Design patterns for government services

Cabinet Office

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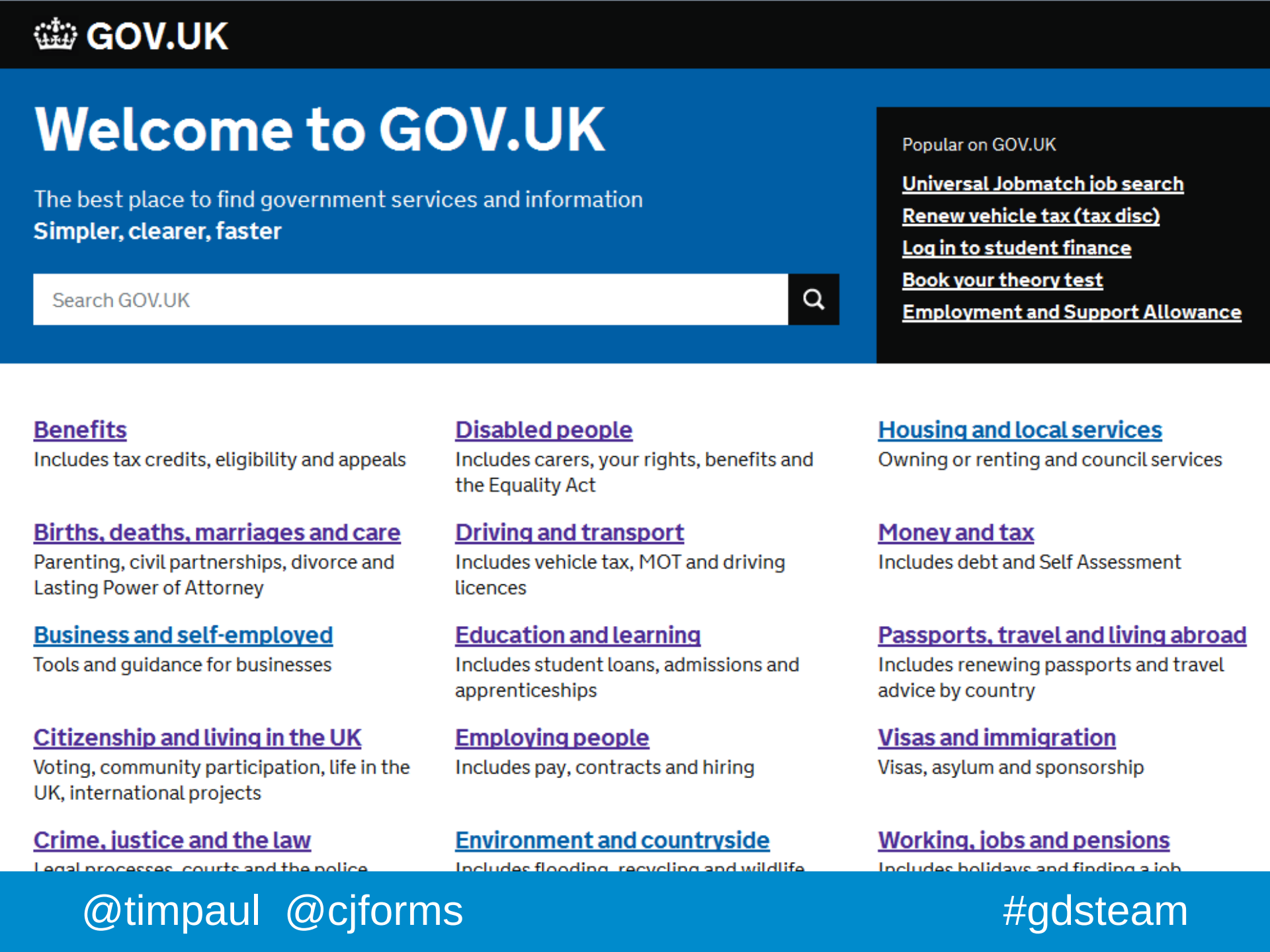
Ask:

Who are you?

What is your job title?
What is your main role?
Are you working on design of a government service, and if so which one?

