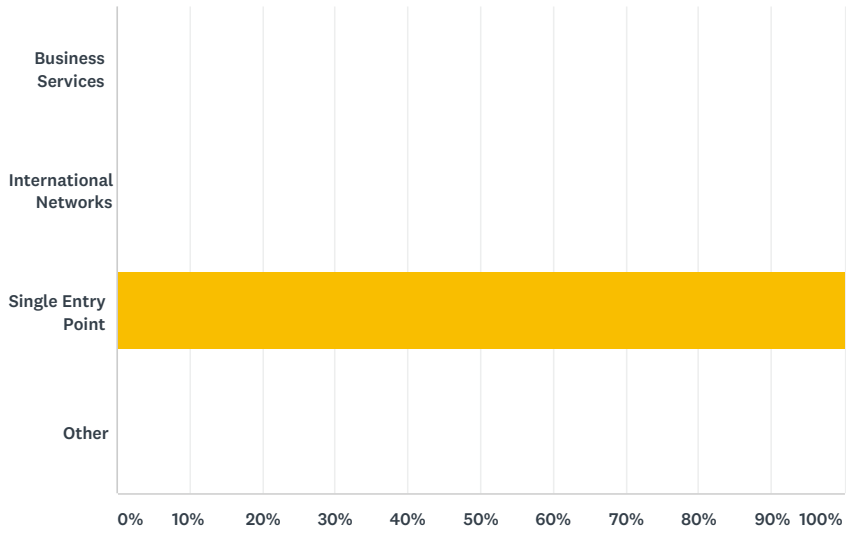


### Q1 What is the name of your project

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
Business Services	0.00%	0
International Networks	0.00%	0
Single Entry Point	100.00%	1
Other	0.00%	0
<b>TOTAL</b>		<b>1</b>

#	IF OTHER PLEASE SPECIFY	DATE
	There are no responses.	

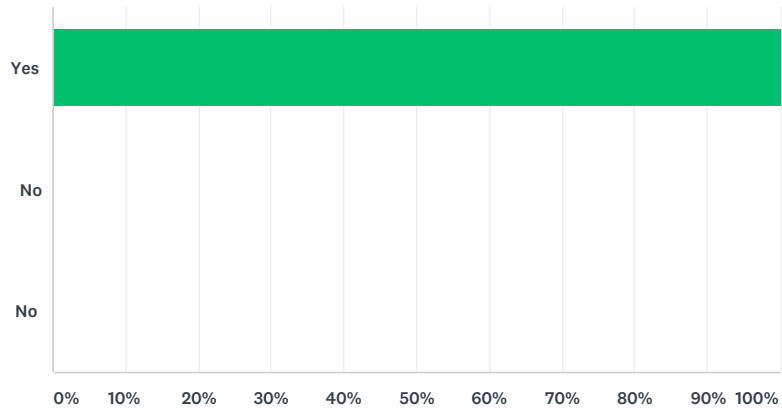
**Q2 Project Summary** Describe what the project is and the associated activities. This can be copied from the project brief. It is to give the person signing off your plan the knowledge of the project. (eg usability testing of X site for X project with X number of rounds and X anticipated participants OR interviews of businesses/citizens for X project for X project partner with X number of rounds and X anticipated participants.

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	Provide a single digital access point for business support and develop and deliver a single, authenticated business I.D so that we can work more effectively across partners to meet the needs of businesses 'in the round' and so that businesses are no longer required to keep providing the same information to different partners. Usability test the findbusinesssupport.gov.scot website for the SEP project with different rounds of testing to explore customer needs.	11/18/2019 3:36 PM

Q3 Have you identified a gap in existing research, which demonstrates a need to undertake further primary research?(Refer to SE Research Guidance if needed)

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	1
No	0.00%	0
No	0.00%	0
<b>TOTAL</b>		<b>1</b>

#	NO	DATE
	There are no responses.	

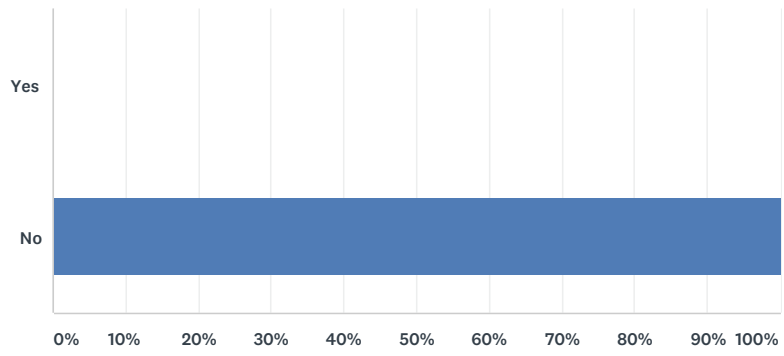
**Q4 When identifying participant groups, what steps will you take to make sure they are diverse and relevant to the area being researched? Explain here how the project will address inclusion of diverse perspectives**

