

govService Implementation

Improving customer experiences in North Yorkshire Council
with Government Digital Service (GDS) design principles

Introductions

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NORTH
YORKSHIRE
COUNCIL

1 April 2023

Background

Background

- In July 2021 Government announced a new unitary authority for North Yorkshire from April 1, 2023.
- Various projects commissioned to ensure we were able to provide safe and legal services from day 1, including the development of a single North Yorkshire Council website.

Autumn 2022

- The council realised a requirement for a low code forms solution to facilitate the development of rapidly deployed, low code forms
- Requirements and user stories, established that we needed to procure a new solution
- Market research and platform demos
- Options appraisal

govService contract signed 5 December 2022



Why we chose govService



Proven solution to rapidly deploy accessible online forms

Met our user story requirements (see appendix)

Copy functionality makes it simple to reuse patterns

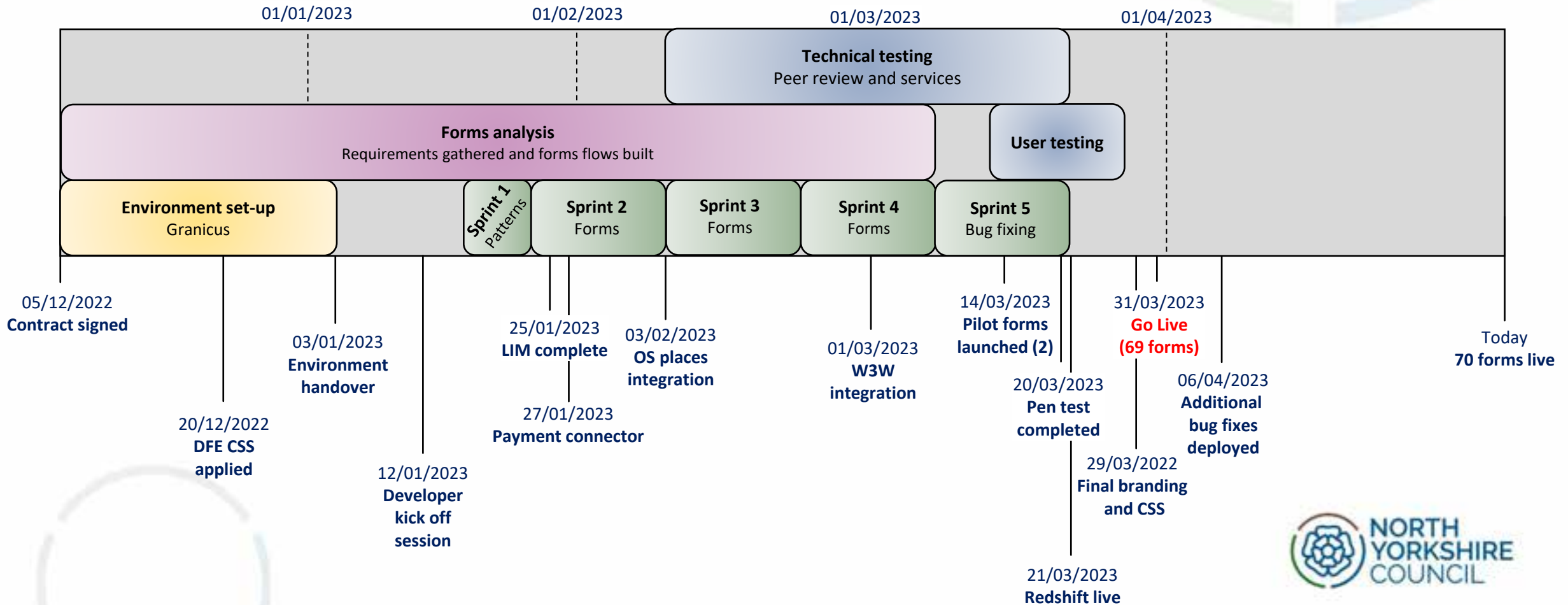
GDS styling can be applied

Experienced govService resource within the districts with capacity to build the required forms



