

Design patterns for government services: a community not a library

UX Cambridge 2015

@timpaul @cjforms

#gdsteam



Cabinet Office

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Government Digital Service
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Government Digital Service
@timpaul

		Interaction designer			Graphic designer		
Front-end developer				Service designer			
Back-end	Front-end	Making	Interaction	Journey	Process + system	Org + purpose	Communication design
Building interfaces into actual systems	Production ready HTML and CSS	Front-end code, prototyping	Interaction patterns, sketching	What should the flow of events be	Interrogate and improve backend, business, processes, costs	Articulate organisation objectives, communicating them clearly	Create simple and effective signage, conference materials, booklets, posters, stickers, web graphics

Not present at time of photo:
content designer, user researcher, product manager, other?

A quick show of hands...

Government Digital Service

The next 90 minutes:

1. Designing GOV.UK
2. Using design patterns
3. Example patterns
4. Lessons learned

Designing GOV.UK

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Welcome to GOV.UK

The best place to find government services and information
Simpler, clearer, faster



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](#)

Legal processes, courts and the police

[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](#)

Includes flooding, recycling and wildlife

[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](#)

Includes holidays and finding a job

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12 million unique visitors every week

Home to over 330 departments and organisations

Saving more than £62 million a year

GOV.UK is
information
and services

Guidance

Keeping a pet pig or 'micropig'

From: [Department for Environment, Food & Rural Affairs](#)
First published: 31 December 2014
Part of: [Keeping sheep, goats, pigs and deer](#)
Applies to: England (see detailed guidance for [Scotland](#) and [Wales](#))

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](#)

[What you can feed pigs](#)

See more like this



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

You can't keep a pet pig at your home until you [get a county parish holding \(CPH\) number](#) from the Rural Payments Agency (RPA).

You must also tell your [nearest Animal and Plant Health Agency \(APHA\) office](#) that

[Home](#) > [Citizenship and living in the UK](#) > [Living in the UK, government and democracy](#)

Get a birthday or anniversary message from the Queen

Apply to Buckingham Palace to get a free birthday or anniversary message from the Queen - only certain birthdays and anniversaries count and you may need to send proof.

You can't apply earlier than 3 weeks before the celebration date. You can get a belated message up to 6 months after your birthday or anniversary.

Birthdays



[Download 'Application for a birthday message' \(PDF, 314KB\)](#)

You can get a message for:

- 100th birthday
- 105th birthday
- each year following your 105th birthday

You'll need to include a [copy of your birth certificate](#) if you were born abroad.

Elsewhere on GOV.UK

[Order a copy of a birth, death or marriage certificate](#)



[Home](#) > [Environment and countryside](#) > [Treasure and wrecks](#)

Report treasure

You must report treasure to the [local coroner](#) within 14 days of finding it.

You only need to report [items officially defined as treasure](#).



There is a fine of up to £3,000 or 3 months in prison for not reporting treasure.

You can voluntarily report items to the [Portable Antiquities Scheme](#) if they aren't treasure but are still of cultural or historical interest. This is to help keep a record of all finds in England and Wales.

There are different rules for [Scotland](#) and [Northern Ireland](#).

After a find is reported

A local Finds Liaison Officer will contact you to talk about how and where you made the find and to give you a receipt.

They'll write a report on the find. Museums can express an interest in it if it's treasure.

Treasure and wrecks

[Report wreck material](#)

[More](#)



[Home](#) > [Births, deaths, marriages and care](#) > [Death and bereavement](#)

Licence

Get a licence for a burial at sea in England

Apply for this licence

Start now >

on the Marine Management
Organisation service

Overview

You can apply for a marine licence to bury someone at sea:

- off The Needles, Isle of Wight
- between Hastings and Newhaven
- off Tynemouth, North Tyneside

You can also propose a new site when you make your application. You'll need to supply coordinates and evidence to demonstrate that the site is suitable

[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.

Asylum

[Asylum support](#)

[More](#)

Elsewhere on GOV.UK

[Asylum applicants' rights and responsibilities](#)

[Information leaflet for asylum applications](#)

[Report an immigration crime](#)

Carer's Allowance

1. [Overview](#)
2. [What you'll get](#)
3. [Eligibility](#)
4. [Make a claim](#)
5. [If your circumstances change](#)

4. Make a claim

You will need

Before you apply, [check you're eligible](#) and make sure you have:

- your National Insurance number
- the date of birth and address of the person you're caring for
- your bank or building society details

You may need to provide course details if you are studying, and any employment details including dates and how much you were paid.

[Apply now >](#)

Carers and disability benefits

[Attendance Allowance](#)

[Carer's Credit](#)

[Disability Living Allowance \(DLA\) for adults](#)

[Personal Independence Payment \(PIP\)](#)

[More](#)

