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.

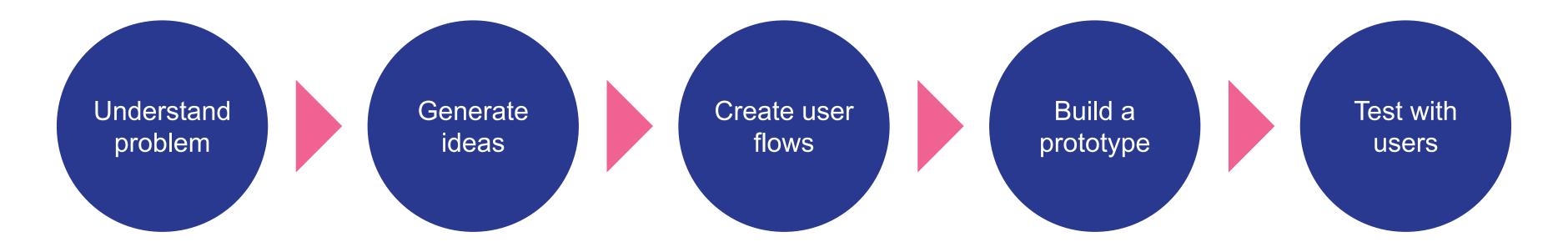
Supporter—A third party organisation that offers support in the creation of an LPA.

Note: these are legal terms for each user type.

