

snook



Sarah Drummond - CEO
sarah@wearesnook.com

Hello!

snook

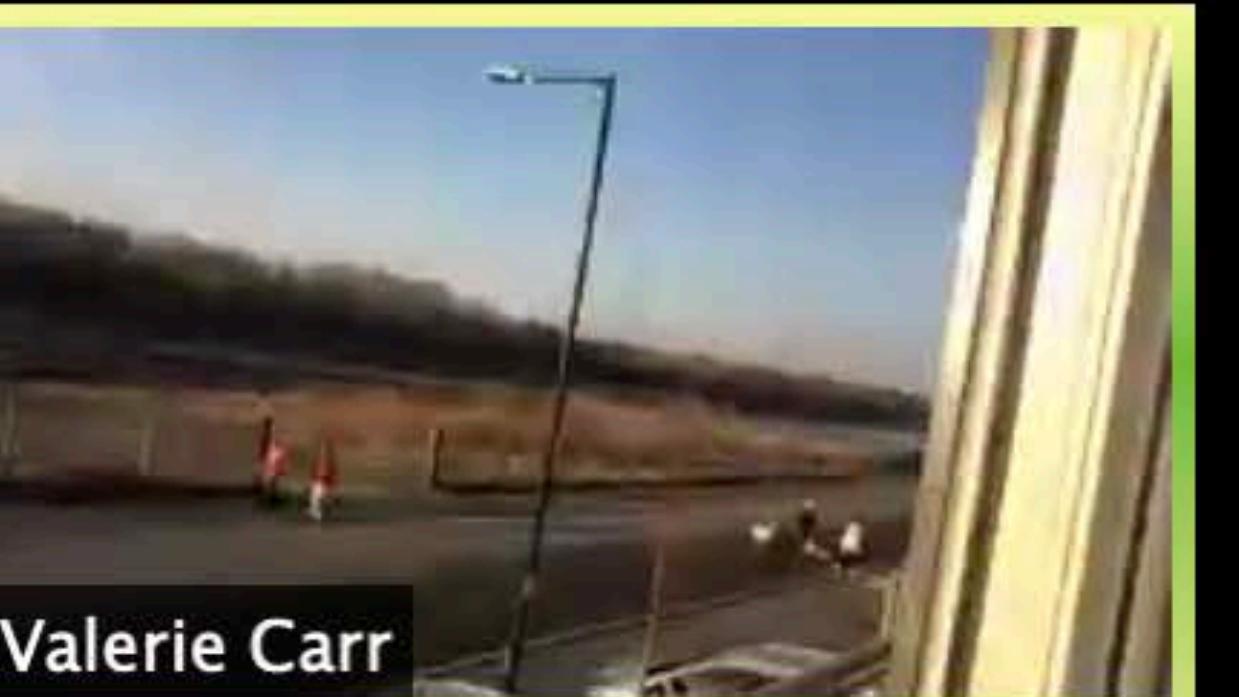
Hello, we are Snook.
We're a design studio
built to make the world
more human.



Our purpose

To create a world where people and planet thrive in balance. Where potential is realised and everyone is empowered to help themselves, and help one another.





Here's some of the people we've helped



Our missions



A more human world
is a big challenge.
We've broken it down
into 5 missions.



A thriving planet

How do we normalise sustainability?
How do we design products and services
that impact positively on our environment?



Next-era government

The next era of government can be more relational and truly help people thrive.

How do we bake kindness and a more human approach into public services? How do we deliver the right support for people, on their terms and when they need it?



Good business

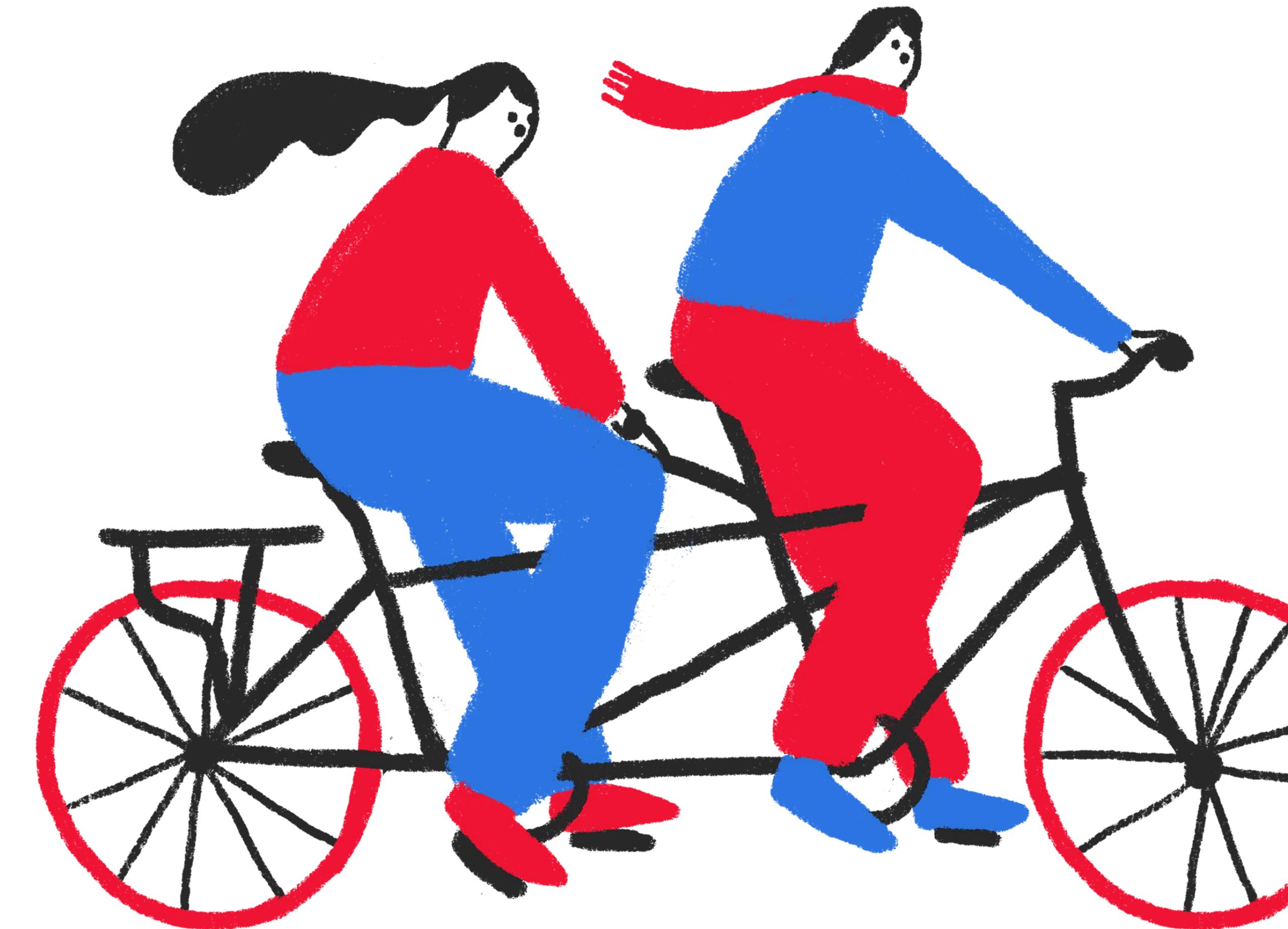
What does an economy that delivers value for business, people and planet look like? How do we release potential and build resilience for all in the process?

What are the opportunities in an automated world?



Healthy lives

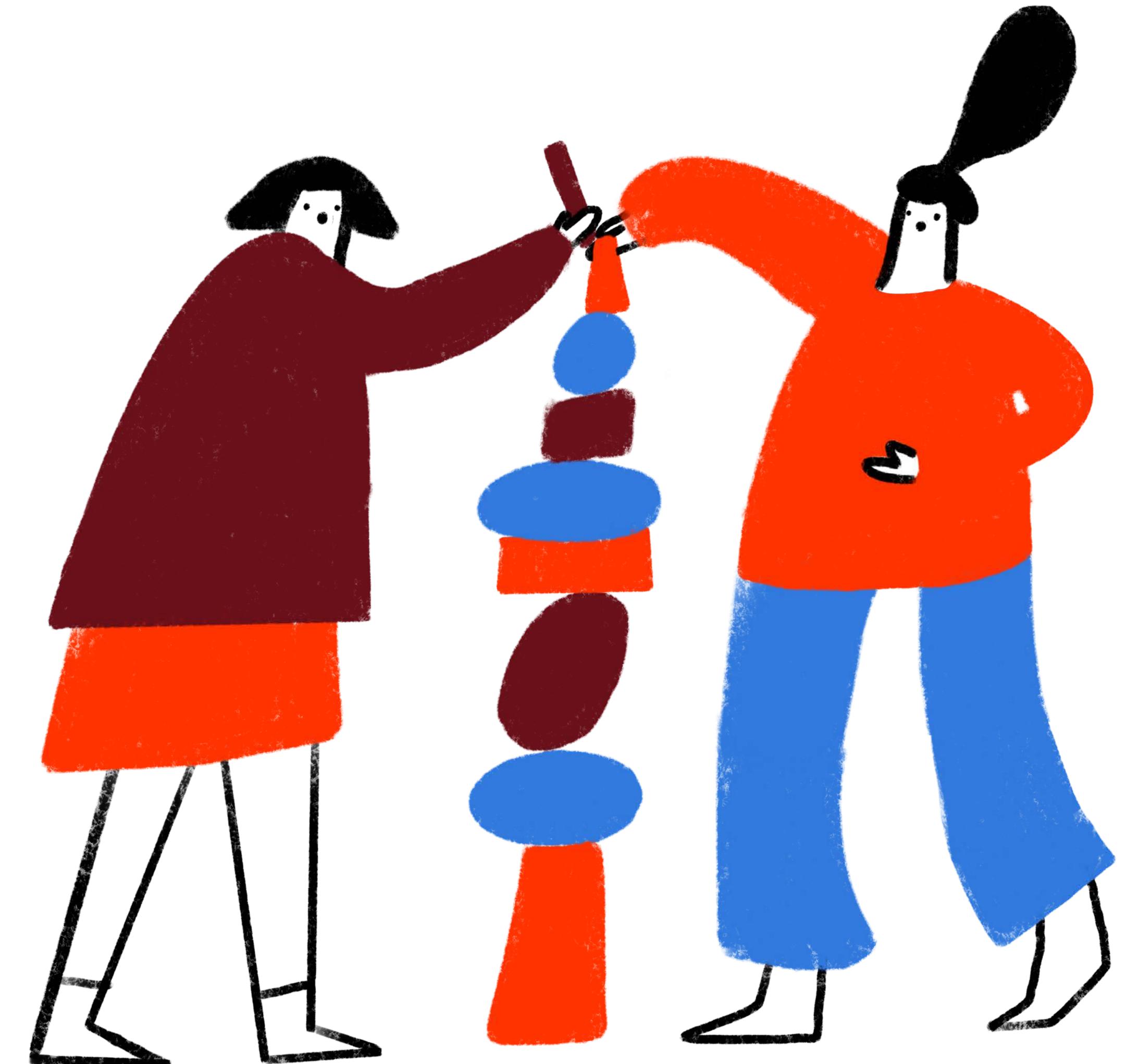
Can we design healthcare systems to be empowering, intuitive to navigate and naturally innovative? How can they realise the potential of digital and data - from prevention to personalisation?



Communities for all

With the right tools and autonomy, communities can release their potential & influence the places they live and work in.

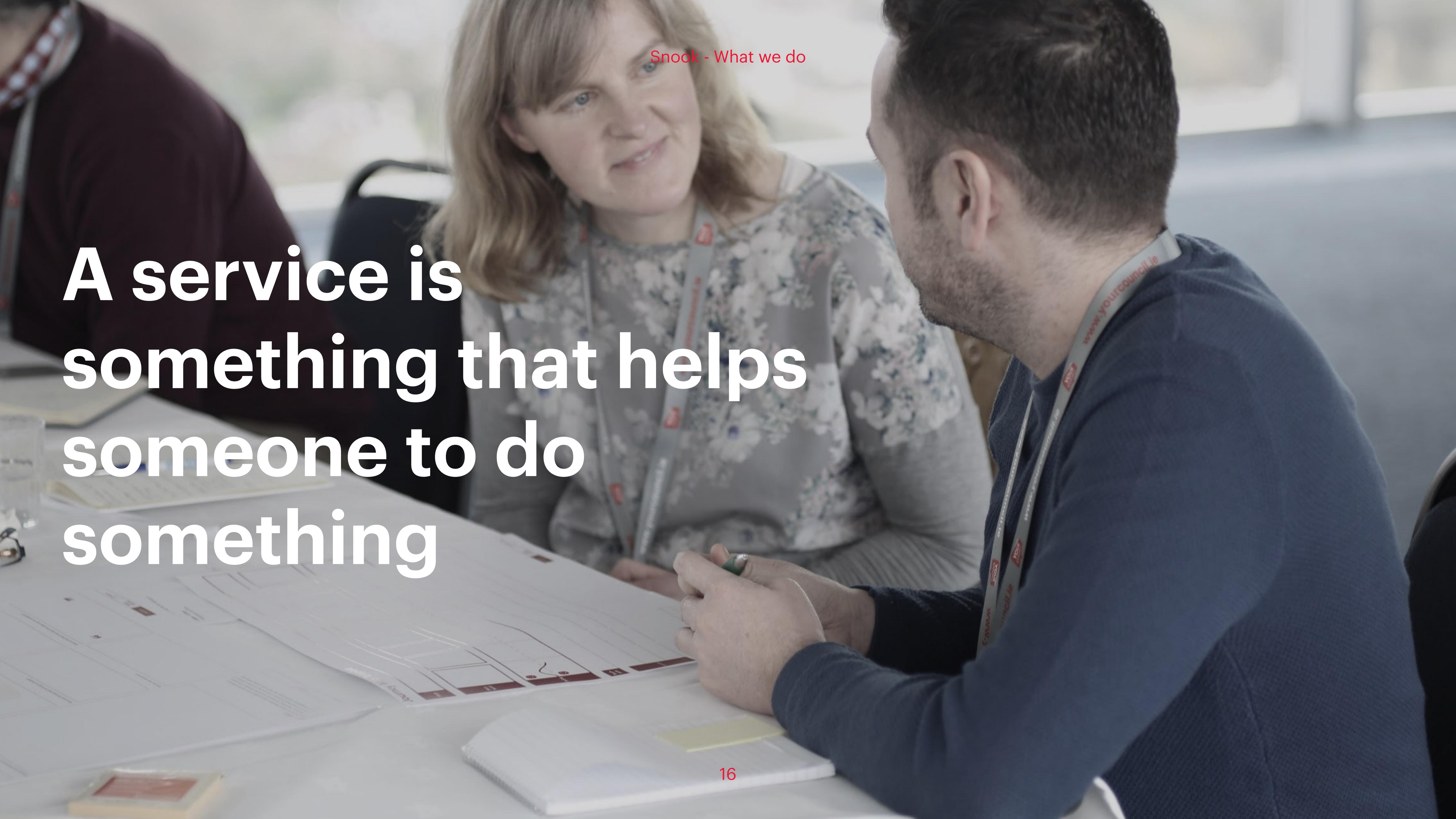
Where can policy and technology help create deeper resilience?



