Senior Interaction Designer

Ministry of Justice

Modernising the LPA

Sign and witness digitally

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.

Understand problem → Generate ideas → Create user flows → Build a prototype → Test with users
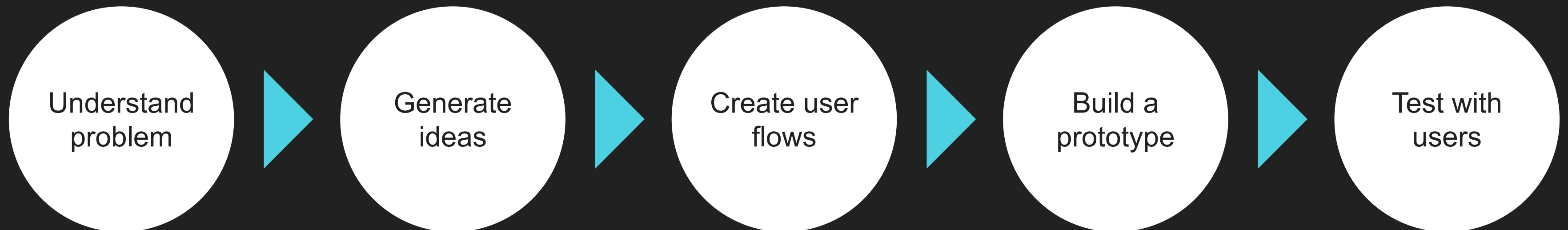