Benefits

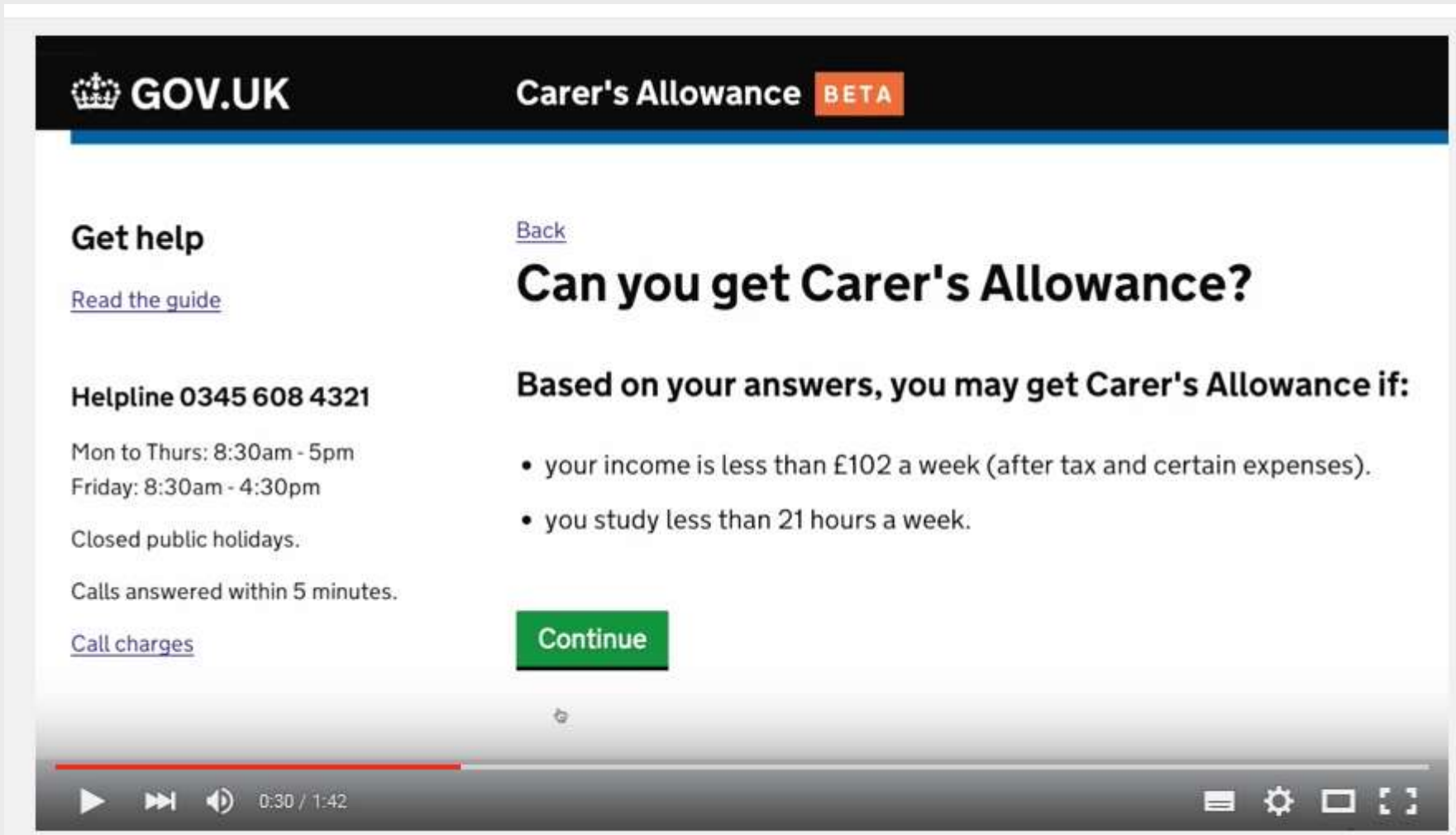
[Constant Attendance Allowance](#)

[How and when your benefits are paid](#)

[Benefit fraud](#)

[More](#)

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



GOV.UK Carer's Allowance **BETA**

Get help
[Read the guide](#)

Helpline 0345 608 4321
Mon to Thurs: 8:30am - 5pm
Friday: 8:30am - 4:30pm
Closed public holidays.
Calls answered within 5 minutes.
[Call charges](#)

[Back](#)

Can you get Carer's Allowance?

