

| Start and Done pages for services on GOV.UK

| Keith Prust

Start pages

Does your service need its own start page?

- accessed from more than one guide on GOV.UK
- eligibility requirements for the service (rather than the thing)

Or could it be linked to from within existing GOV.UK content?

- start page can add extra step
- people can miss important information by going straight to start page

Check your State Pension start page

The screenshot shows the 'Check your State Pension' service on the GOV.UK website. The top navigation bar includes the GOV.UK logo, a search bar, and a 'Part of' section for 'Plan your retirement income: step by step'. A sidebar on the right lists four steps: 1. Check when you can retire, 2. Check how much pension you could get, 3. Increase your pension, and 4. Decide when to retire. The main content area contains sections for 'Use this service to find out:', 'Other ways to apply', and 'If you're already getting your State Pension or have delayed claiming it'. It also includes a note about Welsh availability and a 'Start now >' button.

GOV.UK

Search

Part of

[Plan your retirement income: step by step](#)

Show all

1 [Check when you can retire](#)
[Show](#)

and [Check how much pension you could get](#)
[Hide](#)

[Find out how much State Pension you could get](#)

You may also be paying into a:

- [workplace pension](#)
- [personal pension](#)

[Find out if you'll pay tax on your pension](#)

[Find contact details for a lost pension](#)

2 [Increase your pension](#)
[Show](#)

3 [Check what other financial support you could get](#)
[Show](#)

4 [Decide when to retire](#)
[Show](#)

Use this service to find out:

- how much State Pension you could get (this amount is also known as your State Pension forecast)
- when you can get it
- how to increase it, if you can

This page is also available in Welsh ([Cymraeg](#)).

[The State Pension age is under review](#) and may change in the future.

You can't use this service if you're already getting your State Pension or if you've delayed ('deferred') claiming it.

[Start now >](#)

Other ways to apply

If you'll reach [your State Pension age](#) in more than 30 days, call the [Future Pension Centre](#) and ask for a statement.

You can also fill in the [BR19 application form](#) and send it in the post. You'll get your statement within 10 working days.

If you're already getting your State Pension or have delayed claiming it

To get information about your State Pension, contact the [Pension Service](#) if you're in the UK or the [International Pension Centre](#) if you live abroad.

If you've worked and paid National Insurance in the Isle of Man

DWP Digital

Get your State Pension start page

The screenshot shows the 'Get your State Pension' service on the GOV.UK website. The top navigation bar includes the GOV.UK logo, a search bar, and a menu icon. The main content area features a large heading 'Get your State Pension', a sub-headline 'Use this service to get your State Pension online.', and a list of requirements: 'the date of your most recent marriage, civil partnership or divorce', 'the dates of any time spent living or working abroad', and 'your personal or joint bank or building society details'. It also mentions that users can use an invitation code if they've received a letter. A note states that users can still claim online if they haven't received an invitation letter 2 months before their state pension age. A Welsh language link is provided, along with a note about Northern Ireland. A green 'Start now >' button is prominently displayed. Below this, a 'Before you start' section discusses alternative claiming methods for those living overseas or who haven't received an invitation letter, including links to 'delay your State Pension' and 'claim by phone or by post'. A 'Explore the topic' section links to 'State Pension'. The footer contains standard GOV.UK footer text.

GOV.UK

Search

Get your State Pension

Use this service to get your State Pension online.

You'll need:

- the date of your most recent marriage, civil partnership or divorce
- the dates of any time spent living or working abroad
- your personal or joint bank or building society details

If you've received a letter about getting your State Pension, you can use the invitation code from it.

If you haven't received an invitation letter 2 months before your [State Pension age](#), you can still claim online.

This service is also available in [Welsh \(Cymraeg\)](#).

There's a different process if you live in [Northern Ireland](#).

Start now >

Before you start

There's a different way to claim if [you live overseas](#) and have not received an invitation letter.

If you don't want to claim yet, you can [delay your State Pension](#).

You can also [claim by phone or by post](#).

