

Research and testing

Key findings



Workstream 2 UR Team

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User research activity in sprint 2

- 2 journeys
 - Journey 1 - Professional seeking certificate (OQPP)
 - Journey 2 - Claimant Seeking Early Conciliation (OQPP)
- Both journeys test a new version of the form where:
 - Questions are set out One Question Per Page, as per GDS best practise
 - There is no distinction between Form 1 and Form 2
 - The form requires a user to confirm their email, but then enables them to return to their form if they need to leave off and start up where they left off



Some things that tested well

What tested well

- Journey 1 - Professional seeking certificate (OQPP)
 - This journey was very easy for the four union representatives who have tried it.
- Key quote:
 - “That is a hell of a lot faster than the original form, and probably a lot easier than the update. Obviously, it’s just a lot quicker.”



Some things that tested well

What tested well

- Journey 2 - Claimant Seeking Early Conciliation (OQPP)
- This is a longer and more complex journey than journey 1, but again it tested very well.
- One very key improvement we heard from our users is that this version allows them to more easily tell ACAS about their dispute.
- Key quote:
 - “Because previously in the other form, there is very limited or no space to put an accurate reflection of what the claim is about.”



Some things that tested well

What tested well - Dispute page

“It groups things together automatically, so I really don’t have to think about it too much. “

Users were able to follow the links to ACAS help pages.

“It is very useful. “



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What is the reason for your dispute?

- ☐ Wages owed or holiday pay
You could be owed money instead of holiday, or your employer hasn't paid you, or has taken money from your wages without good reason. Read more about [wages owed or holiday pay](#).
- ☐ Redundancy pay
You could be owed money if the employer didn't follow the right process, including collective consultation and giving the right notice periods and pay. You must have 2 years service to make this claim. Read more about [redundancy pay](#).
- ☐ Discrimination
You could be make claim if there has been a case of discrimination based on disability, age, race, religion & belief, sex, marriage, gender reassignment, and or sexual orientation. Read more about [discrimination](#).
- ☐ Wrongful dismissal
Wrongful dismissal is a claim for a breach of the employment contract. The most common breach is where the employer dismissed the employee without notice or with less than the minimum notice period. Read more about [wrongful dismissal](#).
- ☐ Unfair dismissal
If you think your dismissal was unfair you might be able to challenge it. You must have 2 years service to make this claim. Read more about [unfair dismissal](#).
- ☐ Constructive dismissal
Constructive dismissal occurs when an employee resigns as a result of the employer creating a hostile work environment. Since the resignation was not truly voluntary, it is, in effect, a termination. You must have 2 years service to make this claim. Read more about [constructive dismissal](#).
- ☐ Equal pay
You could be owed money if could you feel your employer has failed to provide equal pay. Read more about [equal pay](#).
- ☐ Whistleblowing
Whistleblowing needs to relate to a Public Interest Disclosure (i.e. they raised a concern that was in the public interest) Read more about [whistleblowing](#).
- ☐ Others
If the reason is not list above, select others and specify the reason. There could be other reasons like flexible working.

Save and continue

Some things that tested well

What tested well - Dispute page

This progressive disclosure worked very well. Either people didn't notice - it seemed natural - or noticed and appreciated it.

4. Enter details about the dispute

<u>Reason for the dispute</u> Unfair dismissal	COMPLETED
<u>Have you worked for this organisation for more than 2 years?</u>	OPTIONAL
<u>What was your effective date of termination?</u>	OPTIONAL
<u>What reason was given for your dismissal?</u>	OPTIONAL
<u>Why do you feel this was unfair?</u>	OPTIONAL
<u>Have you appealed against the dismissal?</u>	OPTIONAL
<div>Add another reason</div>	



Some things that tested well

What tested well - Confirming email address

People accepted this as normal

The person who tested using a mobile phone, was slightly uncertain.

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Thank you for confirming your email address

You have successfully confirmed your email address as

ross.holloway@elninomedia.co.uk

Information you enter will be auto saved as you make progress.

A link to return to the form has been sent to the above email address.

You can return to the form at any time by following the link sent to the above email address.

[Provide information to start early conciliation](#)



Some things that tested well

What tested well - Contact preferences page

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How would you prefer to be contacted?

We can start early conciliation sooner if you provide your phone number and email. We never use your details for any other purpose.

- ☐ Phone and email
- ☐ Email only
- ☐ Post and phone
- ☐ Post only

Save and continue



Some things that tested well

What tested well - This warning

People did appear to read did pick up on this content.

One person commented that it got the most important factors in, such as this is a free service



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Would you like to try the free early concilation service?

Why try early concilation?

- it is free
- it is more flexible - it gives awider range of options for resolving the issue
- it is quicker - usually a maximum of 6 weeks compared to up to 1 year's wait for an employment tribunal
- it is easier - you can arrange calls or emails with your conciliator aorund your day
- it is less stressful - you do not have to speak with the employer directly as your conciliator can speak with you both separately
- it gives you more control over the outcomes you can agree the employer

! If early concilation is not successful you can still go to the employment tribunal.

- ☐ Yes, I would like to try early concilation
- ☐ No, I want the certificate to go the employment tribunal

Save and continue

Thanks