Introduction

Government Digital Service


GOV.UK
Welcome to GOV.UK
The best place to find government services and information
Simpler, clearer, faster
Search GOV.UK
Popular on GOV.UK
Universal Jobmatch job search
Renew vehicle tax (tax disc)
Log in to student finance
Book your theory test
Employment and Support Allowance
Benefits
Includes tax credits, eligibility and appeals
Births, deaths, marriages and care
Parenting, civil partnerships, divorce and Lasting Power of Attorney
Business and self-employed
Tools and guidance for businesses
Citizenship and living in the UK
Voting, community participation, life in the UK, international projects
Crime, justice and the law
Disabled people
Includes carers, your rights, benefits and the Equality Act
Driving and transport
Includes vehicle tax, MOT and driving licences
Education and learning
Includes student loans, admissions and apprenticeships
Employing people
Includes pay, contracts and hiring
Environment and countryside
Housing and local services
Owning or renting and council services
Money and tax
Includes debt and Self Assessment
Passports, travel and living abroad
Includes renewing passports and travel advice by country
Visas and immigration
Visas, asylum and sponsorship
Working, jobs and pensions
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#gdsteam

12 million visitors every week

Home to over 330 departments and organisations

Saving more than £62 million a year

Information on GOV.UK

GOV.UK

Search

Departments Worldwide How government works Get involved
Policies Publications Consultations Statistics Announcements

Guidance

Keeping a pet pig or 'micropig'

From: Department for Environment, Food & Rural Affairs
First published: 31 December 2014
Part of: Guidance for keepers of sheep, goats and pigs and Food and farming
Applies to: England

Find out how to register your land and animals, how to get a walking licence and what you can feed pet pigs.

Contents

Register as pig keeper
Get a licence to walk a pet pig
Moving pigs away from your home or premises

You're considered to be a pig keeper if you keep a pig or 'micropig' as a pet. You have to follow the same regulations as pig farmers.

'Micropigs' are pigs bred to be small so they can be more easily kept as pets.

Register as pig keeper

Press release

Poo pots: how do you fill them?

From: Public Health England
First published: 17 September 2014
Part of: Public health

Poo is an important material used to test for diseases.

Thousands of people every year will be asked by their GP or other healthcare professional to give a stool (poo) sample for testing. A lot of people find the idea of this unpleasant and the pot is small so how do you fill it?

A team in Public Health England's (PHE) Primary Care Unit in the South West explored some of the barriers to people returning poo samples and have developed a leaflet which will be launched soon to show how it can be done easily and with minimum unpleasantness.

Home > Visas and immigration > Asylum

Claim asylum in the UK

1. Overview
2. Eligibility
3. Documents you must provide
4. Register your asylum claim
5. After your screening
6. Asylum interview
7. Get a decision
8. Help you can get
9. If you're under 18

1. Overview

You must apply for asylum if you want to stay in the UK as a refugee.

To be eligible you must have left your country and be unable to go back because you fear persecution.

Apply for a visa if you want to come to the UK for another reason (eg to

Asylum

Asylum support

More

Elsewhere on GOV.UK

Asylum applicants' rights and responsibilities

Information leaflet for asylum applications

Report an immigration crime

Services on GOV.UK

Ask:
Which government service did you use most recently?

(in everyday life, not for work)

766 services
1.43 billion transactions

The top 28 services account for over 90% of transactions

Register to vote,
renew a patent,
apply for rural payments,
book a prison visit,
find an apprenticeship,
apply for redundancy payment,
create a lasting power of attorney,
claim carer’s allowance,
apply for a visa…

Discovery	Alpha	Beta	Live
0	1	15	9

Carer’s Allowance

Video about Carer's allowance

https://www.youtube.com/watch?v=IYBLX3V8ek4

Most important change:
Removing over half the questions

The challenge

How do you simultaneously design 25 services for the same website?

Well designed
Consistent
In 2 years

How do you do design at scale?

GOV.UK Beta

Hick Ind.