Explore the topic

[State Pension](#)

Universal Credit start page

The screenshot shows the official GOV.UK website for applying for Universal Credit. The header includes the GOV.UK logo and a search bar. The main content area features a large heading 'Apply for Universal Credit' and information about applying online, including links to regional guidance for England, Scotland, Wales, and Northern Ireland. A note mentions availability in Welsh (Cymraeg). Below this, there's information about interviews at Jobcentres and payment timelines. A prominent green button labeled 'Start now >' leads to the application service. The sidebar on the right contains a 'Related content' section with links to Universal Credit, Jobseeker's Allowance (JSA), Find a job, Benefits calculators, and sign-in options, along with a '+ 2 more' link.

GOV.UK

Search

Apply for Universal Credit

You can apply for Universal Credit online.

Before you apply, check if you're eligible and what you can get if you live:

- in [England, Scotland and Wales](#)
- in [Northern Ireland](#)

This service is also available [in Welsh \(Cymraeg\)](#).

You might also need to book and attend an interview at your local Jobcentre Plus. You'll be told if you need to after you apply.

You'll get your first payment around 5 weeks after applying online if your application is successful. When you apply, you can ask for an advance if you need help sooner.

Start now >

on the Universal Credit service

What you need to know

Call the helpline to get help making your claim online.

Universal Credit helpline
Telephone: 0800 328 5644
Welsh language: 0800 328 1744
Textphone: 0800 328 1344
Monday to Friday, 8am to 6pm
[Find out about call charges](#)

Explore the topic

[Universal Credit](#)

Access to Work guide

The screenshot shows a GOV.UK page titled "Get support in work if you have a disability or health condition (Access to Work)". The page includes a navigation bar with links to "Home", "Benefits", and "Carers and disability benefits". A search bar at the top right contains the word "budgeting". The main content area features a large title, a "Contents" sidebar with links to "Overview", "Eligibility", "What you'll get", "Apply", "After you've applied", "Renew", and "Report a change of circumstances". Below this, the "Apply" section details the application process, requirements, and related content like "Easy read: get support in work if you have a disability or health condition (Access to Work)" and "Reasonable adjustments for workers with disabilities or health conditions". The "Apply online" button is prominently displayed. The "Apply by phone" section provides helpline details. The footer contains the DWP Digital logo.

GOV.UK

budgeting

Home > Benefits > Carers and disability benefits

Get support in work if you have a disability or health condition (Access to Work)

Contents

- [Overview](#)
- [Eligibility](#)
- [What you'll get](#)
- [Apply](#)
- [After you've applied](#)
- [Renew](#)
- [Report a change of circumstances](#)

Apply

[Check you're eligible](#) before you apply.

You can apply for Access to Work online or by phone.

You'll need to provide:

- your workplace address and postcode
- the name of a workplace contact who can authorise your Access to Work payments
- your workplace contact's email address or work phone number
- your unique tax reference number (if you're self-employed)

You'll also need to explain:

- how your condition affects you at work or getting to work
- what help you're already getting
- what else could help you

It will help your application if you've spoken to your employer about [reasonable adjustments](#) before you apply for Access to Work.

[Apply online](#)

Apply by phone

You can apply by calling the Access to Work helpline. Make sure you have all the necessary details with you when you call.

Access to Work helpline
Telephone: 0800 121 7479
Textphone: 0800 121 7579

NOT available from some mobile phones or abroad or the phone is 18001 then

Budgeting Loan guide



[Home](#) > [Benefits](#) > [Jobseeker's Allowance and low income benefits](#)

Budgeting Loans

Contents

- [How they work](#)
- [Check if you're eligible](#)
- [What you could get](#)
- [Paying back the loan](#)
- [Apply](#)
- [Other help you can get](#)

Apply

[Check you're eligible](#) before you apply.

If you get Universal Credit you cannot get a Budgeting Loan. You'll need to apply for a [Budgeting Advance](#) instead.

You can apply online or using the paper form. It can take up to 2 months until you receive your loan. It's quicker to apply online.

