

Examples of before and after showing how the team has responded to user research and usability testing

Design iteration based on research

Problem one: Duplicate submission with incomplete data

When we spoke to early conciliation support officers and conciliators, they told us that every day, they get duplicate submissions from the same users and most of the time it is incomplete. That is, the same users were submitting the form multiple times. In fact, one of the early conciliation support officers said that on the day when we spoke to her, one user had submitted the same form 4 times. When asked how often this occurs? She said “90% of the time. ”. When we were observing the early conciliation support officer take calls from the users, we saw first-hand how frustrated the users were when they would call in to say that they had submitted form two times, but the early conciliation support officer still did not have all the information. Then the officer had to collect the information all over again, over the phone. After the early conciliation support officer took the data from the user, she had to search for multiple incomplete entries, which the user had made, then close these cases and pick the reason as “duplicate” for closing the cases. They said the reason this was happening is that users were not sure if they had submitted the form when they were moving to form two as this confused the user.

Before

Users were not sure if they had submitted the form when they were moving the second part of form ending up resubmitting the form end with multiple duplicate entries in the system with incomplete date

No

Do you or did you have a written contract of employment with this employer?

Yes

Have you discussed the dispute with your employer?

No

Is there anything else you want to tell us about your dispute?

{Empty}

Change

Speaking with us

When is a good time to speak with you?

{Empty}

Are there any days or times you are unavailable?

{Empty}

What is the best way to contact you?

Phone call, Email

Change

Employer details

Job title

{Empty}

First name

{Empty}

Last name

{Empty}

UK telephone number

{Empty}

Email address

{Empty}

Change

Send to Acas

Sending case details to Acas

Please wait...

BETA This is a new service - your feedback will help us to improve it.

acas working for everyone

Try to find a solution to your dispute

You have now completed your early conciliation notification.

If your claim is against more than one person or organisation, you need to add information below about the first person or organisation you named in your claim.

Please answer the following questions and tell us briefly about your dispute, so that we can have an informed first conversation with you. If you answer these questions now, you will have more time to find a solution to your dispute before employment tribunal.

Anything you type here or tell us later is confidential and cannot be used at employment tribunal without your consent, as set out in section 18(7) of the Employment Tribunals Act 1996.

Details for our first conversation

Your conversation with Acas is not part of the employment tribunal process. We will only use the information you give to discuss your options with you, and we can only involve your employer in discussions if you give your permission.

Is this claim part of an existing claim?

No

Yes

What is the original claim reference number?

You will find the original acas claim reference number in the email or letter we sent confirming your original notification. The number will begin with R, for example R200000/19

Continue

After

Now from the user's point of view there is only one form and now users can save and return to form if they want to. This was one of the recommendations in the previous assessment reports. Now, depending on what answers they give to the questions, they are taken to the relevant section of the form and only asked questions that are relevant to them.

< Back

Would you like to try the free early conciliation service?

Why try early conciliation?

• it is free

• it is more flexible - it gives a wider range of options for resolving the issue

• it is quicker - usually a maximum of 6 weeks compared to up to 1 year's wait for an employment tribunal

• it is easier - you can arrange calls or emails with your conciliator aorund your day

• it is less stressful - you do not have to speak with the employer directly as your conciliator can speak with you both separately

• it gives you more control over the outcomes you can agree the employer

! If early conciliation is not successful you can still go to the employment tribunal.

Yes, I would like to try early conciliation

No, I want the certificate to go the employment tribunal

Save and continue

< Back

Get a certificate to go to an employment tribunal

1. Enter your details

Your email address

COMPLETED

Your legal name

COMPLETED

Your address name

COMPLETED

2. Enter details of who the claim is against

Organisation or person : Organisation

COMPLETED

Organisation legal name

COMPLETED

Organisation address

COMPLETED

Add another

3. Check your answer and send to ACAS

Check your answers and send

NOT STARTED

< Back

Provide information to start early conciliation

1. Enter your details

Your email address

COMPLETED

Your legal name

COMPLETED

Your address

COMPLETED

2. If anyone is helping you with your claim, this person will be your 'representative'. Please enter representative details if you have one

Representative's name

COMPLETED

Representative's contact details

COMPLETED

3. Enter details of who the claim is against

Organisation or person : Organisation

COMPLETED

Organisation legal name

COMPLETED

Organisation address

COMPLETED

Add another organisation or person

4. Enter details about the dispute

Reason for the dispute Wages owed or holiday pay

COMPLETED

How much money do you think you are owed?

OPTIONAL

When did you have this problem with the pay?

OPTIONAL

Why do you think you are owed this money?

OPTIONAL

Add another reason for dispute

Problem two: Form is take to long to review and submit form

Another problem was that the users said that they would stop midway while filling the form and be put off by how long the form was. One user said that she was put off for a week.

Before

Users could not make changes individuals items by clicking on change. If they clicked on change they would end up having to go through the all the questions again. Plus they would have to go through two check my answers pages and the before they reached the second check my answers page, they would need to go through and additional 8 pages of questions after the first check my answers page.

