

## #4

COMPLETE

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## Page 1: Introduction

**Q1** What is the name of your project

**Other,**

If other please specify :

South of Scotland Enterprise

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**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.

South of Scotland Enterprise (SOSE) is a new Agency that will launch on 1st April. SOSE will maximise the area's contribution to Scotland's inclusive growth, supporting a diverse and resilient economy. Its objectives include:

- Sustaining and growing communities by joining up economic and community support.
- Capitalising on people and resources by developing skills, promoting assets and resources and maximising the impact of investment in the area.

The purpose of the current work is to examine how to introduce and develop a corporate website to raise awareness of SOSE and to support the Agency's objectives. Central to this will be to consider what information users, or potential users, may require from the enterprise support services and to explore how this information might be best presented on a website to meet the user needs. The new corporate website will supplement existing enterprise support services such as the Single Entry Point (SEP), partner websites and other Scottish websites.

Discovery research has already been undertaken and moving to Alpha/Beta launch on 1 April user research will be undertaken with staff and customers in the South or Scotland region that will be using the website and services of SoSE

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## Page 2: Project Planning

**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) **Yes**

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**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

We will ensure that customers based in the South region are included in the research. The UR plan will include staff who currently work in the area, community organisations that work in the area, and businesses who are based in the area who currently use the services of a number of different organisations.

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**Q5** Are you collecting personal data **No**

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Page 3: Project planning

**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). **Respondent skipped this question**

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

Have you completed a Data Protection Impact Assessment (DPIA)? **No**

Has your DPIA been sent and reviewed by the Data Protection and Information Asset (DPA) team? **No**

Has your DPIA been signed off by your Information Asset Owner? **No**

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Page 4: Recruitment

**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) **N/A,**  
Please provide more information:  
n/a

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Page 5: Recruitment

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

The UR plan will initially reach out to staff and businesses in the area, including community based organisations which are often disadvantaged for geographical remoteness/broadband bandwidth etc

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**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.

n/a for this round of UR

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

The purpose of the project	<b>Yes</b>
Who will have access to the information collected	<b>Yes</b>
They can withdraw at any time	<b>Yes</b>
How information will be securely stored	<b>Yes</b>
How long information will be stored for	<b>Yes</b>
Confirm they have received a copy of their rights, what happened during the research and how to contact you	<b>Yes</b>

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

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**Q13** Provide a reason why? **Respondent skipped this question**

Page 7: Recruitment

**Q14** How will you ensure they understand the purpose of research and what is expected from them? **Respondent skipped this question**

Page 8: Recruitment

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

BSL	<b>No</b>
Interpreter	<b>No</b>
Carer/helper (proxy)	<b>No</b>
Under 13	<b>No</b>
Explain which group(s) and how you will support them:	n/a

Page 9: Research activity

**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)

Any training previously undertaken will be adopted (ie SE Unconscious Bias)

**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.

n/a for this round of UR

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

No:  
It is understood that the lead researcher will review QA which should be sufficient alongside the project team

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

Yes

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Page 10: Analysis and communication

**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?

Following Sense making session the research will be shared with the project team, as well as the SoSE Partnership Board

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**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)

From 10 participants, there will be a range of differing sectors, sizes and types of businesses

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**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?

n/a

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

Yes

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

N/A

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Page 11: Analysis and communication

**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

n/a as most interviews will be via skype and include more than one researcher

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**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?

Explained in the Permissions documentation

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