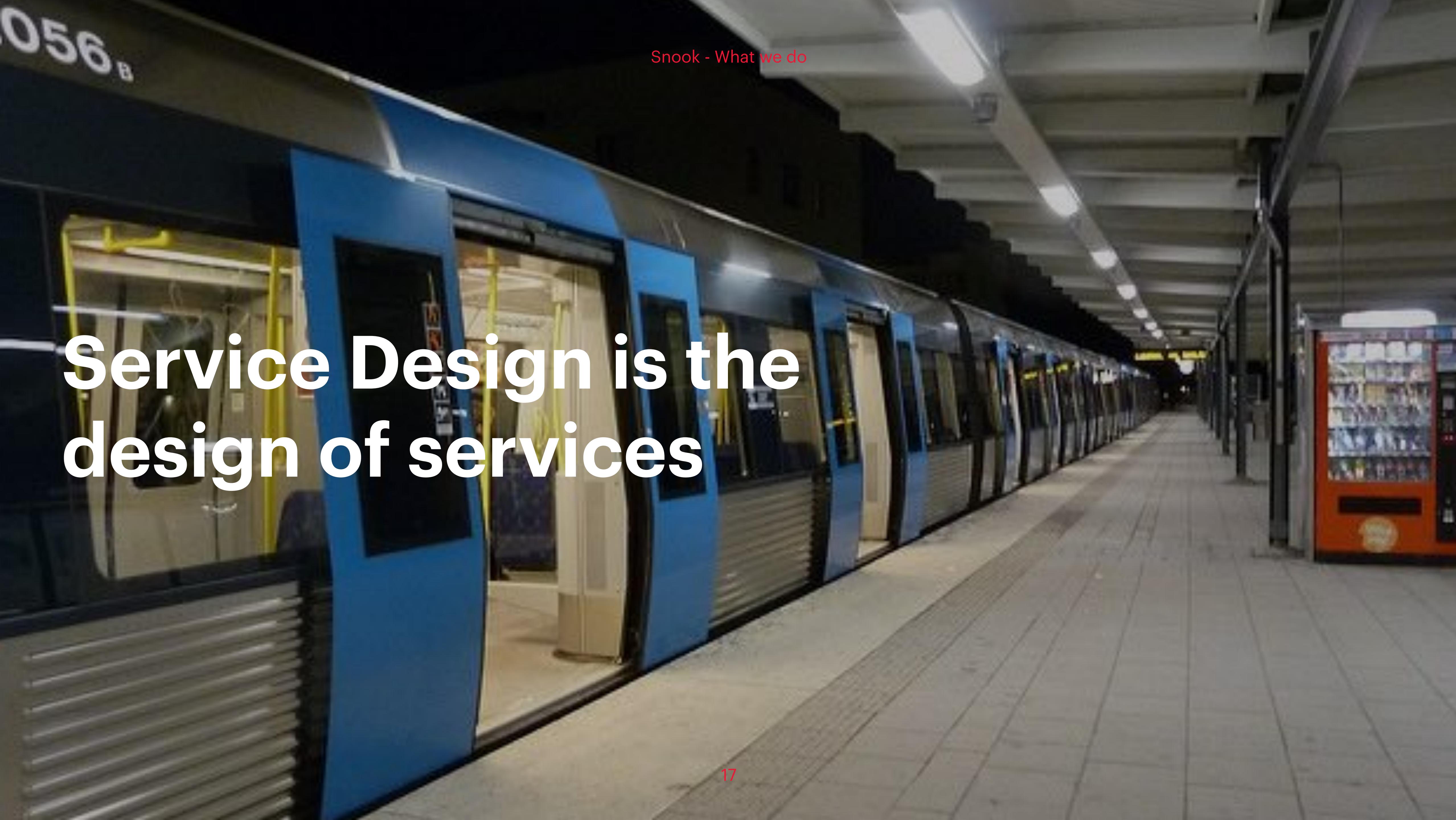
Designing services



snook

A photograph showing a woman with blonde hair and a man with dark hair and a beard, both wearing lanyards with the website address "www.yourcouncil.ie". They are seated at a table covered with numerous papers, looking down at them together. The woman is smiling slightly.

A service is
something that helps
someone to do
something



**Service Design is the
design of services**



Every touchpoint
across every channel

Front to back, back
to front, inside and
outside the
organisation

Service design aligns
business processes
with user experience

Stay

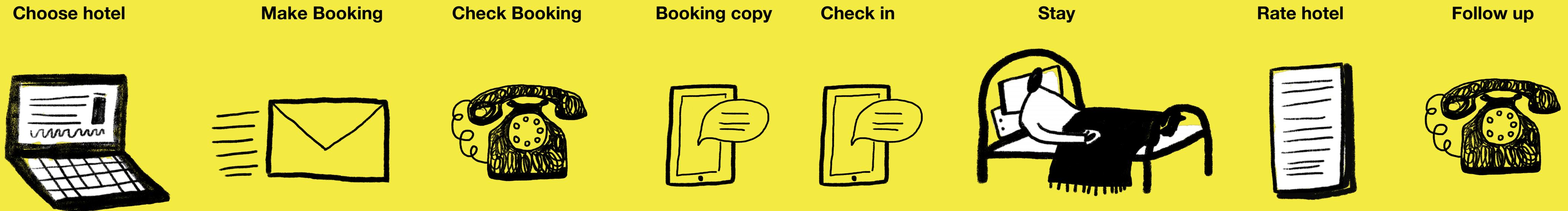


Front Stage: The User Experience



Line of interaction

Back Stage: Systems

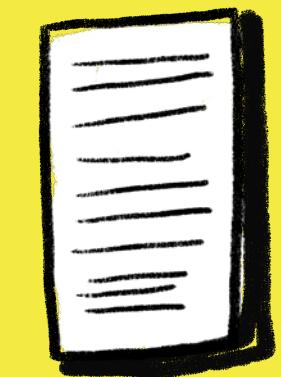
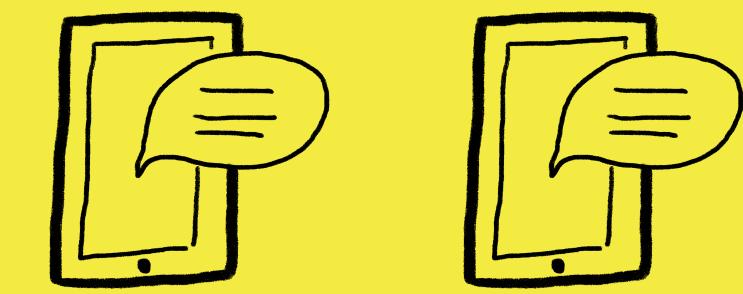


Front Stage: The User Experience

Line of interaction

Back Stage: Systems

Choose hotel Make Booking Check Booking Booking copy Check in Stay Rate hotel Follow up



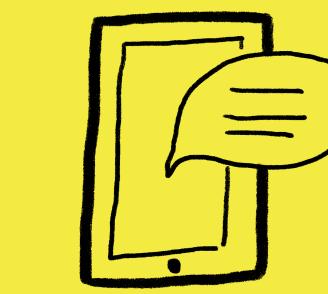
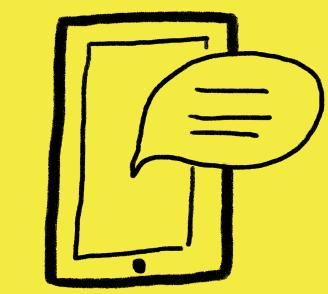
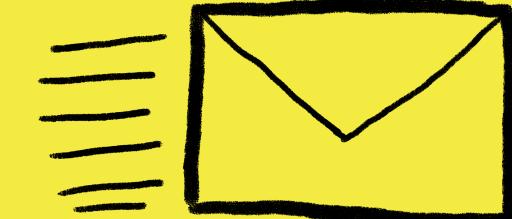
Front Stage: The User Experience

— — — — —
Line of interaction



Back Stage: Systems

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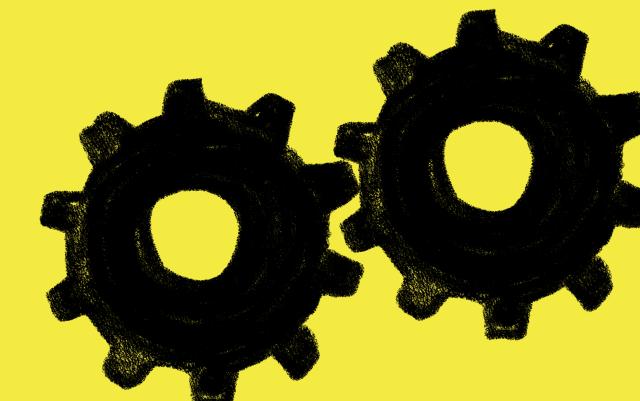
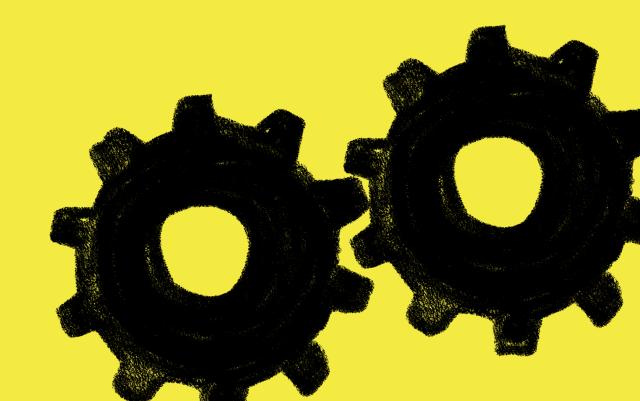
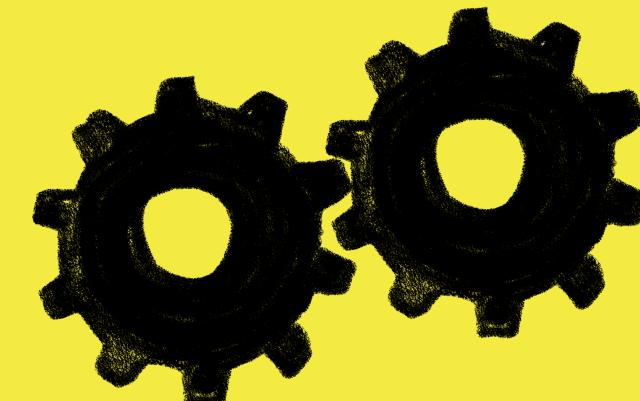


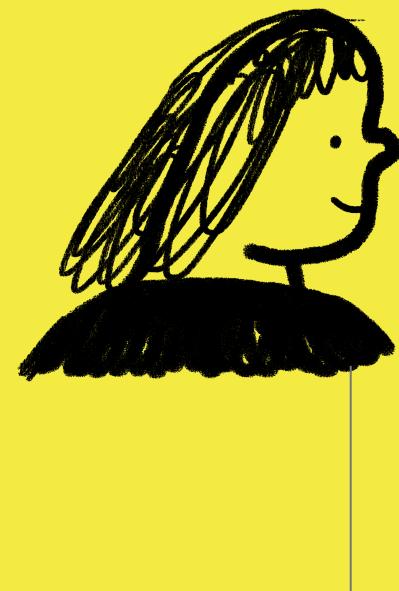
Front Stage: The User Experience

Line of interaction



Back Stage: Systems



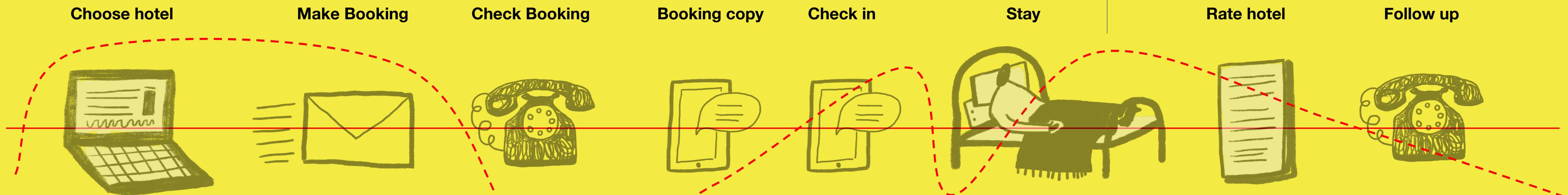


"Easy to choose which room I wanted, clear on what the hotel price included"

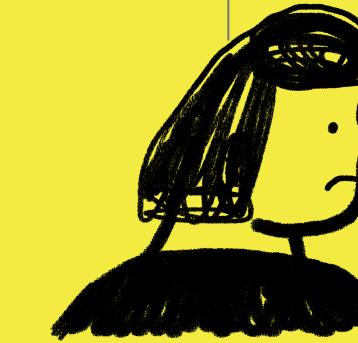


"The room was clean and well sized"

"The staff called me three times to get a reference, it was a bit insistent"