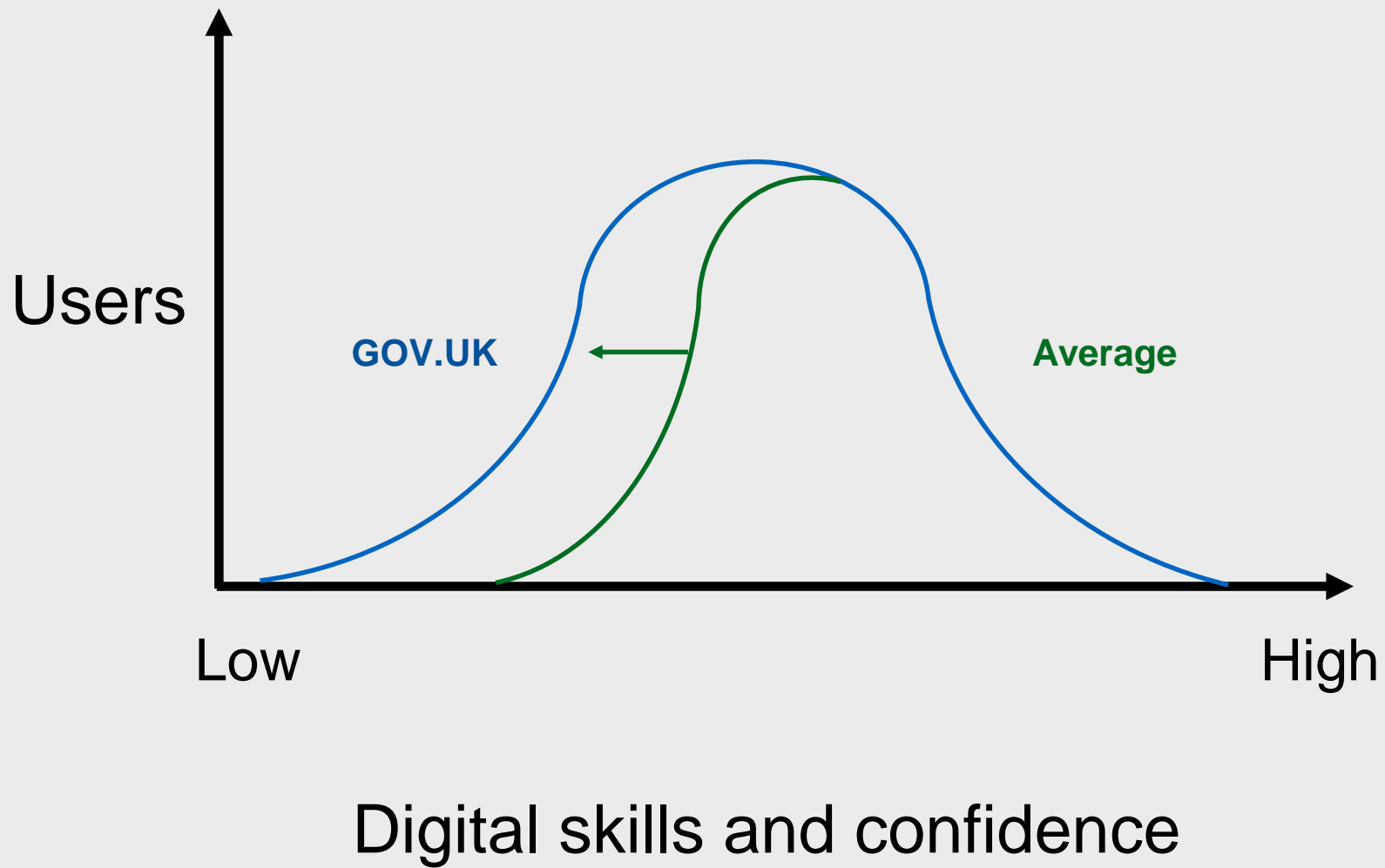
Based on your answers, you may get Carer's Allowance if:

- your income is less than £102 a week (after tax and certain expenses).
- you study less than 21 hours a week.

Continue

0:30 / 1:42

GOV.UK is
for everyone



A brief history of designing GOV.UK

2011 Alpha 1 designer

2012 Beta 10 designers

2013 Live 100+ designers



Where are you?

If we know your location we can give you details of services local to you.

[Set location](#)

I'm looking for...

e.g. Bank holidays, Lost passport or Department for Education

[Go](#)

[Olympic venues begin to open to the public](#)

Popular tools and topics



[How much is the minimum wage?](#)



[Calculate holiday pay](#) [Business Link](#)



[Guide to Childcare](#)



[Pay your Council Tax](#)



[Should I register for VAT?](#)
[Business Link](#)



[Report lost or stolen passport](#)



[Book a driving test](#)



[Guide to Redundancy](#)



[Where can I use my bus pass?](#)

[Browse more ...](#)

Welcome to GOV.UK, the best way to get to government services and information



 [Search](#)

Try bank holidays, clock change, student finance, car tax

BROWSE

[Crime and justice](#) [Driving](#)
[Education](#) [Family](#) [Housing](#)
[Life in the UK](#) [Money and tax](#)
[Neighbourhoods](#) [Travel](#)
[Work](#)

POPULAR

 [Get a tax disc](#)
 [UK bank holidays](#)
 [Student finance calculator](#)
 [Housing Benefit](#)
 [Maternity pay entitlement](#)
 [What to do after someone dies](#)
 [Pay your Council Tax](#)
 [VAT rates](#)

This is an aerial photograph of [The Angel of the North](#).



