

Example of the design options we explored for our prototype and the reasons we discarded some

Why we decided to abandon asking one question per page and use the task list pattern instead?

Before

A screenshot of a web browser window displaying a form. The browser's address bar shows the URL `http://publiclawtest.herokuapp.com`. The form has a title "Is the application for urgent consideration?" and a subtext "If yes, please select the level of urgency". There are two radio buttons: "Yes" (which is selected) and "No". Below the "Yes" option is a section titled "Select level of urgency" with five radio button options: "Within 24 hours", "Within 2 days", "Within 3 days", "Within 5 days", and "Within 7 days". Below these options is a text input field with the placeholder text "Set out the reasons for urgency". At the bottom of the form is a green button labeled "Save and continue".

Is the application for urgent consideration?

If yes, please select the level of urgency

☒ Yes

Select level of urgency

☐ Within 24 hours

☐ Within 2 days

☐ Within 3 days

☐ Within 5 days

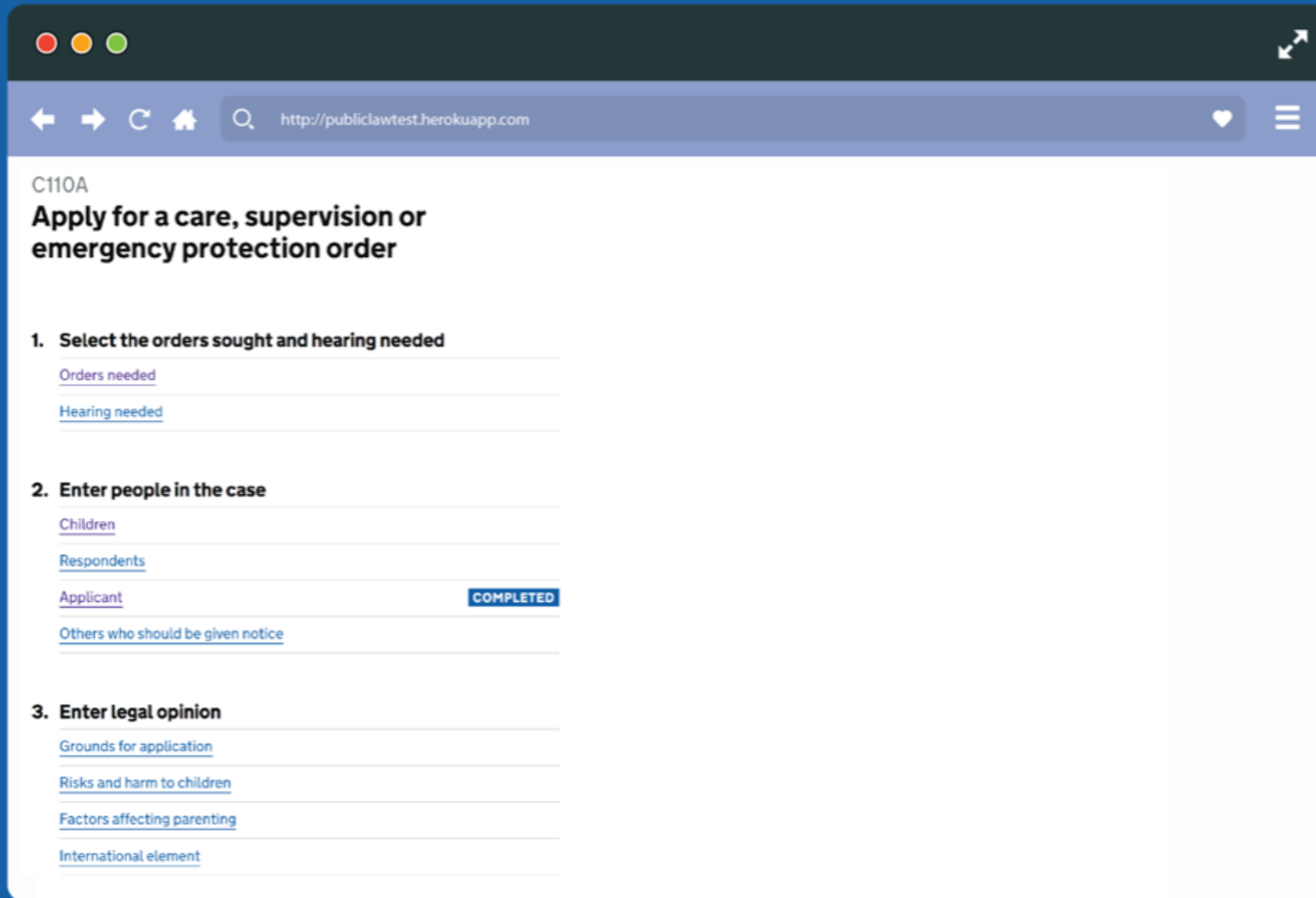
☐ Within 7 days

Set out the reasons for urgency

☐ No

Save and continue

After



A screenshot of a web browser window displaying a form titled "C110A Apply for a care, supervision or emergency protection order". The browser's address bar shows the URL "http://publiclawtest.herokuapp.com". The form is divided into three main sections, each with a heading and a list of links. The first section, "1. Select the orders sought and hearing needed", contains links for "Orders needed" and "Hearing needed". The second section, "2. Enter people in the case", contains links for "Children", "Respondents", "Applicant" (which is marked as "COMPLETED" with a blue badge), and "Others who should be given notice". The third section, "3. Enter legal opinion", contains links for "Grounds for application", "Risks and harm to children", "Factors affecting parenting", and "International element".

C110A

Apply for a care, supervision or emergency protection order

- 1. Select the orders sought and hearing needed**
 - [Orders needed](#)
 - [Hearing needed](#)
- 2. Enter people in the case**
 - [Children](#)
 - [Respondents](#)
 - [Applicant](#) **COMPLETED**
 - [Others who should be given notice](#)
- 3. Enter legal opinion**
 - [Grounds for application](#)
 - [Risks and harm to children](#)
 - [Factors affecting parenting](#)
 - [International element](#)

You can see the whole form, not just the parts you've answered