Timeline

Agile delivery practices with product development approach

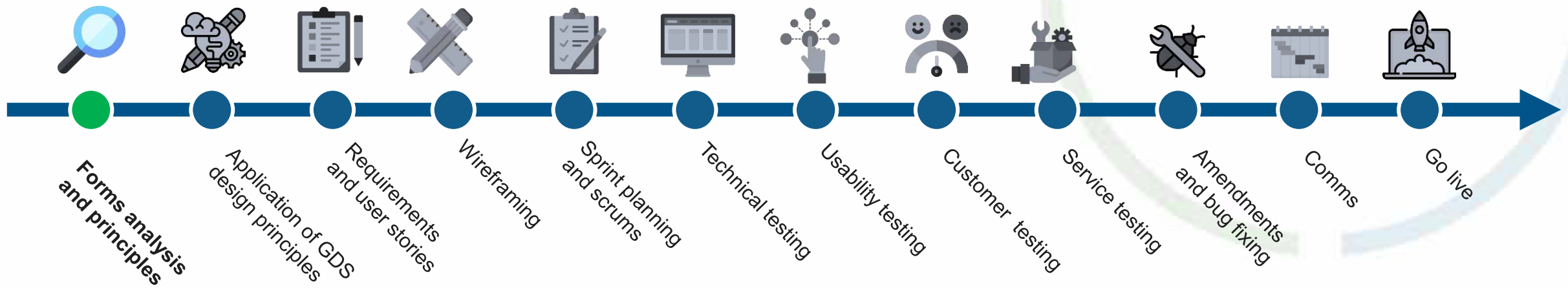




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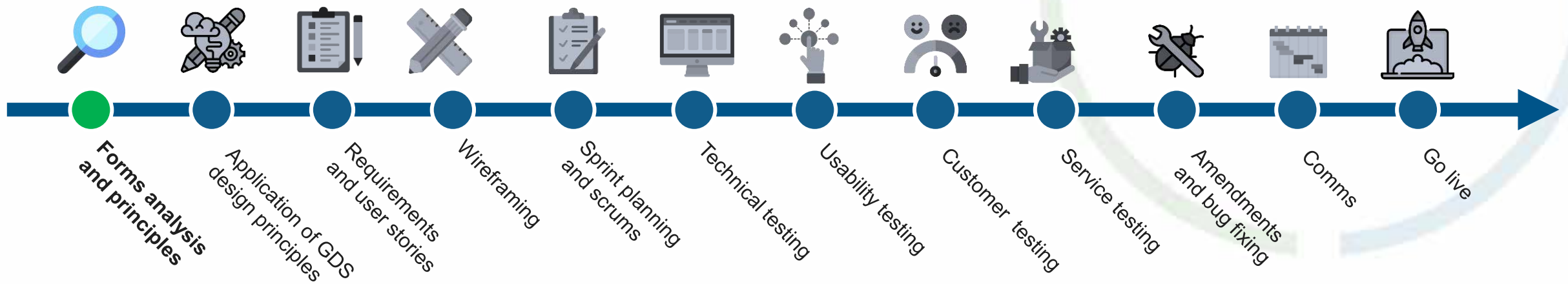
1 April 2023