Small teams

Easy to share and copy ideas

House style emerges naturally

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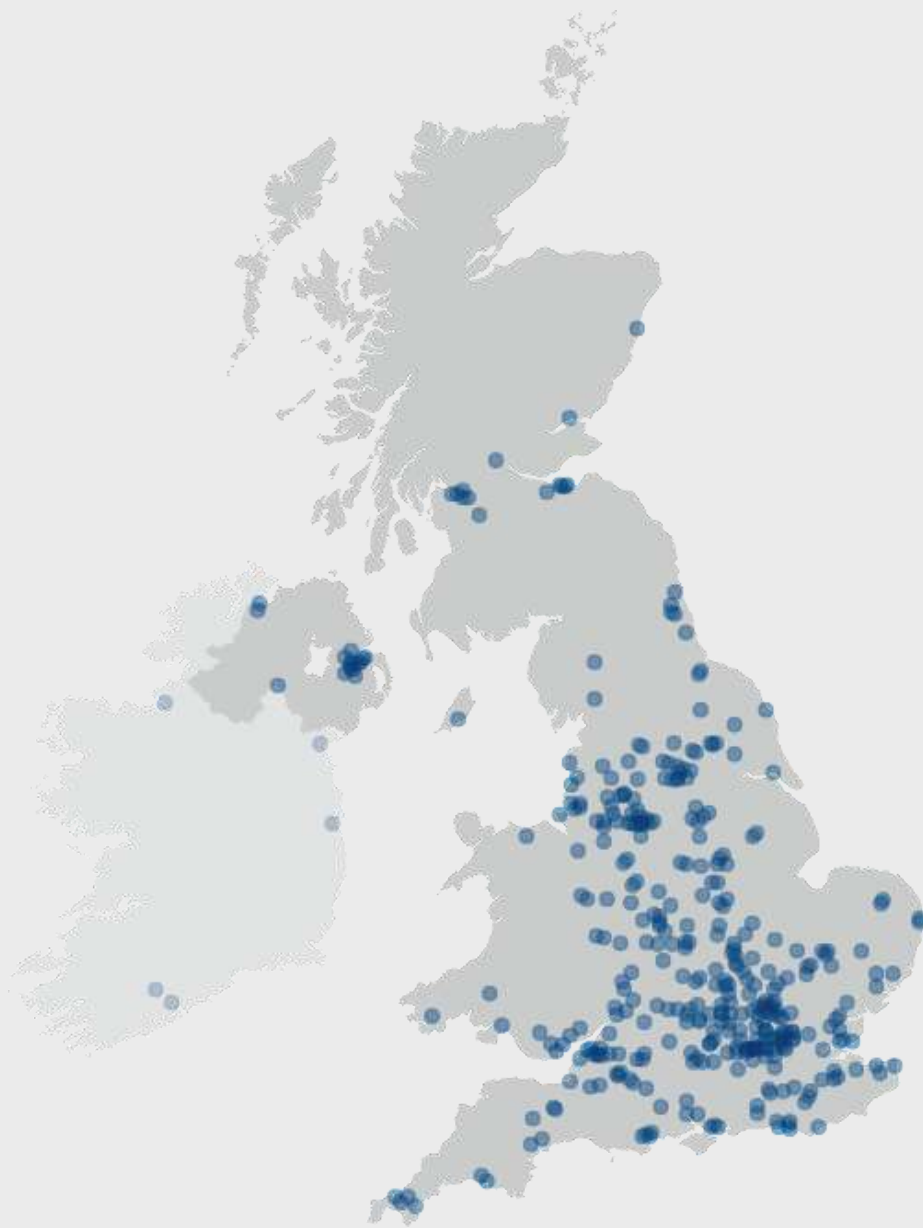
#gdsteam