BETA

This is a new service - your feedback will help us to improve it.

Find a solution to your employment dispute

Please check your answers before submitting them. If the names stated below are incorrect, your claim may be delayed.

Check and send your details

Your details

First name

TEST

Last name

TEST

Your phone number (optional)

TEST

Do you have difficulty using a phone? (optional)

No

Your email address (optional)

test@test.com

Address

TEST Falcon DRIVE
TEST Street
London, SE1 456

Change

Details of anyone helping with your claim

Is someone helping you with your claim who you would like us to contact instead of you? This person will be your 'representative' (optional)

No

Change

Who your claim is against

Are you making a claim against more than one organisation or person as part of the same dispute? (optional)

No, my dispute is against only one person or organisation

Are they an organisation or a person? (optional)

A company or organisation

What is the legal name of the organisation?

test

Address

test
test
test. test

Change

You are notifying Acas

Click continue to notify Acas.

Next we will ask you for more detail about your dispute, and then you will get your case reference number.

Continue

Please check your answers before submitting them.

Check and send your details - page 9

Introduction

Is this claim part of an existing claim?

No

Are you one of several employees bringing this dispute to Acas?

No, I don't know of anyone else who is part of the same dispute

How long have you been employed by your organisation?

More than 2 years

Change

Insolvent employer

Is your employer still in business?

Yes

Change

Unfair dismissal or redundancy

Is your dispute about your dismissal or redundancy?

Yes, I think my dismissal was unfair

Have you worked for this employer for 2 years or more?

No

When was your last day of work?

{Empty}

Did you have a meeting with your employer before you were dismissed?

{Empty}

Did you have a meeting with your employer after you were dismissed?

{Empty}

Did your employer explain why you were being dismissed? What did they say?

{Empty}

Change

After

Now we are using GDS check my answers pattern to where users can make changes to the individual items in the form and return the check my answers page with having to go through all the questions in the form all over again. Additionally, now instead of asking yes or no to all the reasons for the dispute, we ask the user to select the reason for the dispute and only ask questions relevant to the reason. For example, if the reason for the dispute is “Wages or holiday pay” the user is asked only 3 questions instead of 11(3 in form one + 8 in form two) pages of questions, as is on the current form.

< Back

Check your answers

Your details

Your email name	sunilkathare@gmail.com	Change
Your legal name	Sunil Kathare	Change
Your address	Flat 68, Falcon Point Hopton Street London SE1 9JB	Change

Organisations or persons the claim is against

Organisations or persons	Organisation	Change
Name	JOHN LEWIS PLC	Change
Address	Flat 68, Falcon Point Hopton Street London SE1 9JB	Change

Now send your application

By submitting this you are confirming that, to the best of your knowledge, the details you are providing are correct.

Accept and send

< Back

Check your answers

Your personal details

Email address	sunilkathare@gmail.com	Change
Your legal name	Sunil Kathare	Change
Your address	Flat 68, Falcon Point Hopton Street London SE1 9JB	Change

Representaive details

Representaive name	Sunil Kathare	Change
Email	sunilkathare@gmail.com	Change
Phone	07545968480	Change

Organisations or persons the claim is against

Organisations or persons	Organisation	Change
Name	JOHN LEWIS PLC	Change
Address	Flat 68, Falcon Point Hopton Street London SE1 9JB	Change

Case details

Reason for dispute	Wages owed or holiday pay	Change
How much money do you think you are owed?	£ ss	Change
When did you have this problem with the pay?	22 22 2222	Change
Why do you think you are owed this money?	22222	Change

Example of content changes based in user testing

We made many changes to content based on feedback from users after every user testing session.

Before

This was the first version which tried under the question "Would you like to try the free early conciliation service?"

Early conciliation is:

- is quicker - usually a maximum of 6 weeks compared to up to 1 year's wait for an employment tribunal
- is easier - you can arrange calls or emails with your conciliator around your day
- is less stressful - you do not have to speak with the employer directly as your conciliator can speak with you both separately
- is more flexible - it gives a wider range of options for resolving the issue
- gives you more control over the outcomes you can agree with the employer

After

Based feedback from professional representative we added warning "If early conciliation is not successful you can still go to the employment tribunal." to "Why try early conciliation?" under "Would you like to try the free early conciliation service?" question. We also add "It is free" as representative said that was the first thing claimants asked and it is very useful repeat it.

[< Back](#)

Would you like to try the free early conciliation service?

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- it gives you more control over the outcomes you can agree the employer

! If early conciliation is not successful you can still go to the employment tribunal.

- ☐ Yes, I would like to try early conciliation
- ☐ No, I want the certificate to go the employment tribunal

Save and continue

Based feedback from professional representative we added warning "If early conciliation is not successful you can still go to the employment tribunal." to "Why try early conciliation?" under "Would you like to try the free early conciliation service?" question. We also add "It is free" as representative said that was the first thing claimants asked and it is very useful repeat it. We also moved the "it is flexible as they said it was very useful for users to know that.



More examples

Coming soon...