Delivery approach



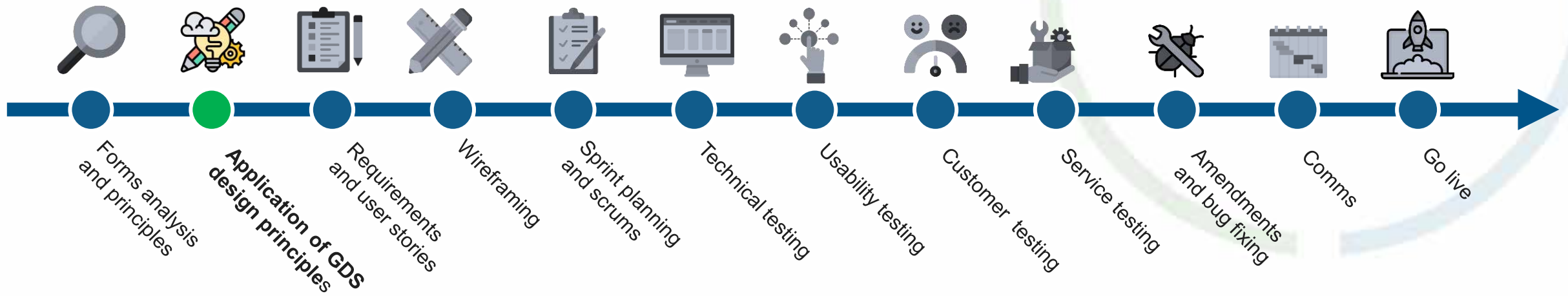
Forms analysis

- Analysed usage, components and patterns
- Developed a matrix to established required capabilities: OS places, maps, What3Words, payments
- Establish complexity score to help develop an order for form development
- Removed forms we could develop within existing platforms



Principles

- Open sessions to discuss ideas and set a framework for how we want to work as a multi-disciplinary and cross-organisation team
- Created principles for developing services within the platform, taking lessons learned from all organisations. Key principles were:
 1. **The forms built will follow the same principles as those set out within the GDS design system;**
 2. **Where possible we will use repeatable templates and patterns for information and services, so customers know what to expect and can more easily use the solution;**
 3. **Accessibility will be at the heart of everything we do to ensure our services are as inclusive as possible, both online and in directing people to offline alternatives**



GOV.UK Design System

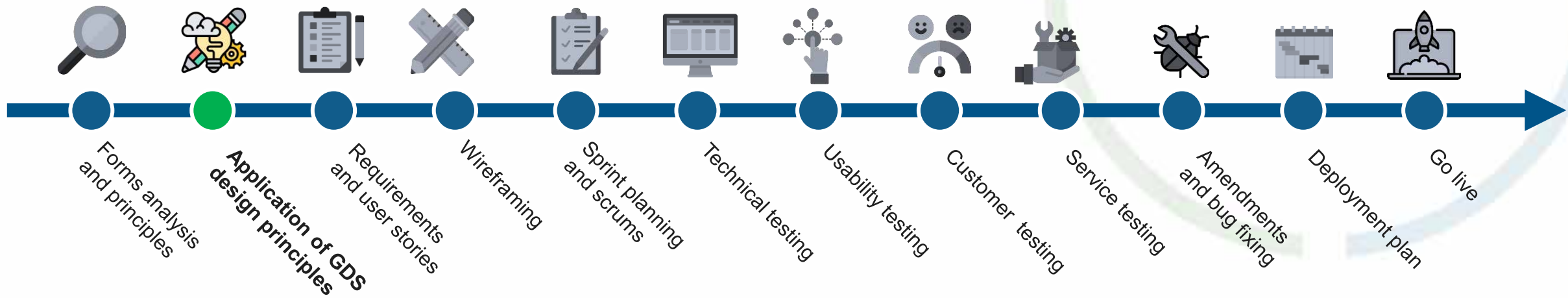
- Reusable components and patterns
- Evidence based approach
- Focus on user needs
- Accessibility
- Consistency

Useful links

[Government Design Principles](#)

[GOV.UK Design System – Styles, components and patterns](#)

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Research and development

- Understanding the GDS approach to designing services
- Practical application of GDS style, components and patterns in govService
- Building on our existing knowledge

Useful links

[Contact the Department for Education - Contact type - DFE Online Forms](#)

BETA This is a new service - your [feedback](#) will help us improve it.