Cross Government Design Meeting, Leeds



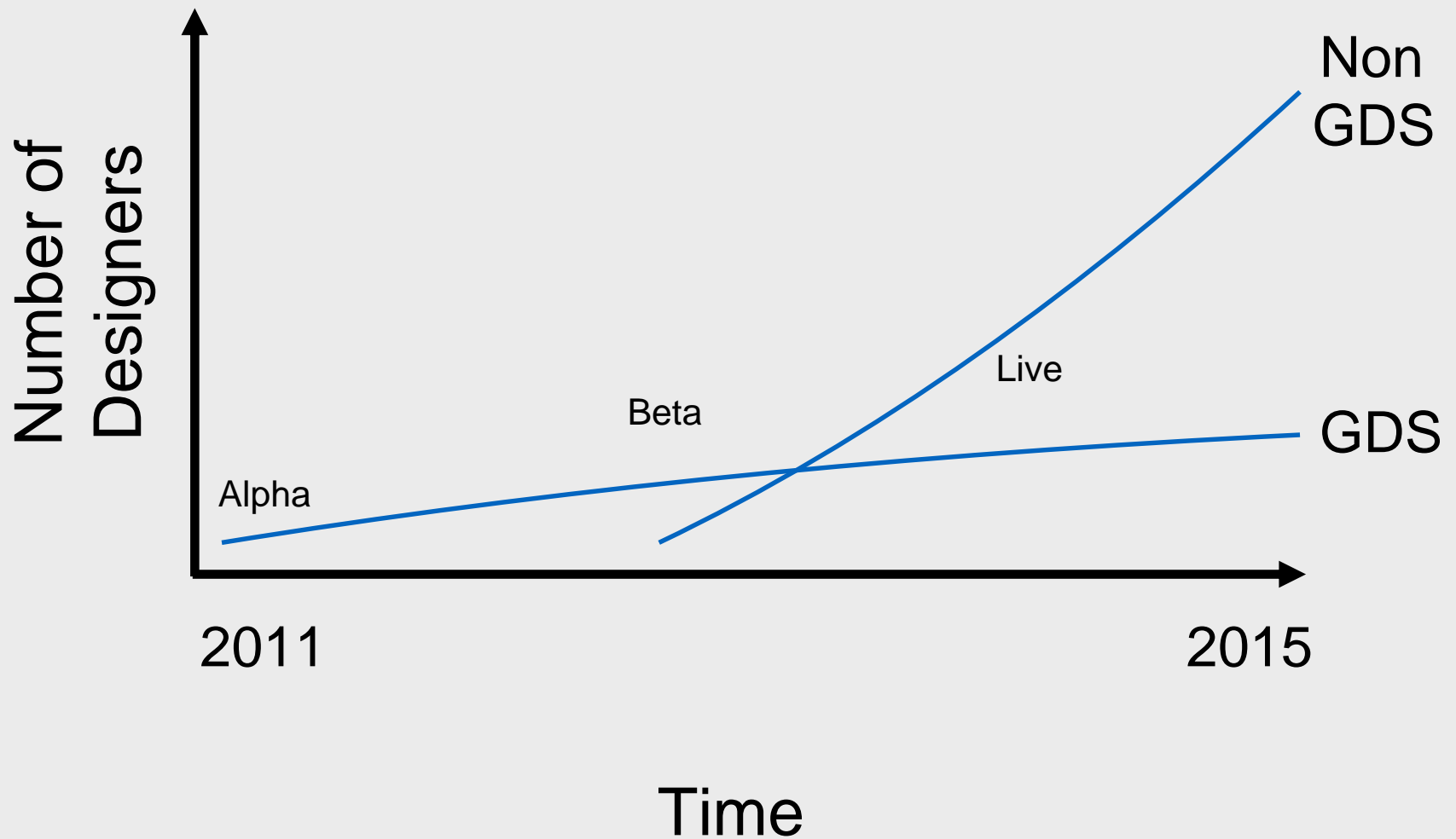
@timpaul @cjforms

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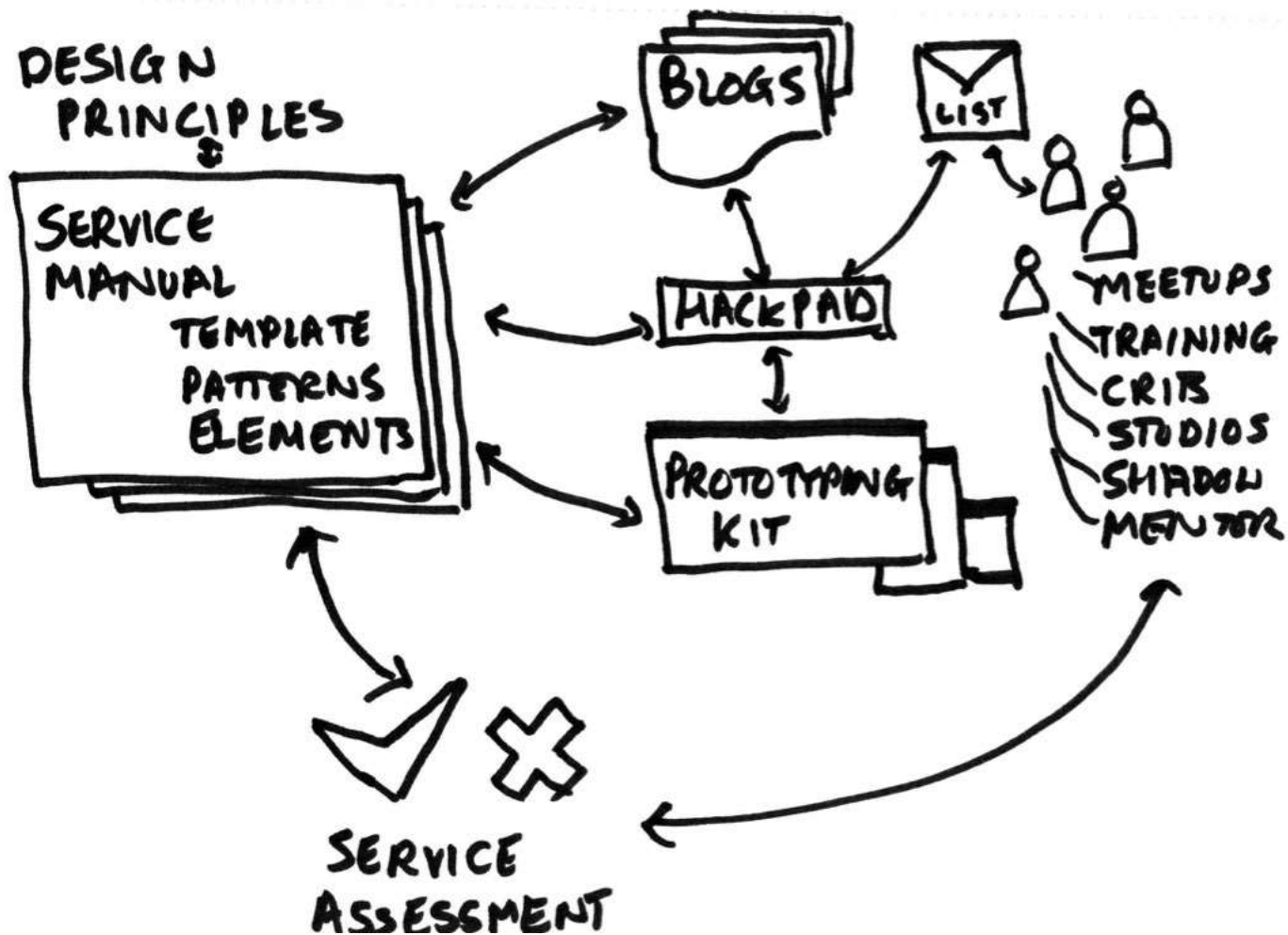
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How do you do design at scale?

Community Tools Resources



Community

Mailing lists, meet-ups,
reviews, studios, wiki,
workshops, training

Tools

Prototyping kit,
Screenshot sharer

Resources

Principles, templates,
elements and patterns

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**



GOV.UK elements

This guide shows how to make your service look consistent with the rest of GOV.UK.