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	<p>The project will ensure that different audience types are covered while testing by having a strict screener which will look at the following aspects: Sector, Employee Size, Turnover, Stage of Business (Pre-Start up, Start-up, Growth, Well established) In terms of accessibility include users with physical and cognitive issues The project team will use Taylor McKenzie's recruitment services for recruitment in some cases and will ensure that the research include diverse users. At times partner org (in this case BG, HIE, SDS, SofSE, Visit Scotland, Interface) will also provide us with relevant diverse users to research / test with. Furthermore, attendance at relevant events, conference will also allow us to reach a wider audience as we can research, explore or test some aspects of the overall service.</p>	11/18/2019 3:37 PM

### Q5 Are you collecting personal data

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	1
<b>TOTAL</b>		<b>1</b>

Q6 What legal basis for processing personal data will you use? Explain here your legal basis; ie consent by individual or for legitimate interests. (See ICO's interactive guidance tool to help you).

Answered: 0 Skipped: 1

#	RESPONSES	DATE
	There are no responses.	

**Q7 You need to ensure that the following 3 steps have been completed if you are collecting personal information.**

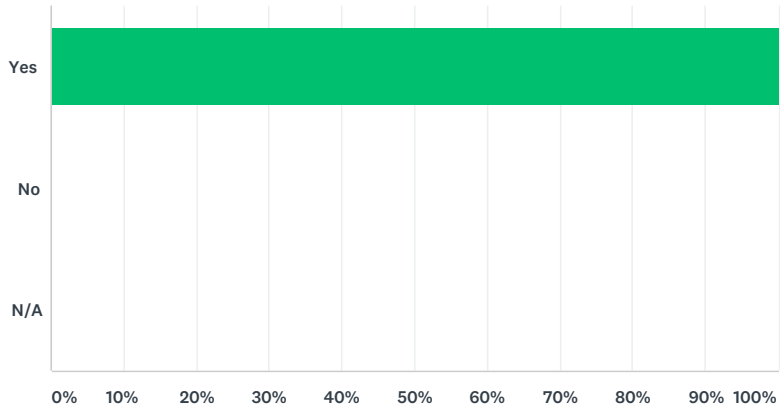
Answered: 0 Skipped: 1

 No matching responses.

	YES	NO	TOTAL	WEIGHTED AVERAGE
Have you completed a Data Protection Impact Assessment (DPIA)?	0.00% 0	0.00% 0	0	0.00
Has your DPIA been sent and reviewed by the Data Protection and Information Asset (DPA) team?	0.00% 0	0.00% 0	0	0.00
Has your DPIA been signed off by your Information Asset Owner?	0.00% 0	0.00% 0	0	0.00

**Q8 Will you offer British Sign Language (BSL) support in the recruitment of participants for your research? Check that recruitment information provides a statement that a BSL interpreter can be provided if required. For example: “We can provide BSL interpreters if required. Please give us 2 weeks’ notice to ensure we can provide this service.” (See Research Ethics Appendix 1)**

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	1
No	0.00%	0
N/A	0.00%	0
<b>TOTAL</b>		<b>1</b>

#	PLEASE PROVIDE MORE INFORMATION	DATE
1	Yes, BSL support could be provided by Taylor McKenzie or another agency if required	11/18/2019 3:38 PM



**Q9 What steps will be taken to encourage participation from excluded or disengaged groups? (for example socially disadvantaged areas, low literacy participants etc)**

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	We will use Taylor McKenzie's recruitment support services to include excluded or disengaged groups. Partner orgs could also help us in this recruitment process by making introductions with the groups. Attendance at relevant events, conference will also allow us to reach a wider audience as we can research, explore or test some aspects of the overall service.	11/18/2019 3:39 PM