GOV.UK Live

Ben Terrett
@benterrett

Follow

Designers working at DVLA, MoJ, HMRC, GDS and HO meeting up at the Home Office to share design patterns.

https://twitter.com/benterrett/status/474917315562455041

#gdsteam

25 Services
14 Agencies
8 Departments

Department for Business Innovation & Skills

The Insolvency Service
- Redundancy Payments

Intellectual Property Office
- Patent Applications and Renewals

Land Registry
- Digital Service Delivery

Apprenticeships
- National Apprenticeship Service

Student Loans Company
- Student Loans Company

Ministry of Justice

HM Prison Service
- Prisoner Visits Booking

HM Courts & Tribunals Service
- Civil Claims
- Fee Payment

Office of the Public Guardian
- Lasting Power of Attorney

Department for Environment Food & Rural Affairs

Rural Payments Agency
- Common Agricultural Policy Delivery Programme

Environment Agency
- Waste Registration & Applications

Department for Work & Pensions

- Carer's Allowance
- Personal Independence Payment
- Universal Credit

Home Office

UK Border Force
- E-Gates at the Border

Disclosure & Barring Service
- Criminal Record Checking Service

UK Border Agency
- Visitor Visa Application

Department for Transport

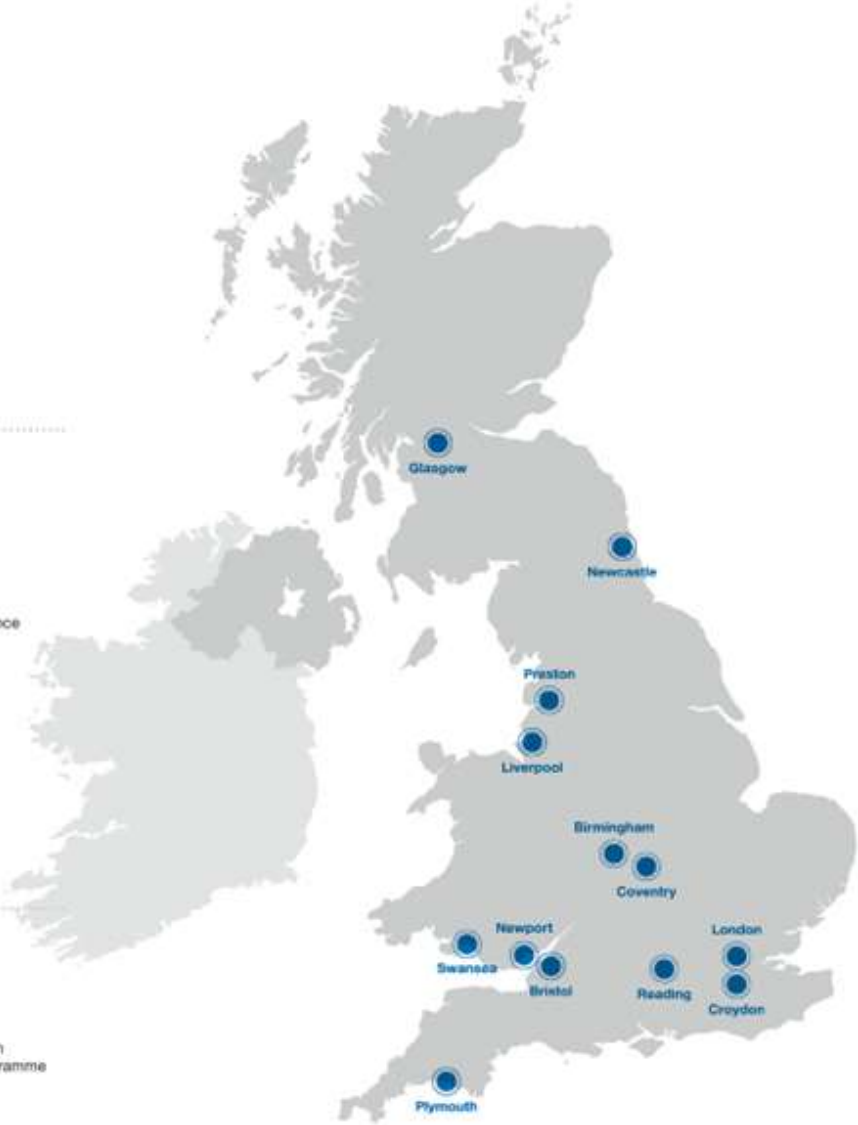
DVLA
- Vehicles Online Logbook
- Personalised Registration
- Integrated Enquiries Platform