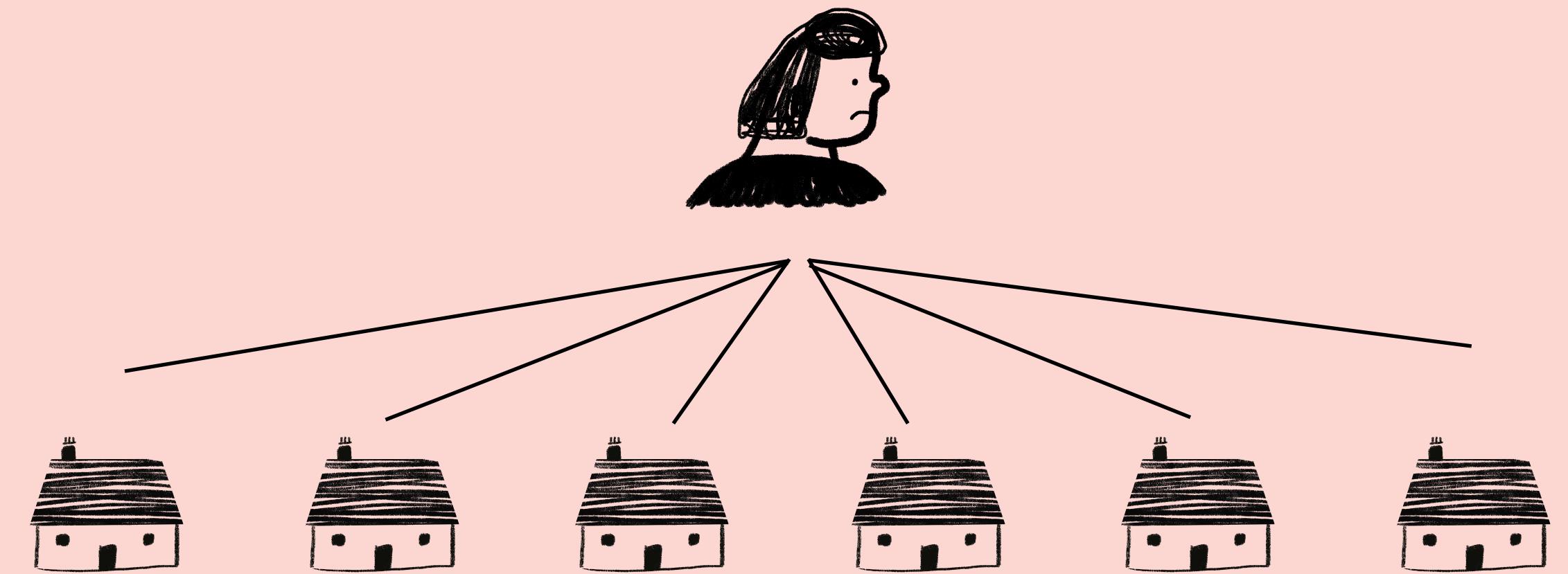
Front Stage: The User Experience



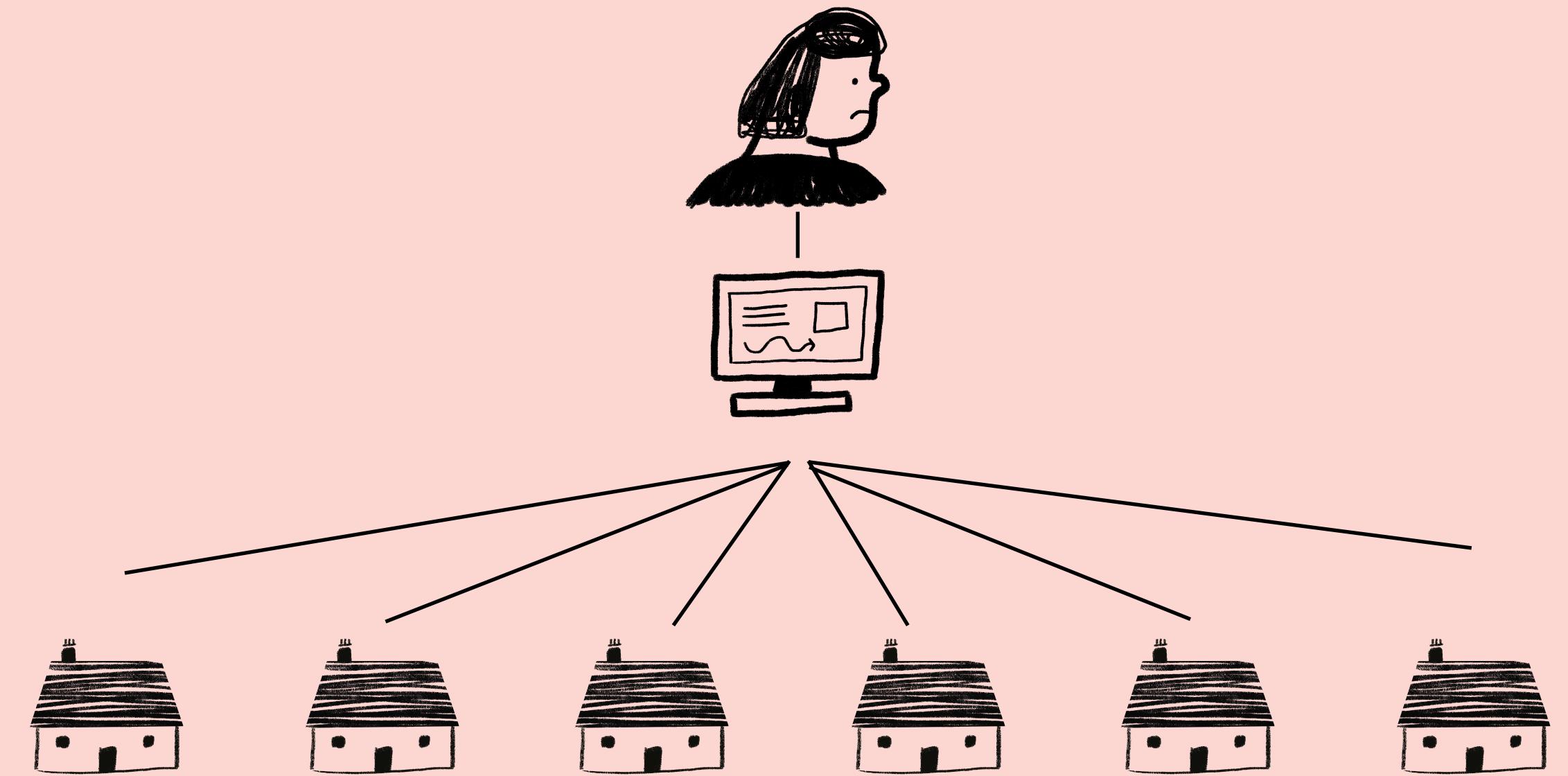
"The check in process took over 30 minutes, there was only one person on the desk"

"We were charged a lot for the water and it wasn't clear in the guidebook that this would cost us extra"

We've expected
users to become
experts and
navigate our
dysfunction



We need to design
our organisations
and systems to
work for users



A photograph of a woman with long brown hair, seen from the side and back, working at a wooden desk in an office. She is looking down at a laptop keyboard. On the desk in front of her is a stack of papers and a red book or folder with 'Gum' written on it. To her left is a large Dell computer tower and a stack of papers. A small potted plant sits on the desk. In the background, there are more office cubicles and a notice board with various papers pinned to it.

**“I spend most of my working day
typing and inputting services
plans, filing, etc., all admin
tasks.”**

The British Association of Social Workers and Social Workers Union

Unconscious design costs us people

We have created systems that don't solve problems. They create more work, cost us more to run and take us away from the frontline



Conscious Design

Japan, Kyoto Station, 2017

7065506 JR



Unconscious Design

Edinburgh, angry neighbour

Queer Service Design
@rufflemuffin

NUMBERS BELLOW BUTTONS

14

15

16

11

12

13

8

9

10

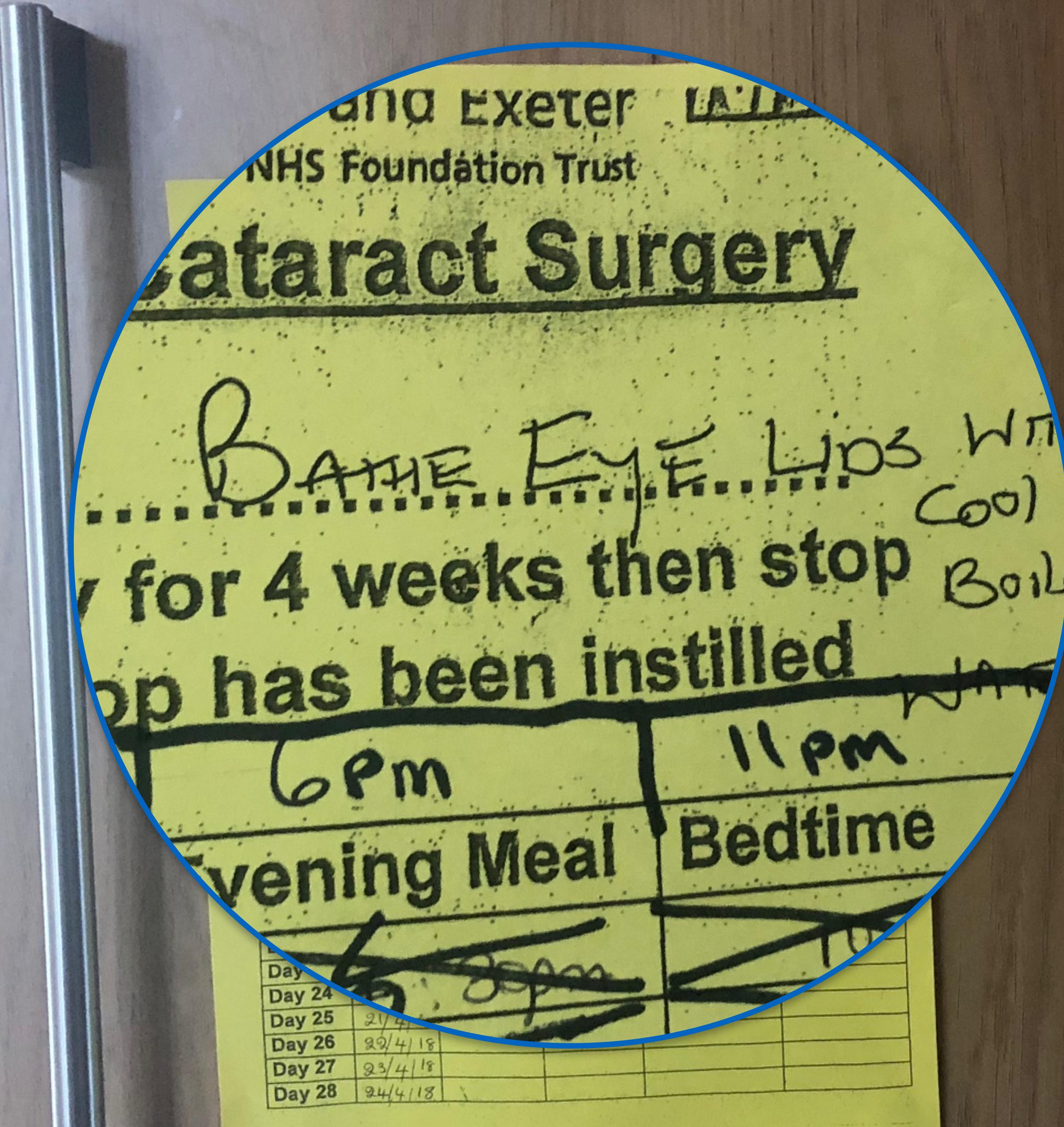
ROYAL DEVON AND EXETER HOSPITAL
NHS Foundation Trust

Eye Drop Chart Following Cataract Surgery

- Remove eye shield at 3pm + *BATHE EYE LIPS W/ COOL*
- Maxitrol 1 drop 4 times a day for 4 weeks then stop *Boil*
- Use chart to tick off when drop has been instilled

	Date	8AM Breakfast	1PM Lunch	6PM Evening Meal	11PM Bedtime
Day 1	28/3/18	X	X	X	X
Day 2	29/3/18	X	X	X	X
Day 3	30/3/18	X	X	X	X
Day 4	31/3/18				
Day 5	1/4/18				
Day 6	2/4/18				
Day 7	3/4/18				
Day 8	4/4/18				
Day 9	5/4/18				
Day 10	6/4/18				
Day 11	7/4/18				
Day 12	8/4/18				
Day 13	9/4/18				
Day 14	10/4/18				
Day 15	11/4/18				
Day 16	12/4/18				
Day 17	13/4/18				
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Day 20	16/4/18				
Day 21	17/4/18				
Day 22	18/4/18				
Day 23	19/4/18				
Day 24	20/4/18				
Day 25	21/4/18				
Day 26	22/4/18				
Day 27	23/4/18				
Day 28	24/4/18				

We accepted that things were the way they are because ‘they’ve always been that way’



We accepted that things were the way they are because 'they've always been that way'

“Everyone can—and does—design. **We all design when we plan for something new to happen**, whether that might be a new version of a recipe, a new arrangement of the living room furniture, or a new lay tour of a personal web page. [...] So **design thinking is something inherent within human cognition; it is a key part of what makes us human.**”

Nigel Cross
Design historian

We have new materials to design with from governance, politics, finance to people and policy

Apply for help with fees

You may not have to pay a court or tribunal fee, or you may be able to get help with the fees you have to pay.

gov.uk/help-with-court-fees

HM Courts & Tribunals Service

Guide

Apply for help with fees

Contents

- Who can get help with fees
- Your personal details (question 1)
- About your application (question 2)
- Handling your case, claim or 'notice to' (question 3)
- Paying for a refund if you've already paid a fee (question 4)
- Paying a fee for a Probate case (question 5)
- Other savings and investments (question 6)
- Benefits (question 7)
- National Insurance number
- Your status (question 8)
- Financially dependent children
- Details of your income (question 9)
- How to work out whether you qualify (question 10)
- Signing the form (question 11)
- Multiple claims or applications
- Where to send your application
- What happens next
- Useful contacts

Apply for help with fees

You may not have to pay a court or tribunal fee, or you may be able to get help with the fees you have to pay.

gov.uk/help-with-court-fees

HM Courts & Tribunals Service

Court and Tribunal Fees – Do I have to pay them?