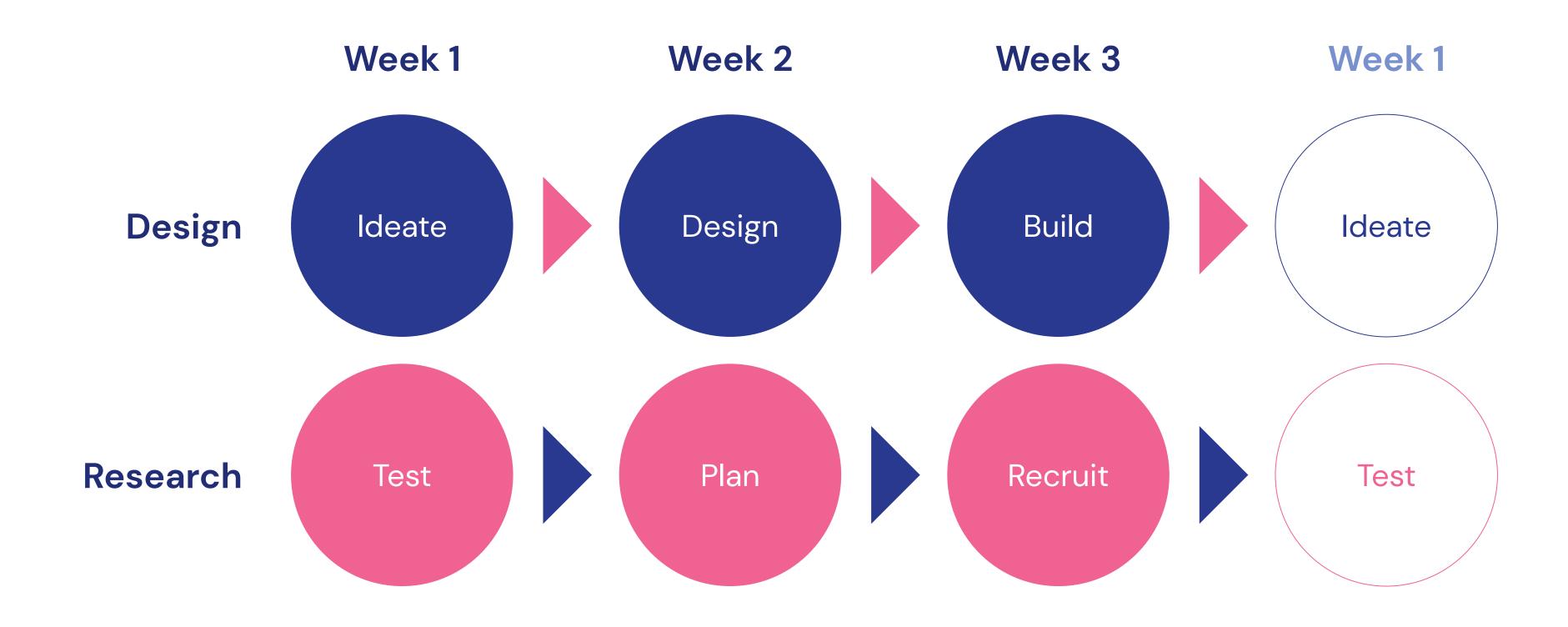
Design process

Process

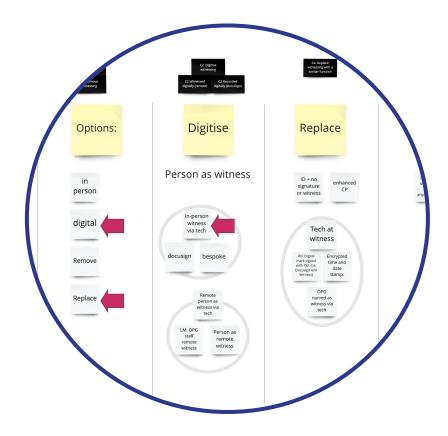
On this project, I used a design led-process where I designed artifacts for testing specific hypotheses. I would start by writing a 'questions and hypotheses' document, then design user flows and finally build a prototype for usability testing. Since we were in ALPHA, we prioritised testing our riskiest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



