



# Modernising the Lasting power of attorney

Office of the Public Guardian | Ministry of Justice

**Role: Interaction Designer**

# Interaction design focus

- How might we have more assurance of each user's identity?
- How might someone sign the LPA without a wet signature?
- How might we educate each user type so they can do their role with confidence?



# User types

**Donor**—The person who the LPA is for. This person is giving power to their attorneys so they can make important decisions on their behalf.

**Attorney**—The person who is being given power to make important decisions on behalf of the donor.

**Certificate provider (CP)**—This person is a safeguard in the process to make sure the donor knows what they are doing, and that they are not being coerced.

**Supporter**—A third party organisation that offers support in the creation of an LPA.

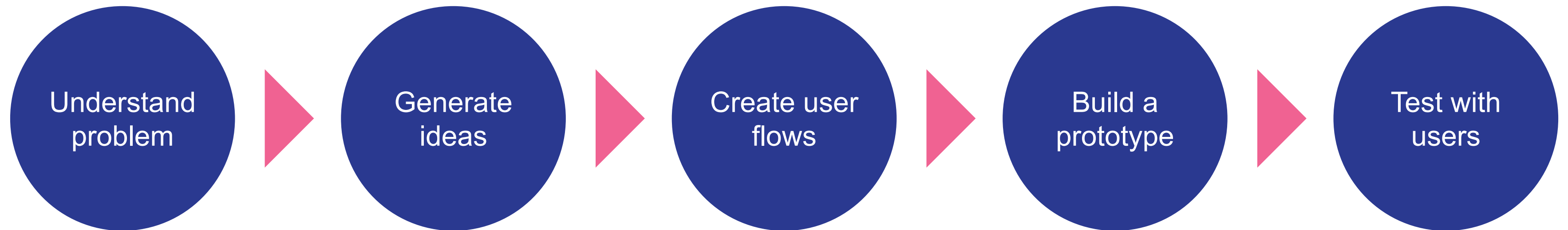
Note: these are legal terms for each user type.