Layout

Grid unit proportions, gutters and spacing.

Typography

Headings, body text, links, lists, inset text, hidden text.

Colour

Colour contrast, Sass variables, colour palettes.

Icons and images

Icons and image ratios.

Data

Data in a table, numeric tabular data, data visualisation.

Buttons

Button text, button alignment, creating buttons.

Form elements

Form fields, labels, focus states, radio buttons, checkboxes.

Errors and validation

Summary boxes, highlighting errors in forms.

Alpha and beta banners

How to create alpha and beta banners using the front-end toolkit.

A **48px Bold** heading

A **36px Bold** heading

A **24px Bold** heading

A **19px Bold** heading













Do you know their National Insurance number?

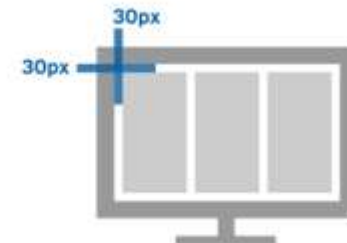
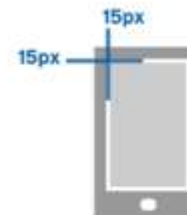
☒ Yes

☐ No

National Insurance number

Save and continue

Text	Links	Backgrounds	Buttons	Focus
 #000000 \$text colour	 #0055A5 \$link colour	 #BFC1C3 \$border colour	 #00823B \$button colour	 #FFBF47 \$yellow
 #6F777B \$secondary-text colour	 #2E8ACA \$link-hover colour	 #DEE0E2 \$panel colour	 #006435 \$green (hover colour)	
 #FFFFFF \$page colour	 #2E8ACA \$link-visited	 #F8F8F8 \$highlight colour		



EXAMPLE

Message to alert the user to a problem goes here

Optional description of the error(s) and how to correct them

[Descriptive link to the question with an error](#)

Check your personal details

Look at your name, signature and other details.

Are your personal details correct and up-to-date?

Error message about personal details goes here

- ☐ Yes, my personal details are correct
- ☐ No, some details are wrong or have changed

Continue



We're improving the Service Manual. [Help us get it right](#) (opens a short survey on another website.)

[Home](#) > [User-centred design](#)

Design patterns

These patterns are based on the research and experience of the whole GOV.UK design community. If you can't find the pattern you're looking for here, we're discussing many more on designpatterns.hackpad.com.

Visual style

For a visual style guide, including front-end code snippets, see the [GOV.UK elements guide](#).

Form questions

- [Names](#)
- [Dates](#)
- [Addresses](#)

1. *Complete a short survey on another website.*

Desert patterns

Addresses

1. [Free text boxes](#)
2. [Multiple fields](#)
3. [Address finder](#)

1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 26

Full address

- it can handle any possible address format
- people can copy and paste addresses from the clipboard
- people don't have to work out which part of the address goes in which field

- parsing addresses for sub-parts (region, street etc.) is hard, and impossible to do with 100% accuracy
- many legacy back-end systems expect multi-field addresses

1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 26

[View the collection](#)

Justification:

Abstract

Click on Home and you are in the address book

- [illegible]

County (continued)

Introduction

by chatting? Why don't you do

- Q10: What do you mean by "pulling"? Why don't you use the `pull` API?
- LINKEDIN: I'm talking something concrete, which should be done by looking-out what the best practices are and then using it not just sitting and banging it in, but should also include testing with users.
- I don't like the pattern because
 - many many addresses don't fit it very well at all
 - it's complicated for users
 - I haven't had the chance to double-check it with Graham Rhind's addressing advice, which always makes me feel uneasy
- Q11: I would love to agree. It's not a good format for accepting patterns. We're in the bit for common situation of having to fit it with the existing legacy address database format
- LINKEDIN: Agreed. I think we're used that it's not good and only acceptable when there's a strong case for being with this pattern. The pattern is it reasonably good shape compared to some others. It got around to making that point clearer eventually. Should be good if you could by testing some various writings on that this and let us know how it goes.
- Q12: You'll have a year with our current design. It's not come up before, but how far our participants can see how it's ambiguous.
- LINKEDIN: Another option is to assume that the participant is an outlier. It can happen.
- Q13: Always a possibility. But if there's a "tool" way to include them, I'd prefer that.

20
patterns



100
patterns



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

550+ members

100+ patterns

designpatterns.hackpad.com

Using design patterns

@timpaul @cjforms

#gdsteam

Activity

Let's apply a
pattern to a page
on GOV.UK

Apply the
Form structure
pattern

to the
Apply for a UK visa
page

Google 'service manual form structure'



We're improving the Service Manual. [Help us get it right](#) (opens a short survey on another website.)

[Home](#) > [User-centred design](#) > [Design patterns](#)

Design pattern

Form structure

How to structure web forms for GOV.UK services.

On this page:

1. [Know why you're asking every question](#)
2. [Design for the most common scenarios first](#)
3. [Start with one thing per page](#)
4. [Examples](#)
5. [Further reading](#)

1. Know why you're asking every question

Before you start, make a list of all the questions you want to ask. For each question, you need to know:

- why does the service need that information?