I ran a design kick-off meeting
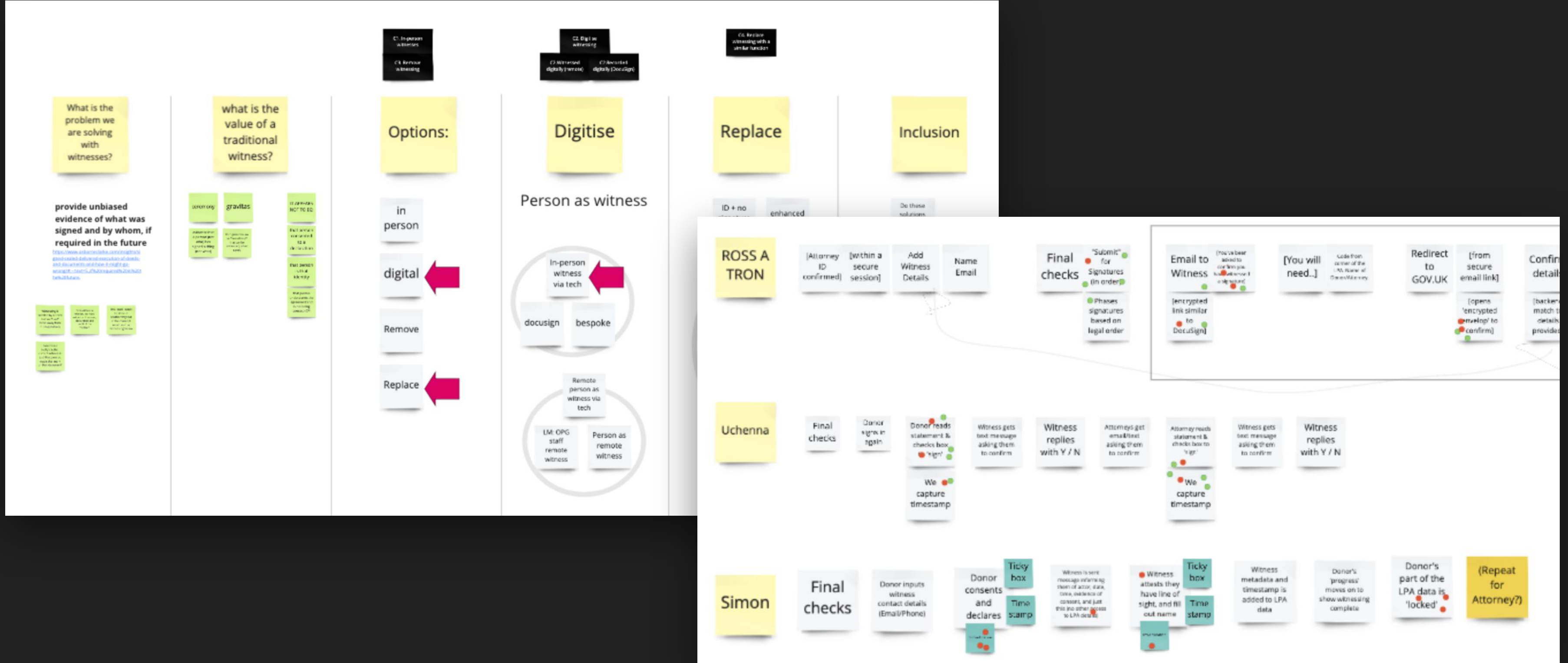
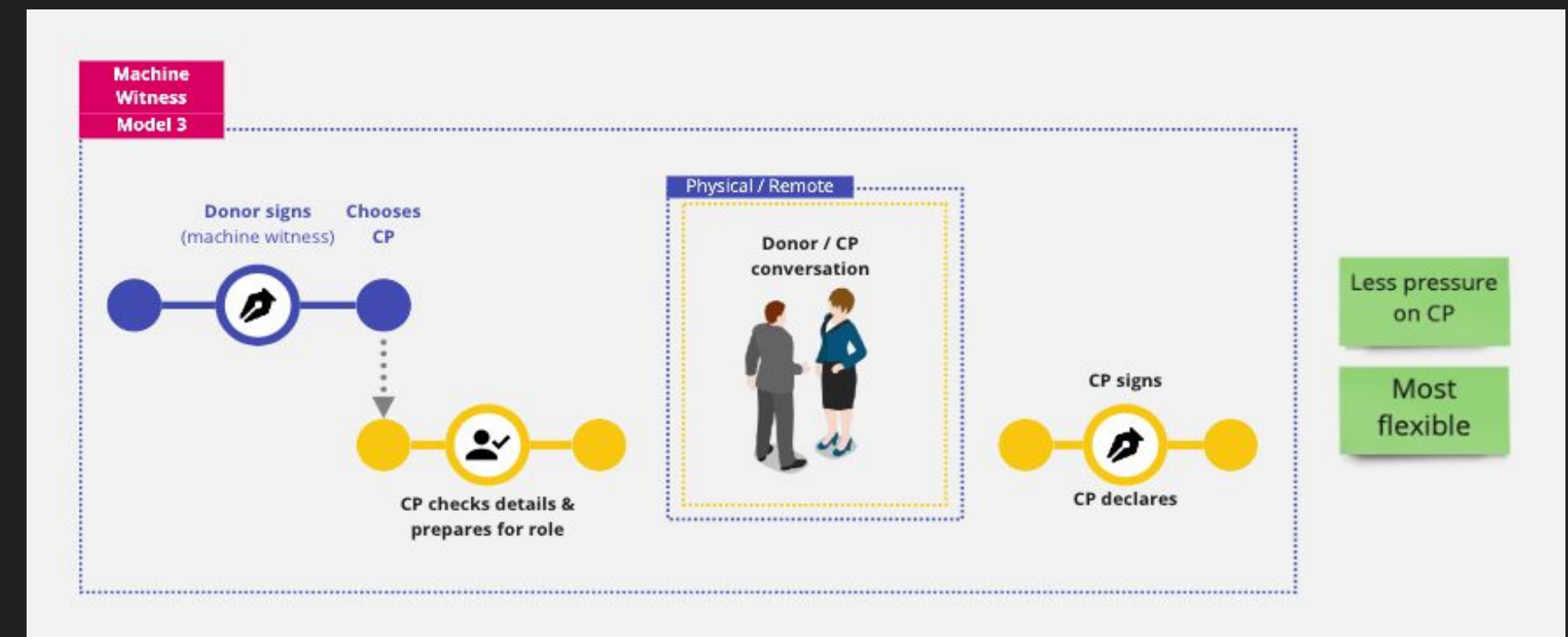# I wrote hypotheses