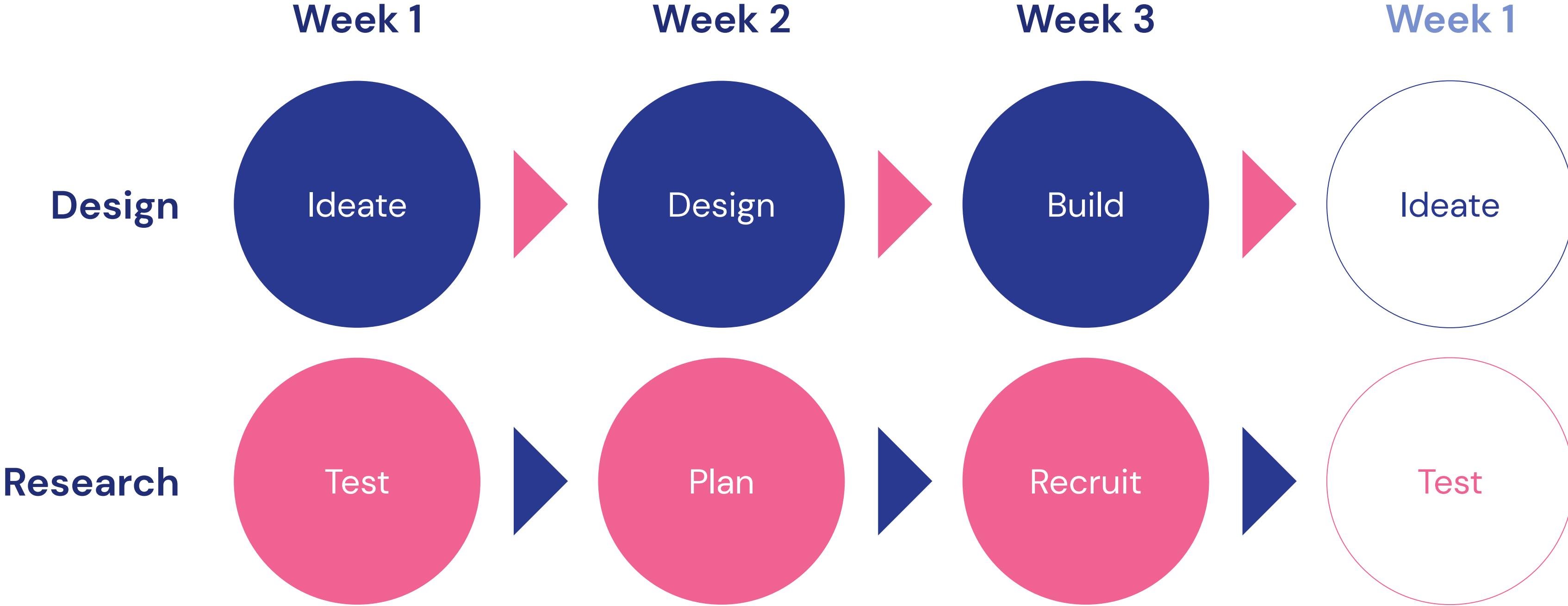
# Design process

# Process

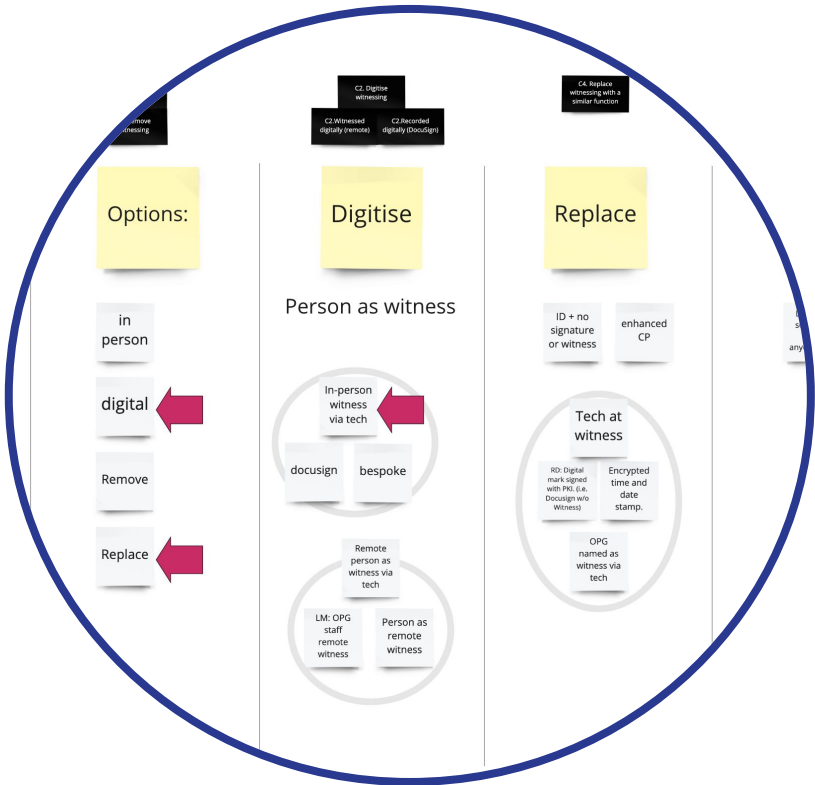
On this project, I used a design led-process where I designed artifacts for testing specific hypotheses. I would start by writing a 'questions and hypotheses' document, then design user flows and finally build a prototype for usability testing. Since we were in ALPHA, we prioritised testing our riskiest hypotheses.