HM Revenue & Customs

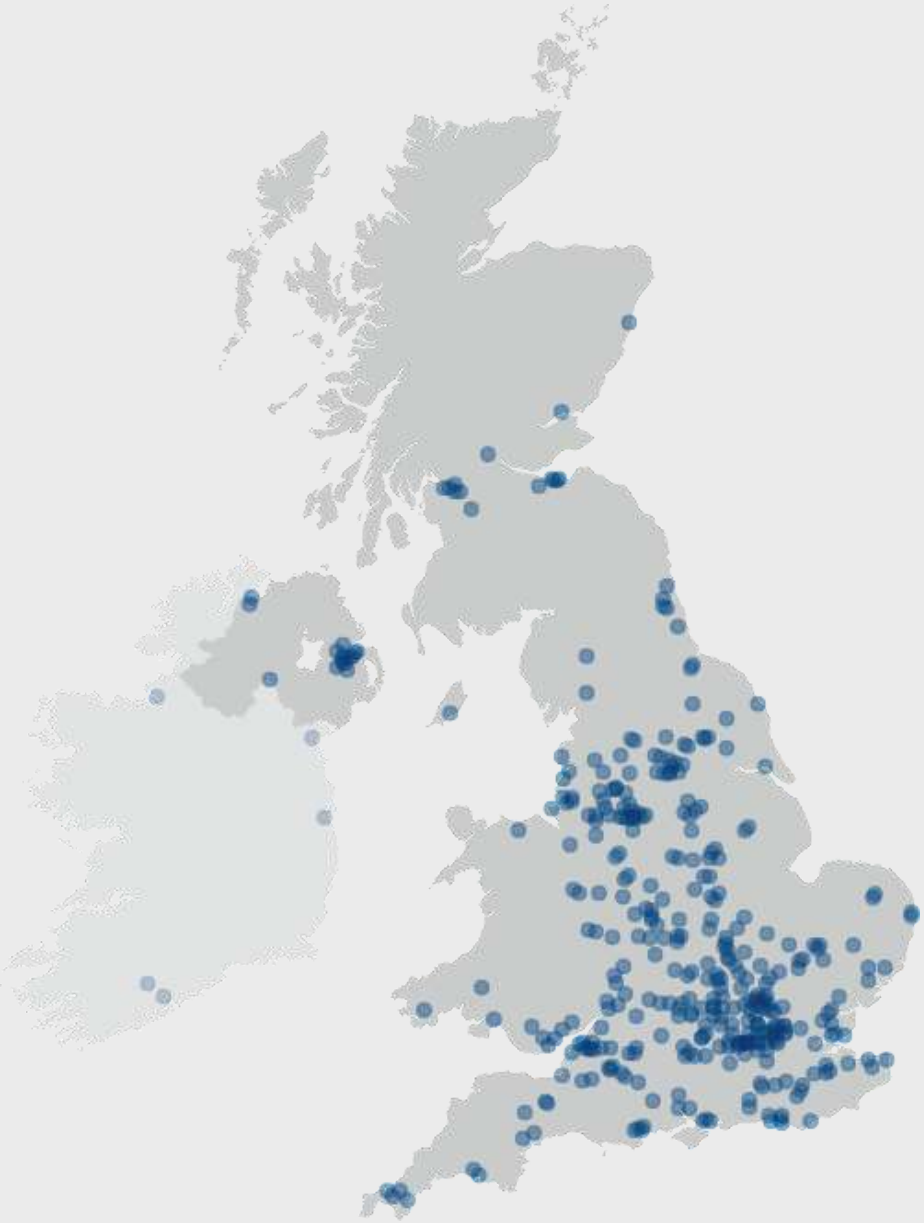
- PAYE Online
- Paperless Self Assessment
- Tax for My Business
- Agent Online Self-Serve

Cabinet Office

- Electoral Registration Transformation Programme



Digital transformation exemplar projects



There are more people designing GOV.UK outside GDS than inside GDS

The solution

Resources

+

Community

www.gov.uk/service-manual

ASK

What do YOU need?

1. Principles

Government Digital Service

Design Principles

1. Start with user needs
2. Do less
3. Design with data
4. Do the hard work to make it simple
5. Iterate. Then iterate again.
6. Build for inclusion
7. Understand context
8. Build digital services, not websites
9. Be consistent, not uniform
10. Make things open: it makes things better

2. Templates

GOV.UK

English Welsh Built by the Driver & Vehicle Licensing Agency

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3. Elements

A 48px Bold heading

A 36px Bold heading

A 24px Bold heading

A 19px Bold heading

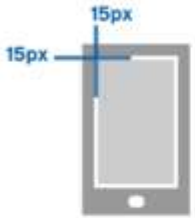
Do you know their National Insurance number?