EX160A

1. Your personal details

Title _____ First and middle names _____
Last name _____ Date of birth _____ Nationality _____

2. What is your status?

Single
 Married or living with someone else

3. About your application

Enter the form name or number related to your application:

4. Do you have a case, claim or 'notice to' (question 1)?

No
 Yes, the case, claim or 'notice to' is:

5. Are you paying a fee for a probate case? (question 5)

No
 Yes, the name of the deceased is:

Date of death _____

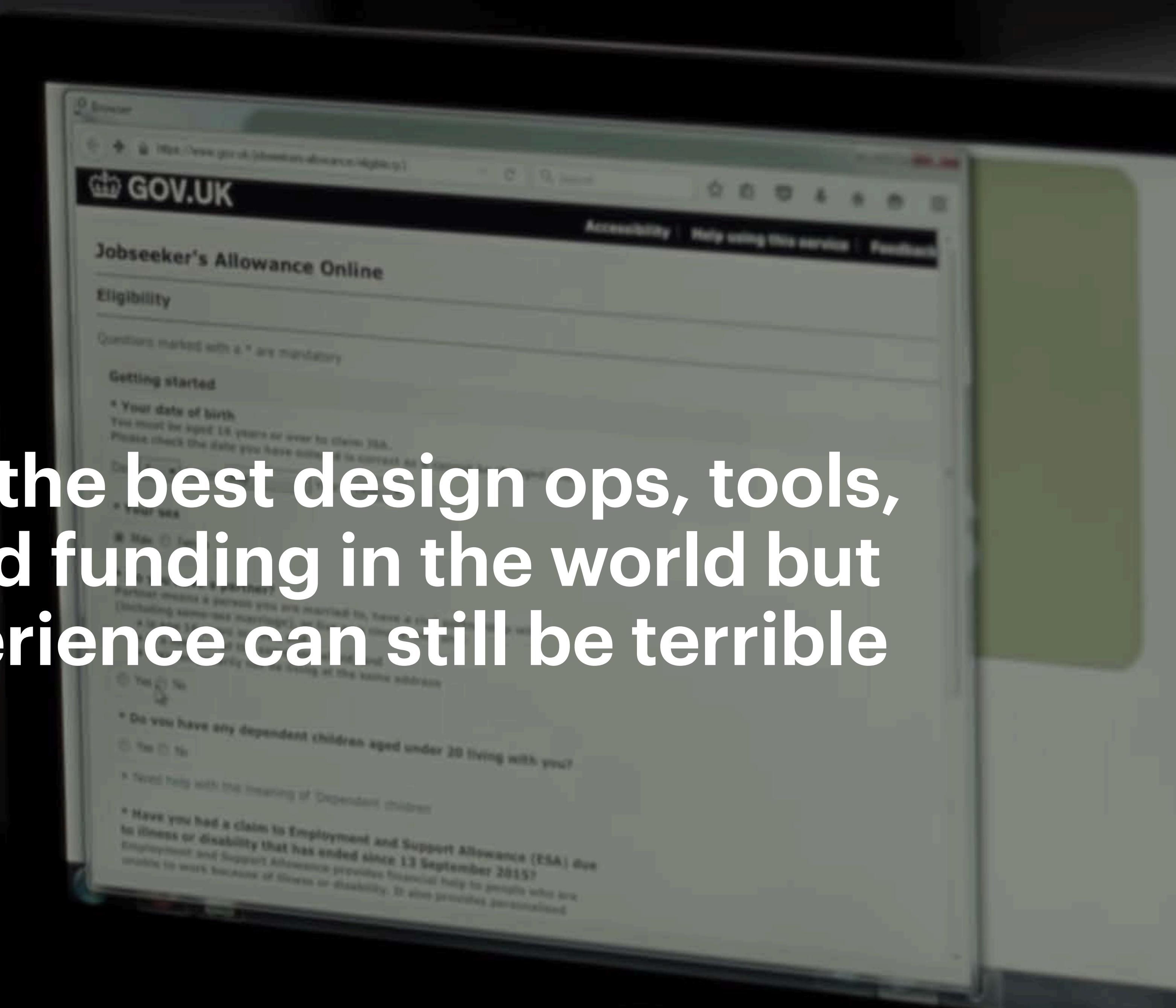
www.gov.uk

are usually charged for property and

Every organisation
is a collection of
micro design
decisions, made on
a daily basis that
form our user
experience



You can have the best design ops, tools, designers and funding in the world but the user experience can still be terrible

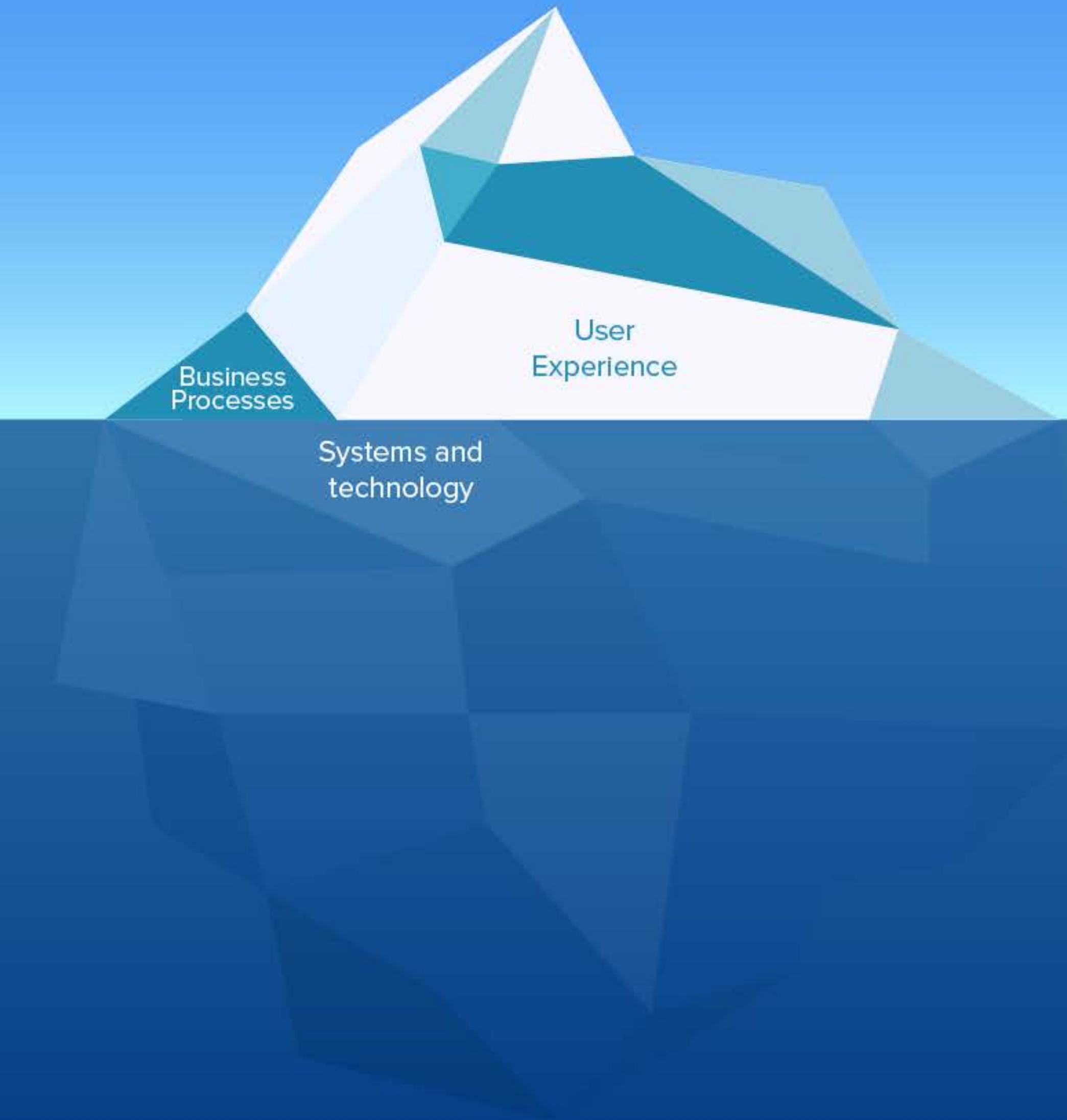


We all have the ability to make conscious design decision that aid users

If our systems are to work we have to learn how to consciously design together

The service

The infrastructure

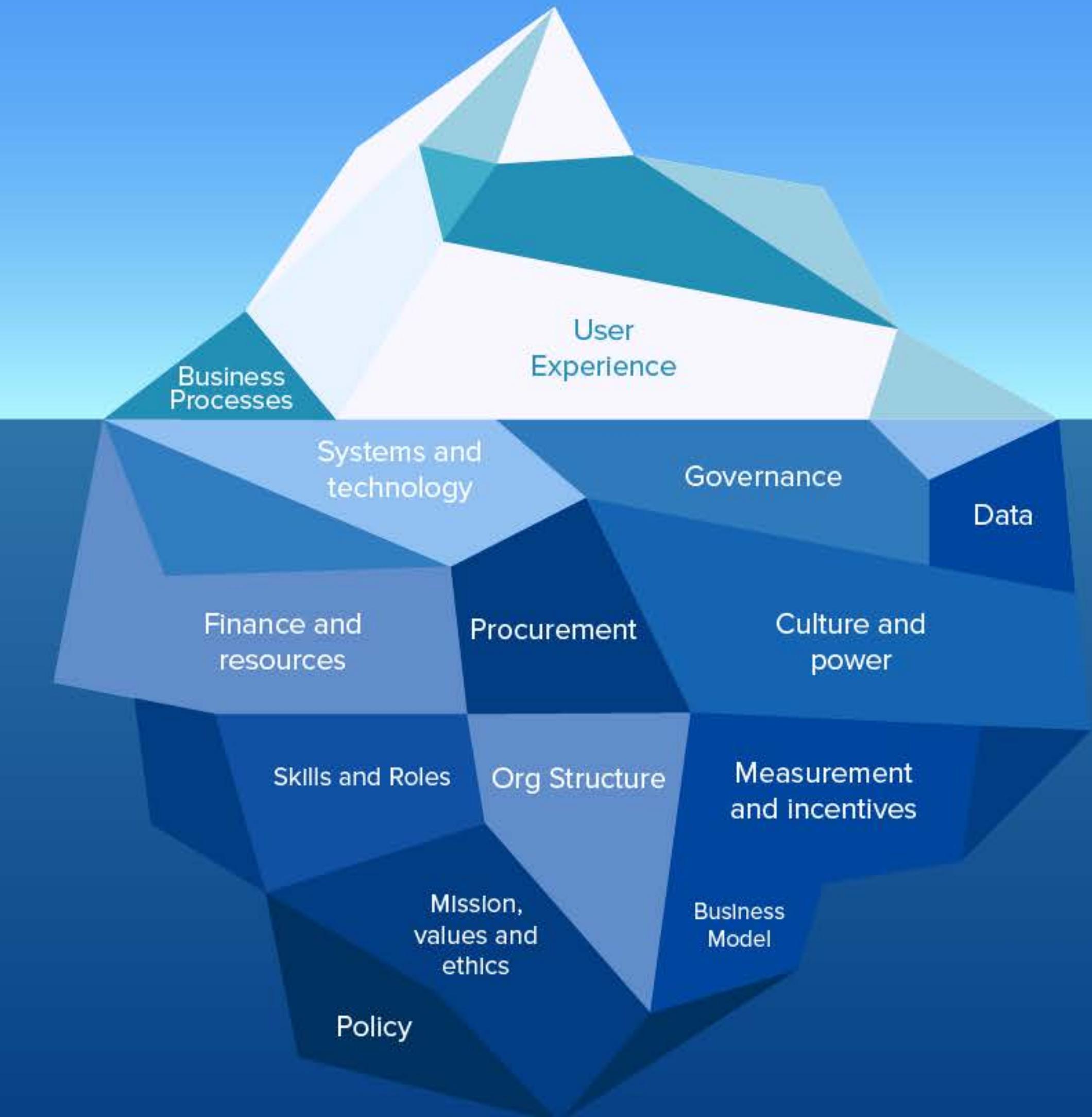


The service

The infrastructure

The organisation and system

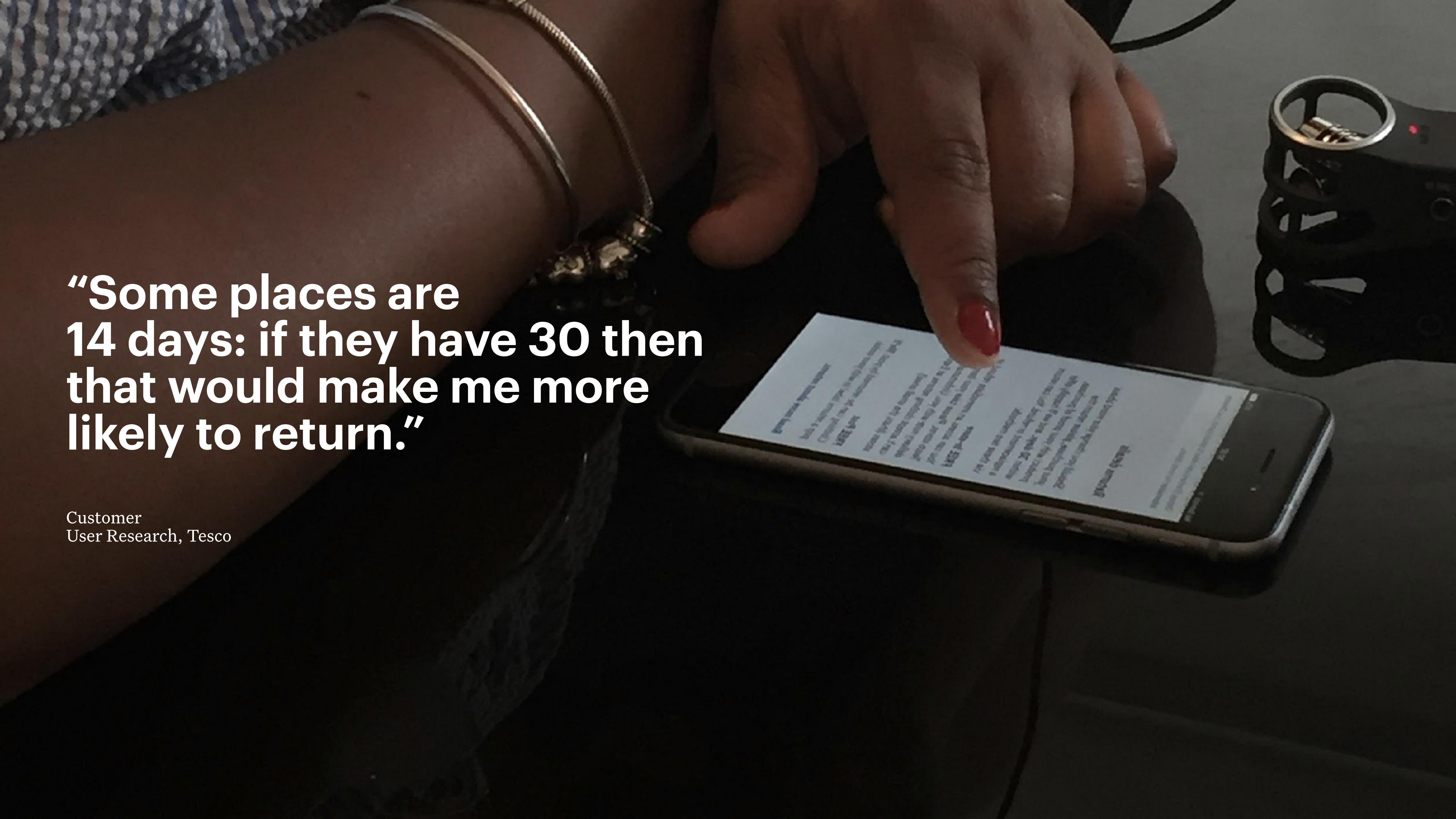
The Intent





Improving satisfaction in the returns process

TESCO



**“Some places are
14 days: if they have 30 then
that would make me more
likely to return.”**

Customer
User Research, Tesco



About Topics News Publications Consultations Blogs

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PUBLICATION - PROGRESS REPORT

Disability Assistance assessments: policy position paper

Published: **28 Feb 2019**

Directorate: [Social Security Directorate](#)

Part of: [Communities and third sector](#),

[Equality and rights](#), [Money and tax](#)

ISBN: 9781787816343

Our position and progress in developing a new approach
to face-to-face assessments.



This document is part of a collection



Entitlement decisions

Social Security Scotland will make decisions about entitlement for DAWAP using the applicants account of their circumstances and existing supporting information, where possible.

Examples of supporting information include:

- a social care needs assessment
- a report from a community psychiatric nurse
- information from a carer

We will significantly reduce the number of [face-to-face assessments](#) and will only ask someone to undertake a face-to-face assessment when it is the only practicable way to make a decision.

We have consulted on the circumstances in which Social Security Scotland can decide that a face-to-face assessment is necessary.

