

Experience Panels Research Plan 2019-2020

The table below lists the main projects planned as part of the Social Security Experience Panels project between April 2019 and March 2020. Dates are approximate and the plan may change in response to evidence requirements.

Previous publications can be found at <https://www.gov.scot/publications/social-security-experience-panels-index-of-publications/>

Work package	Product name	Description	Status	Publication
DLA Child Discovery	DLA Discovery	Research to inform the discovery phase of Disability Living Allowance for Children which took place in 2018.	In progress	Mid 2019
Personal Independence Payment	Personal Independence Payment Assessments and Expenses	Research to inform design of assessments.	In progress	Mid 2019
Attendance Allowance	Attendance Allowance Discovery	Research to inform discovery phase of Attendance Allowance.	Complete (Link)	
Disability Consultation	Disability Consultation for Experience Panel	Survey of panel members based on content of disability consultation.	In progress	TBC
Identity Verification	User Identity Testing and Verification	User testing sessions with panel members to inform design of online ID verification process.	In progress	Mid 2019
User Research Testing Support	TBC	Work to inform user research testing with Personal Independence Payment, Disability Living Allowance and Attendance Allowance.	In progress	TBC
Disability All Panel	Evidence, Decision Making and Client Behaviour	Large scale disability product covering three topics.	In progress	Late 2019
Scottish Welfare Fund	Scottish Welfare Fund Experiences	Survey of panel members on experiences of Scottish Welfare Fund.	Complete (Link)	
Carer's Allowance Supplement	TBC	Survey on panel member experiences of Carer's Allowance Supplement..	In progress	Aug 2019
Funeral Expenses Assistance	Funeral Expense Assistance – research findings visual summary	Research to inform service design.	Complete (Link)	

Carer's Allowance Supplement	User Testing of Letters	User research into communications for Carer's Allowance Supplement.	Complete	
Young Carer's Grant	Report	Research with panel members to inform Young Carer's Grant development.	In progress	Late 2019
Young Carer's Grant	TBC	User research to inform service design.	Pending	TBC
Best Start Grant	TBC	Testing to inform service design.	Pending	TBC
All Panel Research	Case Transfer, Local Delivery, Advocacy, Appointments	Reports from first 2019 all panel research.	In progress	Mid 2019
All Panel Research	TBC – likely fraud messaging, error control and short term assistance.	Reports from second 2019 all panel research.	Pending	2020
Carer's Allowance	Carer's Allowance – Parents of more than one disabled child research	Survey and interviews to inform development of Carer's Allowance for parents of more than one disabled child.	In progress	Late 2019
Seldom Heard	TBC	Fieldwork with mobile populations.	In progress	2020
Seldom Heard	TBC	Fieldwork with gypsy travellers, EEA seasonal workers and refugees.	In progress	2020
Seldom Heard	TBC	Fieldwork with homeless people, people who have offended, people with HIV, aids and veterans.	In progress	2020
Seldom Heard	TBC	Fieldwork with bereaved parents and people affected with terminal illness.	In progress	2020
Seldom Heard	TBC	Fieldwork with care experienced people, kinship and foster carers, adoptive parents, single parents and young parents.	In progress	2020
Seldom Heard	TBC	Fieldwork with people feeling domestic abuse and survivors of abuse.	In progress	2020
Experience Panels	Experience Panels Mid-Programme Review	Mid-programme review of project.	Pending	Late 2019

Overpayments	Experience Panels: Overpayments	Short survey of panel members to seek views on overpayments.	Complete (Link)	
Client Behaviour	TBC	Survey into client behaviour in agency buildings.	In progress	Late 2019