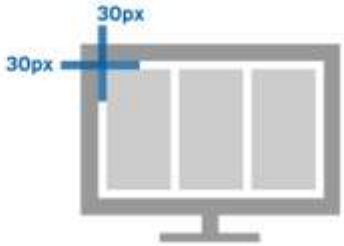
- (•) Yes
- ( ) No

National Insurance number

Save and continue

Text	Links	Backgrounds	Buttons	Focus
#0B0C0C	#005EA5	#BFC1C3	#008238	#FFBF47
$text-colour	$link-colour	$border-colour	$button-colour	$yellow
#6F777B	#2E8ACA	#DEE0E2	#006435	
$secondary-text-colour	$link-hover-colour	$panel-colour	$green (hover colour)	
#FFFFFF	#2E8ACA	#F8F8F8		
$page-colour	$link-visited	$highlight-colour		





GOV.UK

Rural Payments

Your businesses Sign out Help

BETA This is a new service – your feedback will help us to improve it.

Red Farm Land People and permissions Scheme eligibility Entitlements BPS Application

Rural Payments Styleguide

This guide explains how to make Rural Payments look consistent with the rest of GOV.UK.

Reusable elements

Typography
Layout
Tables
Pagination
Forms
Details
Alerts
Dialogs
Collapsibles
Checklist
Tabs

Recent additions

Add / Edit land *
Removal of land
Ecological focus areas

rural-payments-styleguide.herokuapp.com/ #gdsteam

Table examples

Table form validation

Column sortable table

Land parcel name	SBI	Area (ha)	Checked
Arable land	SJ8063_3931	5.76	Yes
Top field	SJ8063_5971	6.05	Yes
East field	SJ8063_4541	0.49	No
Fallow field	SJ8063_3254	5.6	No
The Fen	SJ8063_4248	4.56	Yes
Wheat and Barle	SJ8063_1039	5.34	No

Ecological focus areas

Parcel	Ecological focus area	Length (m)	Area (ha)	EFA area (ha)
Fallow field SJ8063_3254	☑ Hedge	152.64	n/a	0.15
	☑ Hedge	78.23	n/a	0.08

4. Screenshots

GOV.UK exemplar screenshots

2. Apprenticeship applications

Scenarios: (close all)

1. Find an apprenticeship

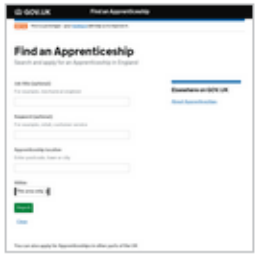
1. Home

→

2. Apprentice options

→

3. Find apprenticeship



→

4. Search results

→

5. Search details

2. Find a traineeship

1. Home

2. Trainee options

3. Find traineeship

4. Search results

5. Search details

5. Mailing list

The mailing list is (currently)
by invitation from
people who are already on it.

6. Patterns

GOV.UK

Search the service manual

Government Service Design Manual

Digital by Default Service Standard Start using the manual Feedback

Tell us what you think (opens a 3 minute survey on another website)

Home > User-centred design

Design patterns

Use these design patterns to maintain a consistent design across our services.

Start with the GOV.UK elements page, to find out how to make your service look consistent with GOV.UK. It also includes links to code snippets.

The patterns below describe our approach to services, transactions and forms.

Detail patterns

- Names
- Dates
- Addresses

Design pattern

Progress indicators

Use these to reassure users that they're making progress and give an indication of how much further there is to go.