Before individual is invited to face to face assessment

In order to ensure that the process of applying for Disability Assistance is transparent, we will provide individuals with clear, accessible, and specific guidance about the criteria that will be used to decide on the assistance they are entitled to, and the information they should provide to inform that decision.

Case Managers will begin making a determination from a position of trust, presuming that the individual has provided a truthful account of how their disability or condition impacts them. Case Managers will assume responsibility for gathering information from various sources suggested by the individual - such as family members, nurse specialists, charity support workers - to support the account they have given of their condition. Consideration will be given to the supporting information that is most relevant in individual cases. If a decision about entitlement cannot be made the default action will be to seek further supporting information, including contacting the individual.

Entwistle Green

Entwistle Green

BLOCKBUSTER

BLOCKBUSTER

rent-buy



rent-buy



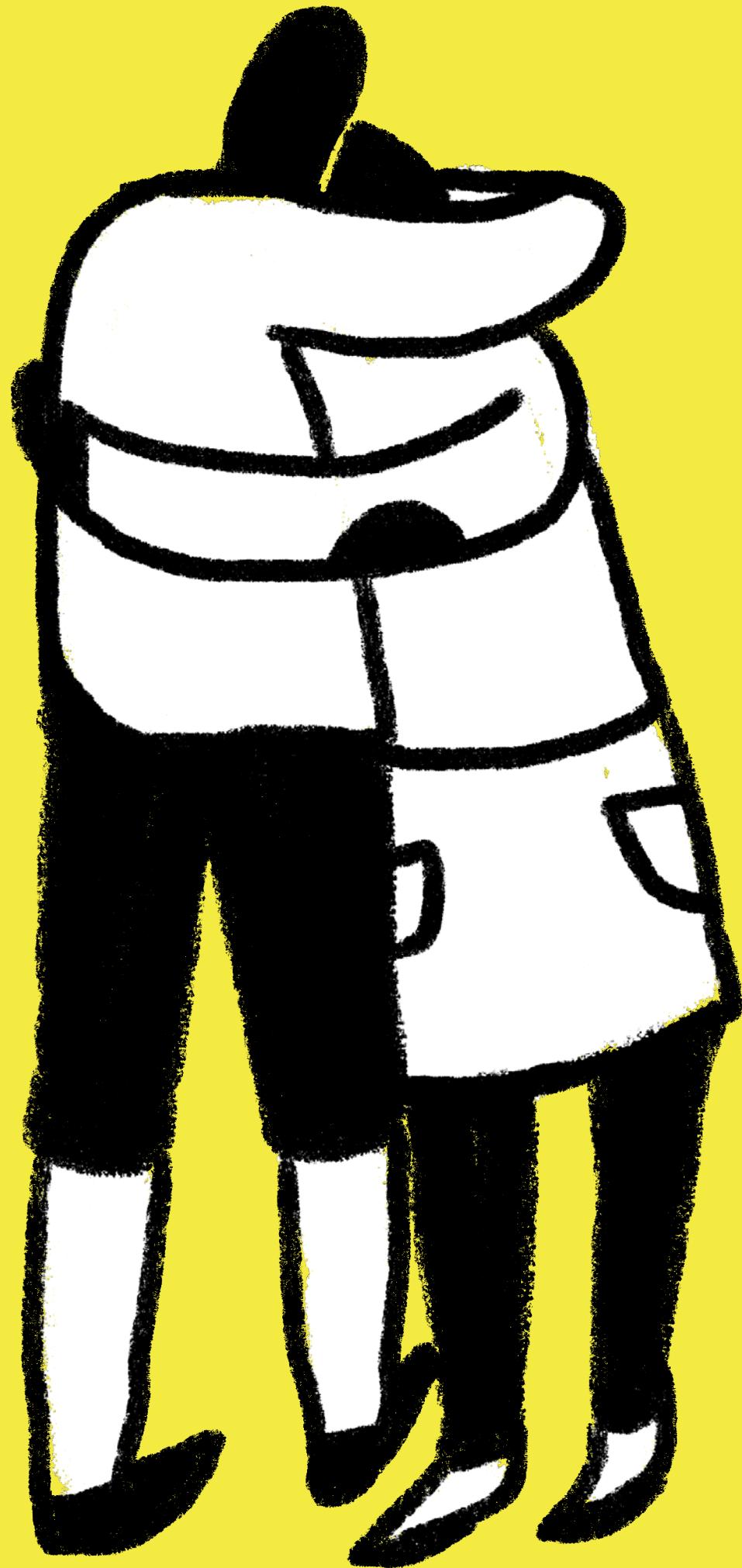
245

£3



BUURTZORG
Nederweert e.o.

Even if we sweat every design decision, will that truly ensure services are inclusive for everyone?



What I'm sharing today
is only my lived
experience. I can't
speak for the queer
community on their
needs



Barriers to care

- Limited access (US)
- Negative experiences
- Lack of knowledge

Percentage Uninsured in the U.S., by LGBT Status

Do you have health insurance coverage? (% Uninsured)

LGBT Non-LGBT



Gallup-Healthways Well-Being Index

GALLUP®

“For LGBT people who have experienced stigma and discrimination during their lives, even small mistakes can bring up past negative experiences. These feelings can affect their willingness to seek health care again”

National LGBT Health Education Centre



Good Services

How to design
services that work

Lou Downe

The 15 principles of good service design

A good service:

- 1 Is easy to find
- 2 Enables a user to complete the outcome they set out to
- 3 Clearly explains its purpose
- 4 Sets the expectations a user has of it
- 5 Works in a way that's familiar
- 6 Requires no prior knowledge to use
- 7 Is agnostic of organisational structures
- 8 Requires the minimum possible steps to complete
- 9 Is consistent throughout
- 10 Has no dead ends
- 11 Is usable by everyone, equally
- 12 Encourages the right behaviours from users and staff
- 13 Responds to change quickly
- 14 Clearly explain why a decision has been made
- 15 Makes it easy to get human assistance

‘Make sure your service is safe

Make sure your service is perceivable

Make sure your service is understandable

Make sure your service is operable

Make sure your service is robust’

Lou Downe
Good Services

**‘Is the service a place where the user feels
that their needs are understood and
represented in a way that makes them feel
as if they will be accepted and
comfortable using your service?’**

Lou Downe
Good Services

- Service is fully inclusive and safe

Usable but profiled uncomfortably

Cause psychological harm

Can use it uncomfortably

Being ‘outed’ / putting the user at risk

Unable to use the service



Unable to use the service

snook

A wide-angle photograph of a tropical beach. In the foreground, several tall palm trees stand on a light-colored sandy beach. The ocean is a vibrant turquoise color, with small white-capped waves breaking near the shore. In the distance, a rocky cliff or coastline is visible under a clear blue sky with a few wispy clouds.

BARBADOS UNVEILS ONE-YEAR WORKING HOLIDAY VISAS FOR DIGITAL NOMADS

16 TH JULY 2020 × INNOVATORS

[Check Your Symptoms ▾](#)[Encyclopaedia ▾](#)[Local Services ▾](#)[Live Well ▾](#)[Ask us your Health Question](#)[Highlights](#)

Screening for Trans People

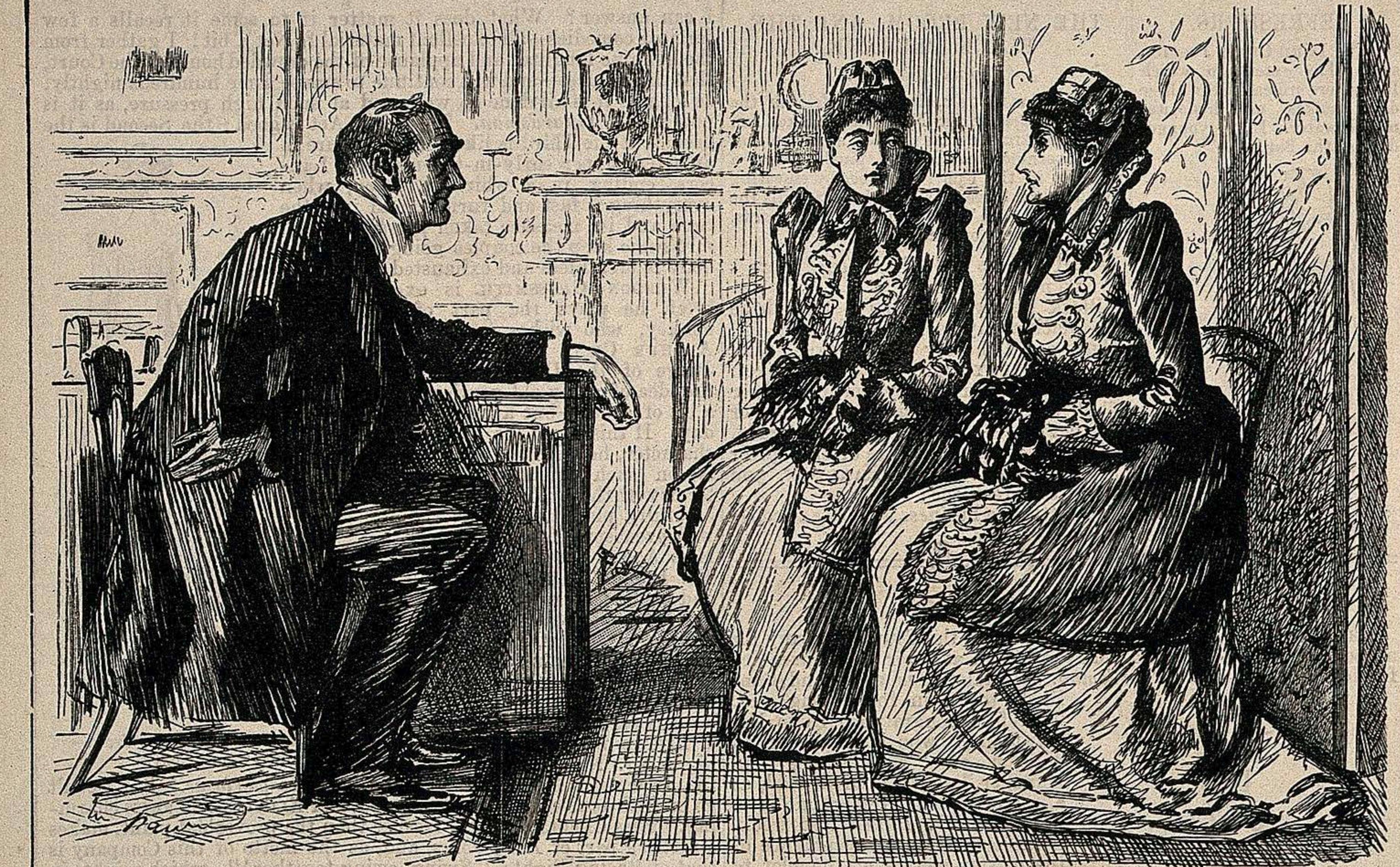
What is screening?

Screening is a way find out whether you are at risk of, or have, certain health conditions. Early treatment and information increases the options available.

Screening can present specific problems for trans people, especially when it means that specific parts of the body have to be looked at. The chest, cervix, testicles and prostate are all areas that need screening and/or self checking to reduce the chance of cancer developing. However, because these areas are sex specific, trans people may find it emotionally or practically harder to engage with screening. You may also find that you are not invited to screening tests when you should be, if you have asked the health service to change your gender on their records.

Uncomfortable use

snook

**THE GENTLE EGOTIST.**

The Doctor. "AND WHICH OF YOU TWO LADIES IS THE INVALID?"
Elder Sister. "I'M SORRY TO SAY IT'S ME, DOCTOR!"

*** 33. Please tell us your gender**

Male

Female

Prefer not to say

Ask users for

Gender or sex

This pattern explains how to ask users about gender or sex.

When to use this pattern

You should only ask users about gender or sex if you genuinely cannot provide your service without this information.

If you do need to ask, use ‘sex’ when you need biological data (for example, if you’re providing a medical service). In all other cases, use ‘gender’.

How it works

If you have to ask about gender, you should:

- list the fields in alphabetical order
- do research to test that this works for your users

Change name

Title

Mx



First name

Last name

Save changes



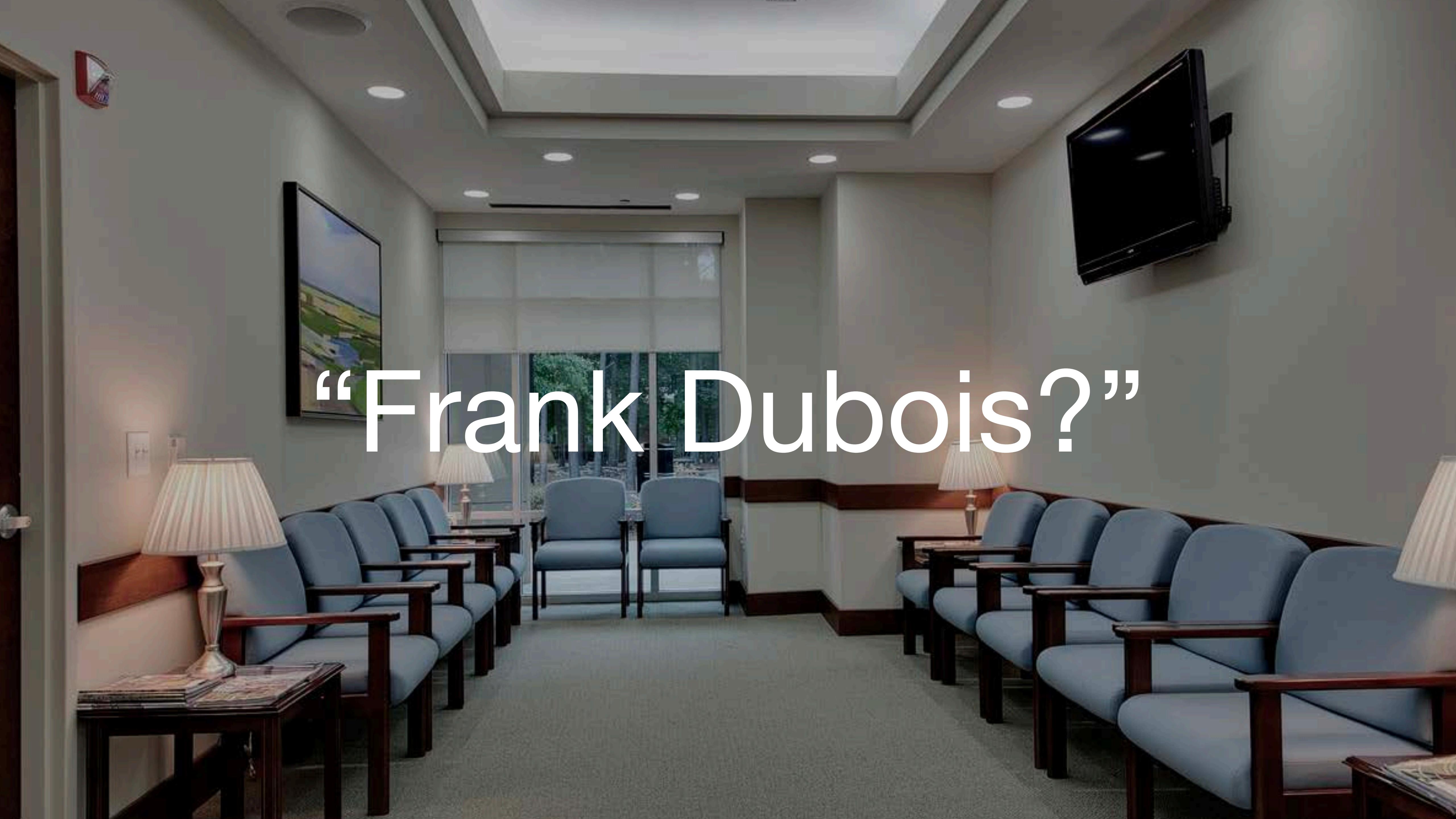


Gender Neutral Change

性别平等改变

**Being outted and/or
putting users at risk**

snook



“Frank Dubois?”