Similar to a paper form, you can see all the sections – from start to finish. One question per page pattern, shows just the first few questions. You must answer these before moving to the next section. People who aren't used to filling in forms online can find it helpful to see the whole thing before starting. It can be reassuring to know all the questions.

You can answer questions in any order

If you can't yet answer question 3 – maybe you are still gathering information – you can still answer question 8. One question per page pattern online forms progress linearly – you must answer one question before seeing the next. With the task list pattern you can answer question in any order.

Save and resume later

With the task list pattern you add information as and when you get it. In international cases you have to wait till you get important information. As it is not linear, you don't have to enter all information in one go.

Others can see progress

With the task list pattern, it shows which sections are completed by members of your team and others can also review and make changes to as and when they want.

Save time

Users don't need to go through all the questions in the application form and can skip entire sections like the international section. User don't need to waste time saying no to questions that they don't need to answer and fill only sections they need to. Fewer pages to load and fewer buttons to click means that they end up saving time!

ALPHA This is a new service. [Report a problem](#) and help improve it for others.

[◀ Back](#)

**C100
application
takes around
45 minutes to
complete**

Before you continue

How long it takes to apply

It usually takes around 45 minutes to complete an application. It may take longer if your situation is more complex - for example if you've been involved in a previous family court case.

Saving your progress

You can save your application and return at any time. You just need your email address and a password of your choice.

We'll save your draft for 28 days. For security reasons, we'll delete any information after this time.

Continue

First, we looked at which other services have similar application form. We found that C100 application is very similar to C110A.

They key difference is that C100 is citizen facing. C110A is for professional users. At first we tried one question per page, similar C100 application and it was taking up to 45 minutes to complete the application. Then we used the task list pattern and noticed that users completed the application with in 20 minutes. Users also liked that they could save and return to application later. They also really liked that they could see different sections in the application form all on one page.