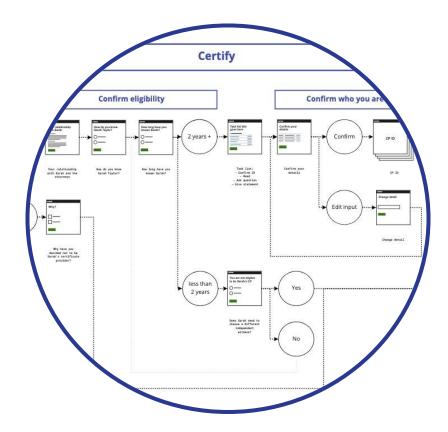
Sprint cycles



Activities



Ideation workshop with the team



Design user flows in Miro



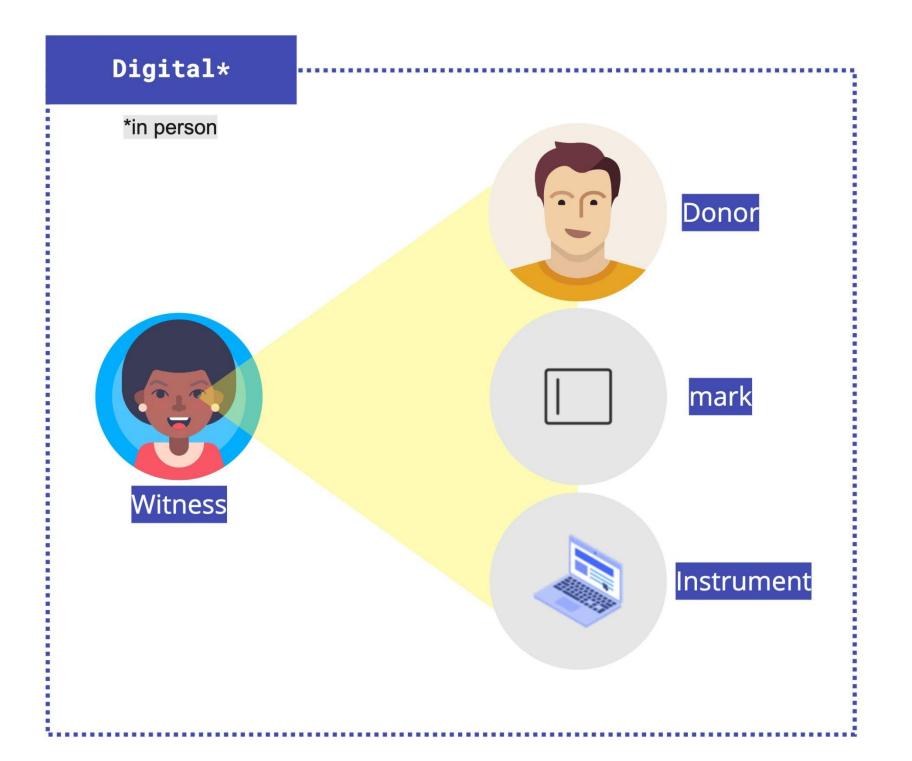
Build prototype using prototyping kit

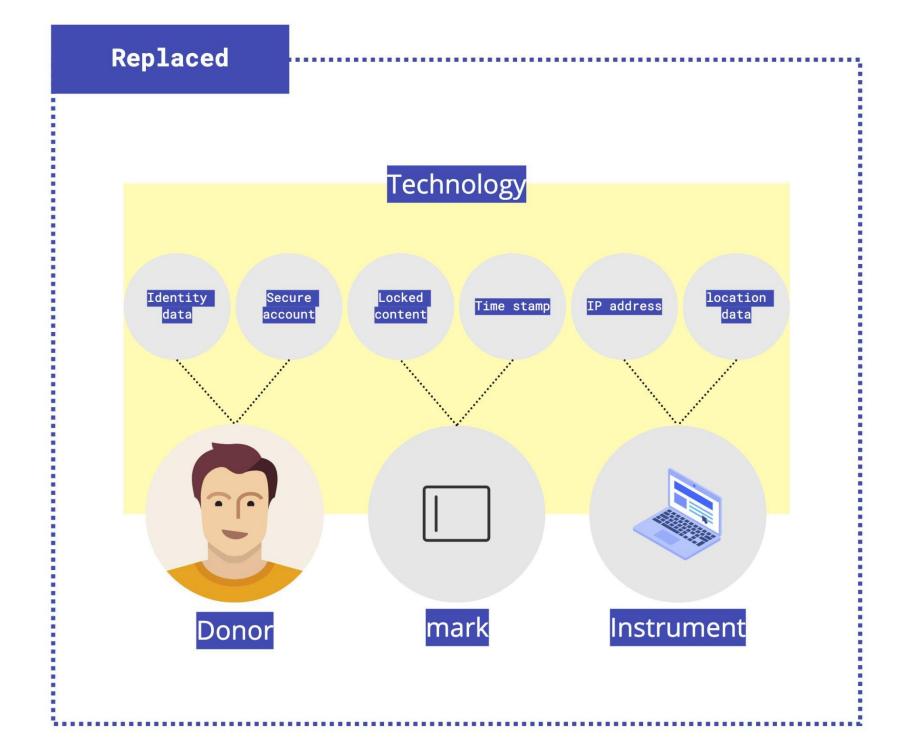
Digital signature

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?





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



Assumption: already confirmed donor & CP ID



Same Device



Evidence that donor & CP are together (if important)

CP signs in to facilitate signatures



Evidence that the CP is present

CP starts signing process



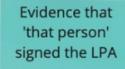
Evidence that this is the same person that confirmed their identity

Donor photo taken

Donor signs



CP witnesses



CP signs



CP witnesses





One device, one account, one key

Assumption: already confirmed donor & CP ID

donor driving

Same Device



Evidence that donor & CP are together (if important)