[Home](#) > [Visas and immigration](#) > [Arriving in the UK](#)

Apply for a UK visa

Apply online for a UK visa to visit, work, study or join a family member or partner (eg spouse) already in the UK. Or use this service to apply for a certificate of entitlement to [right of abode in the UK](#).

If you're [visiting from China](#), apply using the new service for standard, marriage and civil partnership, or permitted paid engagements visitor visas.

您如果是一位来自中国的访问者，请使用[新的服务](#)来申请普通访问签证、婚姻访问签证、短期有偿工作访问签证。

[First check what kind of UK visa to apply for](#) and find out what supporting documents you'll need.

Start now >

on the Visa4UK service

Before you start

When using Visa4UK, choose the visa type that explains your reason for visiting, eg 'general visitor visa' if you're coming here on holiday.

Arriving in the UK

[Check if you need a UK visa](#)

[Visa fees](#)

[More](#)

Visas and immigration

[Visa processing times](#)

[More](#)

Elsewhere on GOV.UK

[Find a visa application centre](#)

ONE

THING

PER

PAGE

Example patterns

@timpaul @cjforms

#gdsteam

Progress indicators

1. About you 2. Create the LPA 3. Sign the LPA 4. Register the LPA 5. Done

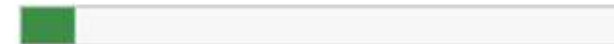
1. Your vehicle 2. Check details 3. Renewal period 4. Pay 5. Done

1 Prisoner details 2 Visitor details 3 Choose time 4 Check request 5 Send request



1 Eligibility 2 Your details 3 Confirmation

Your Progress:



Progress indicators

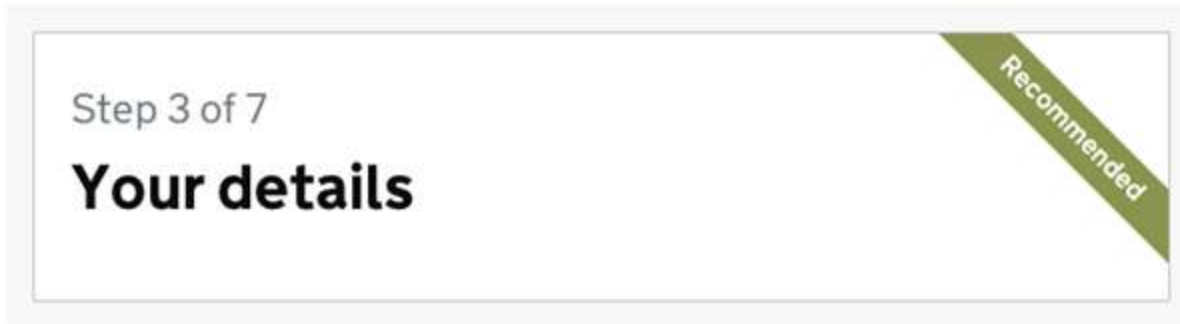
Use these to reassure users that they're making progress and give an indication of how much further there is to go.

On this page:

1. [Step indicator](#)
2. [Progress bar](#)
3. [Summary menu](#)

1. Step indicator

Tell the user what step they're on.



Do less - Problems as shared spaces

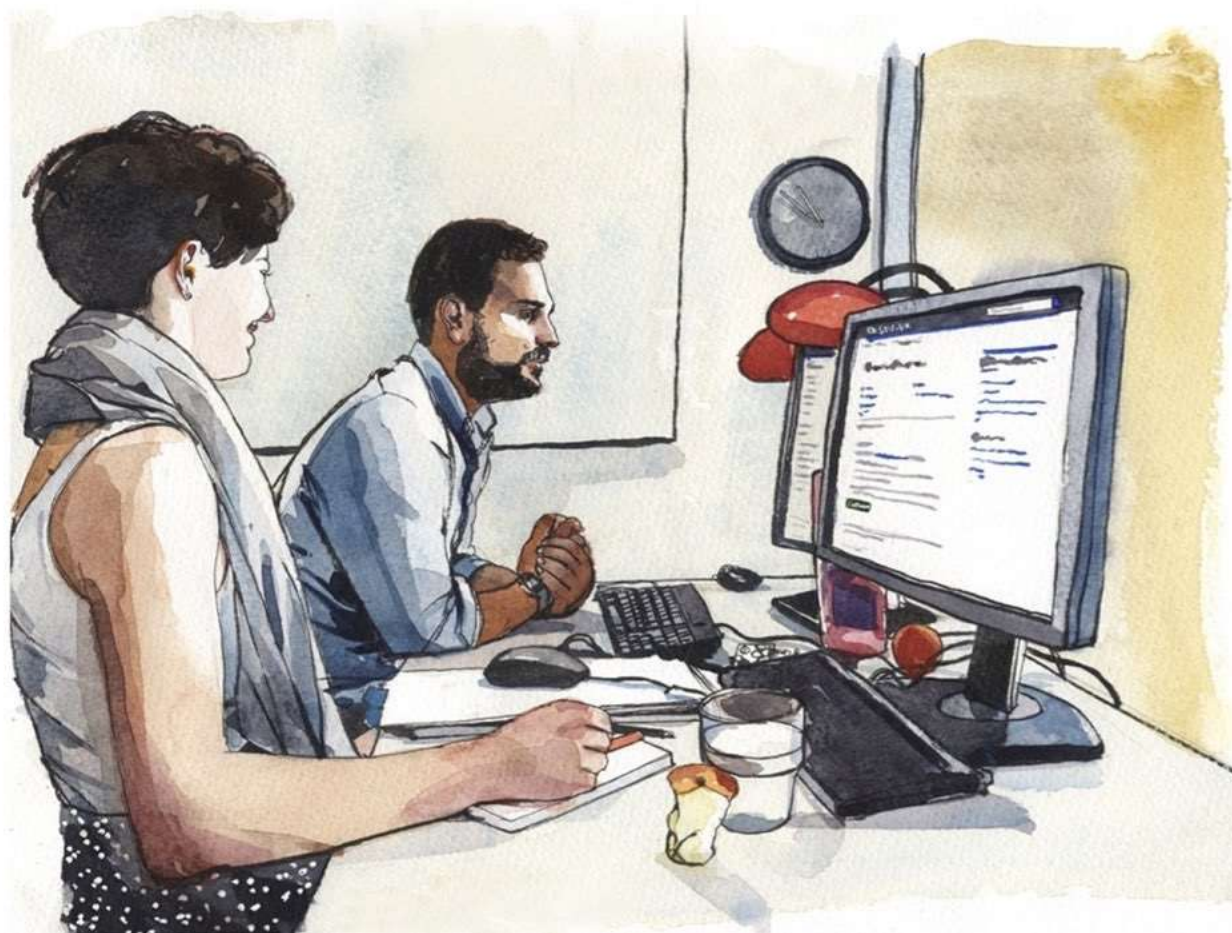
Ben Holliday, 7 July 2014 — Experimental