You must use the paper form if you're an [appointee](#) applying on behalf of someone else.

There's a different way to apply in [Northern Ireland](#).

Apply online

Apply using the paper form

You will need to fill in form SF500. You can:

Related content

- [Options for dealing with your debts](#)
- [Report a loan shark](#)
- [Universal Credit](#)

Contact the GOV.UK team

David Billany – 0114 204 1969

Darryl Deaton – 0114 204 1967

Helen Frith – 0113 283 2262

Will Haldenby – 0113 303 3408

Keith Prust – 0113 283 2261

James Smith – 0113 232 4407

You'll need to provide:

- the name of the service
- a brief description of what it does and the user needs it meets
- what information or documents users need to complete the service
- any eligibility criteria or restrictions that might stop someone from using the service
- other ways users can complete the task (for example by phone or post)
- a working prototype GDS can access
- the GOV.UK service domain URL, if they have one already (with the format <https://service-name.service.gov.uk>)
- a list of any other GOV.UK pages that are affected (including Welsh)
- date you want the service on GOV.UK

You can provide:

- draft text for the start page

Provide any evidence to support your approach, for example:

- user research findings
- analytics

GDS may change your draft

Standard finish page

The screenshot shows a standard finish page from GOV.UK. At the top, there's a black header bar with the GOV.UK logo and a search bar. Below the header, the main content starts with a large "Thank you" heading. Underneath it, there's a section titled "Satisfaction survey" asking about service satisfaction. A list of five options is provided, each preceded by a radio button. The options are: "Very satisfied", "Satisfied", "Neither satisfied or dissatisfied", "Dissatisfied", and "Very dissatisfied". Below this, another section asks how the service could be improved, with a text input field and a character limit note. A note also specifies that personal or financial information should not be included. At the bottom, there's a "Send feedback" button and two links for user satisfaction and page issues. The footer features the DWP Digital logo.

GOV.UK

Search

Thank you

Satisfaction survey

Overall, how did you feel about the service you received today?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

How could we improve this service?

(Limit is 1200 characters)

Do not include any personal or financial information, for example your National Insurance or credit card numbers.

[Send feedback](#)

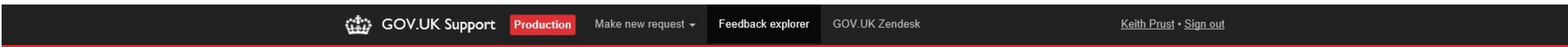
Is this page useful? [Yes](#) [No](#)

Is there anything wrong with this page?

Access feedback through Feedback Explorer (FeedEx)

26 Nov 2019	rating: 5 comment: All good	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5 comment: Mil	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 4 comment: Satisfied only at the fact that I managed to complete my application online so easily - BUT - thought this would speed up the process and have been told it will be handled by post regardless?!?	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5 comment: Allow same day loan	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 4	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5 comment: This service is so fast and so much easier than filling out a form . There is nothing would change about it Thank u	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 4	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5 comment: Keep doing what you're doing	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5 comment: i think the service has been pleasant and could do with some minor changes to phone	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk
26 Nov 2019	rating: 5 comment: Very easy to follow the information	/done/budgeting-help-benefits	apply-budgeting-loan.service.gov.uk

Feedback Explorer (FeedEx)



[Home](#) / Feedback

Feedback

At the bottom of every page on GOV.UK we ask, "is there anything wrong with this page?". Users can leave comments on what they were doing and what went wrong. Feedback is anonymous and we've not removed spam.

By URL

URL(s)*

For example a page like </vat-rates> or <https://www.gov.uk/bank-holidays>, or a partial path like </guidance/>. You can also search by a comma separated list: </vat-rates>, <https://www.gov.uk/bank-holidays>, </guidance/>. For longer lists, please upload a file with the comma separated list (see below in "Upload a URL List").