Donor signs in



Evidence that donor is present

Donor starts signing process



CP receives unique code



Evidence that CP is present

CP witnesses

CP inputs code

Donor signs



Evidence that 'that person' signed the LPA

CP signs





Complete

One device, two accounts



Same Device



Same device raises probability that donor & CP are in the same room

Donor signs in



Evidence that donor is present

Donor starts signing process



Evidence that the donor wants to make the LPA

Donor signs



Evidence that 'that person' signed the LPA

Donor signs out



out CP signs in



Evidence that certificate provider is present

0

CP signs



Complete



Two devices, two accounts

Different Devices



Donor signs in to service



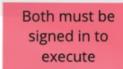
Evidence that the donor is present

CP signs in to service



Evidence that the CP is present

Both detected as 'signed-in' opens execution step



Donor signs



Geo location to prove both are within reasonable distance

CP witnesses



Evidence that 'that person' signed the LPA

CP signs

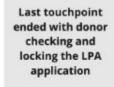


Time stamp to prove both happened within reasonable timeframe

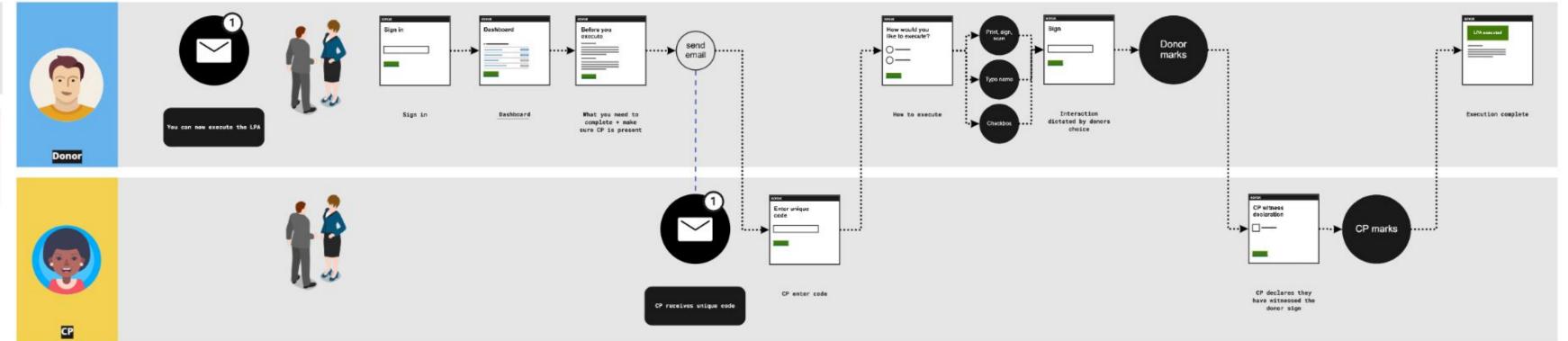
Complete



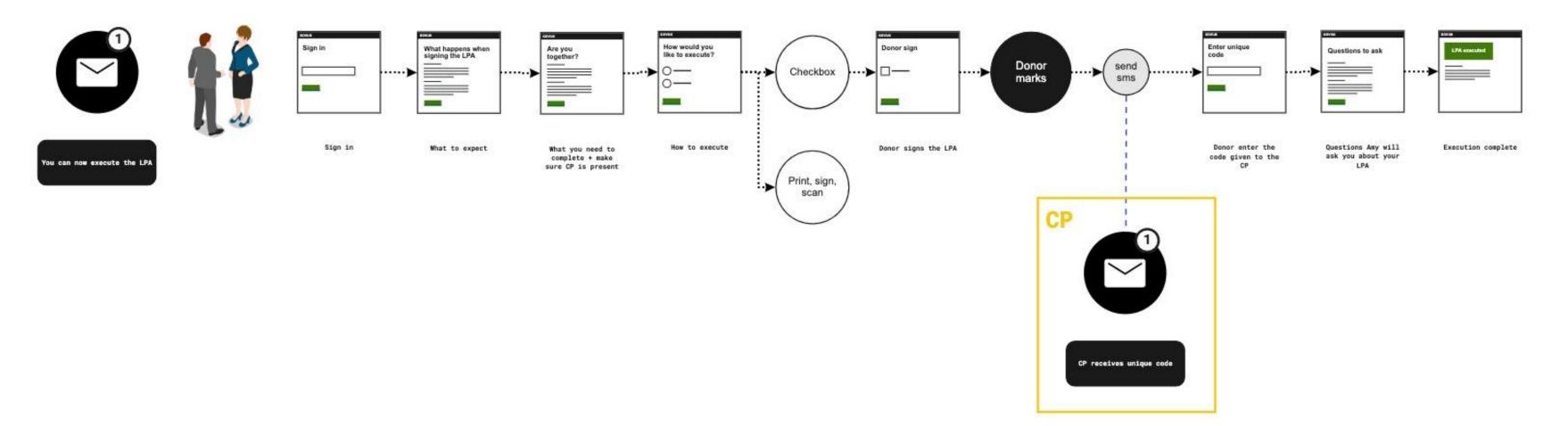
Sign & witness in the same room



Assumption: CP has already been IDed



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.

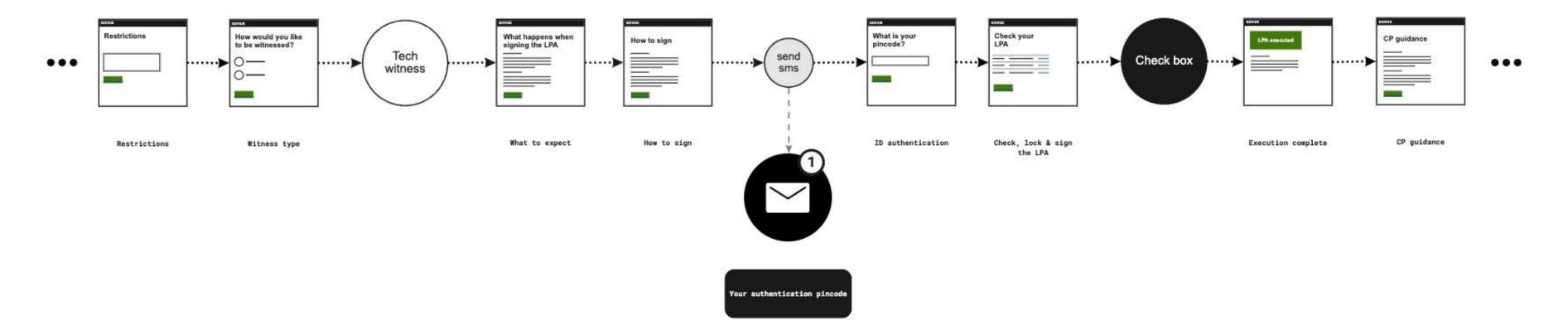
On the other hand, finding a witness can be challenging for some, and what value does witnessing add that couldn't be achieved with technology? Especially in a system that verifies ID.