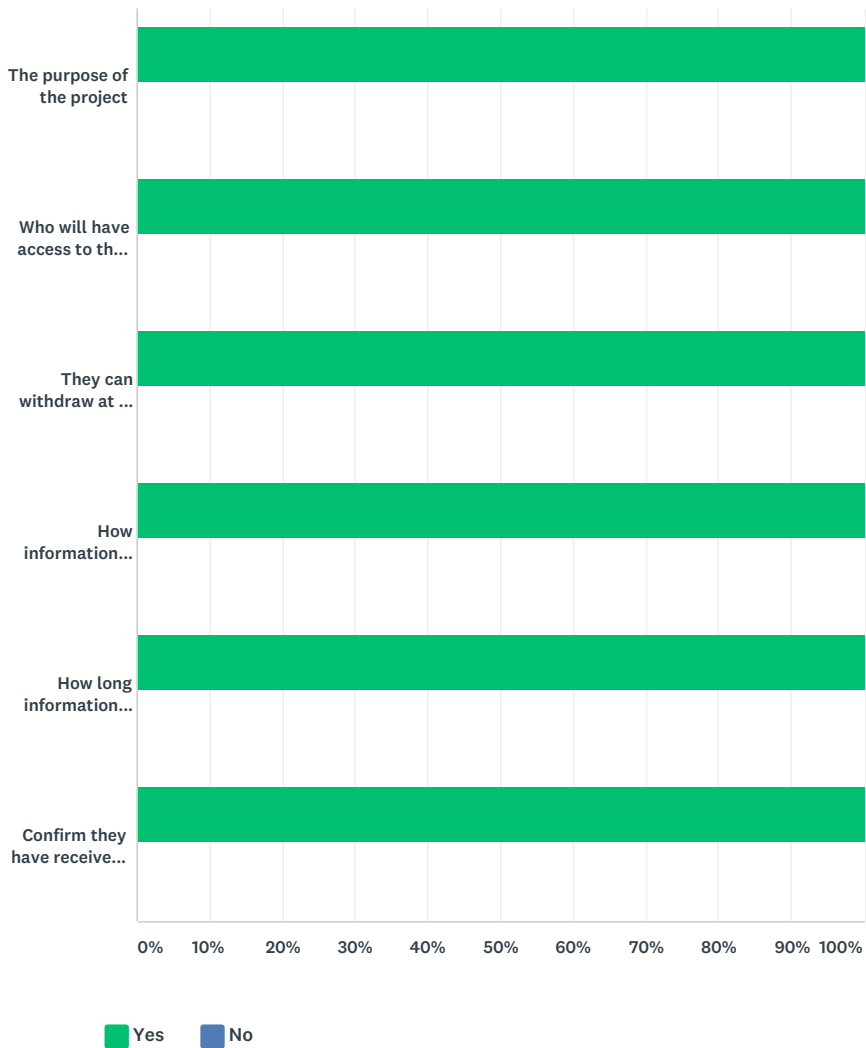
Q10 What steps will be taken to ensure all participants can understand and give permission? Check any permissions guidance (if providing to participants) is at the national average reading age (see guidance on mygov.scot) Get it checked by a content designer or test it with participants before research begins or in pilots.

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	The SE Research permission statement is in plain and simple English language. This will be shared with the users and if they have trouble understanding then the researcher will be able to help out. If the user is unable to read then the researcher will read the statement out loud and will get appropriate permissions.	11/18/2019 3:39 PM

### Q11 Will your permissions guidance tell the participants:

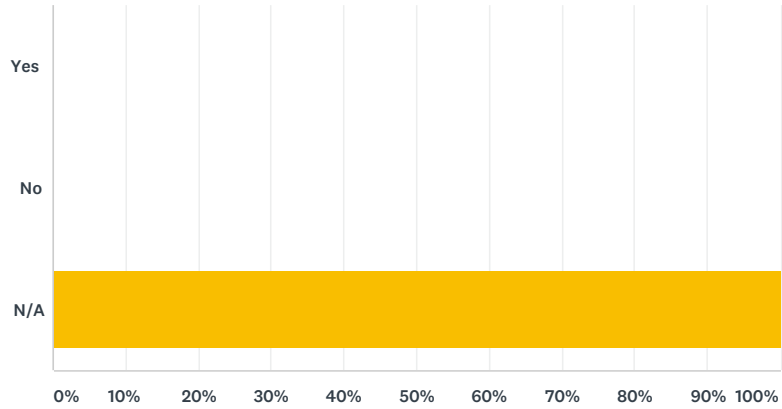
Answered: 1 Skipped: 0



	YES	NO	TOTAL	WEIGHTED AVERAGE
The purpose of the project	100.00% 1	0.00% 0	1	1.00
Who will have access to the information collected	100.00% 1	0.00% 0	1	1.00
They can withdraw at any time	100.00% 1	0.00% 0	1	1.00
How information will be securely stored	100.00% 1	0.00% 0	1	1.00
How long information will be stored for	100.00% 1	0.00% 0	1	1.00
Confirm they have received a copy of their rights, what happened during the research and how to contact you	100.00% 1	0.00% 0	1	1.00

### Q12 If your research will include children (under 16) have they given permission to opt-in?

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
N/A	100.00%	1
<b>TOTAL</b>		<b>1</b>

### Q13 Provide a reason why?

Answered: 0 Skipped: 1

#	RESPONSES	DATE
	There are no responses.	

## Q14 How will you ensure they understand the purpose of research and what is expected from them?

Answered: 0 Skipped: 1

#	RESPONSES	DATE
	There are no responses.	

## Q15 Will any participants need extra assistance to understand and give permission?

Answered: 0 Skipped: 1

⚠ No matching responses.