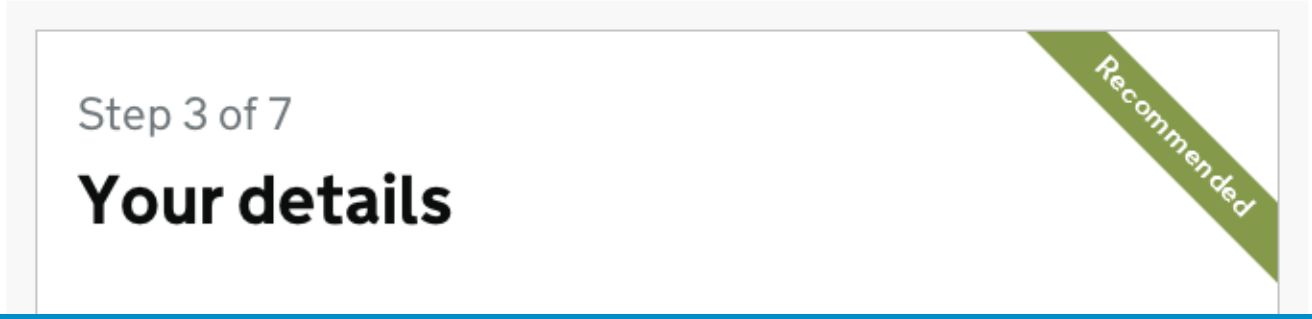
On this page:

1. Step indicator
2. Progress bar
3. Summary menu

---

1. Step indicator

Tell the user what step they're on.



designpatterns.hackpad.com

DESIGNPATTERNS

5 MINUTES AGO

Edited by **CAROLINE JARRETT**

UNFILED

GOV.UK design patterns

Use this wiki to discuss GOV.UK design patterns. We welcome contributions from anyone interested in designing government services. Find out more about this wiki. See the list of patterns.

30 SECONDS AGO

Edited by **YOU**

UNFILED

File attachments

0 / 3

Drag and drop

Proficient computer users may prefer to drag and drop from their file system onto the browser.

Always use another method alongside drag and drop.

- Drag and drop only works in modern browsers
- Users with dexterity problems such as tremor may have difficulty dragging a file.

Things needed:

- [ ] How to indicate drag&drop-ability
- [ ] Designs for on-drag
- [ ] Research / uptake?