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.

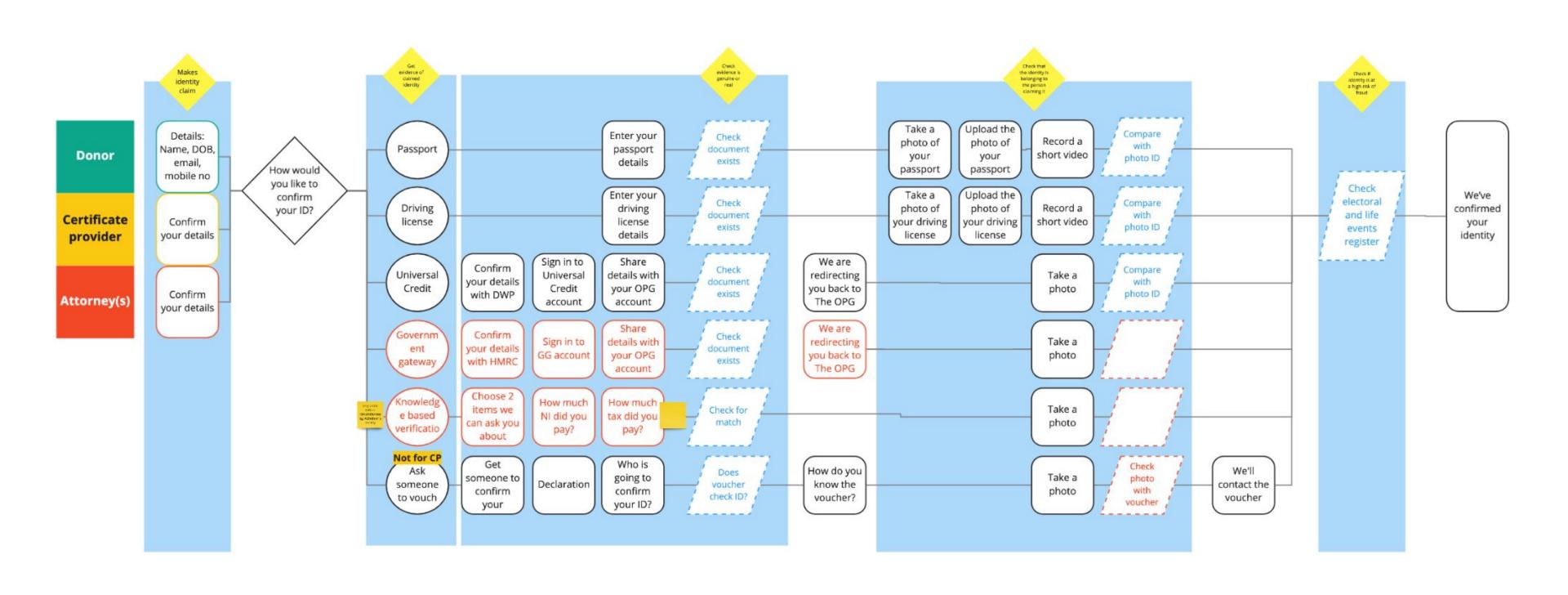
Replace witness v2

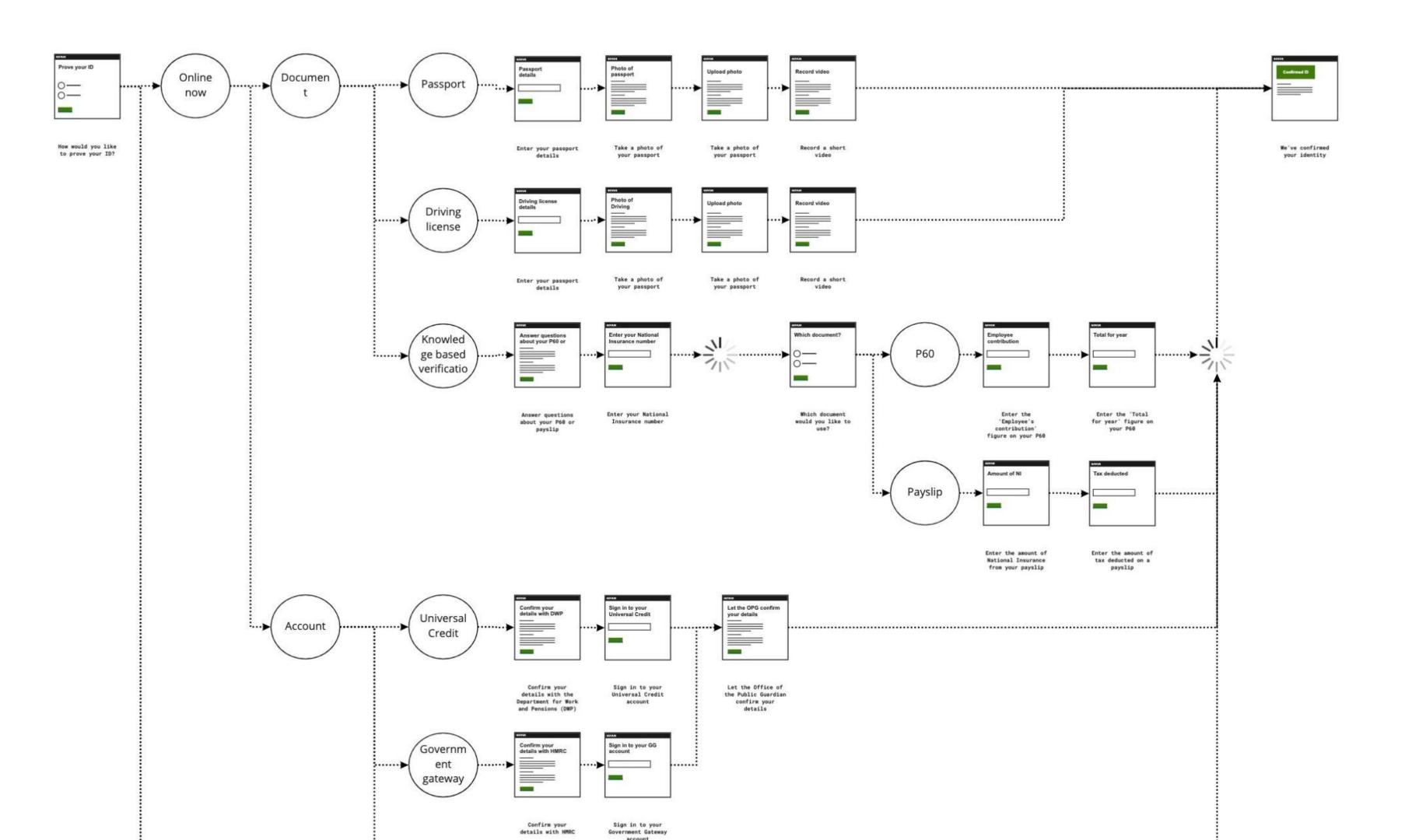


In usability testing, I learned that people prefered the checkbox signature to the type name signature. I also learned that people wanted to see a summary of the LPA on the sign page, so I iterated the journey as above.