	YES	NO	TOTAL	WEIGHTED AVERAGE
BSL	0.00% 0	0.00% 0	0	0.00
Interpreter	0.00% 0	0.00% 0	0	0.00
Carer/helper (proxy)	0.00% 0	0.00% 0	0	0.00
Under 13	0.00% 0	0.00% 0	0	0.00

Q16 When designing the research materials and analysis, what steps will you take to reduce bias? Consider: Identifying relevant biases and suggest ways to mitigate. Think about what measures re in place to ensure that the reporting and interpreting of findings protects against distortion and bias? Refer to: Appendix 3 - 20 cognitive biases that screw up your decisions SE Unconscious Bias Training guidance)

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	The lead and support researcher are involved in preparation of the research material and analysis to avoid any bias. This is at times shared with wider team for feedback. The reports are produced in conjunction with people involved during the research session. Sense making workshop will also help reduce any bias.	11/18/2019 3:42 PM



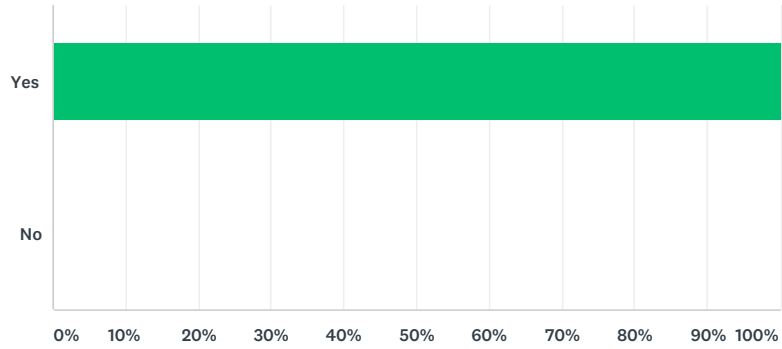
Q17 When designing the research engagement and materials, what steps will you take to identify individual needs? Describe what steps you have taken here. For example, check questions have a low reading age, use the mygov.scot guide to readability, and have been checked by a content expert in the area.

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	We will review the participant profile to understand if there are any specific special needs. Best practice will be used to prepare engagement materials.	11/18/2019 3:42 PM

### Q18 Will there be QA of outputs and reports by a senior researcher not involved in the project?

Answered: 1 Skipped: 0

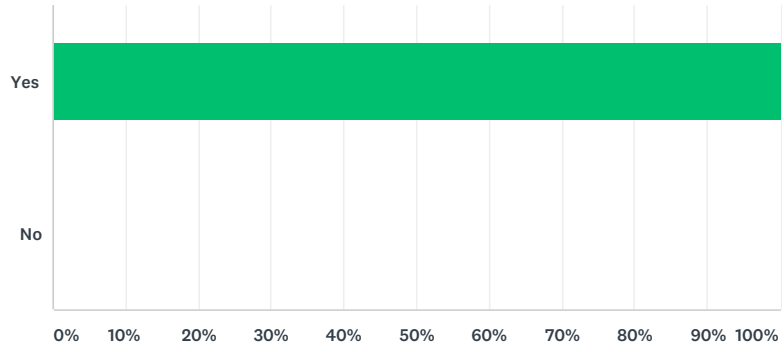


ANSWER CHOICES	RESPONSES	
Yes	100.00%	1
No	0.00%	0
<b>TOTAL</b>		<b>1</b>

#	NO	DATE
	There are no responses.	

### Q19 Will there be a co-sensemaking session with participants to analyse the results?

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	1
No	0.00%	0
<b>TOTAL</b>		<b>1</b>

#	NO	DATE
	There are no responses.	

Q20 How do you plan to share your findings and who will you share them with? Consider: what elements of the research you are going to discuss? what are the most effective and efficient ways of explaining this? what report format best meets the need of the customers/service providers/users? what accessibility measures are in place to ensure information is available to all?