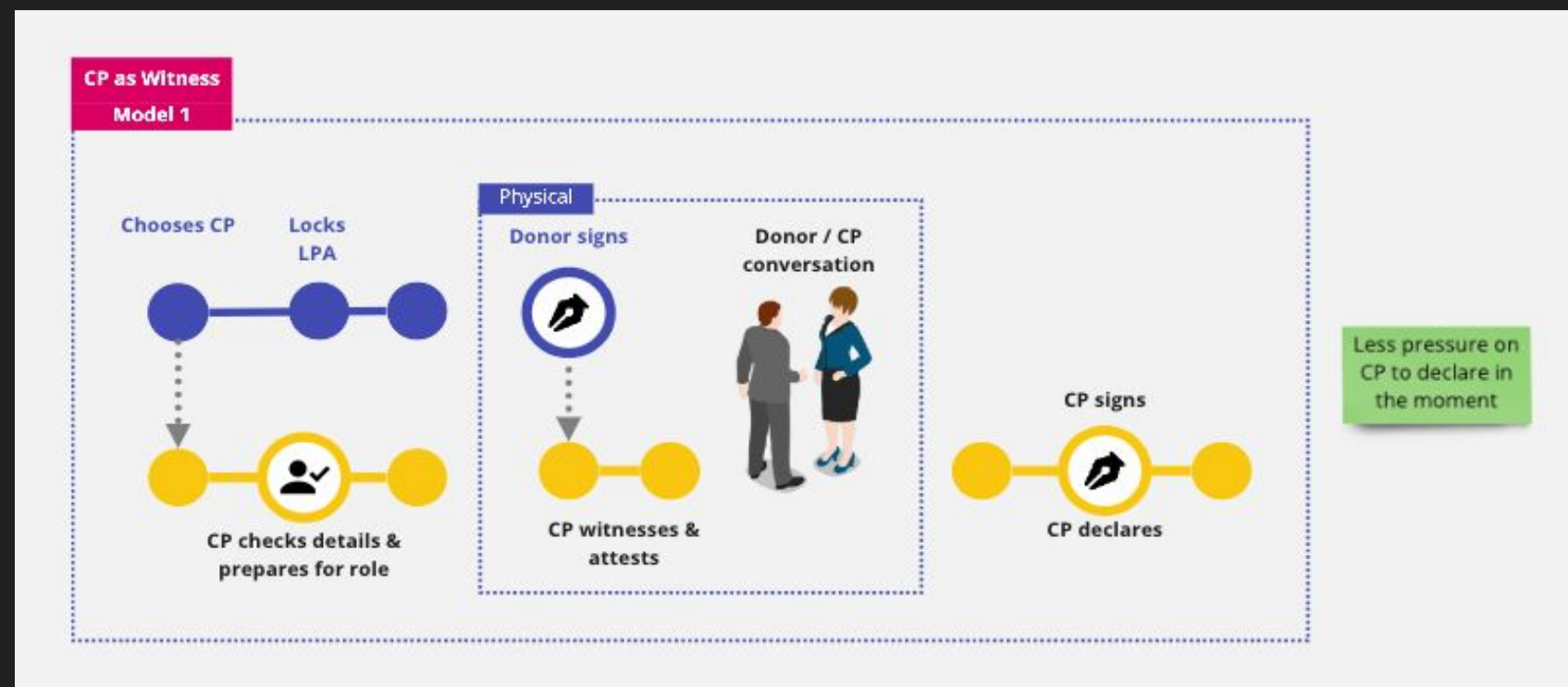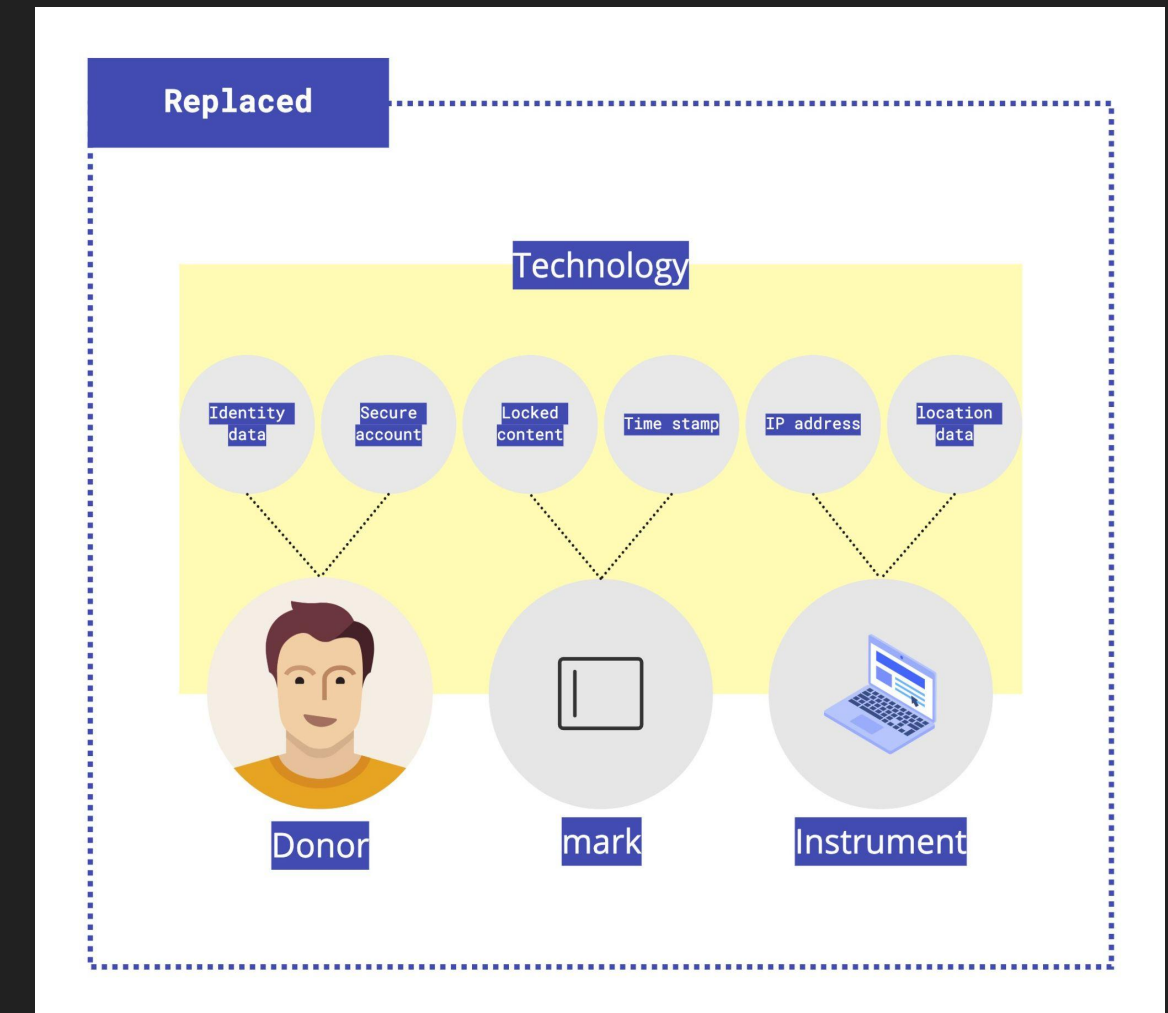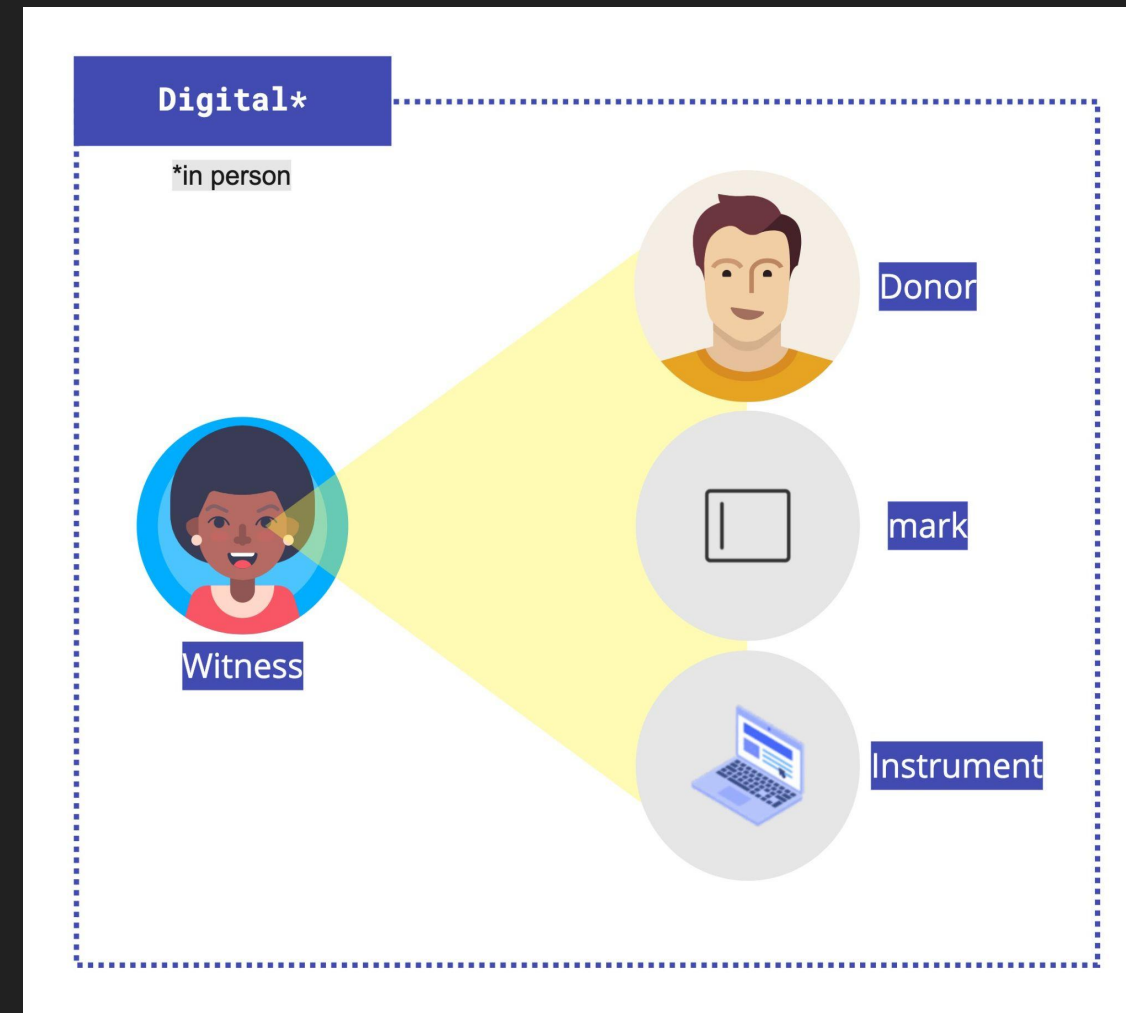
Tech witness & CP witness Hypotheses

