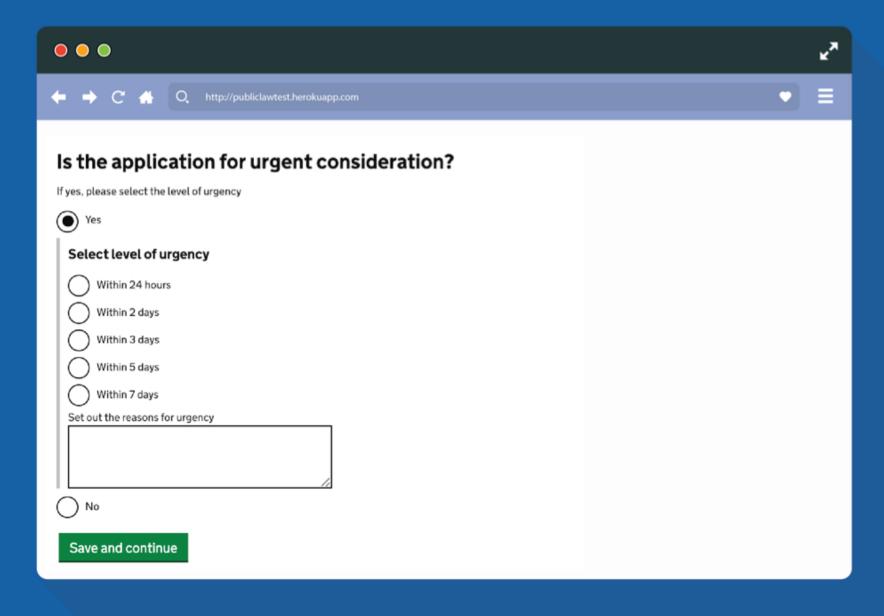
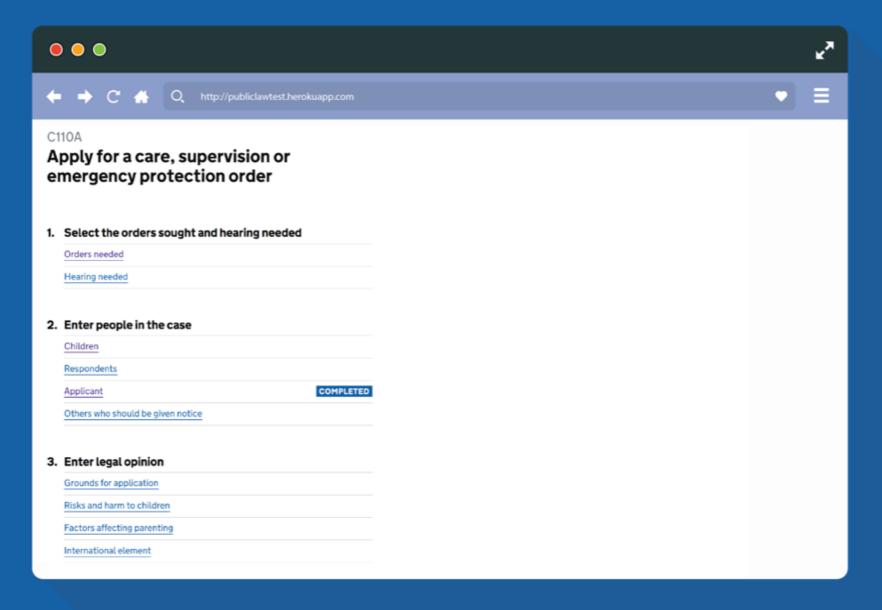
Example of the design options we explored for our prototype and the reasons we discarded some

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

Before



After



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. Few pages to load and fewer buttons to click means that they can save time!



Apply to court about child arrangements

ALPHA

This is a new service. Report a problem and help improve it for others.

◆ Back

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

C100
application
takes around
45 minutes to
complete

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.