

[REDACTED]
[REDACTED]
[REDACTED] ([REDACTED]) v4
INFORMED CONSENT v4

This questionnaire is organised by researchers at [REDACTED]
[REDACTED] and the questions are designed for the purpose of academic research.

In this research, we are interested in your views and opinions of benefit systems, based on your background and experience. Participation is voluntary and you can withdraw from the research at any time. Incomplete responses will be deleted before analysis. If you withdraw, your de-identified data can still be used in the research. All your data will be treated with full confidentiality and, if published, you will not be identifiable. Electronic data will be stored and transferred using encryption at all times.

Information you provide will be used for academic research. Anonymous data may be shared with researchers running other research studies at [REDACTED]
[REDACTED]. This information will not identify you and will not be combined with other information in a way that could identify you. The information will only be used for the purpose of research and cannot be used to contact you. It will not be used to make decisions about services available to you.

After the study is completed, we will analyse the results and submit them for publication (typically a scientific journal or conference) as well as including them in a thesis and use by examiners. Presentations may also be given at scientific conferences. Individuals will not be identified. If you would like to be kept informed about the study, or possibly take part again in later work, at the end of the survey please provide a phone number or email address.

In the case of publication, the data will be manually checked to assure that any potentially identifying information is removed. The fully anonymous data may then be published together with a report. The original survey data will be removed from the secure online storage by [REDACTED]. 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.

There are some diagrams to look at as well as answering questions; overall it will take 50-60 minutes.

If you have any questions about this research, please contact [REDACTED]
[REDACTED] before starting the survey. [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

To continue to the survey, you must agree that:

1. I confirm that I have had the opportunity to consider the information, ask questions and I have had any questions answered satisfactorily.
2. I understand that my participation is voluntary and that I am free to withdraw at any time without giving any reason, by contacting the principal researcher.
3. I consent to the processing of my personal information (what I write in this questionnaire) for the purposes of this research study.
4. I understand my data will be subject to scientific analysis, used in the research project thesis, accessed by examiners, published as papers and a thesis, and archived as de-identified data for future reuse in a research data repository.
5. I understand my data resulting from my participation in this study will be treated with full confidentiality, and other researchers will have access to this data only if they agree to preserve its confidentiality and agree to the terms specified.

And confirm that:

- a) I am aged 18 or over, and live in the United Kingdom.
- b) I claim or have claimed Universal Credit, or help others to claim.

* Required

1. Please enter your Prolific ID (to match survey submission with your Prolific submission) *

2. Please indicate your agreement to the above statements and consent before proceeding: *

Mark only one oval.

- ☐ I consent, begin the study
- ☐ I do not consent, I do not wish to participate in the study
Skip to section 13 (Do Not Consent)

Universal Credit

3. Which of the following best describes you?

Mark only one oval.

- ☐ I am getting Universal Credit currently
- ☐ I used to claim Universal Credit but no longer do
- ☐ I have started to make a new claim for Universal Credit, but have not yet received an award
- ☐ I claimed but was not eligible or was refused

When You First Claimed
UC

Think about when you first made a claim for Universal Credit
(UC)

4. When you made your initial claim for Universal Credit, were you already claiming some other benefit? What was the reason for the claim? *

5. Approximately, when did you make your initial claim? (month and year) *

6. How did you make your claim? *

Mark only one oval.

- ☐ Online
- ☐ Telephone
- ☐ Other: _____

7. Did you get any help to make your initial claim? If so, who helped and what did they do? *

Anonymous Information About You

8. In what age group are you (in years)? *

Mark only one oval.

- ☐ Teens (18-19 years old)
- ☐ Twenties (20-29)
- ☐ Thirties (30-39)
- ☐ Forties (40-49)
- ☐ Fifties (50-59)
- ☐ Sixties (60-69)
- ☐ Seventies (70-79)
- ☐ Eighties (80-89)

9. What is your gender? *

Mark only one oval.

- ☐ Female
- ☐ Male
- ☐ Prefer not to say
- ☐ Other: _____

10. Which of the following best describe your current situation (select as many as necessary)? *

Check all that apply.

