Remote Desktop Test – Information for research participants

**Purpose of the study**

Somerset Council Digital Service have been working with the Somerset Integrated Domestic Abuse Service to develop a new website for Somerset that will replace the existing Somerset Survivors website.

Over the past 4 months we have been meeting with those affected by domestic abuse to understand priorities for users and ensure that the new website is designed with these user needs in mind.

We are in the final stages of developing the first iteration of the website and would like to test this with users to identify any problems or pain points. Domestic abuse can affect people of all ages and demographics, and you do not need to have been affected by domestic abuse to participate in the testing.

**What to expect**

Usability tests will normally be planned for up to 60 minutes.

To inform the project, during the session we will be asking questions and making notes of the discussion, as well as observing participants complete specified tasks on the website. This helps us understand what works well and identify any problems or pain points with the user journey.

Participants will share their screen (additional instructions can be shared if needed) and sessions will also be recorded to support the process if we do not have a notetaker present.

Here’s what you’ll need to take part in the test:

• A quiet room where you won’t be disturbed

• A reliable wifi connection

• A computer

• A camera (external or built into your computer)

• Headphones (personal choice depending on your environment)

• And a microphone (your computer mic or headphone mic is fine)

**Session recordings**

If you give us permission on your consent form, we will record the session using video. A researcher may also observe and take notes during the session.

**Sharing of results**

We will not include your name or personal details in any reports we share or publish. All your information will remain private.

With your permission, the only people who will be able to see the full recordings are:

* Researchers within the Digital Services team.

We may also:

* share highlight recordings with the service team
* make the anonymised findings from this research public so that others can use and learn from it

**What happens to the data provided**  
  
The information you provide during this study is the research data. Any research data from you which can be identified as being about you is known as personal data. The team will analyse data to inform service innovations within the Council. Anonymised data may be seen by authorised individuals to share research outcomes.  
  
All data is stored in line with SC’s policies and on our secure servers. For more information about our GDPR regulations, including how data is held and processed, visit our Privacy notices and cookies webpage: <https://www.somerset.gov.uk/our-information/privacy-notices-and-cookies/>The research data will be stored for 1 year from the date the project finishes.

**Data Protection**  
  
Somerset Council is the data controller with respect to your personal data (registration Z5957592), and as such will determine how your personal data is used in this study. The Council will process your personal data for the purposes of the research outlined above and relies on Article 6(1)(a) - Consent - as the lawful basis for processing and on Article 9(2)(a) - explicit consent - for any special category data collected. Your data will be stored as described and will not be transferred abroad. You have a number of rights in relation to the data we hold about you. For more information see - <https://www.somerset.gov.uk/our-information/your-rights-on-the-information-we-hold-about-you/>

**Taking part is voluntary**

Your participation is completely voluntary. You are free to change your mind at any time, before, during or after your session