Digital identity

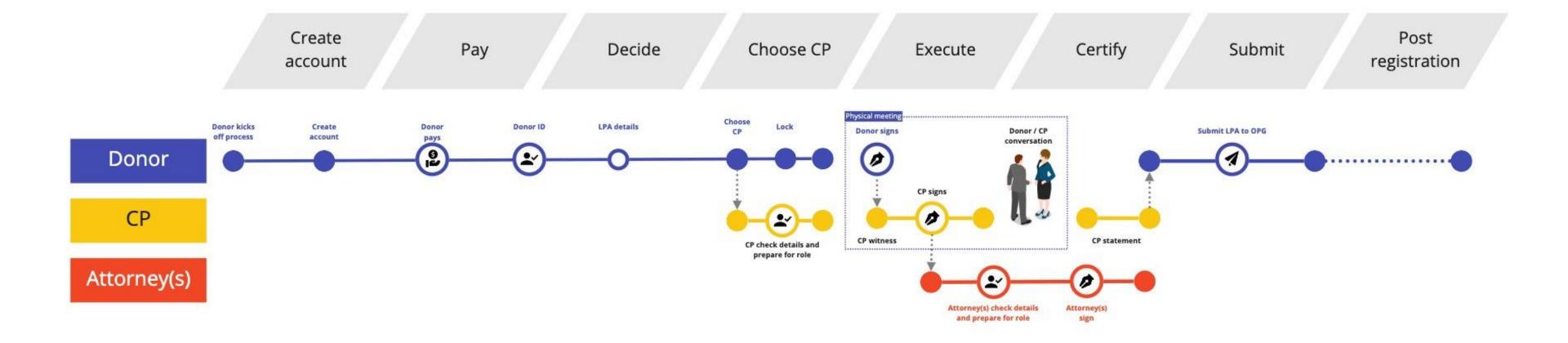
Digital identity journeys





User journeys

High-level journey map



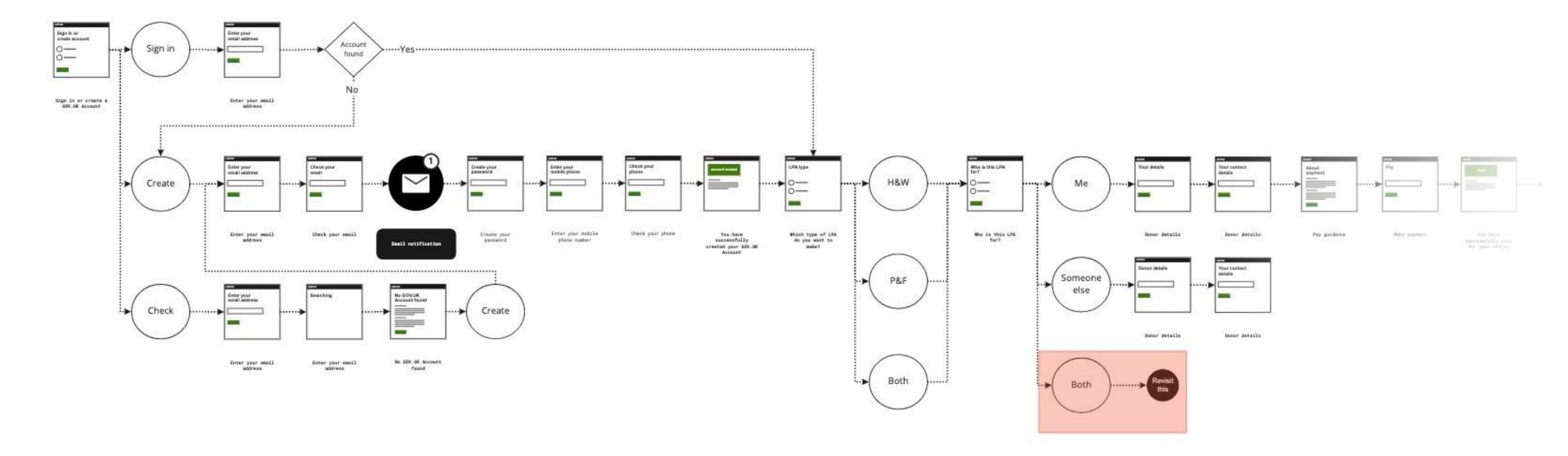
Donor journey

Sign in / create an account

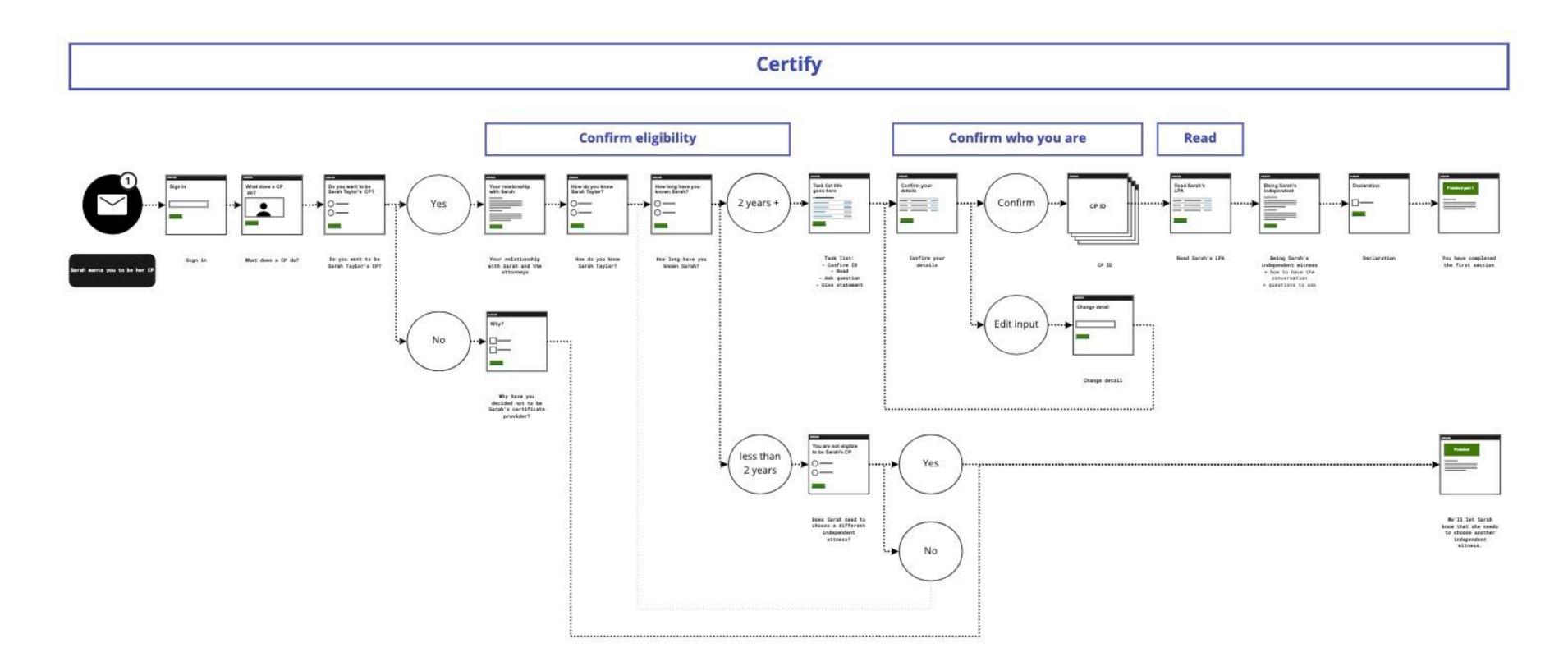
Pay