Most traffic engineers will approach a problem with a road by adding something to solve it. This means new signs, traffic lights, or road markings. All attempts to influence driver behaviour.



@timpaul @cjforms

#gdsteam



**find
what
works
not
what's
popular**

Organising long tasks (was Save and return)

Users may need to complete long tasks in more than one session.

- They may need a break
- They might be interrupted during their work
- They may need need to go to look for information that they do not have immediately to hand.

Sometimes the task is split across many steps - some online, some offline, and some where they wait for the government to do something. This guide is about organising long tasks.

 **SJORS T** *Employment Tribunal also explored a lot of these challenges: <https://employmenttribunals.service.gov.uk/>*

Topics

1. Understand all the steps
2. Provide a status page with all the steps
3. Show steps as 'open' as soon as possible
4. As far as possible, allow users to complete steps in any order

Drop down lists

Which country do you live in?

Enter a country

✓ Select Country

Afghanistan
Åland Islands
Albania
Algeria
American Samoa
Andorra
Angola
Anguilla
Antarctica
Antigua And Barbuda
Argentina
Armenia
Aruba
Australia
Austria
Azerbaijan
Bahamas
Bahrain
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bermuda
Bhutan
Bolivia
Bonaire, Sint Eustatius and Saba
Bosnia and Herzegovina
Botswana
Bouvet Island
Brazil
British Indian Ocean Territory
Brunei Darussalam
Bulgaria

ence v3.0, except where otherwise stated



© Crown copyright

We showed some videos here of participants struggling with dropdowns.

Sorry, we can't share on the web.

Date of birth

For example, 20 3 1976

Day Month Year

Don't use dropdowns / select boxes.

They're not intuitive

They hide choices

They're hard to use

Avoid if at all possible

Use radios or free text fields instead

Radio buttons and checkboxes

How often would you prefer to be contacted?

Select one:

- ☐ As often as necessary
- ☐ About once a month
- ☐ About once every 3 months

What kinds of research are you willing to take part in?

Select all that apply:

- ☐ I'm willing to visit a government building in a city near where I live to participate in a study
- ☐ I'm willing to participate in a study remotely using my computer and phone
- ☐ I'm willing to have a GOV.UK researcher come visit me

Do you like fruit?

☐ Yes ☐ No

How much do you spend on fruit?

pounds a week

What kinds of fruit do you usually buy?

Select all that apply:

- ☐ apples
- ☐ oranges
- ☐ pears
- ☐ bananas

What's your favourite thing about fruit?

Select one:

- ☐ it's healthy
- ☐ it's tasty
- ☐ it's fruity

For radio buttons / checkboxes

Make the controls bigger

Use language to differentiate them

Test with 'other' as an option

Write yes/no statements out in full (?)

Gender and sex

Gender and sex

On this page:

1. [Avoid asking about gender and sex](#)
 2. [Don't say 'sex' when you mean 'gender'](#)
 3. [Do not try to infer gender from title](#)
 4. [Allow users to declare an unspecified gender](#)
 5. [Don't assume that 'male' first is the correct order](#)
 6. [Asking about sex instead of gender](#)
 7. [Further reading](#)
-

1. Avoid asking about gender and sex

Think very carefully before you decide to ask your users about gender or sex.

Lessons learned

@timpaul @cjforms

#gdsteam

Design patterns can't replace designers

Design patterns can't
be imposed on people

Design patterns can't negotiate for you

Design patterns can
save you lots of time

Design patterns can
make your site design
more consistent

Design patterns can
be a focus for your
design community

The discussion and
creation of patterns is
where their value lies

Thanks

@timpaul @cjforms

#gdsteam



Cabinet Office

Caroline Jarrett
Forms specialist
Government Digital Service
@cjforms

Tim Paul
Head of Interaction Design
Government Digital Service
@timpaul