Hypotheses:

1. Older demographic prefer to have a personal witness
2. Younger demographic prefer to have tech witness
3. People think that witnesses provide more security in the system
4. People do not think the same level of security can be matched with technology alone
5. People prefer the personal option either for safety reasons or for tradition (it's what they know)
6. There are no *other* reasons people prefer the personal option
7. People would trust the technology option if OPG chose it
8. Re PIN code: people might give their phone/PIN code to whoever is supporting them
9. People find the checkbox signature easy to do
10. People feel the checkbox signature is just as important as signing a piece of paper
11. The donor and CP have their conversation organically rather than the service needing to tell them when to have it
12. Users get confused by the handover between the donor and CP facing screens on CP witness journey
13. The CP and donor would prefer to be able to see the LPA summary before the donor signs
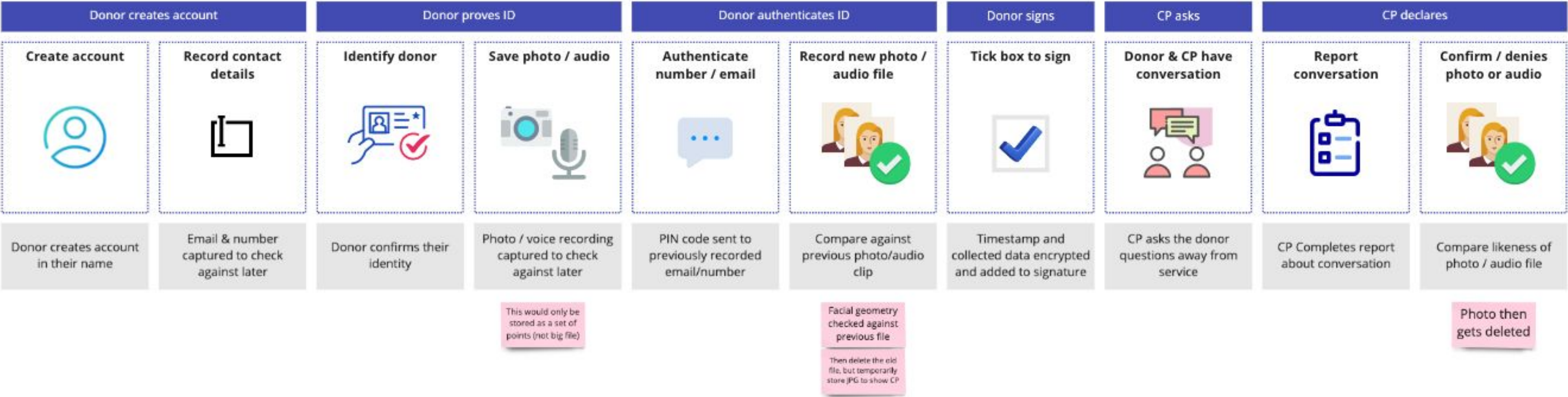
Questions:

- How do/did you feel about having to find a witness for your LPA?
- How would you feel if you didn't have to do this?
- Have you done any big important things online e.g. a mortgage, a loan, buying a car, passport application etc?
  - How did you make sure that was secure?
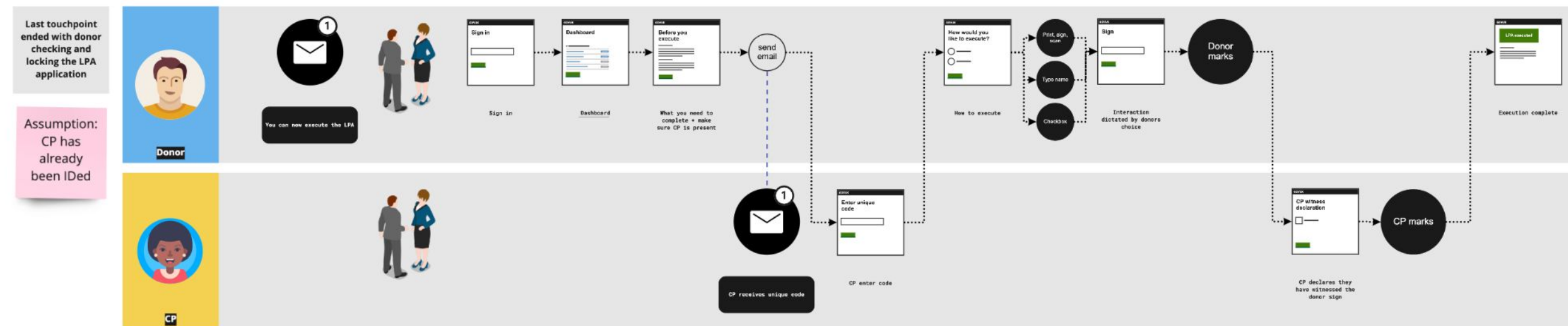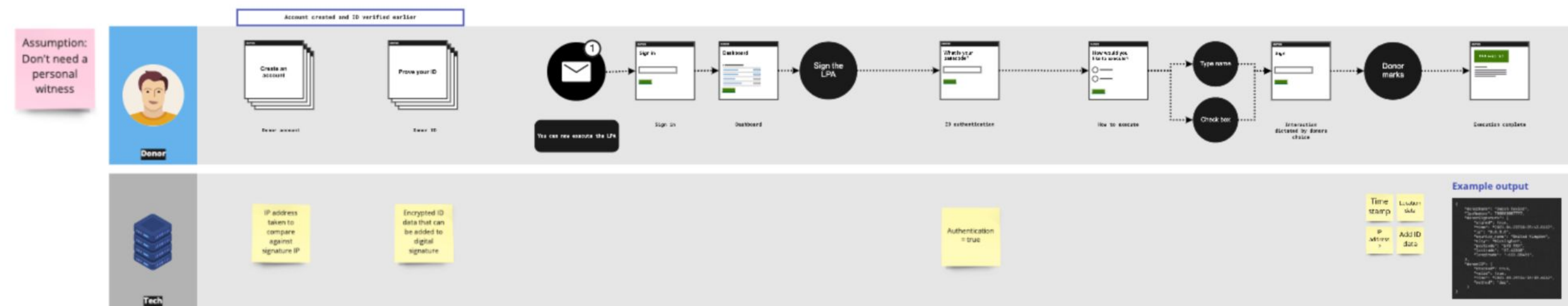
I created visuals
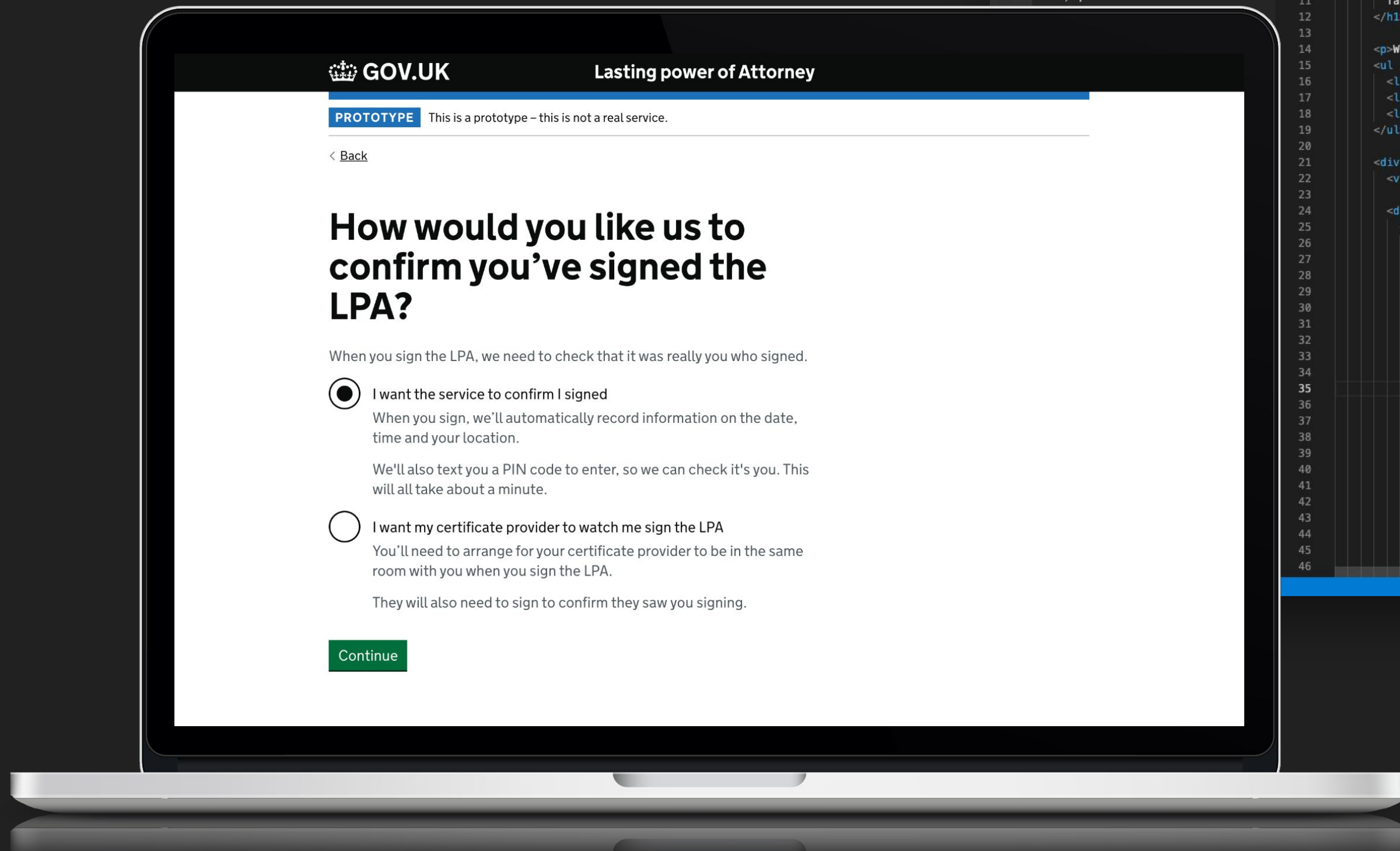
I created story boards

