

Experience Panels Research Plan 2018/19

The table below lists the main projects planned as part of the Social Security Experience Panels between April 2018 and March 2019. Dates are approximate. Previous publications can be found at <https://beta.gov.scot/policies/social-security/engagement-on-social-security/>

Topic	Type of work	Description	Status	Estimated Publication
Best start grant	EP research to inform service design	Experience Panel research to inform service design, Alpha phase. Phone and face to face interviews	Complete	August 2018
Best start grant	EP research to inform service design	Experience Panel research to inform service design. Beta phase. Face to face testing	In progress	Early 2019
Funeral expenses assistance	EP research to inform service design	Experience Panel research to inform service design. Phone and face to face interviews	In progress	December 2018
Universal Credit Scottish Choices	survey	survey of panel member with UC experience on UC choices, especially views on split payments	In progress	November 2018
Severe Disablement Allowance	survey	survey of SDA panel members on current experience	Scoping	tbc
Carers Allowance Supplement	User testing of letters	Experience panel research to inform communications - 30 phone and in person interviews	In progress	November 2018
Young Carer's Grant	EP research to inform service design	Experience Panel research to inform service design. Focus groups with existing young carer groups across Scotland	In progress	December 2018
Young Carer's Grant	EP research to complement regulations consultation	Experience Panel research to ensure young carer's voices are heard in the consultation on Young Carer's Grant regulations.	Beginning Sept 2018	January 2019
Personal Independence Payment	EP research to inform service design	Experience Panel research to inform service design. Discovery phase. Focus groups, face to face and phone interviews and survey	Complete	August 2018

Personal Independence Payment	EP research to inform service design	Experience Panel research to inform service design. To include Assessments and alpha phase	In progress	Early 2019 (approx)
Children's Disability Living Allowance	EP research to inform service design	Experience Panel research to inform service design. Discovery phase. Focus groups, face to face and phone interviews and survey	In progress	December 2018
Attendance Allowance	EP research to inform service design	Experience Panel research to inform service design. Exact methods to be designed.	Scoping	tbc
Agency opening hours snap survey	Experience Panels survey	Short survey to test opening hours preferences	In progress	October 2018
Branding and website testing work	EP research to inform Agency communication	Testing key elements of branding guidelines - colours, icons, photography, language. Exploration of current experience of gov.scot. Focus groups, interviews, survey.	In progress	November 2018
Automatic entitlement and award duration	EP research to inform policy decisions	survey and focus groups of disability benefits experienced to explore views on auto entitlement and award duration.	In progress	December 2018
About Your Benefits and You Qualitative report	Panel wide research exercise	Report on qualitative findings of About Your benefits and You survey and focus groups. Publication 23 Feb 18	Complete	March 2018
About You update survey and thank you letter	survey	Survey of whole panel to improve cross panel demographic data and update contact details	In progress	October 2018
Panel member Recruitment	participant recruitment	re-opening of recruitment, targeting under-represented groups as identified in the About You update survey	Scoping	December 2018
Panel wide research – 'Help us'	Panel wide research exercise – surveys, focus groups across Scotland	covering agency recruitment, what staff should be like, communication with clients, complaints, redeterminations and appeals, information about other services.	In progress	December 2018
Annual Report	summary report	report reflecting on findings this year, what's next, and trailing 'interim review' in early 2019	Beginning Sept 2018	December 2018
Charter co-design project	co-production and supplementary research	Project to co-produce the Social Security Scotland agency's Charter with a 'core group' of experience panel members.	In progress	Early 2019

English as Second Language	focus groups/stakeholder engagement	Joint events with Happy to Translate to engage older people from ethnic minorities. Three large focus group events in different locations. To be followed by further work with other age groups.	In progress	Early 2019
Seldom heard groups	commissioned fieldwork with seldom heard groups	Commissioned research with seldom heard groups to supplement main experience panels. To follow on from About You Update Survey	Scoping	Tbc
Debt	survey	short survey of panel members to seek views on debt recovery processes	Scoping	Early 2019