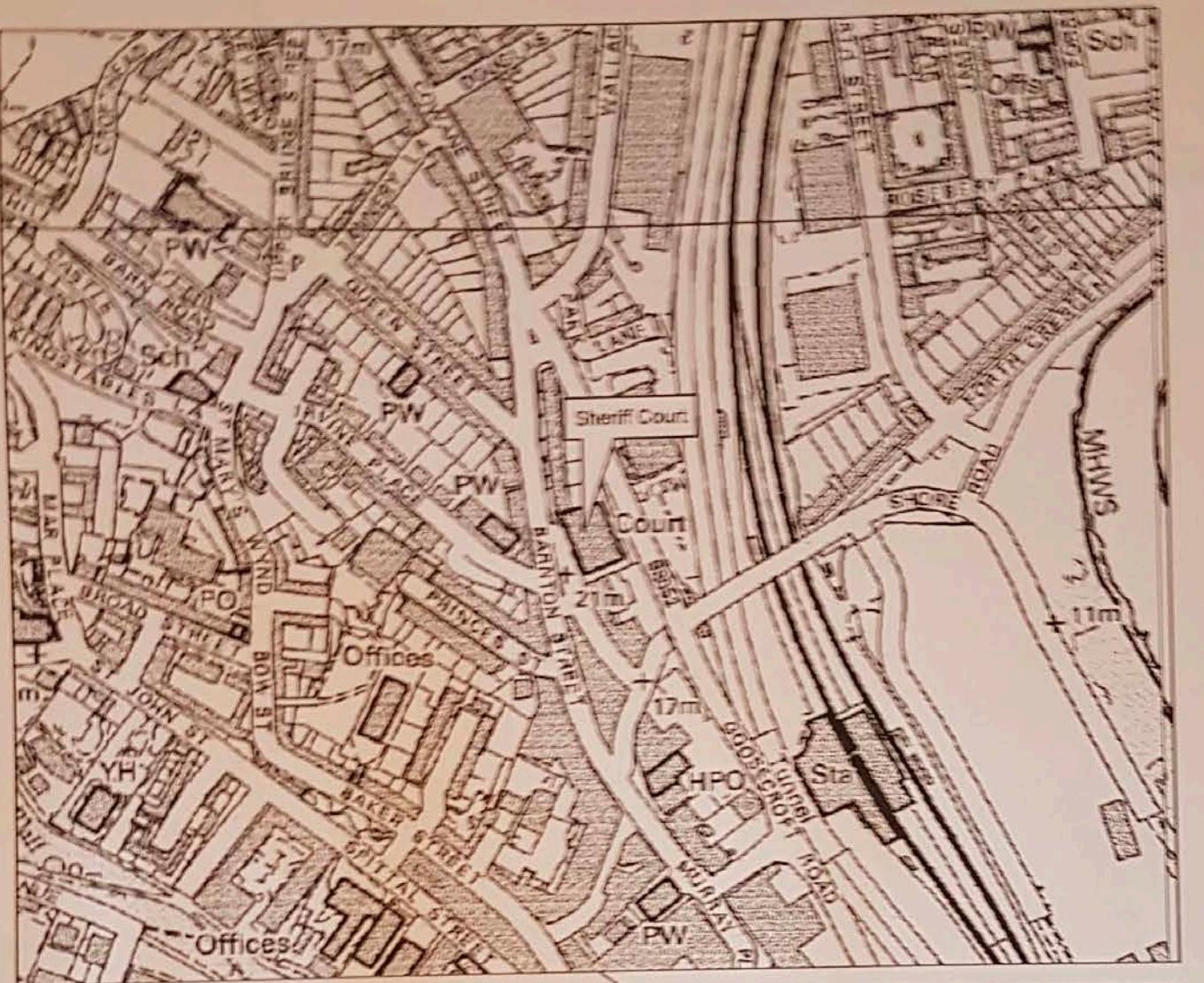
TO THE DISCOVER



NOTICE TO WITNESSES

Evidence is given normally after the witness has sworn an oath. As an alternative, a witness can affirm.

The penalties for committing perjury are identical, whether a witness has been sworn or has affirmed.



Stirling Sheriff Court, Sheriff Court House, Viewfield Place, Stirling, FK8

Bus
The bus station is approx half a mile from the Court House off Goosacroft Road.

Rail
BR station is approx quarter of a mile from the Court House off Burghmuir Road.

Car parking
There is no public car park at the Court House. Parking is available at the Thistle Centre and adjacent to the Railway Station.

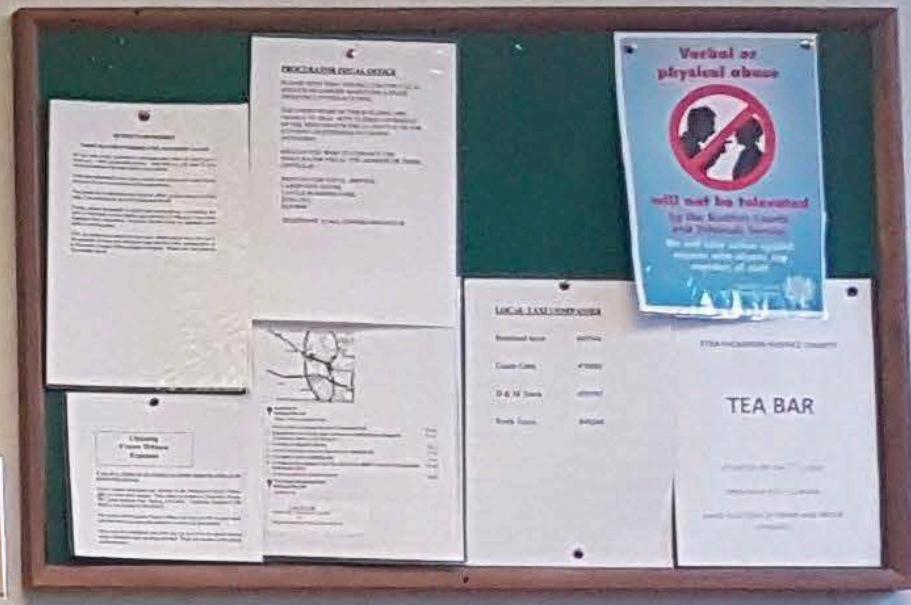
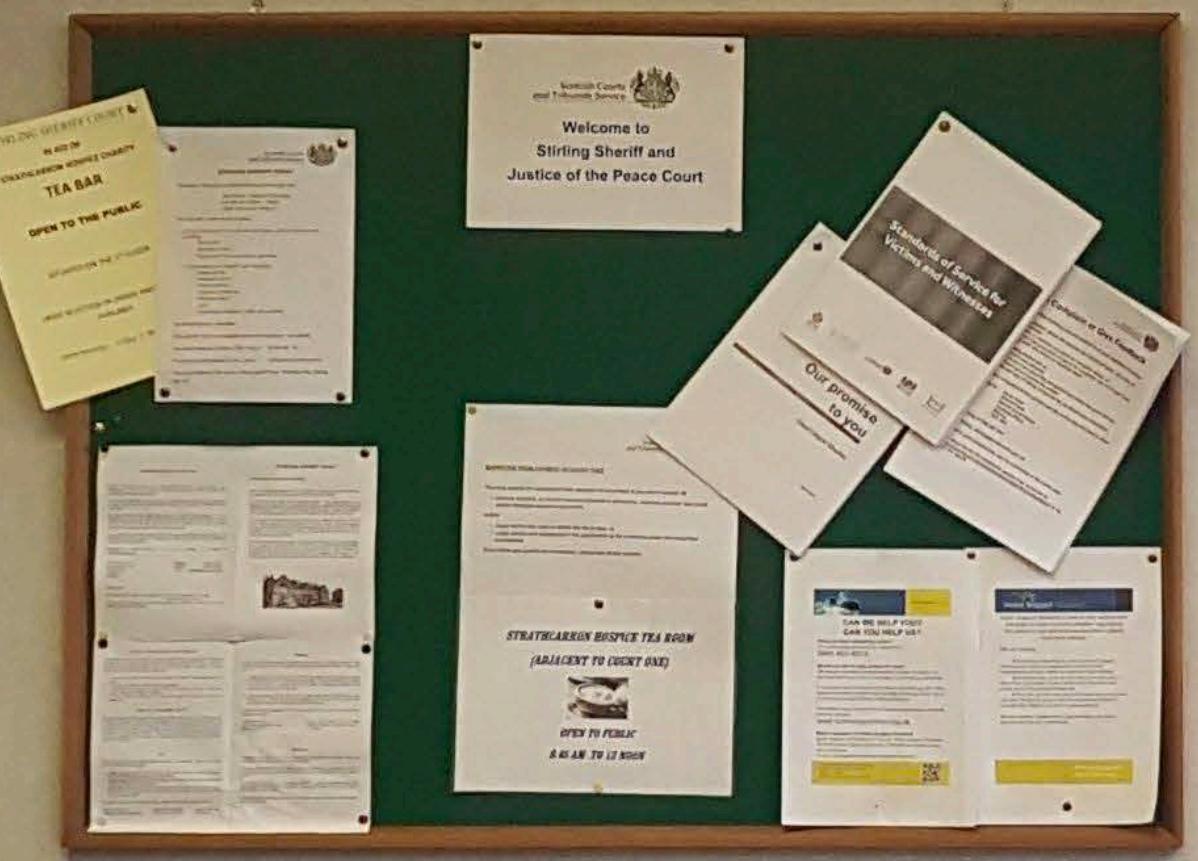


Sources:
Main Map - Ordnance Survey 1:10,000 mapped at 1:4,000
Inset Map - Ordnance Survey 1:250,000 mapped at 1:120,000
Court Locations - Crown Office and Procurator Fiscal Service 2002

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Scottish Executive Geographic Information Service 14 May 2003 Job2475ac





Alloa & Hillfoots Advertiser

NEWS

26th January 2017

Women were 'singled out' and subjected to homophobic abuse on train to Alloa

By Iain Smith

Picked out

The witness said she and her partner Louise Downe felt "threatened" after being picked out because they were together.

She told the court: "We were sitting next to each other on the train to Stirling and there were a group of people of, I think, around 12 people to the right-hand side.

"They were initially in good spirits and were laughing. Then I heard some whispering and I started to get really nervous."

Ms Drummond said they were both branded "disgusting" and heard the word "lesbians" used to described them in what she felt was a derogatory manner.

She then said that Douglas tried to persuade others in her company to get their phones out, take pictures of them and put them up on Facebook.

**COME
ON
OOT**



STARTS AT 3PM
ALLOA TRAIN STATION

13th August
#alloapride

19 August 16

[More News >](#)

Alloa Pride event was a "triumph of love over hate"

By Iain Smith | [Testing](#)



Cause psychological harm

snook



Loud & Proud Choir

@LoudandProudChoir · Community

[Contact Us](#)

www.loudandproudchoir.org

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...

