**Interview Schedule – first interview**

Background

* Are you currently working? If so, what do you do? How many hours do you work a week?
* If you’re not working, when did you last work and what did you do? How many hours a week?
* How long have you been on UC? How do you access UC (online via smartphone or computer or by phone)? Is it a single or joint account?
* Have you been on other benefits before UC? If so, which ones?
* Do you receive other benefits now? If so, which ones?

Experiencing UC

* Can you tell me about your experience first claiming UC.
  + Where were you? Did you receive help from someone? Make claim online, phone or in-person?
  + Did you migrate across from ESA/JSA?
* How did you experience the five week wait till the first benefit ?
* How do you receive information about your UC claim?
  + Journal message, email, text, phone letter? Frequency of communication; of accessing journal? Effective?
* Can you describe for me how often you check your UC account? Walk me through a week – how often do you check the website? Write something in the diary? Do you check often for updates or to see your payment?
* Would you mind showing me how you interact with your profile?
* How confidently do you understand how your UC payment is calculated and how and why deductions are made?
  + Do you use online or face to face services you used to help understand this? When do you know? How do you find out deductions?
* In most cases the payment calculation for UC is made automatically, rather than by a human processing the information. How do you feel about the fact that payments are calculated automatically?
* Have you ever had any questions about your UC claim and payments and how did you get help to resolve them?
  + Journal/Call-centre/jobcentre/other org. Useful help? Resolved issue?
* Do you ever have trouble using the account? Ie, accessing it or finding something on your account, such as an official letter from UC?
* Do you have any work commitments? If so, what are they? What do you think about them? How do you manage them?
* If you are working or if you have been working, how confidently do you understand how your UC payment tapers as you receive your wages?
  + Receive online/face to face help in understanding taper? When/how notification of how much you will be paid
* Do you have any deductions? If so, what for and how much?
* Do you ever have trouble with the changing amounts of UC (in the event you work hours that are not fixed)? If so, can you describe how?
* How often do you speak to a work coach, either in person or via the phone?
* Tell me about the Jobcentre Plus office. What is the environment like? Can you walk me through an interaction with a ‘work coach’ / advisor. How long is a meeting? What do you talk about? Are they helpful?
* Have you submitted change of circumstances before? If so, what for? What was the response? Did your payments change when you did? If so, how?
* Have you ever thought about disputing a payment or part of a payment? If so what for? What did you do about it? Did you submit a mandatory reconsideration request? If so why? Can you describe that process? What was the outcome?
* Some people think that the threat of temporary denial of access to UC is necessary to make people seek jobs. What do you think?
* Are you aware of the Scottish choices (options for twice monthly payments and direct to landlord rent) and have you used them?
  + How did you find out about them (journal, in-person, word of mouth, landlord etc)? How did you access them? If using, why? If not, why not?
  + How do you find out what date your twice monthly payment will be made?
* If you currently receive UC as part of a couple, would you prefer to receive split payments to both you and your partner?
  + Why/why not? How would you like receive info about this?
* Do you claim devolved benefits (e.g. Scottish Child Payment) and how confident are you in your understanding of how this relates to UC?
  + UC (and other benefits) are qualifying benefits. Future automation of Best Start Payments if claiming Scottish Child Payment- how do you feel about benefits being automatically paid to you?
  + e.g. Best Start payments, Scottish Child payment, Disability payments
* Do you claim childcare costs through UC and if so, can you describe your process for claiming these costs? How straightforward is this?

Concluding

* Any final thoughts on how UC has helped you?
* Any final thoughts on how it might help you even more?

Design prompts:

* How would you feel about these invitations to take part in research to improve the UC service?
* Would you take part? Why or why not?
* What would you expect from a researcher and any sessions you might take part in?
* Which of the two ways of signing up would you prefer and why, if either?
* Interviewer/Facilitator prompts: probe around trust about DWP or third-party partners, incentives and how that affects motivations, intrusion and whether they expect there to be any impact on their claim etc