- ☐ Unemployed
- ☐ Long term sick or disabled
- ☐ Working part time (1-29 hours a week)
- ☐ Working full time (30 hours a week or more)
- ☐ In community or military service
- ☐ Carer looking after children or other persons
- ☐ Retired

Other: ☐ _____

11. How would you describe the place where you usually live? *

Mark only one oval.

- ☐ A big city
- ☐ The suburbs or outskirts of a big city
- ☐ A small city or town
- ☐ A country village
- ☐ A farm or home in the country

12. In what country/region of the UK is that? *

Mark only one oval.

- ☐ Scotland
- ☐ Northern Ireland
- ☐ Wales
- ☐ East Midlands
- ☐ East England
- ☐ London
- ☐ North East
- ☐ North West
- ☐ South East
- ☐ South West
- ☐ West Midlands
- ☐ Yorkshire and Humberside
- ☐ Other UK
- ☐ I do not live in the UK *Skip to section 14 (Inconsistent screening responses)*

13. In the last year, have you done any of the following offline or online?

Check all that apply.

	OFF-line	ON-line
Contacted a politician, government or local government official (e.g. your MP or a councillor)	<input type="checkbox"/>	<input type="checkbox"/>
Signed a petition	<input type="checkbox"/>	<input type="checkbox"/>
Deliberately bought certain products for political, ethical or environmental reasons	<input type="checkbox"/>	<input type="checkbox"/>
Found information that helped you form your opinion on a public issue	<input type="checkbox"/>	<input type="checkbox"/>
Wrote a letter, comment, or sent an email or message supporting a social or political cause	<input type="checkbox"/>	<input type="checkbox"/>

The Ideas

This survey asks for your views about four technology ideas related to using Universal Credit online.

Previously, the researchers interviewed citizens who receive Universal Credit, and others who help people claim or provide benefits advice. From what people said, we developed four proposals to prompt further discussion. These proposals 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 with Universal Credit online, so they should be thought of as future imaginary ideas. Each is described from citizens' point of view, and as they may not be relevant to your own situation, other people are used as illustrations. You are being asked to think about each and how it 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, you need to look at a linked PDF document or watch a 3-4 min YouTube video whichever you prefer, and then answer the questions. We recommend using the PDFs if you can. The questions are the same for each proposal. The PDFs/videos will open in new browser windows/tabs - you will need to return to the survey to answer the questions.

In your answers, please make sure that you DO NOT include any specific information about yourself or others (such as actual names and places from real events).

Proposal 1

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

14. What is your initial reaction to this idea? *

15. Three things that might go wrong are shown. Do these concern you? If so, why? *

16. What else could go wrong or cause problems? *

17. What is good about the proposal? *

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

19. What would happen if it stops working? *

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

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

Proposal
2

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

22. What is your initial reaction to this idea? *

23. Three things that might go wrong are shown. Do these concern you? If so, why?

*

24. What else could go wrong or cause problems? *

25. What is good about the proposal? *

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

27. What would happen if it stops working? *

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

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

Proposal
3

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

30. What is your initial reaction to this idea? *

31. Three things that might go wrong are shown. Do these concern you? If so, why?

*

32. What else could go wrong or cause problems? *

33. What is good about the proposal? *

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

35. What would happen if it stops working? *

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

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

Proposal
4

View the PDF document [https://bit.ly/2\[REDACTED\]](https://bit.ly/2[REDACTED]) text only [https://bit.ly/2\[REDACTED\]](https://bit.ly/2[REDACTED]) and/or watch the video [https://youtu.be/\[REDACTED\]](https://youtu.be/[REDACTED]) before answering the questions

38. What is your initial reaction to this idea? *

39. Three things that might go wrong are shown. Do these concern you? If so, why?

*

40. What else could go wrong or cause problems? *

41. What is good about the proposal? *

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

43. What would happen if it stops working? *

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

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

About all
four
proposals

That's all the questions about each proposal. Before some final questions about technology more generally, there are some questions here thinking about all four proposal together. As a reminder they are

- 1 Pre:Peer (preparing in advance to make a UC claim)
- 2 Channel:Expander (message alert formats and functionality)
- 3 You:See (letting other people log in to view and/or add information to someone's UC account)
- 4 Ad:Visor (glasses transmitting sound and images to an advisor somewhere else)

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

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

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

49. Is there anything else you would like to add, good or bad about Universal Credit online, or your own technology ideas?