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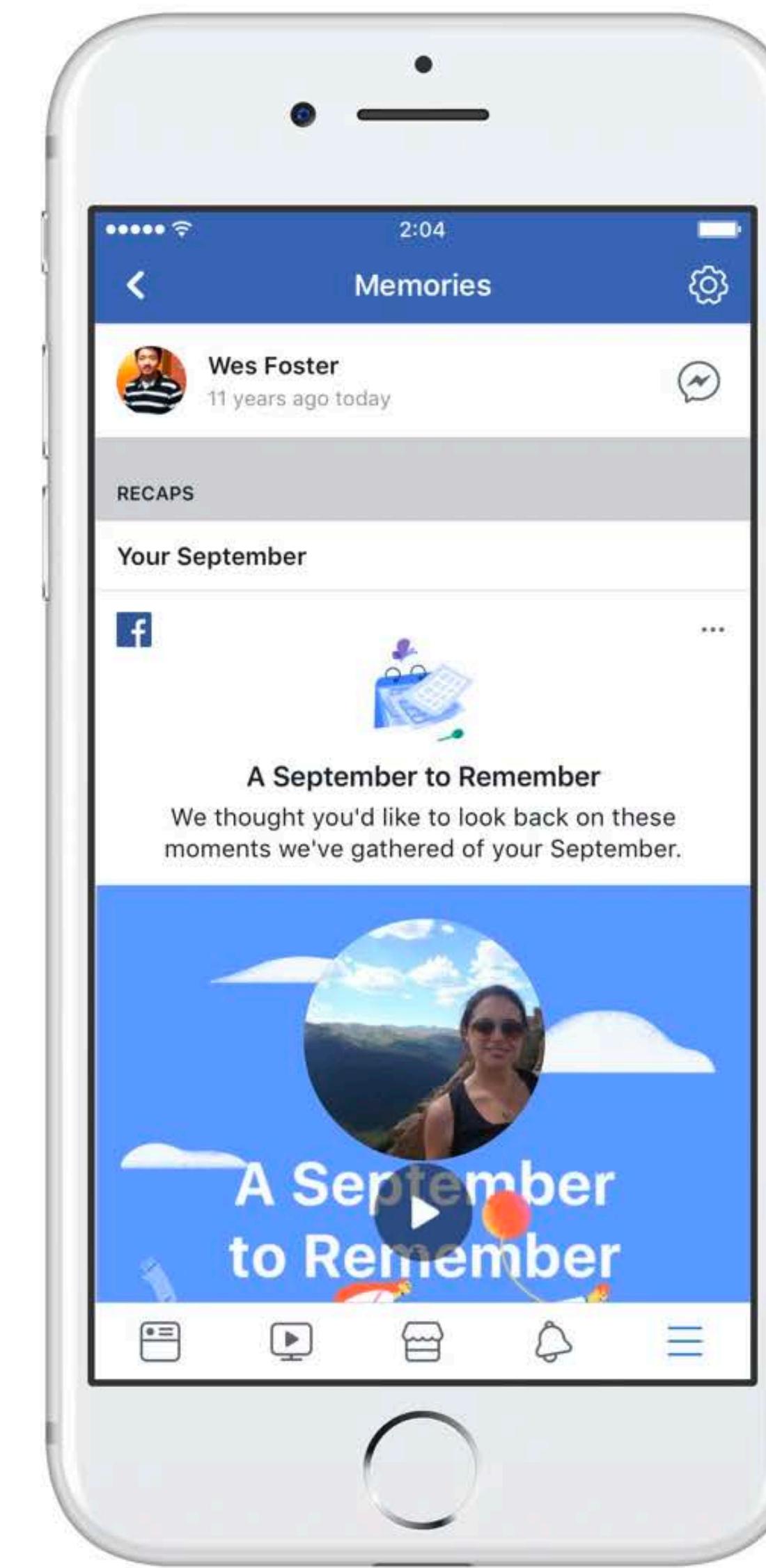
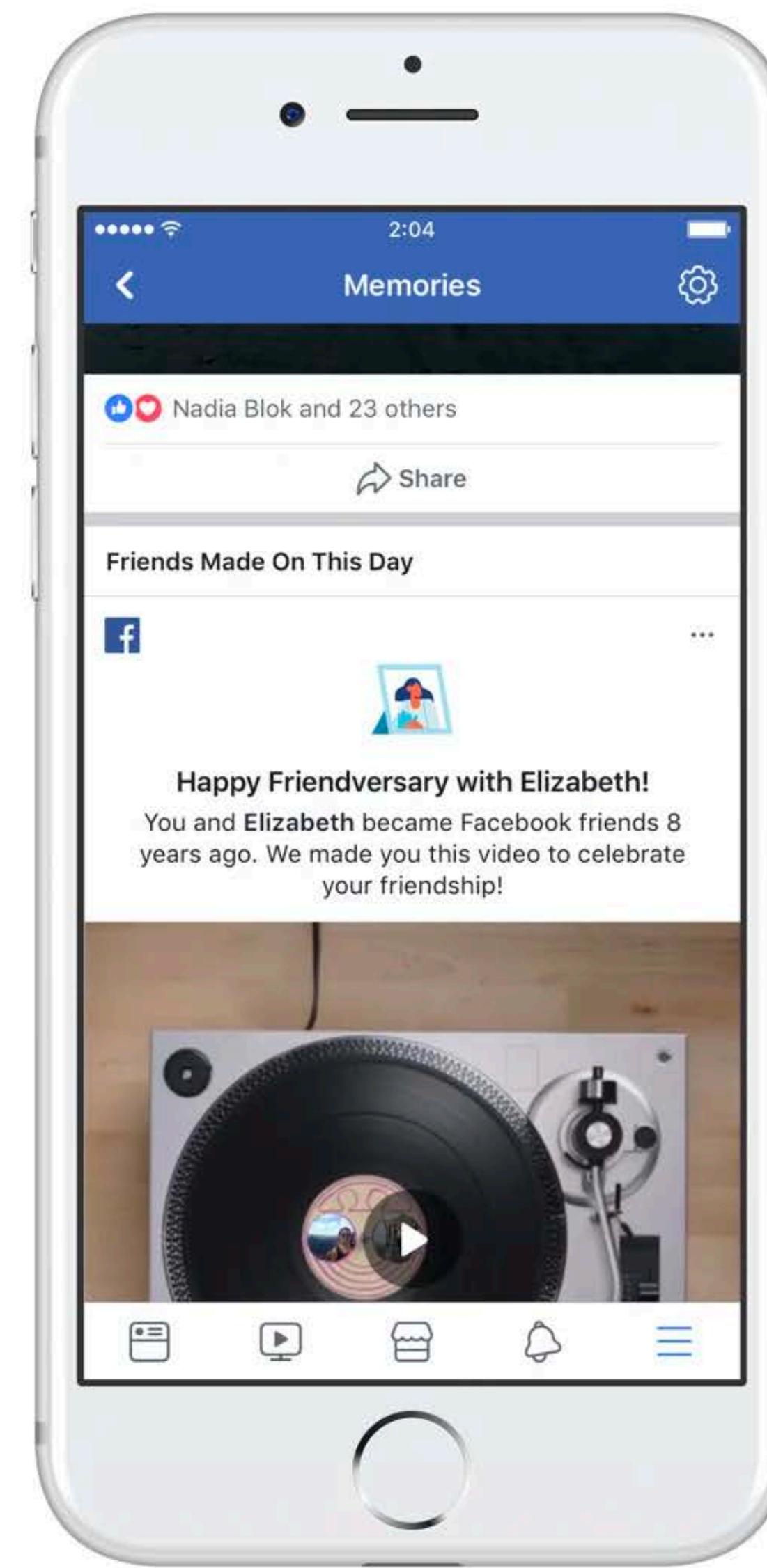
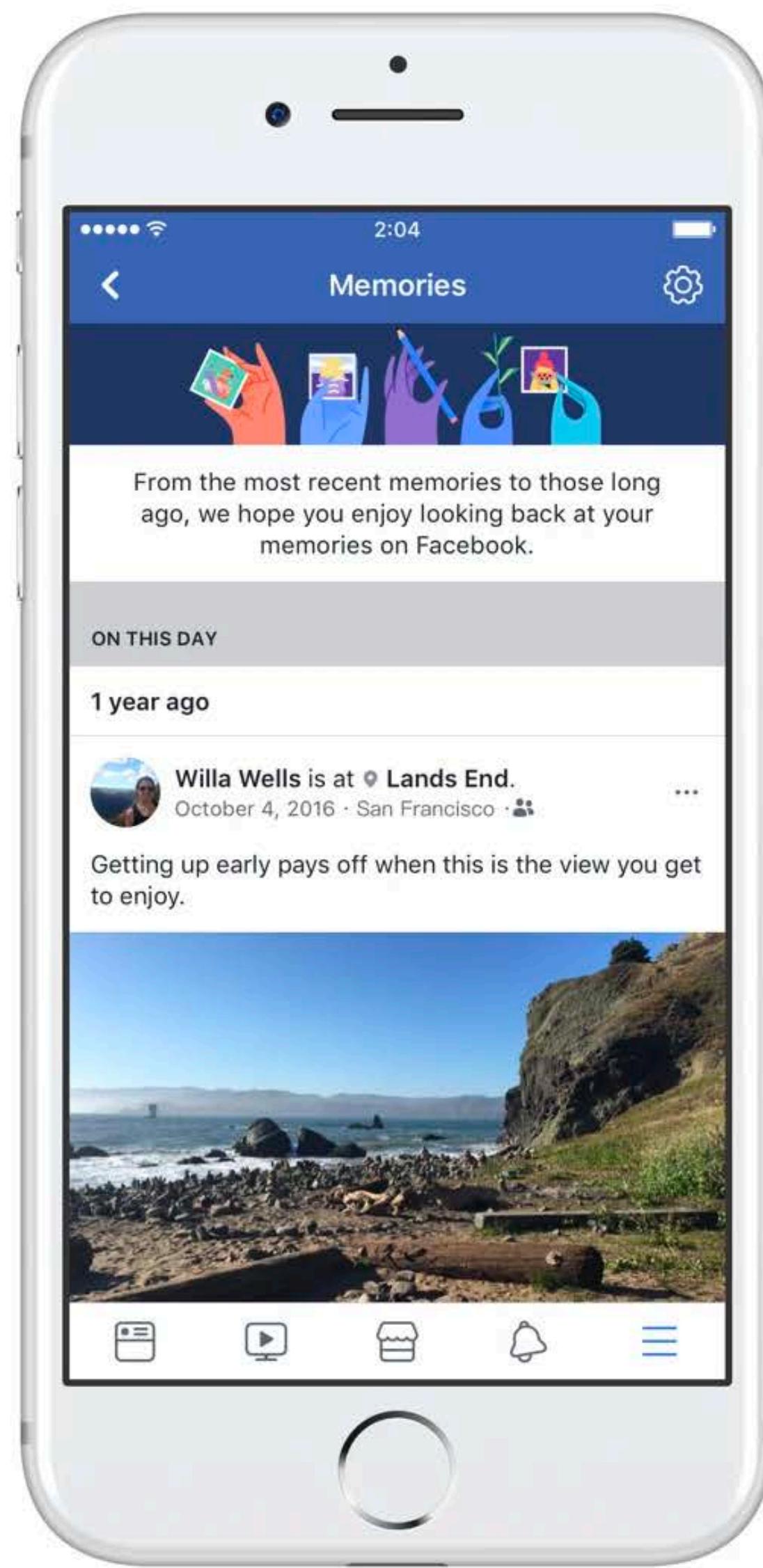
[Create Post](#)

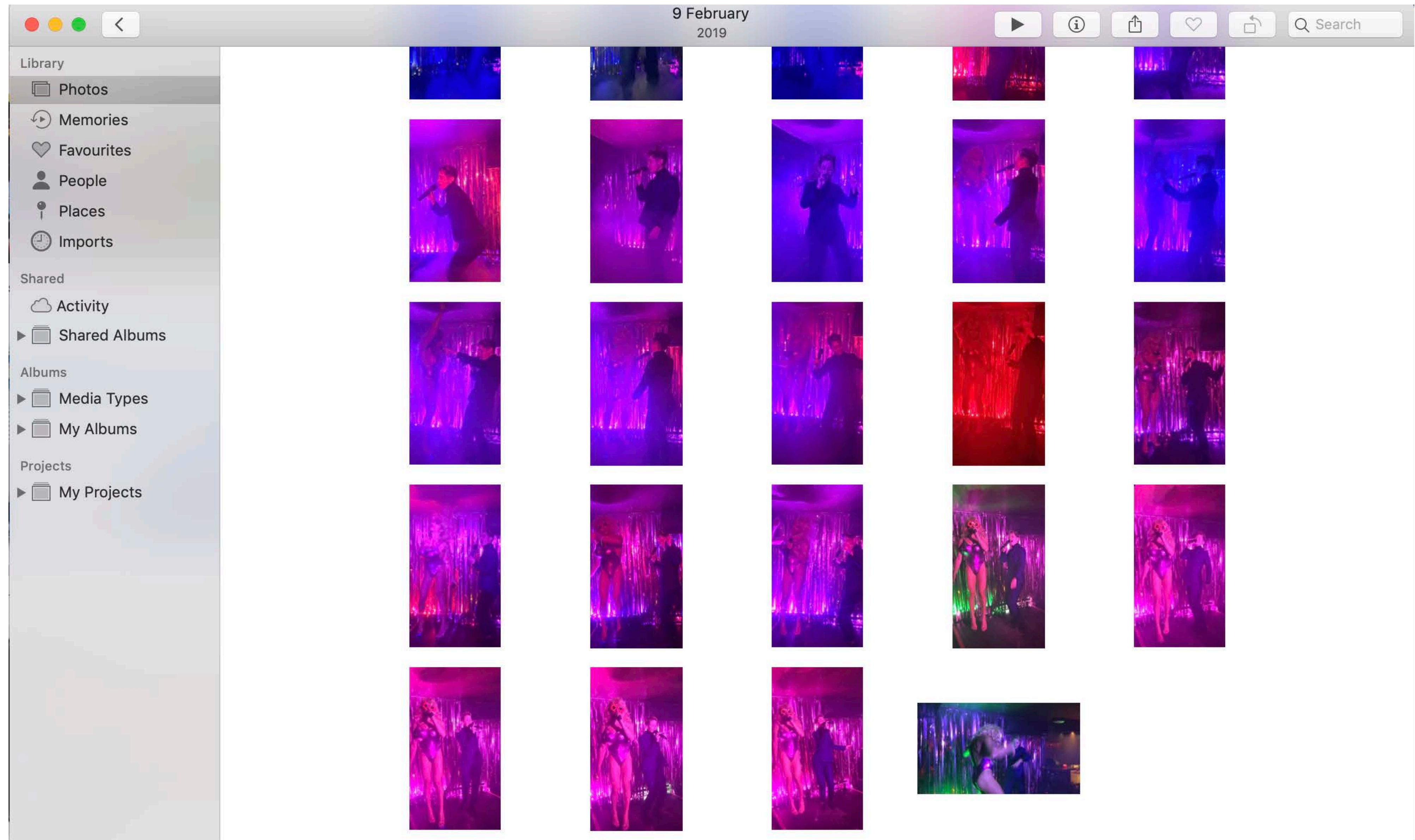
Loud & Proud is Scotland's first LGBT choir. This dynamic a cappella group

Photo/Video

Check in

Tag Friends





Usable but profiled
uncomfortably

snook

Take control
of your health

thriva

SEND
03

AEROL



You're invited! Join us at our female hormones event ❤



» [Inbox](#) ×



Aisling from Thriva <aisling.moran@thriva-a002b6082e8a.intercom-m... Mon, 25 Feb 2019, 08:34



to me ▾



JOIN US AT OUR EVENT

Hi Sarah,

We want to open up the conversation about women's health. So to celebrate our two new female hormone tests, **we're having a launch event** and you're invited!

Join us and nutritionist [Rosemary Ferguson](#), menopause campaigner [Meg Mathews](#), gynaecologist [Sara Matthews](#), and [Dr Jan Toledano](#) from London

**Service is safe and
inclusive**

snook

**MORE
FITTING
ROOMS**



**MORE
FITTING
ROOMS**



Preferred Pronoun: He She They Ze A pronoun not listed No pronoun preference

We require the following information for the purposes of helping our staff use the most respectful language when addressing you, understanding our population better, and fulfilling our grant reporting requirements. The options for some of these questions were provided by our funders. Please help us serve you better by selecting the best answers to these questions. Thank You.

