Title of Study: Digital Benefits and Disbenefits: Improving Citizens' Interactions with Digitised Benefit Systems (CW20)

Who is the researcher and what is the research about?

My name is ▮▮▮▮▮▮▮on. I am a research student based at Open Lab, Newcastle University. I am the principal researcher for this study which is part of my PhD. In this research I am interested in people's knowledge and experiences of welfare benefit services (e.g. Universal Credit, PIP), and how claimants/beneficiaries receive help from others who act as intermediaries (e.g. family, friends, social workers, advice agents). I want to use that information to design, prototype and trial digital and other tool(s) to assist with using welfare benefit services. This research is for the public good and the lawful basis for processing is a "task in the public interest". The data controller is Newcastle University. Approval has been given by Newcastle University's Faculty of Science, Agriculture and Engineering.

What are we asking you to do?

You are being asked to participate (through physical and digital focus groups, workshops, interviews, observation, questionnaires and using prototypes/interventions). I am interested in your views and opinions, based on your background and experience. I will ask for your contact details if you want to be kept informed and involved. Participation is voluntary and you can withdraw at any time by contacting the principal researcher. If you withdraw, your de-identified data can still be used in the research.

What are the benefits of taking part?

You will be contributing to the researchers' coursework and generate ideas for possible use by claimants and/or beneficiaries and intermediaries (like family, advice agencies). You will not receive anything for taking part.

How will the data be used?

The information and ideas generated will be used for analysis in the research, to develop, test and trial digital and non-digital prototypes and other interventions, to assess these prototypes and interventions, to write my thesis and academic papers and articles, to assess my research by supervisors and examiners, and to be de-identified and archived for future reuse by other researchers in a research data repository.

How will data be protected?

All your data will be treated with full confidentiality and, if published, you will not be identifiable. Electronic data will be stored encrypted. Data collection, storage and processing will be GDPR compliant. Data will not be stored or processed outside the European Economic Area (EEA), unless a remote communication system (e.g. telephone, messaging, chat, video, voice, forms) is used in which case this and the risks and safeguards will be highlighted to you at the time. De-identified data will be stored for at least 10 years post study, and other data will be maintained on university equipment for as long as the researcher has access to these systems.

Are there any risks?

I do not envisage there are any negative consequences for you taking part. If you have any concerns, please raise them with me, or my supervisor (details below), at any time.

Who can I contact about this research?

If you have any questions about this research or wish to make a complaint, contact me as the principal researcher ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ or my primary supervisor ▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮) or Newcastle University's Data Protection Officer (rec-man@ncl.ac.uk).