About Your Use
of Technology

We need to compare survey respondents to the wider UK adult population so have some general questions about using technology.

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

Please indicate in how far you agree with each statement by choosing one answer ...

(Please note: if you are visiting this questionnaire using a mobile device, you may need to drag the response options left and right in order to see all available options.)

Mark only one oval per row.

	1 (disagree)	2	3	4	(agree) 5
I feel confident and relaxed working with digital devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harder I work at learning how to use digital devices the more confused I get	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have sometimes thought that I am too old to learn about digital devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have sometimes thought "digital devices don't like me"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I always have problems working on digital devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can usually manage to solve problems with digital devices by myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

About Privacy

This is the last section which asks about your privacy concerns.

Regarding ORGANISATIONS (institutions, public agencies, or intelligence services)....

(Please note: if you are visiting this questionnaire using a mobile device, you may need to drag the response options left and right in order to see all available options.)

51. How concerned are you about organisations monitoring your online communication? *

Mark only one oval.

	1	2	3	4	5	6	7	
Not at all concerned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very concerned

52. How concerned are you about not having insight into what these organisations do with your data? *

Mark only one oval.

	1	2	3	4	5	6	7	
Not at all concerned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very concerned

53. How concerned are you about these organisations collecting and analysing the data that you share on the Internet? *

Mark only one oval.

	1	2	3	4	5	6	7	
Not at all concerned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very concerned

Regarding OTHER PEOPLE...

(Please note: if you are visiting this questionnaire using a mobile device, you may need to drag the response options left and right in order to see all available options.)

54. How concerned are you about other people getting information about you without your consent? *

Mark only one oval.

[illegible]

55. How concerned are you about other people finding information about you online? *

Mark only one oval.

[illegible]

56. How concerned are you about other people searching out information, to spy/track you on the Internet? *

Mark only one oval.

[illegible]

57. How concerned are you about other people spreading information about you without your knowledge? *

Mark only one oval.

	1	2	3	4	5	6	7	
Not at all concerned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very concerned

58. How concerned are you about other people sharing information about you without your consent? *

Mark only one oval.

[illegible]

59. How concerned are you about other people publishing information about you on the Internet? *

Mark only one oval.

[illegible]

60. How concerned are you about people on the Internet not being who they claim to be? *

Mark only one oval.

[illegible]

61. How concerned are you about an unknown person claiming to be you on the Internet? *

Mark only one oval.

[illegible]

62. How concerned are you about someone misusing your identity on the Internet?

*

Mark only one oval.

	1	2	3	4	5	6	7	
Not at all concerned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very concerned

Skip to section 15 (End of Survey)

Do Not
Consent

As you do not wish to participate in this study, please return your submission on Prolific by selecting the 'Stop without completing' button.

Inconsistent
screening
responses

You are ineligible for this study, as you have provided information which is inconsistent with your Prolific prescreening responses or are not a current/recent Universal Credit claimant. Please return your submission on Prolific by selecting the 'Stop without completing' button.

End of
Survey

VERY IMPORTANT - CLICK ON THE PROLIFIC LINK and then COME BACK TO THIS PAGE TO SUBMIT YOUR ANSWERS!!!!

Please complete the following two steps to record your survey response and receive your award:

- 1) Visit this Completion URL to complete your submission on Prolific
[https://app.prolific.co/submissions/complete?cc=\[REDACTED\]](https://app.prolific.co/submissions/complete?cc=[REDACTED])
- 2) And, click 'Submit' on this page to record your response.

If you do not complete both steps, we will not receive your data and will be unable to reward you.

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