<p>Preferred Spoken/Written Language:</p> <p><input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> American Sign Language <input type="checkbox"/> Other: _____</p> <p>Language interpretation services needed?</p> <p><input type="checkbox"/> No <input type="checkbox"/> Yes, language: _____</p>	<p>Race: *Select all that apply*</p> <p><input type="checkbox"/> American Indian/Alaska Native <input type="checkbox"/> Black and/or African American <input type="checkbox"/> White/Caucasian</p> <p>Asian:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"><input type="checkbox"/> Asian Indian</td> <td style="width: 50%;"><input type="checkbox"/> Korean</td> </tr> <tr> <td><input type="checkbox"/> Chinese</td> <td><input type="checkbox"/> Vietnamese</td> </tr> <tr> <td><input type="checkbox"/> Filipino</td> <td><input type="checkbox"/> Other</td> </tr> <tr> <td><input type="checkbox"/> Japanese</td> <td></td> </tr> </table> <p>Native Hawaiian/Pacific Islander:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"><input type="checkbox"/> Native Hawaiian</td> <td style="width: 50%;"><input type="checkbox"/> Samoan</td> </tr> <tr> <td><input type="checkbox"/> Guamanian or Chamorro</td> <td><input type="checkbox"/> Other Pacific Islander</td> </tr> </table> <p><input type="checkbox"/> Decline to Answer</p>	<input type="checkbox"/> Asian Indian	<input type="checkbox"/> Korean	<input type="checkbox"/> Chinese	<input type="checkbox"/> Vietnamese	<input type="checkbox"/> Filipino	<input type="checkbox"/> Other	<input type="checkbox"/> Japanese		<input type="checkbox"/> Native Hawaiian	<input type="checkbox"/> Samoan	<input type="checkbox"/> Guamanian or Chamorro	<input type="checkbox"/> Other Pacific Islander	<p>Ethnicity:</p> <p><input type="checkbox"/> Non-Hispanic/Latino <input type="checkbox"/> Dominican <input type="checkbox"/> Cuban <input type="checkbox"/> Mexican, Chicano/a <input type="checkbox"/> Puerto Rican <input type="checkbox"/> Other Hispanic/Latino <input type="checkbox"/> Decline to Answer</p>	<p>Veteran? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Migrant Worker? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>How did you first learn of Callen-Lorde?</p> <p><input type="checkbox"/> Friend/Patient <input type="checkbox"/> Referral <input type="checkbox"/> Health Fair/Presentation <input type="checkbox"/> Callen-Lorde Website/Internet <input type="checkbox"/> Callen-Lorde Brochure/Ad <input type="checkbox"/> Facebook/Social Media <input type="checkbox"/> TV/Radio/Print Media</p>
<input type="checkbox"/> Asian Indian	<input type="checkbox"/> Korean														
<input type="checkbox"/> Chinese	<input type="checkbox"/> Vietnamese														
<input type="checkbox"/> Filipino	<input type="checkbox"/> Other														
<input type="checkbox"/> Japanese															
<input type="checkbox"/> Native Hawaiian	<input type="checkbox"/> Samoan														
<input type="checkbox"/> Guamanian or Chamorro	<input type="checkbox"/> Other Pacific Islander														
<p>Sexual Orientation</p> <p><input type="checkbox"/> Lesbian <input type="checkbox"/> Gay <input type="checkbox"/> Straight <input type="checkbox"/> Bisexual <input type="checkbox"/> Something Else <input type="checkbox"/> Queer <input type="checkbox"/> Decline to Answer</p>	<p><input type="checkbox"/> Male/Man <input type="checkbox"/> Female/Woman <input type="checkbox"/> TransMale/TransMan <input type="checkbox"/> TransFemale/TransWoman <input type="checkbox"/> Genderqueer/Gender nonconforming <input type="checkbox"/> Something Else <input type="checkbox"/> Decline to Answer</p>	<p>Housing Status:</p> <p><input type="checkbox"/> Stable Housing <input type="checkbox"/> Homeless <input type="checkbox"/> Decline to answer</p> <p>If homeless, select which best applies:</p> <p><input type="checkbox"/> Street <input type="checkbox"/> Homeless Shelter <input type="checkbox"/> Transitional <input type="checkbox"/> Doubling Up (not paying rent)</p>													
<p>Gender Identity:</p> <p><input type="checkbox"/> Male/Man <input type="checkbox"/> Female/Woman <input type="checkbox"/> TransMale/TransMan <input type="checkbox"/> TransFemale/TransWoman <input type="checkbox"/> Genderqueer/Gender nonconforming <input type="checkbox"/> Something Else <input type="checkbox"/> Decline to Answer</p>	<p>Sex Assigned at Birth:</p> <p><input type="checkbox"/> Male <input type="checkbox"/> Intersex <input type="checkbox"/> Female <input type="checkbox"/> Decline to Answer</p>	<p>Do you have a non Callen-Lorde primary care provider that you want to continue to see?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>													



• This article is more than 3 years old

Manchester city council to create UK's first LGBT retirement home

Announcement follows report that LGBT people experience higher levels of loneliness in old age

Frances Perraudin
North of England reporter

• @fperraudin

Tue 21 Feb 2017 18.58
GMT



1306 | 99



▲ Manchester has more than 7,000 residents over the age of 50 who identify as LGBT. Photograph: Christopher Thomond/The Guardian

Manchester city council has announced plans to create the UK's first retirement community aimed at lesbian, gay, bisexual and transgender people.

Gender

Custom ▾

Gender

Friends ▾

Trans ✕

Bigender ✕

Non-binary ✕ |

What pronoun do you prefer?

Female: "Wish her a happy birthday!" ▾

Your preferred pronoun is ⚡ Public. [Learn more.](#)

[Save Changes](#)

[Cancel](#)

**Experiencing the world in a way
that is dangerous or deeply
distressing on a day to day basis
means you are using mental energy
you would be using to thrive in life**

We need diverse teams
to ensure the services
we design are inclusive
and safe to use



Inclusive recruitment is essential



As a design studio, we know that we need diverse minds, perspectives, and passions to help us create accessible services and products - for everyone.



<https://inclusivedesignrecruitment.co.uk/>

Challenge dominant
logic models that have
existed for years



The screenshot shows a GitLab project interface. The top navigation bar includes links for 'Next', 'Projects', 'Groups', 'Snippets', and 'Help'. A search bar at the top right says 'Search or jump to...'. The left sidebar has a 'GitLab' icon and sections for 'Project overview', 'Repository', 'Issues' (31,517), 'List', 'Boards', 'Labels', and 'Service Desk'. The main content area has a title 'Change blacklist and whitelist to DenyList and AllowList'. It contains text inspired by a Twitter post and a GitHub issue, mentioning the etymology of words like 'blacklist' and 'whitelist'. It also lists possible options: 'Allowlist' and 'Throughlist'. Below this is a section titled 'Proposal'.

Inspired by the great presentation <https://twitter.com/carolstran/status/1035547140016287746?s=12>

From <https://github.com/facebook/react/issues/13604#issuecomment-419884422> (archived) "While the etymology of the words isn't steeped in racial undertones or history like other problematic tech word choices, there is no harm in changing them to synonyms that are just as understandable and avoid the question entirely"

Possible options by [@edjdev](#) :

- Allowlist
- Throughlist

UK NCSC to stop using 'whitelist' and 'blacklist' due to racial stereotyping

UK cyber-security agency to use "allow list" and "deny list" on its website, going forward.

The proposal document includes a sidebar with links for 'Operations', 'Packages & Registries', 'Analytics', 'Snippets', and 'Members'. The main content area has a 'Proposal' section. It discusses the choice between 'Excludelist' and 'Nolist', noting that the UK NCSC is going with option 1. It also lists 'Allowlist and Denylist' and 'Safelist and Blocklist' as alternatives. The footer indicates the document was edited 2 months ago by Mike Lewis.

Operations

Packages & Registries

Analytics

Snippets

Members

Excludelist

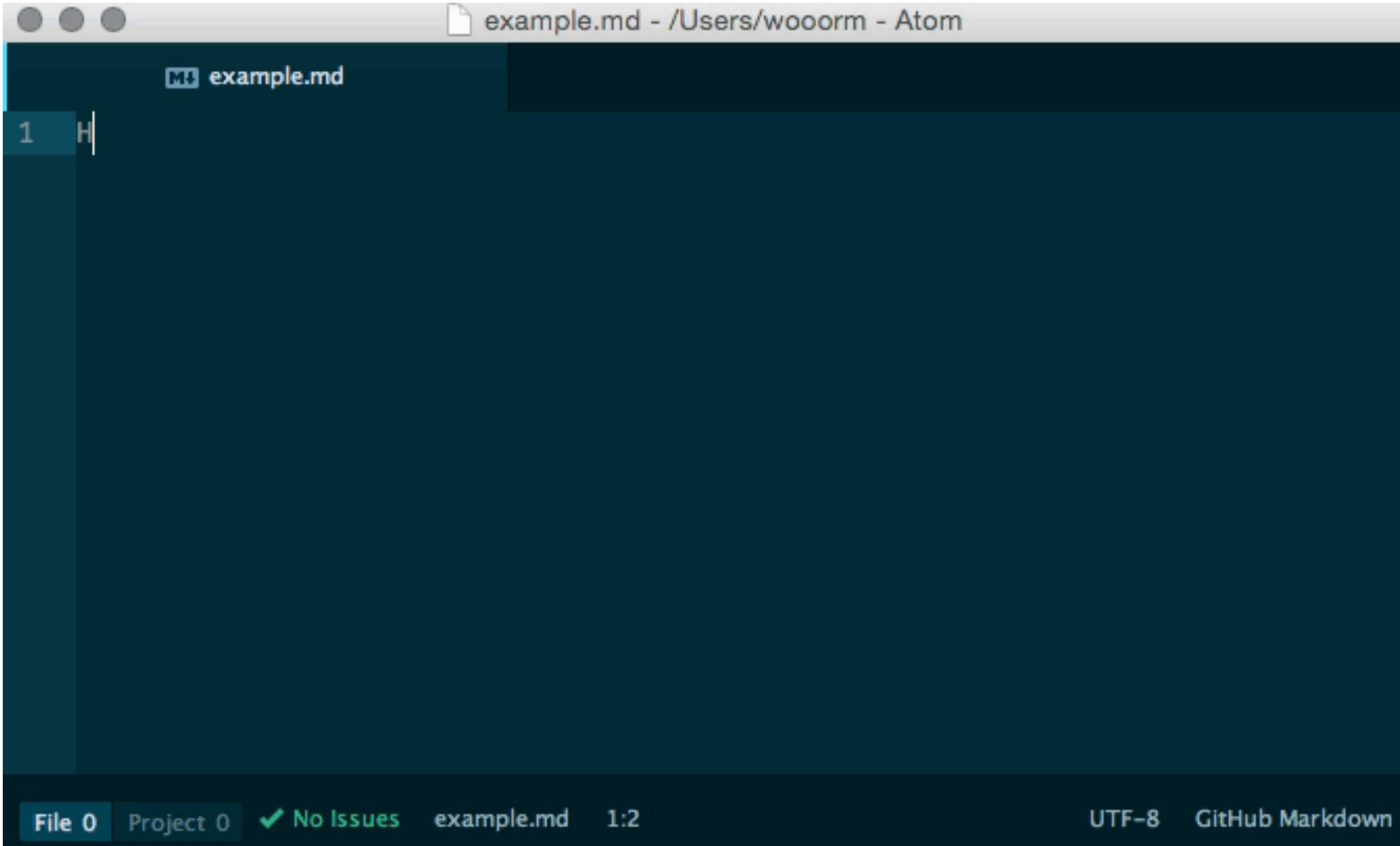
Nolist

Proposal

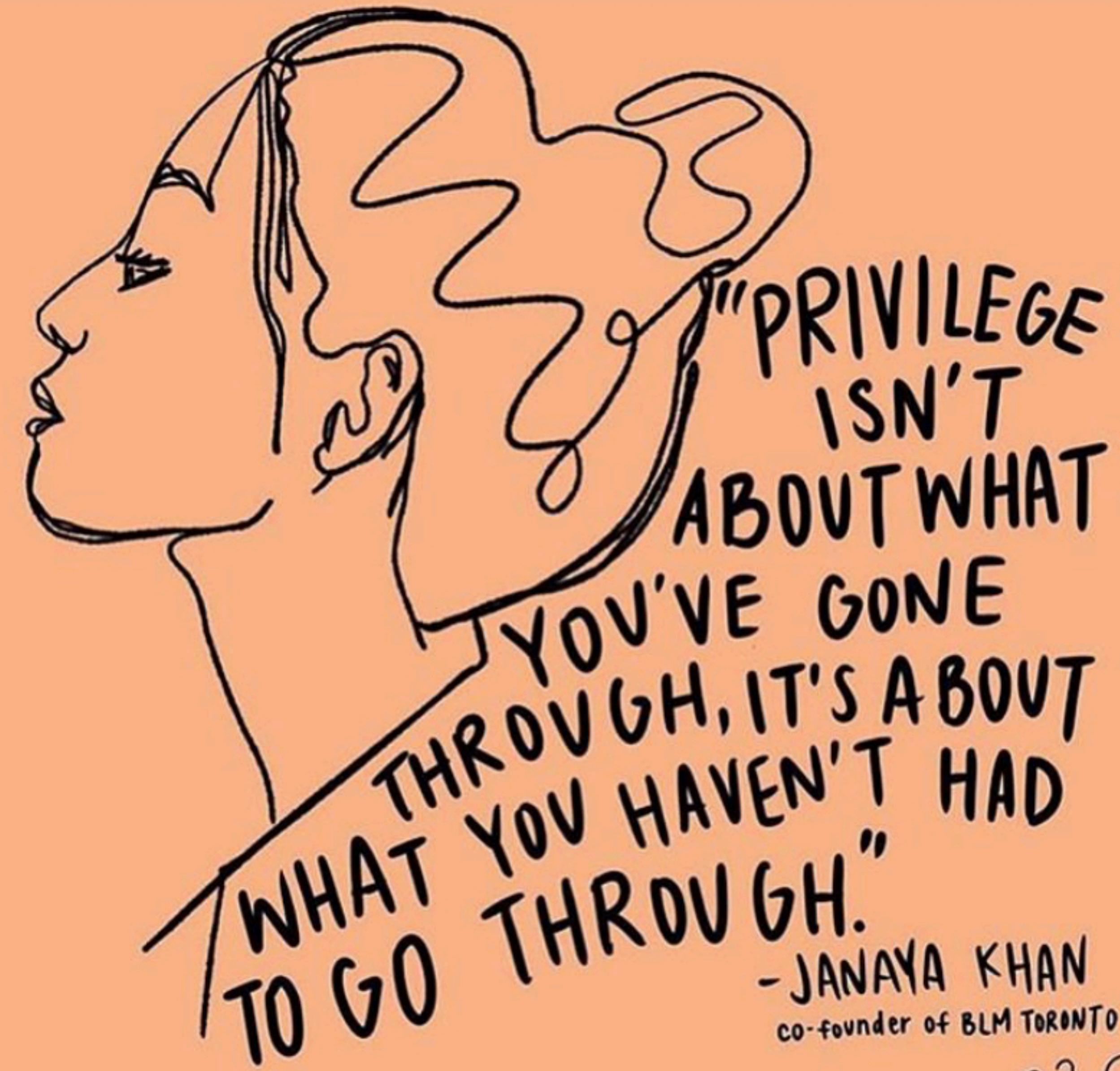
We have 2 options. We are going with option 1.

1. Allowlist and Denylist
2. Safelist and Blocklist

Edited 2 months ago by Mike Lewis



<https://alexjs.com/> @wooorm



"PRIVILEGE
ISN'T
ABOUT WHAT
YOU'VE GONE
THROUGH, IT'S ABOUT
WHAT YOU HAVEN'T HAD
TO GO THROUGH."

- JANAYA KHAN
co-founder of BLM TORONTO

In your day to day role, what can you do tomorrow and the next week?

What service moments have you found to be non-inclusive?

Interested in discussing further?

sarah@wearesnook.com

Thank you!

snook