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

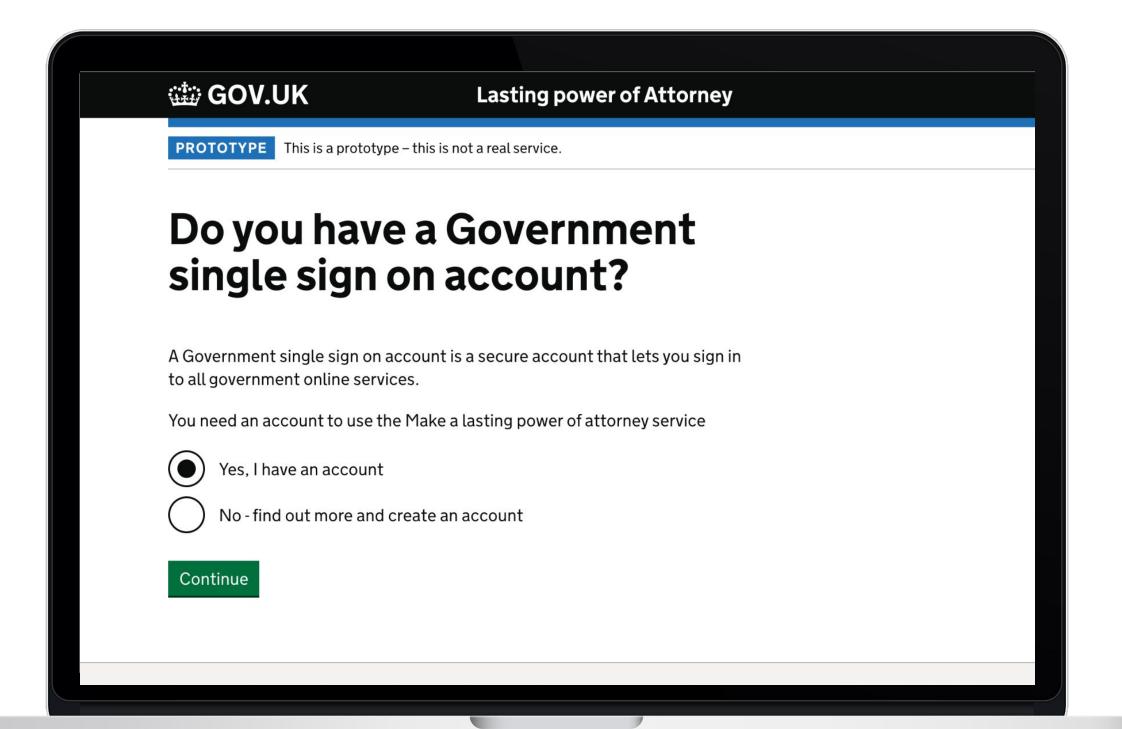
https://opg-lpa-fd-prototype.herokuapp.com/post-convo/submit



Certificate provider journey



End-to-end prototype



https://opg-lpa-fd-protot ype.herokuapp.com/do nor

Username: testuser

Password: potato