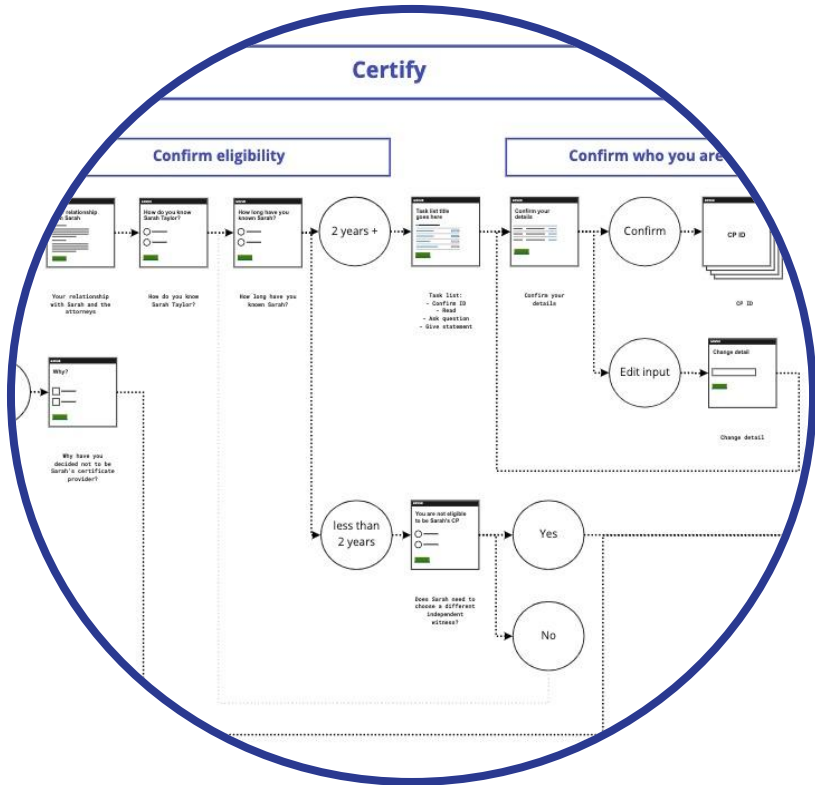
# Sprint cycles



# Activities



Ideation workshop with the team



Design user flows in Miro



Build prototype using prototyping kit



# Digital signature



# Digital signature

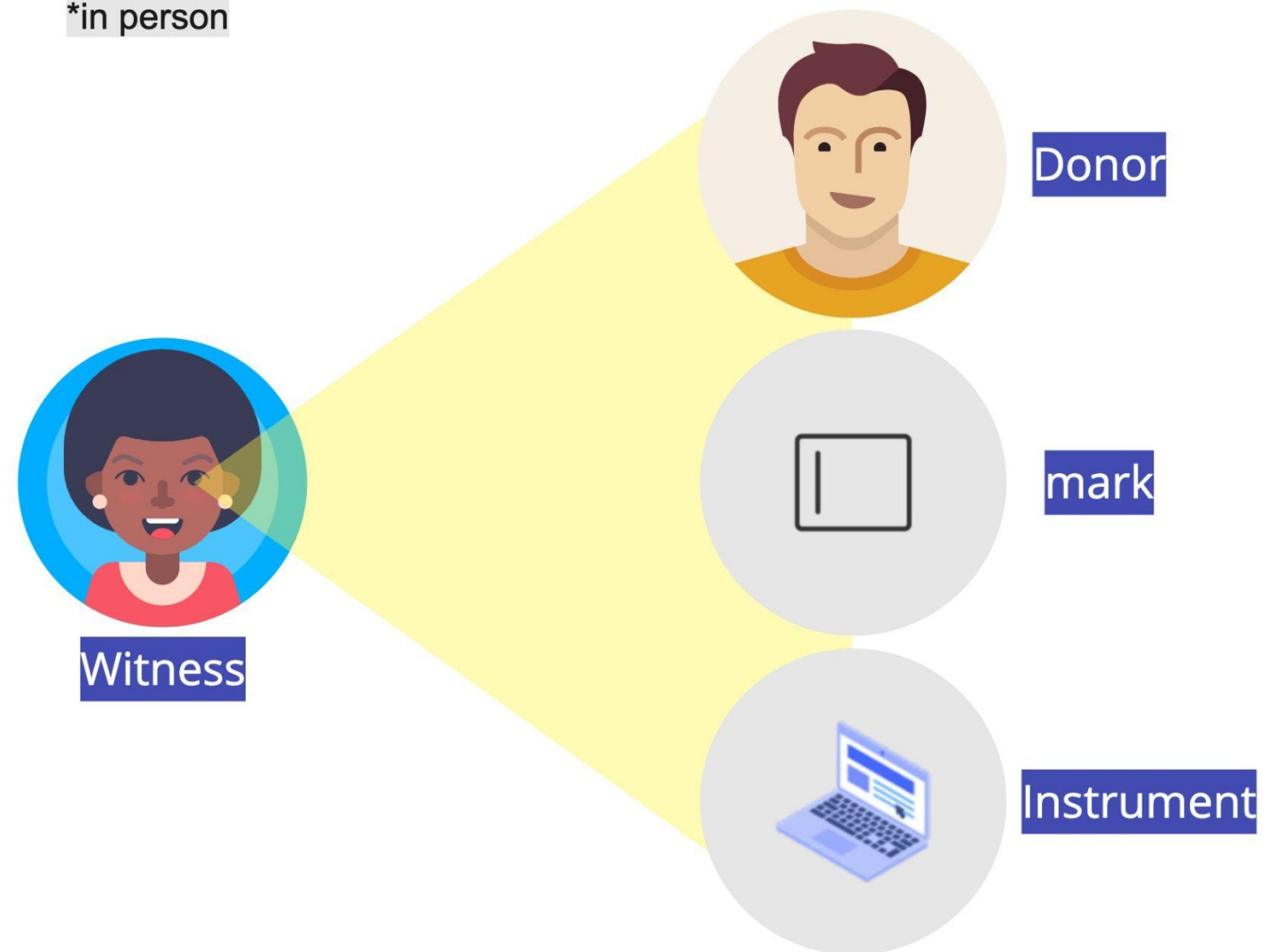
This was by far my favourite problem to solve. Signing a piece of paper with a pen in front of a witness is customary in the UK and is something we have a mental model for. But what happens when we take that interaction and put it online?

Assuming that most users won't have a stylus to literally sign their screen, what would the act of signing look like? How might people witness a signature digitally? Would it be done remotely or in person? And do we even need someone to witness a digital signature or can the role of the witness be replaced with technology?

