User Interview – Information for research participants.

**Purpose of the study**

Following the launch of the new Unitary Authority website in April 2023, the Somerset Council Digital Services team are undertaking research to support its ongoing development.

This study, taking place in October/Nov 2023, will focus on the user experience of searching for employment opportunities with Somerset Council online, and additionally with some emphasis on career opportunities in Social Care.

We will be undertaking usability testing of this current section of the website, but we are also keen to talk to users about their needs and priorities when accessing job information and so they can tell us about their recent experience.

We want to know information or features that you would find helpful. We are keen to understand what might be important to different types of users. This will help us improve the experience for future colleagues.

**What to expect**

User Interviews/discussions will normally be planned for 30-60 minutes via MS Teams.

The session will be facilitated by a User Researcher. There may be an additional member of the research team to help take notes.

To inform the project, during the session we will be asking questions about your recent experience and thoughts to help us understand what works well, your needs and challenges and what you find useful.

**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.

**Session recordings**

If you give us permission on your consent form, we may audio record the session. This will help us to ensure we don’t miss important details, particularly if a notetaker is not present. With your permission, we may use anonymised quotes to help illustrate our research findings.

**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 hear full recordings are:

* Researchers within the SC Digital Services team.

We may also:

* Make the anonymised findings from this research public so that others can use and learn from it
* Use anonymised quotes to help illustrate our research findings.

**What happens to the data provided**  
  
The information you provide during this study is the research data. Any research data about 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 project. 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 up to 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/>

**Contact**

If you have any questions, experience any problems or wish to make a complaint, please contact digital@somerset.gov.uk

**To take part**

Please complete our [consent form](https://forms.office.com/Pages/ResponsePage.aspx?id=BvYktXr3okqNov5wNDsMzgyNdSbzaEJEi-PMa7cWnXBUQVlMTkcxV0hXRzMwWVFKVjVSMEVMQ0c5MS4u) and we will get in touch to arrange a convenient time to meet with you over the next few weeks.

Many thanks in advance for your support