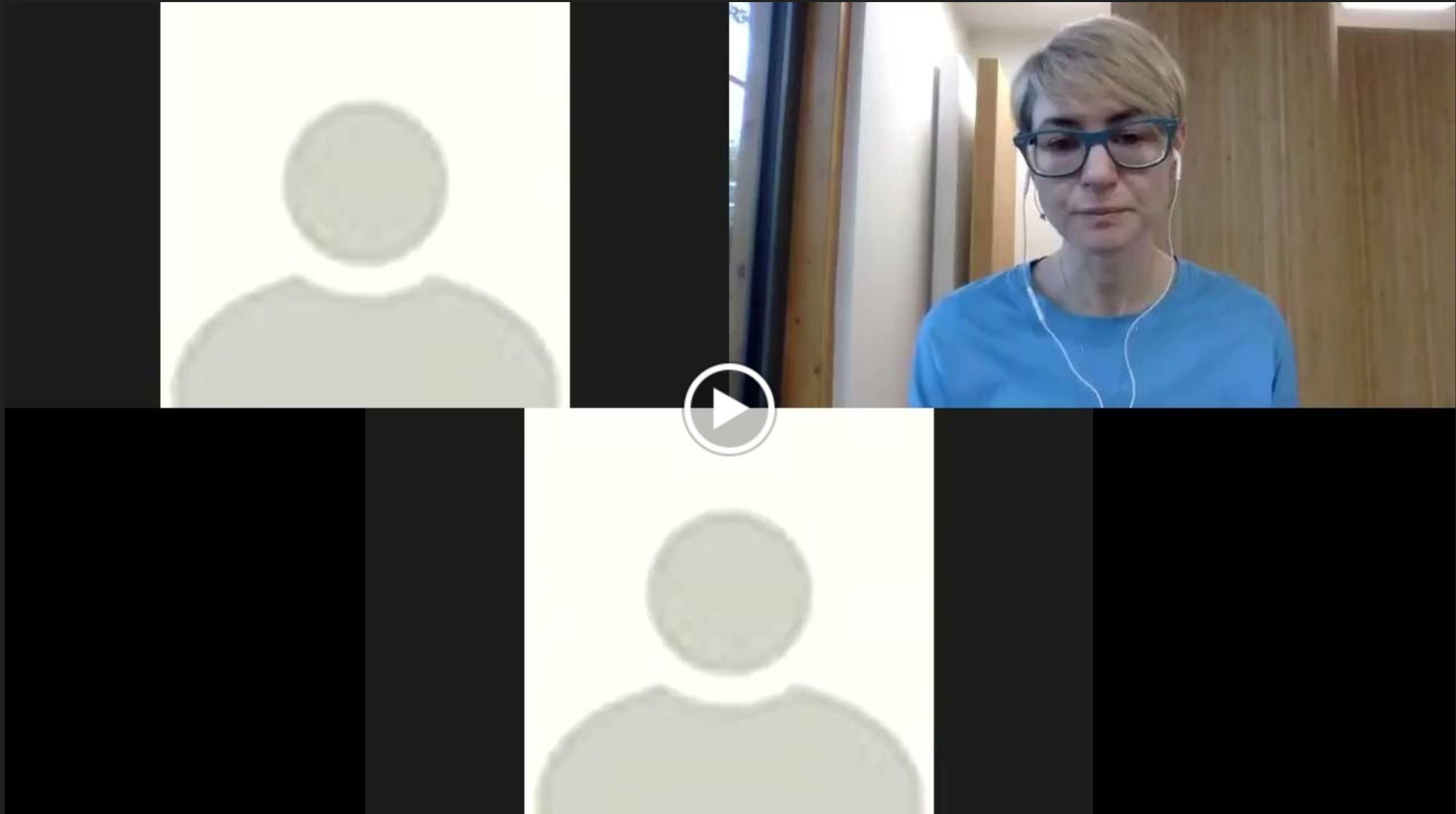# I created user flows

I built a prototype

Demo

[Replace the witness with technology prototype](#)

Username: testuser
Password: potato

We tested it with users

We iterated

GOV.UK Lasting power of Attorney

Sign the LPA

Your full name

Dan Guy

☑ I confirm I want to make this LPA

Sign

Donor joined Dan
06/02/2022, 15:26:51

Certificate provider joined Sam
06/02/2022, 15:26:54

GOV.UK Lasting power of Attorney

‹ Back

Record your agreement

If you are happy that your video matches the declaration, press the submit button. Use

I have read the declaration. I, [FULL NAME], confirm that it is an accurate representation of my decisions and I want to make this property and financial affairs lasting power of attorney.

0:03 / 0:04

Re-record Save video

I've changed my mind and want to make a paper agreement instead

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How attorneys act	Attorneys can make decisions together or on their own
Restrictions	My attorneys must not sell my home unless, in my doctor's opinion, I can no longer live independently.

☐ I have read and checked this LPA

☐ I confirm that I made this LPA of my own free will

By ticking this box, you are signing the LPA

☐ I, Sam Taylor, sign this LPA and confirm I want to make it

Confirm

The outcome

1. We've narrowed it down to two possible options
2. The outcome depends on a mixture of:
   a. User research feedback
   b. Policy decisions
   c. Operational decisions
3. Current team preference is to remove the witness
   and have a checkbox signature

Use an LPA

Access for all

The problem

- Enable people to use the service who had made an LPA prior to the launch of the Use an LPA service.
- How can we be sure that only people named on the LPA can add the LPA to their account.