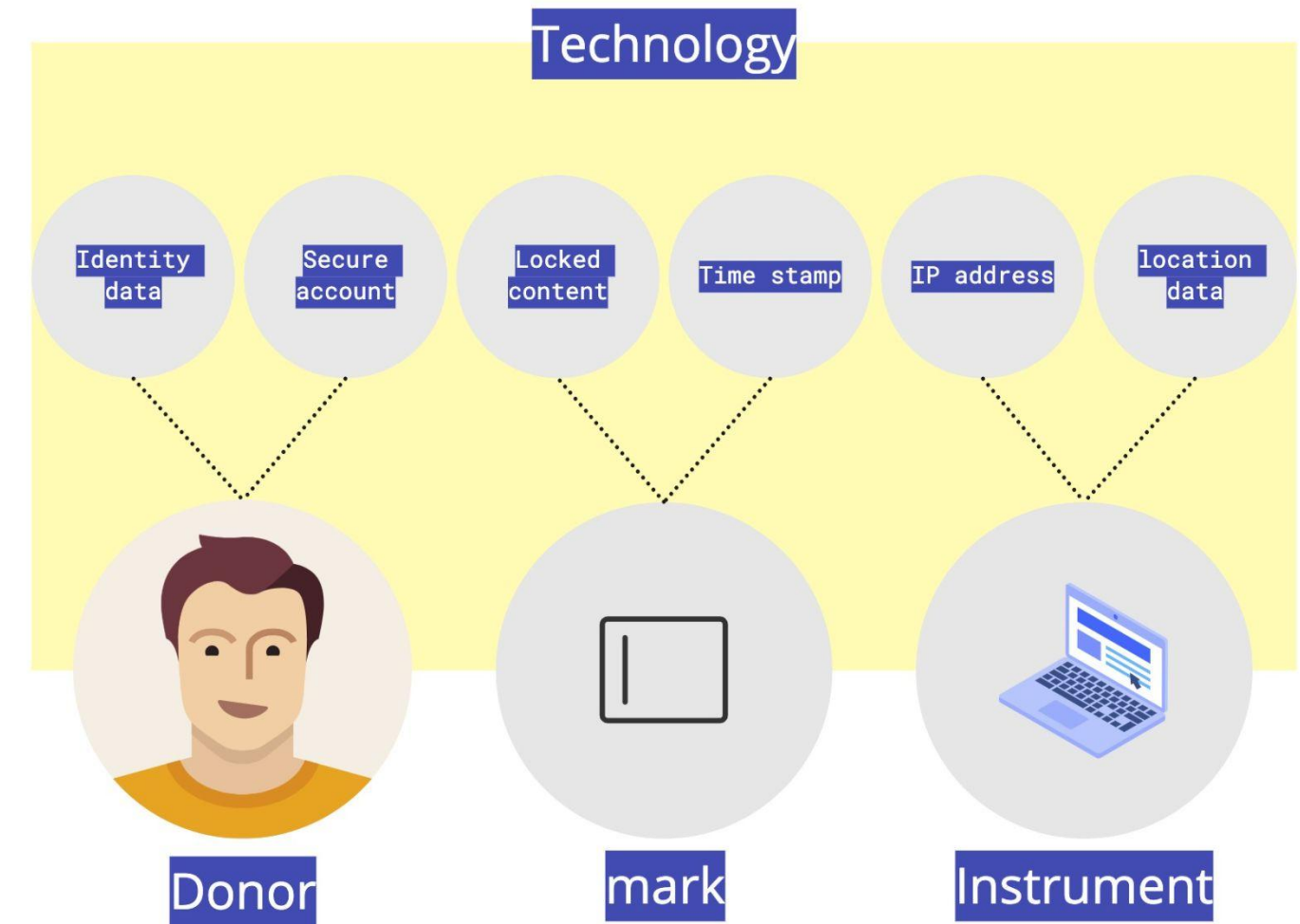


## Digital\*

\*in person



## Replaced



# Witnessing in person

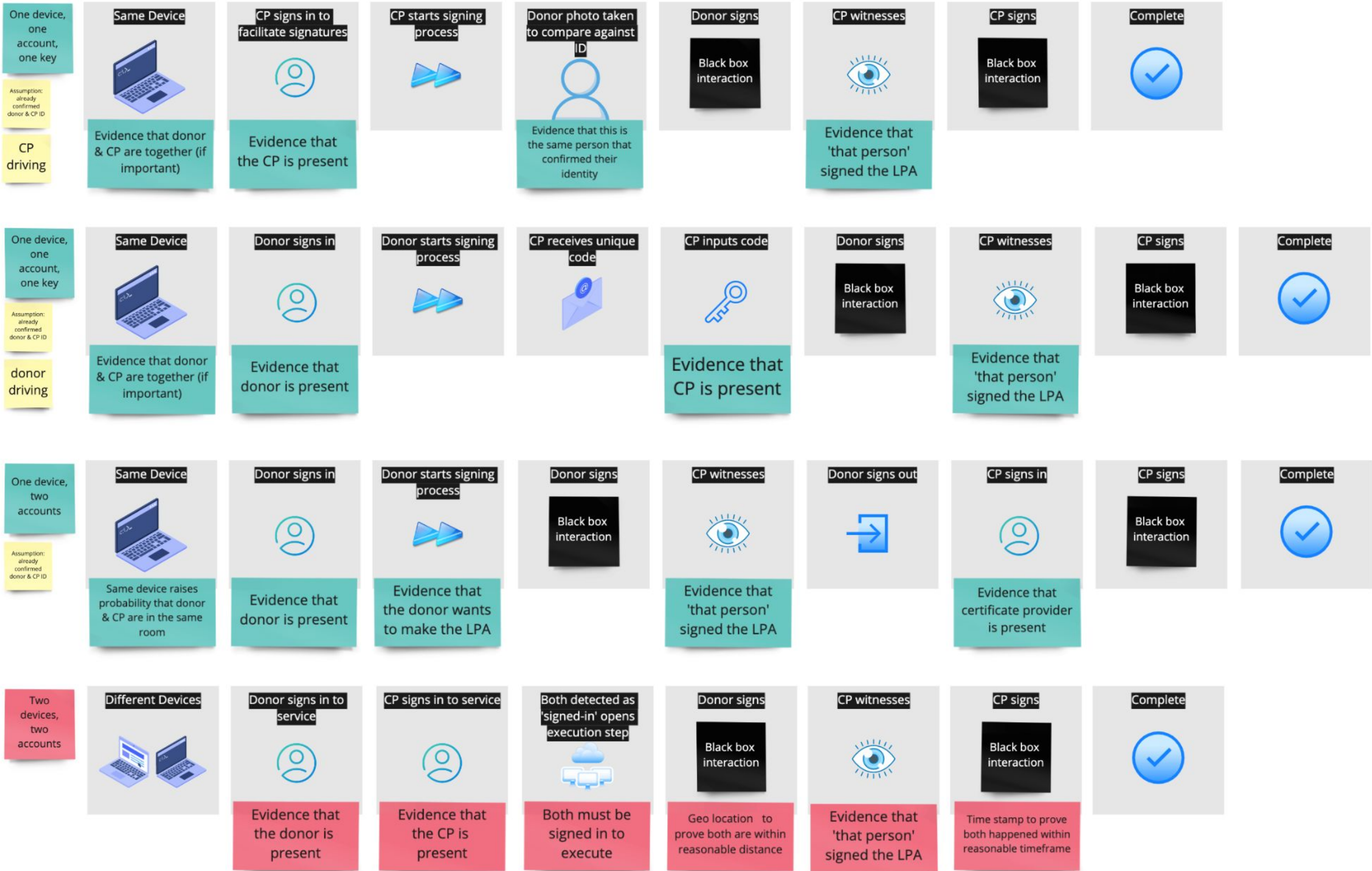
The in-person option still included a number of problems to solve. How many devices should be required for the interaction to happen? What if there is only one digital device in the room? How many users need to be signed in to an account to make complete the journey? How can we guarantee both actors are involved?



