

## **Further Information on Upcoming Focus Groups on the Public Employment Service**

### **1. Why did I get this letter?**

You received this letter to let you know that a series of focus groups are taking place shortly, and that you may be contacted and asked to take part. We've asked a survey company, Ipsos Behaviour & Attitudes, to find out about customers' experiences with employment services in the Department of Social Protection. Ipsos Behaviour & Attitudes may be ringing you to ask a few questions.

You **do not** have to take part in these focus groups. If you do not want to be contacted about the focus groups, please contact us at [CustomerSatisfactionSurvey@welfare.ie](mailto:CustomerSatisfactionSurvey@welfare.ie) and we will remove you from the dataset.

### **2. How was I selected?**

You were randomly selected to take part in the focus groups. The Department put together a dataset for Ipsos Behaviour & Attitudes only with the details below (see Question 3). Ipsos Behaviour & Attitudes are contacting a sample of people who were in receipt of a Jobseeker's payment or who closed their Jobseeker's payment in 2024.

### **2. What details has the company been provided with?**

The Department will provide Ipsos Behaviour & Attitudes with your name and phone number only for the purpose of this one survey. The company will also be provided with some description of what category you fall into, as follows:

- Sex
- Age band:
  - 18 to 20
  - 21 to 25
  - 26 to 30
  - 31 to 40
  - 41 to 50
  - Over 50
- Which of the above schemes you applied for (see Question 2)
- Whether the employment support services were provided by Intreo or one of our Intreo Partners (the National Employment Services or the Local Area Employment Services)
- The region of Ireland that you live in (i.e West, Mid-West, South-East, South-West, Dublin, Mid-East, Midland, or Border, according to the Nomenclature of Territorial Units for Statistics geocode standard)

They will not get any other information.

No data will be shared with Ipsos Behaviour & Attitudes before 29 July 2024, to give you time to opt out if you wish (see Question 7 below).

### **4. How will they contact me?**

Ipsos Behaviour & Attitudes may call you and ask you some questions before inviting you to take part in the focus groups.

## 5. What happens after the focus groups are complete?

Once the focus groups have finished, any details about participants provided to Ipsos Behaviour & Attitudes will be deleted from their records. All the results will be anonymised; they will not be linked to you. Ipsos Behaviour & Attitudes will break down the results, for example, to get the input for males and females, or for those aged 18 to 20 or over 31 to 40 years old, etc. Your answers, or choosing not to take part, can't affect any current or future claim you might have with the Department in any way.

## 6. Why is it important to take part?

We need to gather customer feedback on the Department of Social Protection's employment services, which are provided through Intreo and Intreo partners. Our goal is to provide a professional employment service to help unemployed jobseekers and others secure sustainable employment. To achieve this, we would be grateful for you to take part in the focus groups and let us know your experiences.

## 7. Is the Department allowed to use my information in this way?

The Department can contact customers for research purposes once other requirements in the General Data Protection Regulation (GDPR) and Irish Data Protection Acts are met. Ipsos Behaviour & Attitudes are contracted agents of the Statistics Unit of the Department for this exercise.

The Department and Ipsos Behaviour & Attitudes have a Data Processing agreement in place. This means that by law Ipsos Behaviour & Attitudes can only use your data for the purposes of this survey. It also means they have to keep your data safe and secure at all times. Your answers are totally private and confidential – they can't affect any current or future claim you might have with the Department in any way. You **do not** have to take part in this research. If you do not want to be contacted about the focus groups, please contact us at ***CustomerSatisfactionSurvey@welfare.ie*** and we will remove you from the dataset.

For more information, please contact [CustomerSatisfactionSurvey@welfare.ie](mailto:CustomerSatisfactionSurvey@welfare.ie), call 0818 40 50 60 or see:  
[www.gov.ie/dsp/surveys](http://www.gov.ie/dsp/surveys)

or

Case Study 10, 2003, at: <https://www.dataprotection.ie/en/media/96>

July 2024