

# User Research

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What we did and how we did it

What does citizenship mean to our users?

The encounters and their stories

Voting

Jury service

Citizenship ceremony

London Borough of Hounslow

ACACIA AVENUE

Brentford



# **What we did**

**Eight 'barefoot interviews'**

**Six 'walkabouts'**

**Two citizenship ceremonies in Kingston and Brent**

**Greater London and Home Counties**

**June 2004**





## **How we did it**

**Each participant sent a diary and tasked to become a 'barefoot researcher' on our behalf**



## **How we did it**

**Follow up interviews**



## **How we did it**

**Walkabout to court, polling station, citizenship ceremony venue**

# **The approach**

**Qualitative, one-on-one interviews**

**Exploratory**

**In-depth**

**Participant sets agenda**

**Objective**

**Understand how design influences citizens' relationship to the state**

**Wide focus - the context of their lives**

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