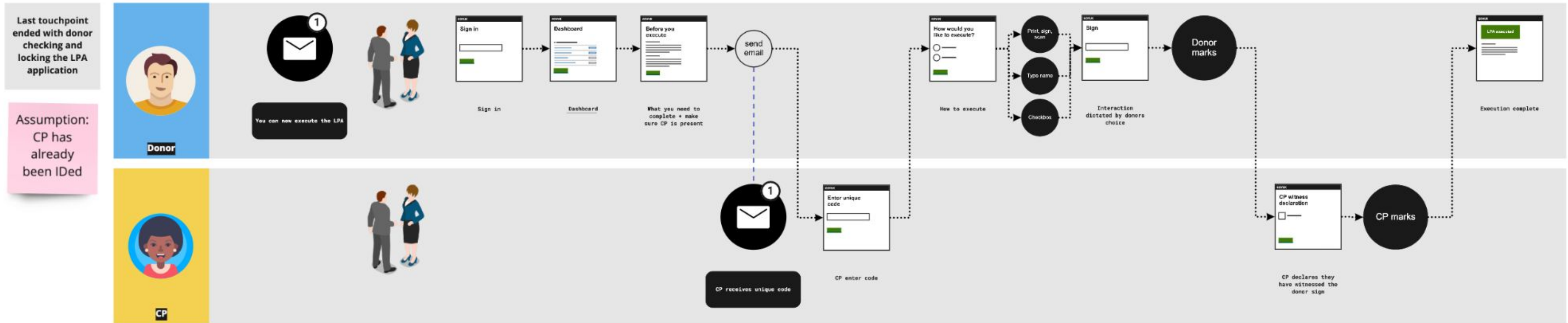


# Sign digitally

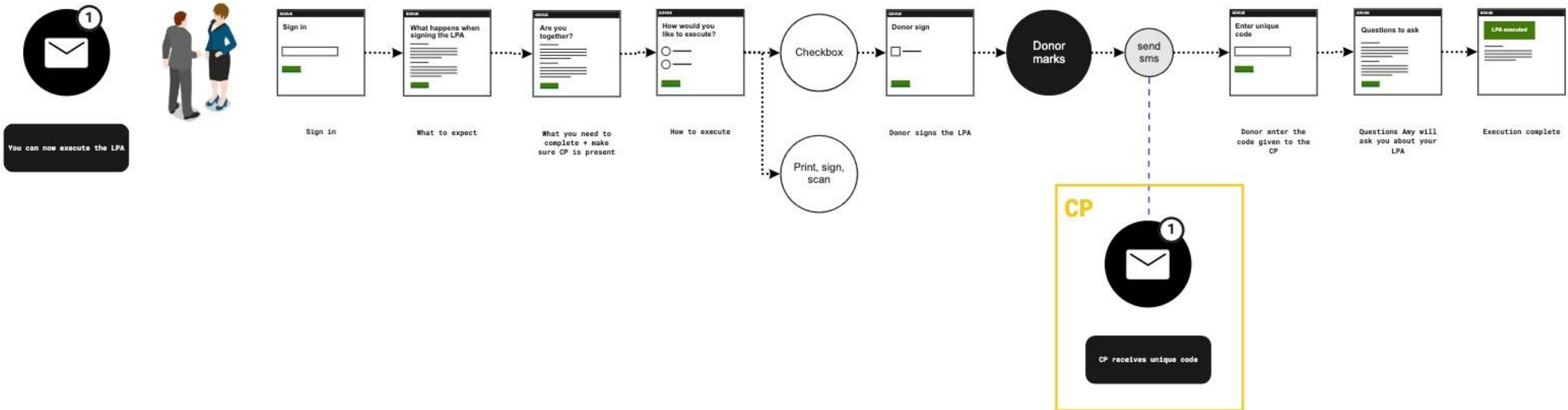
## Donor & CP same room



## Sign & witness in the same room



# Sign & witness in person v2



# Replace the witness

The other more controversial approach we wanted to test was to replace the witness with technology. This was an interesting approach to design because, on the one hand, signing in front of a witness adds a sense or ceremony and is perceived by some as a safeguard.

On the other hand, finding a witness can be challenging for some, and what value does witnessing add that couldn't be achieved with technology? Especially in a system that verifies ID.





## Replace witness with tech

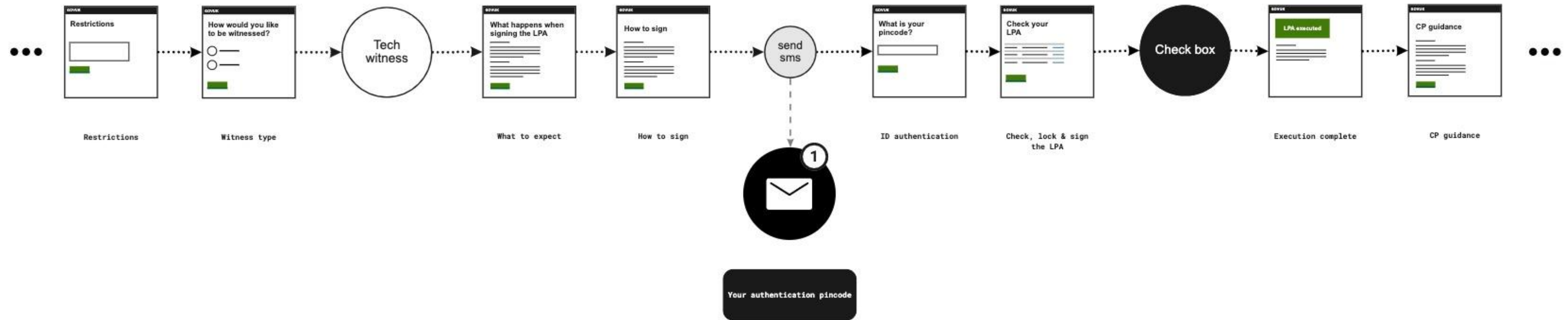


Due to the complexities introduced by witnessing in person together with the fact that witnessing isn't a strong safeguard, replacing the witness with technology was by far my favourite option. It also made for a much simpler user journey, free from interruptions and hand-offs with other actors.





