't have a bank account
- User required support form JC staff to complete application
- Read through all GOV UK content screens
- User completed eligibility questions and passed
- User had a good understanding of debt and knew what information to enter into debt repayment question
- User didn't want to enter mobile phone number in contact details as they had provided it on a previous paper application
- User completed the full application with support

Insight/Challenges

All users read through GOV UK, no problems understanding content

One third of users didn't understand which type of benefit they were on
Further work to improve the benefit type question around Contributions based and Income Based/Income Related understanding

2 thirds of users understood and passed eligibility questions

One AD user didn't know to click "Eligibility Checker" button to start the questions
Look at further research to see if this is a larger problem, improve messaging on button for better understanding

One user couldn't enter their 5 line address on the contact page
Look at testing an alternative address collection design pattern

Good support from Jobcentre Plus staff for Assisted Digital users

1 user was unsure whether payments to the water board counted as debt
Look at how we can explain what counts as debt more clearly