

ALISS SMS Text service – Prototyping project

Driver behind the project

Those living with the highest levels of health inequality are likely to be living with the highest levels of digital inequality.

Hypothesis of test

We believe that people in crisis, who attend a foodbank in Glasgow area will use a SMS text based service to find support.

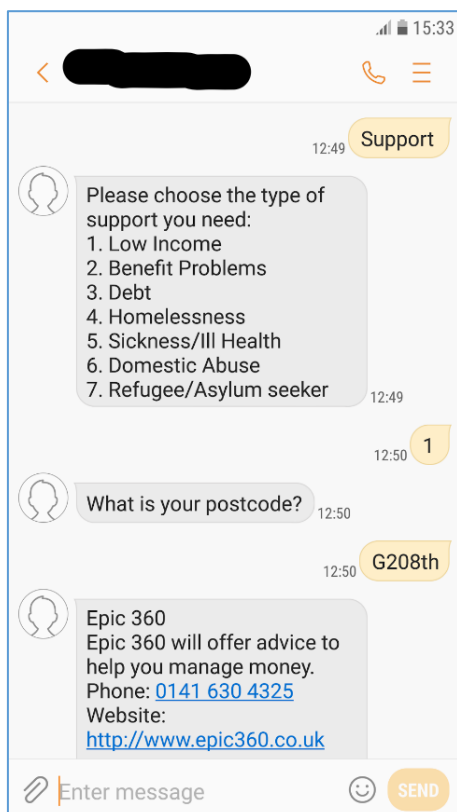
Actual test with description

We developed a simple SMS text based interface with a small database of organisation's that help with the main reasons for attending a foodbank to see if people can

- a) understand the concept of the service
- b) use the phone number and add it to their phones
- c) select the number that corresponds to their area of need
- d) select an area, add their postcode,
- e) understand how the organisation's are presented and what they need to do

Type of test

- Technical test using prototype SMS text based software.
- User interaction test to see if team can communicate to people the service and why they should use it.
- User interaction test to see if people could use the text sequence. (see Screenshot of text service)



Process:

1. People text "support" to our number
2. Select number *
3. Add postcode
4. Obtain up to 3 organisation's that could help with need

Results

- We worked directly with over 100 people attending foodbanks in Glasgow.
 - Every person in the foodbank had a phone with texts, less with call time and even less with mobile data.
- The technology worked as designed.
- Every person we spoke with liked the text service idea; “simple to use”, “sounds great”, “it’s really needed”, “I’ve been looking for something like this”.
- Community nurses using google to find services thought it was “exactly what we need”.
- We accepted our hypothesis and are now looking at ways to integrate it into our main information service offerings.

* [The numbers correspond to the main reasons people attend a Trussell Trust foodbank in Scotland. \(This link will take you away from our website\).](#)