# Replace witness v2

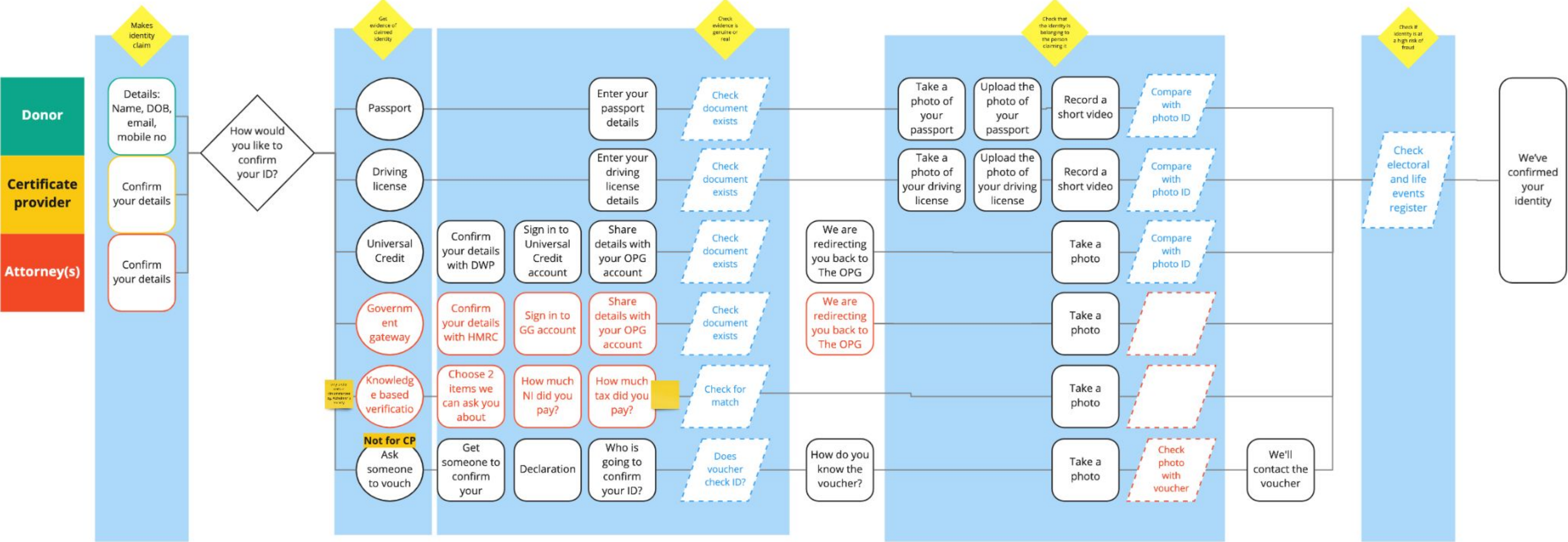


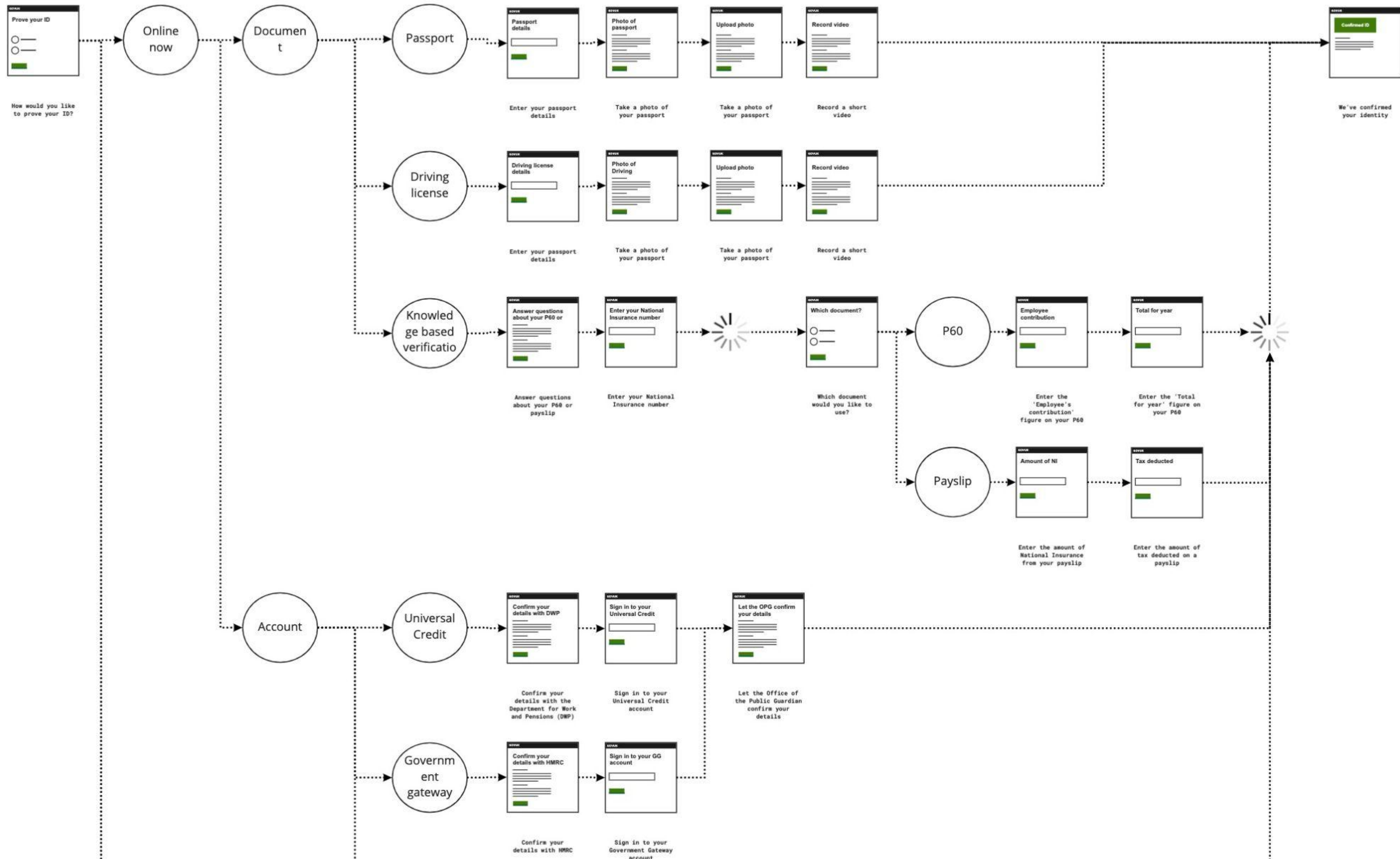
In usability testing, I learned that people preferred the checkbox signature to the type name signature. I also learned that people wanted to see a summary of the LPA on the sign page, so I iterated the journey as above.