4 MINUTES AGO

350+ members

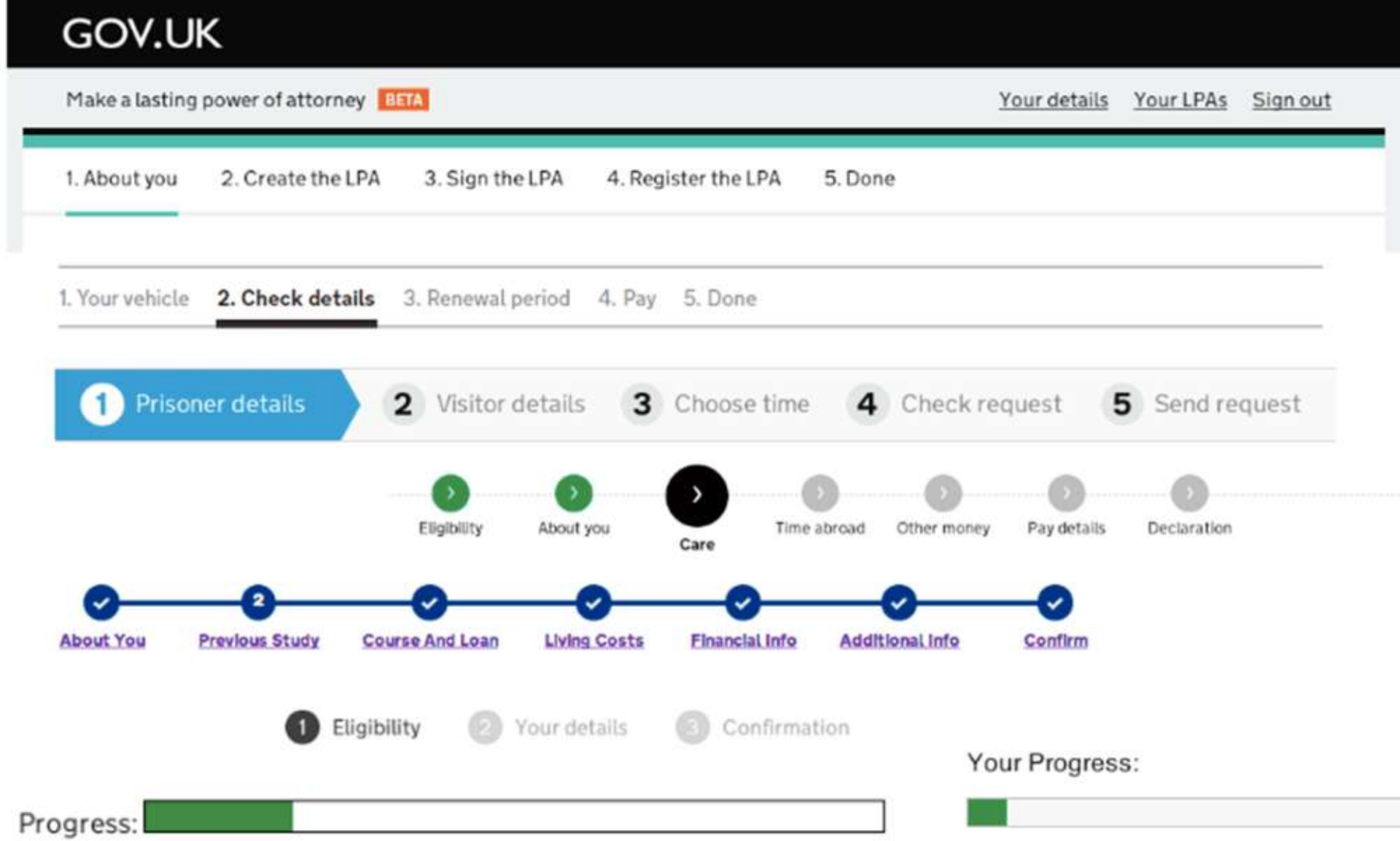
100+ patterns

1. Elements	105 edits
2. Navigation buttons	76 edits
3. Date of birth	56 edits
4. Progress indicators	55 edits
5. Dates	54 edits
6. Help text	41 edits
7. Addresses	41 edits
8. Radios & checkboxes	36 edits

1.	Tim Paul	383 edits
2.	Caroline Jarrett	151 edits
3.	Ed Horsford	148 edits
4.	Joe Lanman	115 edits
5.	Gemma Leigh	53 edits
6.	Sjors Timmer	41 edits
7.	Henry Charge	35 edits
8.	Tom Byers	25 edits

designpatterns.hackpad.com

Did it work?


GOV.UK
Make a lasting power of attorney BETA
Your details
Your LPAs
Sign out
1. About you
2. Create the LPA
3. Sign the LPA
4. Register the LPA
5. Done
1. Your vehicle
2. Check details
3. Renewal period
4. Pay
5. Done
1 Prisoner details
2 Visitor details
3 Choose time
4 Check request
5 Send request
Eligibility
About you
Care
Time abroad
Other money
Pay details
Declaration
About You
Previous Study
Course And Loan
Living Costs
Financial Info
Additional Info
Confirm
1 Eligibility
2 Your details
3 Confirmation
Your Progress:
Progress:

ASK

let's vote on the questions we most want to look at today

Make groups to work on a question you want to answer

Search for:
Service Manual Design Patterns

GOV.UK

Search the service manual

Government Service Design Manual

Digital by Default Service Standard Start using the manual Feedback

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- Dates
- Addresses

Is your question answered?

If it is, join another team or try another question!
If not, try the hackpad

Is your question answered on the hackpad?

If it is, join another team or try another question!
If not, try editing it.

General discussion and feedback

Lessons learned

What design patterns can’t do

Design patterns can’t be imposed on people

Design patterns can’t replace designers

Design patterns can’t negotiate with the business

What design patterns can do

Design patterns save time because you don't have to keep answering the same question

Design patterns can help to provide consistency for users

Design patterns help
to provide known answers
to common problems

Design patterns help to provide a focus for the community

What would we do differently if we started again?

If you're starting your own design patterns...

What's happening next?

Caroline is mostly working on creating candidate patterns to go into the Service Manual

There's a big Service Manual project that's just started

Thank you and please join in

URLs

https://www.gov.uk/service-manual/user-centred-design/resources/header-footer.html

https://www.gov.uk/service-manual/user-centred-design/resources/patterns/index.html

https://designpatterns.hackpad.com/

http://govuk-elements.herokuapp.com/

http://rural-payments-styleguide.herokuapp.com/

http://alphagov.github.io/exemplar-screens/

Cabinet Office

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