[Explore by URL](#)

Upload a URL List

Upload list of URLs*

The contents of the file should be a comma separated list: </vat-rates>, <https://www.gov.uk/bank-holidays>, </guidance/>

[Upload list of urls](#)

By organisation

Organisation*

[Explore by organisation](#)

Is there anything wrong with this page

- repaying loans taken for the above items

You're only eligible for a Budgeting Loan if you've been on [certain benefits for 6 months](#).

This guide is also available [in Welsh \(Cymraeg\)](#).

→ **Next**

[Check if you're eligible](#)

 [Print entire guide](#)

Explore the topic

[Jobseeker's Allowance and low income benefits](#)

Elsewhere on the web

[Money Advice Service](#)

Is this page useful? [Yes](#) [No](#)

Is there anything wrong with this page?

Is there anything wrong with this page

Explore the topic

[Jobseeker's Allowance and low income benefits](#)

Elsewhere on the web

[Money Advice Service](#)

Help us improve GOV.UK

[Close](#)

Don't include personal or financial information like your National Insurance number or credit card details.

What were you doing?

What went wrong?

Send

DWP anonymous feedback

Date	Feedback	URL	Referrer
22 Nov 2019	Trying to contact to dwp No number clearly shown on website	/government/organisations/department-for-work-pensions	google.co.uk
22 Nov 2019	I want to send a mandatory reconsideration request No address is provided	/government/publications/repaying-compensation-to-dwp-what-to-do-if-you-think-our-decision-is-wrong/mandatory-reconsideration-and-appeal-guide-for-recovery-of-benefits-and-lump-sum-payments-html-version	google.co.uk
22 Nov 2019	Book an appointment to see a work coach The category is not on here for me to talk to someone about going back to work	/jobcentre-plus-help-for-recruiters/other-employment-schemes	/jobcentre-plus-help-for-recruiters
22 Nov 2019	Trying to sign in Cant get in	/sign-in-universal-credit	bing.com "universalcreditsignin"
22 Nov 2019	Trying to see how to apply for benefits It does not tell you how to apply	/attendance-allowance/what-youll-get	/attendance-allowance
22 Nov 2019	I'm looking for advice on payment date I'm unable to find it	/employment-support-allowance	r.search.yahoo.com
22 Nov 2019	Trying to report a change of circumstances No way to email!! i have just spent ages waiting on the phone to be told to report it online how!	/winter-fuel-payment/contact-benefits-office	/winter-fuel-payment
22 Nov 2019	Trying to do tell us once, got half way through this am and the site crashed and now the url is saying page not found. The tell us once page is not loading properly, the information that was there this am is now not showing below 'you must do one of these before the funeral can take place'.	/after-a-death	/search/all
22 Nov 2019	Looking up my energy supplier ebico They are not a member of the broad group for low income	/the-warm-home-discount-scheme/energy-suppliers	/the-warm-home-discount-scheme/low-income
22 Nov 2019	Trying to find out why iv not been paid	/check-state-pension	google.com
22 Nov 2019	5tj frq8t	/sign-in-universal-credit	/universal-credit
22 Nov 2019	Looking for information regarding end of fostering payments at age 18 and switching to "staying on allowance" The pages do not mention this at all.	/adoption-pay-leave/pay	/adoption-pay-leave/leave
22 Nov 2019	Trying to call to apply for a national insurance number The telephone number on this page is not in use	/apply-national-insurance-number	
22 Nov 2019	I was logining on to universal credit But to do journal is not working .	/sign-in-universal-credit	
22 Nov 2019	I want to contact this number but no one answered 08009160647	/jobcentre-plus-help-for-recruiters	/contact-jobcentre-plus
22 Nov 2019	I want to discover what my actual pension will be before i decide when to claim it.	/get-state-pension	tax.service.gov.uk
22 Nov 2019	Online application for soacifund	/budgeting-help-benefits/what-youll-get	/budgeting-help-benefits/eligibility
24 Nov 2019	Older people pension	/	

Get access to Feedback Explorer

Ask the GOV.UK team to request an account from GDS

Thank you

Any questions?