# Digital identity

# Digital identity journeys

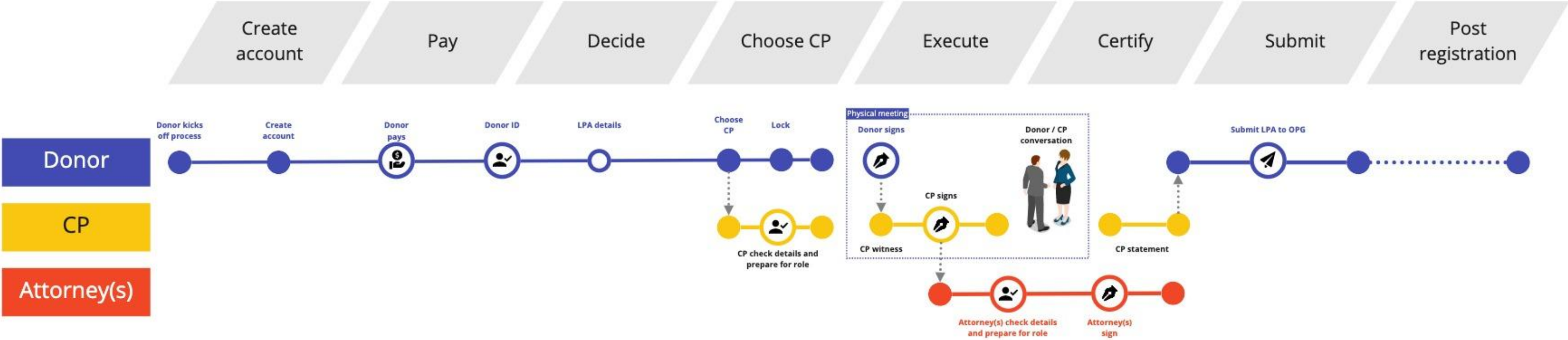




# User journeys



# High-level journey map



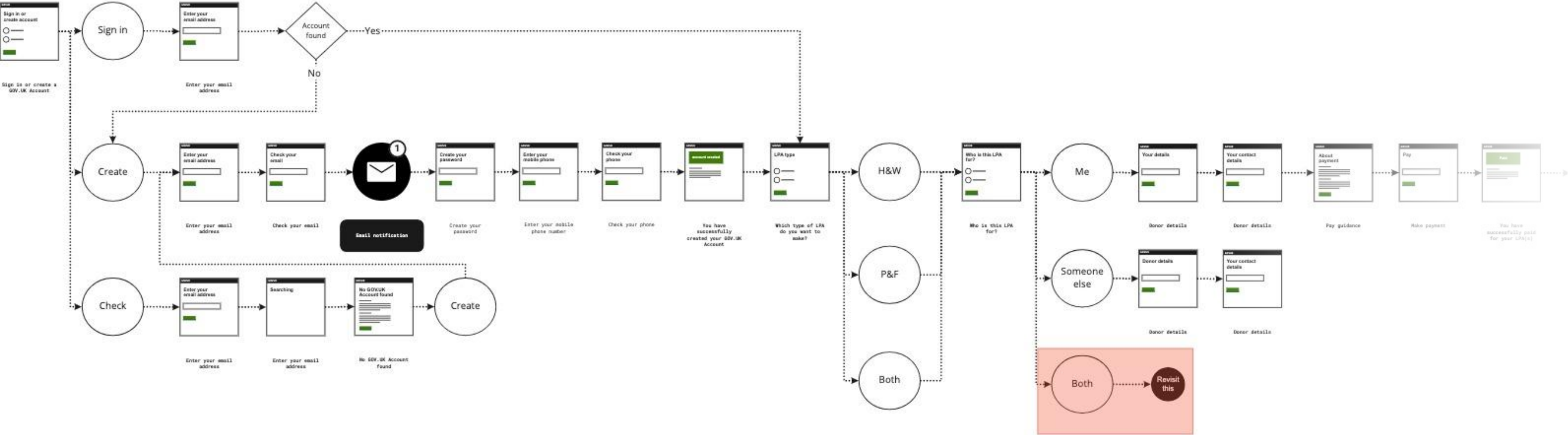
# Donor journey

## Sign in / create an account

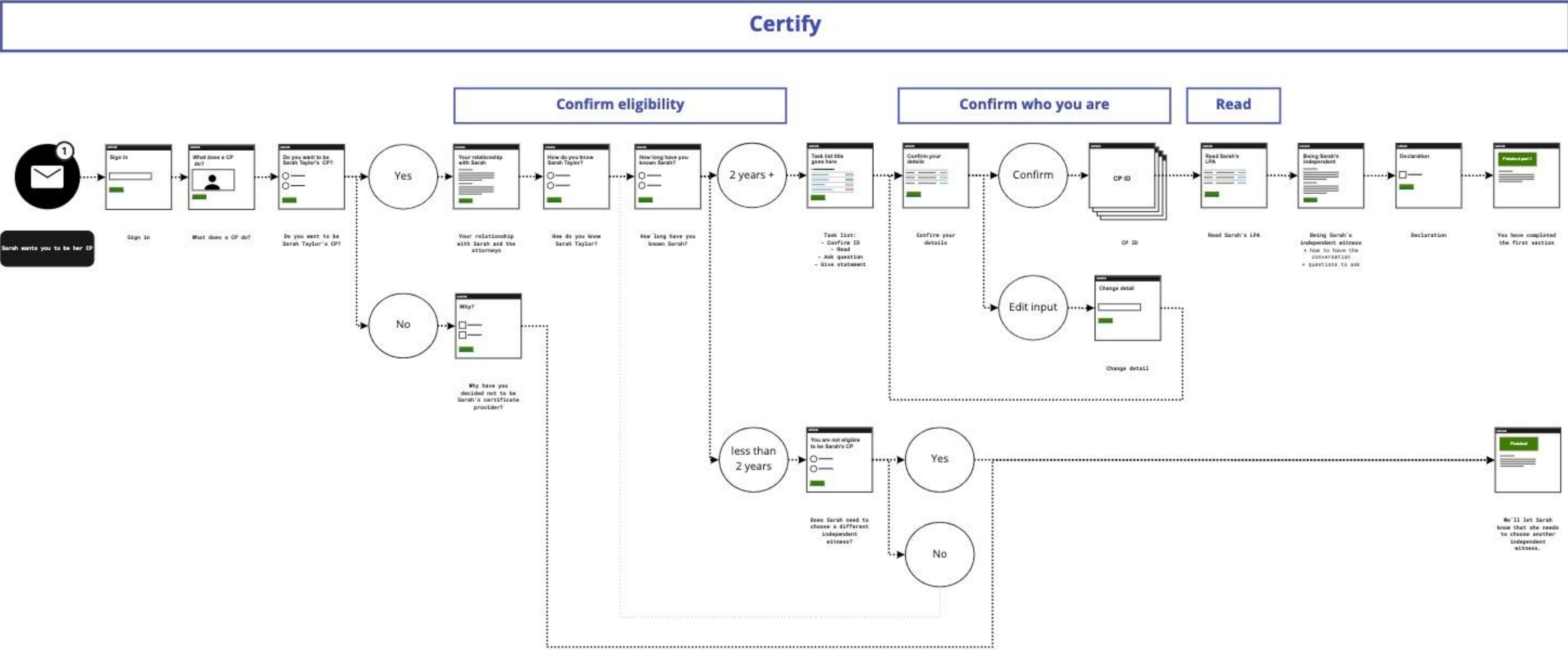