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	Aggregated results / reports will be shared with the immediate team (service design), wider team (developers, other Digital team), the organisation and all relevant project partners. This will be done via skype, F2F, email using various formats – pdf, excel, word, sound bites, anonymised quotes. The reports will use plain, simple English language to ensure it's readable. The research team will be mindful of various accessibility requirements will address them while completing the final results and reports.	11/18/2019 3:44 PM

Q21 Do you need to 'over sample' certain groups, or weight the data?  
Consider: identifying the different types of people that make up the target population, working out proportions needed for the sample to be representative? (See "what is sampling?" for more information)

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	No	11/18/2019 3:44 PM

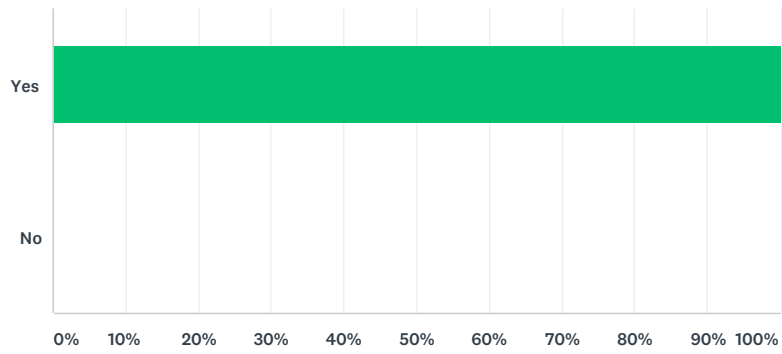
Q22 Will your questions cover stressful or sensitive subjects? Consider: how will you reduce stress? what are you doing to keep the interview length to a minimum? is there post-interview support? are you informing the participant that they can stop at any time?

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	As part of the research brief we will put times against questions and will try to stick to them. The brief will also advice the participant that they can stop the research at any time. The research brief will be role played with other research colleagues to get an idea of approx. interview length and identify any areas where there could any stress / sensitive subject.	11/18/2019 3:44 PM

### Q23 Are interviewers properly trained and vetted (if required)?

Answered: 1 Skipped: 0

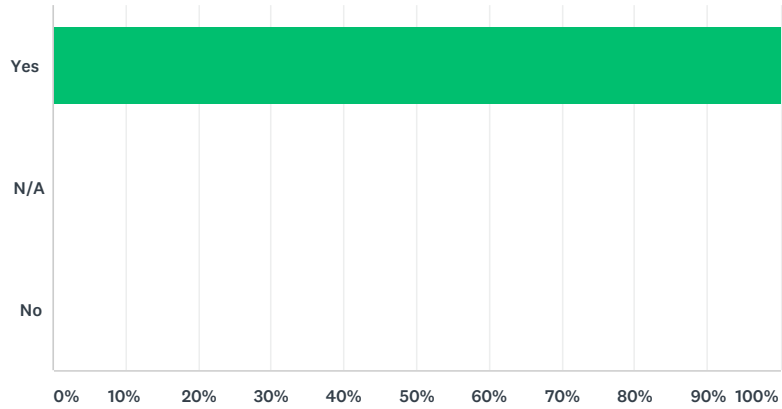


ANSWER CHOICES	RESPONSES	
Yes	100.00%	1
No	0.00%	0
<b>TOTAL</b>		<b>1</b>

#	NO	DATE
	There are no responses.	

### Q24 Do you and other researchers have the appropriate level of disclosure (for the purpose of the project)?

Answered: 1 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	1
N/A	0.00%	0
No	0.00%	0
<b>TOTAL</b>		<b>1</b>

#	NO	DATE
	There are no responses.	



Q25 Explain what procedures are in place to ensure the safety of all researchers and participants? For example, if there will be home visits for the research Consider: contacting participants in advance to explain format and introduce yourself check who participant is more comfortable with (2 female/2 male/mixed researchers) researchers checking in with a designated colleague before and after home visits

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	The researcher will contact the participant beforehand to introduce themselves, the project and format. The research will take place at a safe location – SE office, Participant office or a mutually agreed location (such as a café). Safety will be ensured by the researcher by pairing up with another colleague and keeping the diary meetings up to date to ensure that others are aware of the whereabouts.	11/18/2019 3:45 PM

Q26 Explain what procedures will be in place to ensure participant confidentiality? Consider: how this will be communicated to the participant? how the information will be kept and disposed of securely? where the information will be kept securely? how notes will be disposed of? how to ensure the information is disposed of within the correct timescale? how you will tell the participant about this?

Answered: 1 Skipped: 0

#	RESPONSES	DATE
1	All the research notes, data will be held in a secure drive location and will be deleted after the project completion. This will be conveyed to the participant before the start of the research.	11/18/2019 3:45 PM