

Scenario: Pre:Peer
Date: 25 Mar 2021

Task	Guide word	Deviation (a change/difference that can lead	Possible causes (what things might have happened?)	Consequences on the people
1	NO or NOT	Physical Pre:Peer workbook gets lost or is thrown away accidentally	It got buried in other things and put in bin; someone else in the household moved it; the dog ate it	Unable to prepare claim; Lose information already noted in workbook; have to get another guidebook and start again; the bin-men now know personal information about Jo and Kate
1	NO or NOT	People cannot meet up physically	Pandemic; work schedules inconvenient; long distance;	Cannot get other people's details
1	NO or NOT	Cannot find documents, evidence	Lost; do not have access physical access; Do not know their location	Lack of documents prevents completing claim
1	NO or NOT	Local/other people refuse to engage with participation	Private; do not want to disclose who they are; don't want to help other people;	Kate and Jo don't get local help
1	NO or NOT	Kate and Jo refuse to help other people	Private; do not want to disclose who they are; don't want to help other people; know the other people/person and don't want to assist	Offering help is a requirement to get help
1	NO or NOT	Don't understand the workbook	Complicated; not native language; inaccessible (disabilities, health conditions)	Unable to complete workbook
1	NO or NOT	Not having access to internet	Too expensive; don't understand internet; no broadband/WiFi/mobile data available in area	Cannot use Pre:Peer; unable to prepare claim
1	NO or NOT	Unpredictable technical difficulties	Power outage; faulty equipment	Cannot use Pre:Peer; unable to prepare claim
1	NO or NOT	Miss steps	Jump steps, or miss out completion	Unable to complete claim; need everything to create pending claim
1	NO or NOT	Information submitted not accurate	Human error leading to typos in data entered	Delay to acceptance of submission; incorrect person/household registered; claim rejected; have to start claim again from scratch; delay to claim start date and payment
1	NO or NOT	Give up using Pre:Peer system due to effort	Too many steps leading to being overwhelmed	Do not prepare claim; no claim ready to use
1	NO or NOT	Mismatch of communication methods	Other people only have or want to use a different method (e.g. telephone)	Cannot communicate effectively leading to lack of support
1	NO or NOT	Booklet illegible, or corrupt/incorrect	Misprinted workbook	Cannot sign up to Pre:Peer
1	NO or NOT	Cannot get information from other government systems	Different systems than described; no access to the systems	Incomplete information so cannot finish
1	OTHER THAN	Someone else is signed up for UC instead	Mistakes and errors (e.g. wrong National insurance Number)	Preparations are wasted
1	OTHER THAN	Something else other than what is required	Jointly agree but misinterpret what needs to be done	Prevents preparing a claim for both
1	OTHER THAN	Learn a new skill instead	Need to learn English to apply , and do that, but never get round to applying	Prevents preparing a claim for both
1	OTHER THAN	Decide not to use Pre:Peer to make claim, but do a claim themselves later/some other way	Join, find out more and realise they could do it all themselves later without Pre:Peer	Time wasted
1	OTHER THAN	Give up on applying for UC	Complete all steps to prepare draft claim in Pre:Peer, overwhelmed, but decide UC is too much bother and do something else (e.g. not claim, get better paid/more hours job)	No claim prepared or submitted; change in work situation undertaken that requires more time or effort
1	REVERSE	Delete a claim instead of making one	Attempt to change a claim and resets to blank; one person in the household had already signed up but not told the other, and their existing claim/award is deleted	Loss of an existing award/payment; deletion of information meaning it has to be added again
1	NO or NOT	Sign up someone else	Maliciously use system for someone else without their knowledge	Blocks the other person using Pre:Peer

1	AS WELL AS	Make an enemy	Meet or communicated with new people, and now don't get on with them	Mental, physical or financial harm
1	AS WELL AS	Accidentally undertake fraud	Don't know the rules; mistyped	Penalties from DWP
1	AS WELL AS	Extra knowledge about UC - claim completed but the information submitted reveals	Did not know eligibility criteria until claim fully prepared	No UC award
1	AS WELL AS	Put other people off claiming	Did not like the process and spread negative information about Pre:Peer	Removes Pre:Peer help for other people either by putting them off, or eventually due to the system not being used enough, it is closed down
1	AS WELL AS	Extra technology knowledge gained	Learning more about technology and then feel more confident	A little knowledge can be dangerous, and the people become vulnerable to online scams (now that they use online)
1	AS WELL AS	Other people connected to give wrong information	Get extra information from other people, but it is bad information	The extra information undermines making an accurate, proper claim
1	AS WELL AS	Personal information shared more widely	Pressurised to share personal information with others using Pre:Peer	Other people find out personal information
1	AS WELL AS	Mislead other people	Someone else acts as a proxy for the real claimant, but the other people do not know this	People find out and are annoyed/angry they were deceived
1	LESS	Award is lower than expected	Did not know how it was calculated; current earnings too high	Disappointment; unable to pay bills
1	LESS	Reduce work	Award is higher than expected and leads to them changing their work, or leave job	Demotivates work
1	AS WELL AS	Lose friends	Other people become aware of the UC award and are jealous	Reduced social contacts
1	AS WELL AS	Change lifestyle	Have more money so use it to their own detriment (e.g. buy more drugs)	Deterioration in health
1	PART OF	Do not make a joint claim	One person in the household submits an individual claim instead	The single claim has to be cancelled and a joint claim made instead
1	BEFORE	Do workbook steps in reverse order	Used to RTL language so start at back of physical document	May affect ability complete the claim (dependencies?)
1	BEFORE	Partner or local support gets out of step	Some people faster than others and people end up waiting for others	Stress, divorce due to undertaking actions at different speeds/times
1	BEFORE	Need to submit claim before finishing preparations	Lost job or reduced earnings occur before the claim is prepared	Preparations not used fully
1	LATE	DWP systems unavailable temporarily	DWP system fault delays submission	Have to resubmit again later delaying payment start
2	LATE	No internet access temporarily	Temporary WiFi or power problem delays submission	Cannot submit it when needed delaying payment start
2	NO or NOT	Household situation changed	Household breakup means it is no longer a joint claim	Redo or start again
2	NO or NOT	Claim submission blocked by DWP system	DWP have not received notification via HMRC that the employment has changed	Blocked from making claim
2	NO or NOT	Cannot get into account	Forgotten login credentials (Pre:Peer and/or UC because PP created the credentials)	Blocked from making claim
2	NO or NOT	Shared data without a need to	Personal data stored elsewhere despite never claiming	Went through whole process but now at greater risk of their personal data being misused, and without reason if never claim
2	AS WELL AS	Data stolen	Long time between preparing and submitting claim, meaning data is stored in Pre:Peer for a long time	Increased risk of data being stolen/misused by others
2	PART OF	Prepared information expires	Long time between adding information and making claim	Claim inaccurate, leading to an invalid or fraudulent claim