## Pay

<https://opg-lpa-fd-prototype.herokuapp.com/gds-account>

<https://opg-lpa-fd-prototype.herokuapp.com/post-convo/submit>

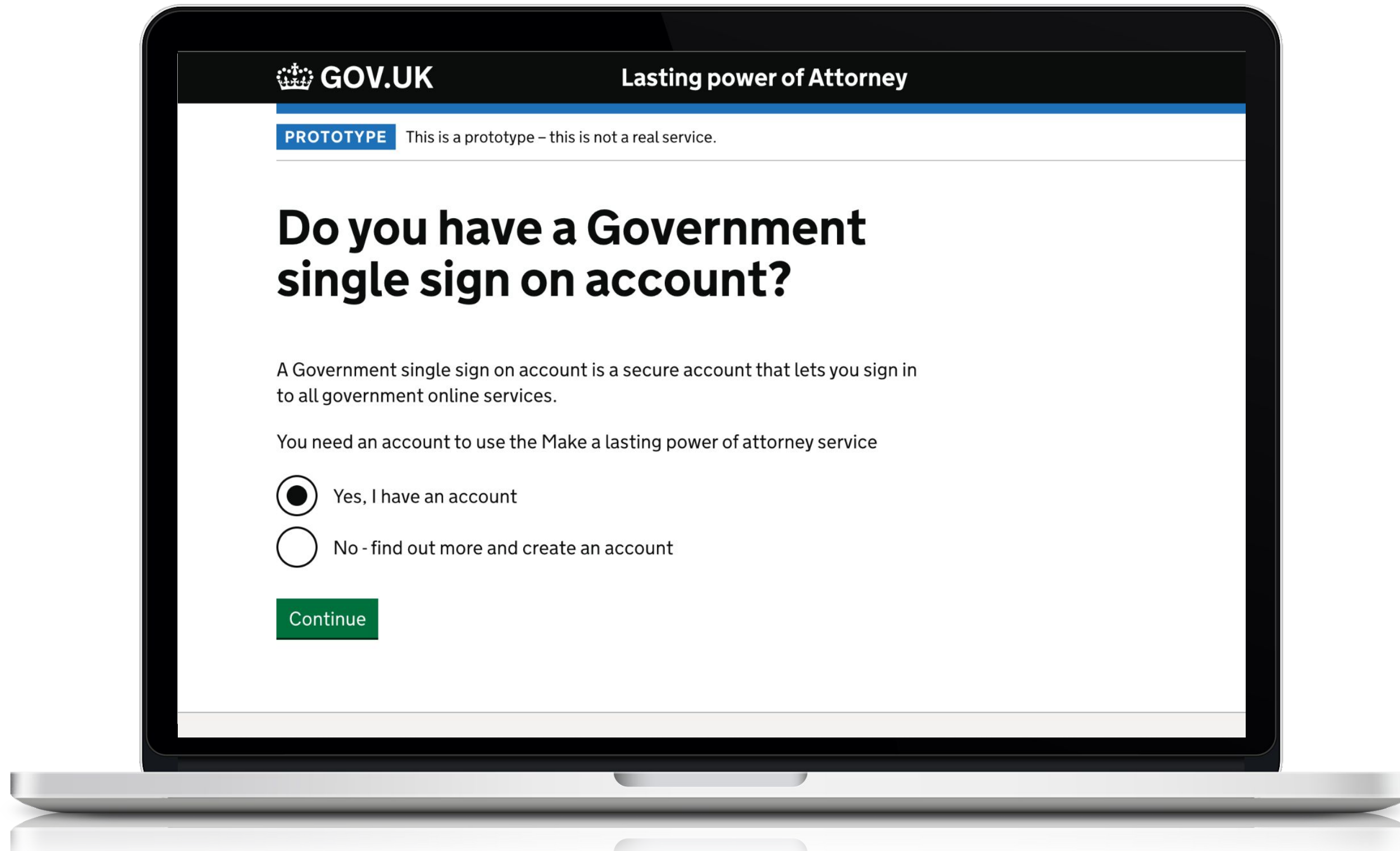


# Certificate provider journey





# End-to-end prototype



<https://opg-lpa-fd-prototype.herokuapp.com/donor>

Username: testuser  
Password: potato