

The information used in my research is kept secure and is anonymous, so please don't mention your own name or anyone else. As before, I will record the discussions so I can listen to what you say more closely afterwards, and will transcribe that to use in my research. Do you have any further questions before we start?

I will start recording now. RECORD!!!!

Thank you for agreeing to take part in this stage of research [REDACTED], and for completing the consent form. Remember taking part is voluntary and we can stop at any time. You may have had an opportunity to look at the 4 proposals already and if so I expect this to take up to an hour. As we discussed previously we will send you a £30 Amazon e-gift voucher by email afterwards.

In the previous stage, interviews were undertaken with citizens who receive Universal Credit and others who help them claim or with benefit advice.

From those, we have developed four concepts to prompt further discussion. These would not be government DWP systems, but instead would be created and run by community groups or individuals themselves.

Although all four of the proposals are based on current technologies used elsewhere, they are not all currently possible to do with Universal Credit online, so they are future fictional ideas. The ideas are described from citizens point of view, and as they may not be relevant to your own situation, other fictional claimants are used as illustrations. You are being asked to think about each idea and how they might help or hinder the fictional people, based on your own knowledge and experience of Universal Credit. There are no right or wrong answers.

For each idea, you can watch a 3-4 min YouTube video, or look at a PDF document, whichever you prefer, and then I have some questions to start the discussion. We will try to spend 5 minutes looking at each idea, and then 10 minutes discussing each.

I am also hoping to ask these questions to more people by using a survey, and so I can try to see how interviewees like yourself are similar or different to the survey Participants, at the end I have some generic questions.

Proposal 1

View the document [https://bit.ly/\[REDACTED\]](https://bit.ly/[REDACTED]) (text only [https://bit.ly/\[REDACTED\]](https://bit.ly/[REDACTED])) and/or watch the video before answering the questions [https://youtu.be/\[REDACTED\]](https://youtu.be/[REDACTED])

[Questions – see below]

Proposal 2

View the document [https://bit.ly/\[REDACTED\]](https://bit.ly/[REDACTED]) (text only [https://bit.ly/\[REDACTED\]](https://bit.ly/[REDACTED])) and/or watch the video before answering the questions [https://youtu.be/\[REDACTED\]](https://youtu.be/[REDACTED])

[Questions – see below]

Proposal 3:

View the document <https://bit.ly/████████> (text only <https://bit.ly/████████>) and/or watch the video before answering the questions <https://youtu.be/████████>

[Questions – see below]

Proposal 4:

View the document <https://bit.ly/████████> (text only <https://bit.ly/████████>) and/or watch the video before answering the questions <https://youtu.be/████████>

[Questions – see below]

What was your initial reaction to this idea when you first saw it?

Do the three things shown that might go wrong concern you? If so, why?

What else could go wrong or cause problems?

What is good about the proposal?

How would this be of use to you (rather than to the fictional characters?)

What would happen if it stops working?

How would it be easier, simpler, quicker or less bother to do this without the proposed technology?

Lastly for this proposal, is there anything else that comes to mind while that you would like to mention?

We have now completed all four proposals. Thinking about all four together...

Which of these four proposals would be most useful to you and why?

Do you think that would be different for other people more generally? How?

Which one(s) are least useful to you and why?

Some general questions which I will be asking the survey participants:

D1 – Which of the following best describe your current situation (select as many as necessary)? Check all that apply.

Working full time (30 hours a week or more)

Working part time (1–29 hours a week)

Retired

Unemployed

Long term sick or disabled

In community or military service

Undergraduate student

Postgraduate student

In full time education (not higher degree)

In part time education (not higher degree)

Doing housework, looking after children or other persons

D2 – In the last year, have you done any of the following?

and if so was it online, offline or both.

– Contacted a politician, government or local government official (e.g. MP, councillor)

– Signed a petition

– Deliberately bought certain products for political, ethical or environmental reasons

– Found information that helped you form an opinion on a public issue

– Wrote a letter, comment, or sent an email or message supporting a social or political cause

D3 How do you feel about your use of digital devices (such as computers, smartphones, tablets, etc.)?

On a scale of 1 to 5 where 1 means disagree, and 5 means agree

– I feel confident and relaxed working with digital devices

– The harder I work at learning how to use digital devices the more confused I get

– I have sometimes thought that I am too old to learn about digital devices

– I have sometimes thought "digital devices don't like me"

– I always have problems working on digital devices

– I can usually manage to solve problems with digital devices by myself

D4 – What is your age? (in decades...20s 30s 40s 50s 60s)

D5 – What is your gender

D6 Privacy. Regarding ORGANISATIONS (institutions, public agencies like DWP, police, NHS, or intelligence services), how concerned are you about where 1 means not at all concerned and 7 means very concerned

... these organisations monitoring your online communication?

... not having insight into what these organisations do with your data?

... these organisations collecting and analysing the data that you share on the Internet?

Regarding OTHER PEOPLE, how concerned are you about...

(information access)

... other people getting information about you without your consent?

... other people finding information about you online?

... other people search information, spying on you on the Internet?

(information sharing)

... other people spreading information about you without your knowledge?

... other people sharing information about you (e.g. photos, address, contact information, ...) with other people without your consent?

... other people publishing information about you (e.g. photos, address, contact information, ...) on the Internet?

(identity)

... people on the Internet not being who they claim to be?
... an unknown person claiming to be you on the Internet?
... someone misusing your identity on the Internet?

What involvement would you like in further development of one of these proposals?

Thank you very much for your time. I am doing this same thing with other people over the next few weeks and will then analyse all the data together. I will then try to develop something as some sort of prototype, to gather further feedback.

Would you like me to keep in touch with you and let you know how things progress? There is no obligation to do anything else.