Business solution

A business decision had been made to ask each attorney to input all the data on the LPA into the system, and if it matched, we would know it was them.

When an actor try's to add an LPA without an activation code

The LPA must have been registered between Sept 2019 and July 17th 2020

- donors name
- donors DOB
- actors name (if not donor) - maybe if the actor is the donor we ask for an atts name and DOB?
- actors DOB
- LPA reference number
- type of LPA PFA/HW
- How the atts are appointed - joint, joint/several, joint for some
- Date the donor signed declaration
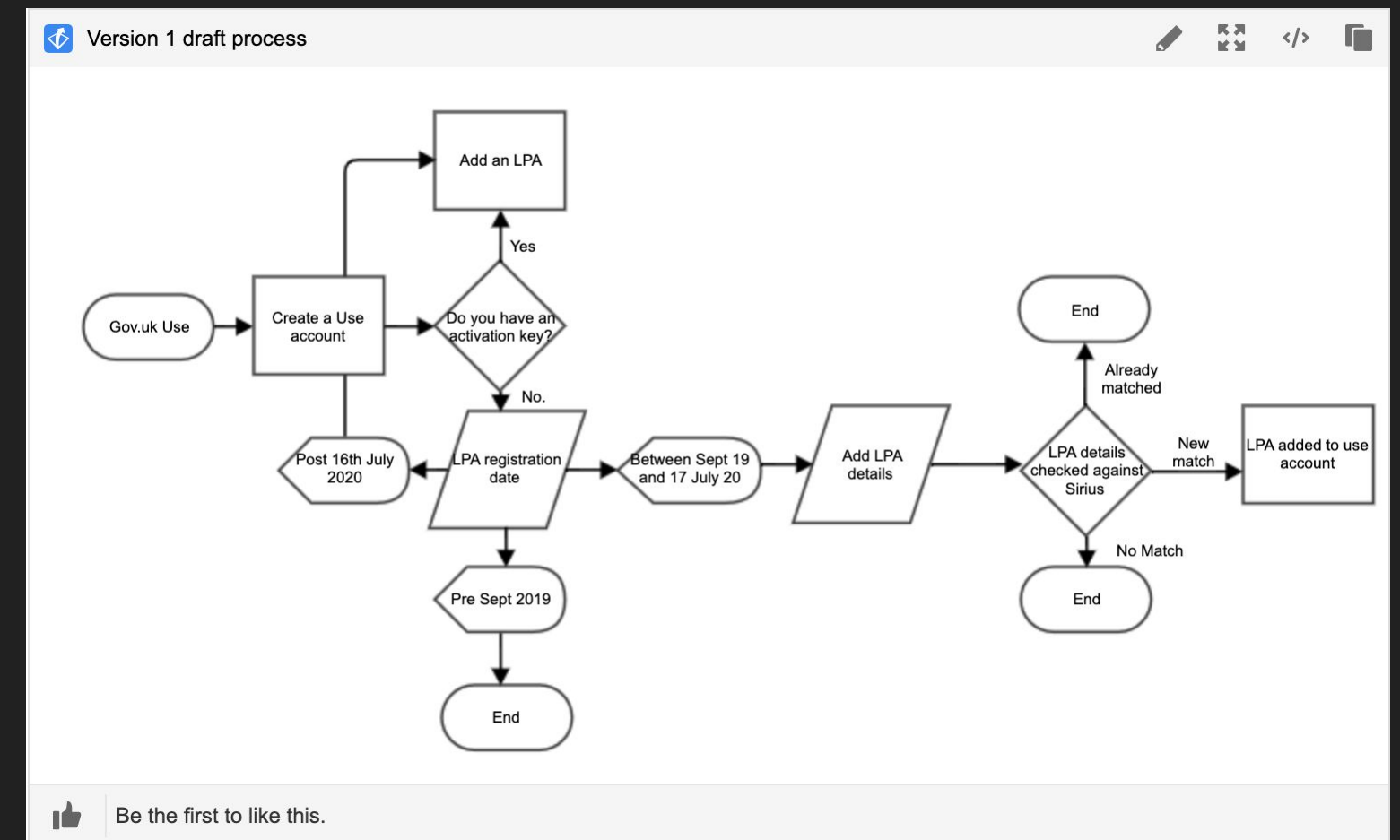
My concerns

- We built a prototype, which was far too complex
- Too many chances to get things wrong
- Business didn't want to overwhelm the call centre
- I predicted that lots of people would get stuck and need to call

I reframed the problem

- The normal way of adding a LPA was using a one time code received by post
- I reframed the problem as 'how can we give activation codes to people with older LPAs?'
- I created some rough users flows
- Presented them to webops to see if it was feasible
- They agreed it was
- I called a meeting with the service manager and the team to present this idea

Outcome

At the end of the meeting, it was agreed that the new approach had benefits both to the user and the business.

My solution was built and is now live.