Contact the Department for Education

Contact type Declaration

I would like to submit a:

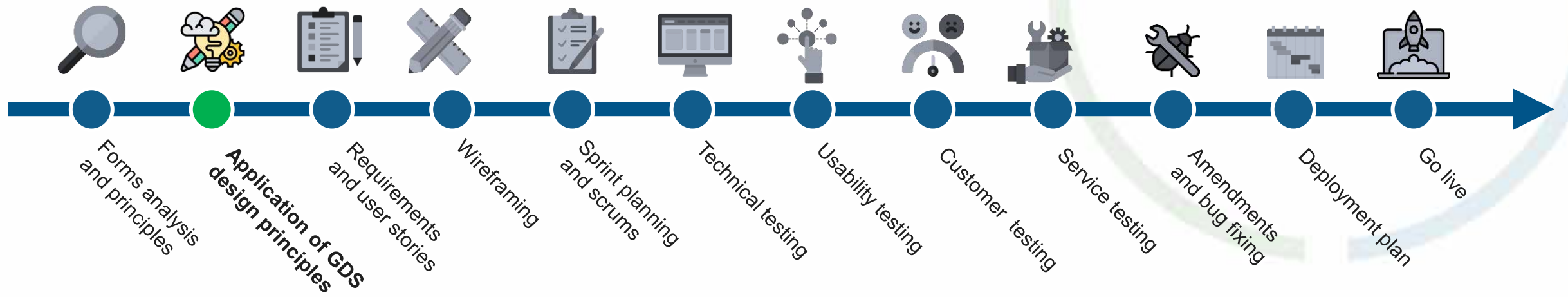
- question
- complaint
- disclosure in the public interest (including whistleblowing)
- freedom of information (FOI) request
- subject access request

Ask our virtual assistant for parents and carers

Parents and carers can [ask our virtual assistant](#) about:

- school attendance
- school admissions
- elective home education
- the school complaints process

[Continue](#)



GDS: one question per page

- ✓ In line with GDS and customer portal standards
- ✓ Immediate validation of mandatory fields
- ✓ Improved UX and accessibility
- ✓ Reduces cognitive overload
- ✓ Better for small screens

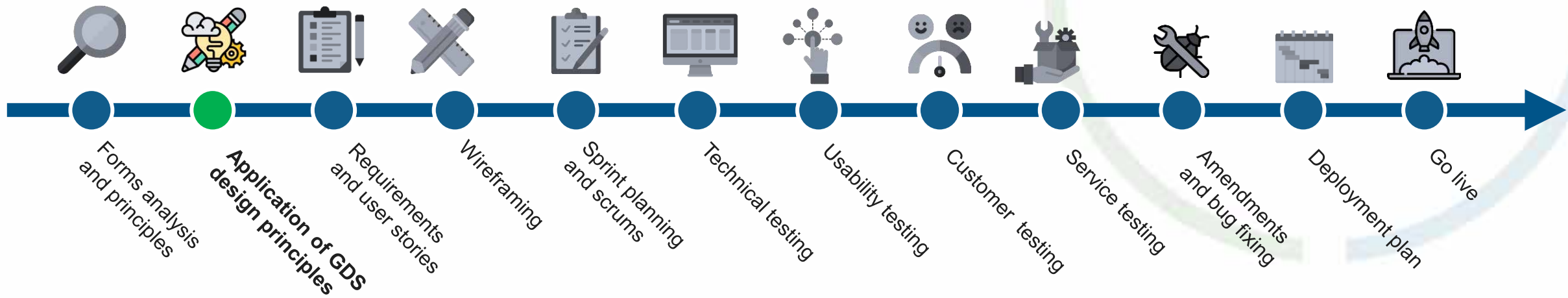
What is your contact number?

▶ [Why are we asking for this?](#)

[Back](#) [Next](#)

Useful links

[One question per page](#)



GDS: Summaries

- ✓ Summaries on each form
- ✓ Midpoint summaries for complex transactions
- ✓ In line with GDS and customer portal standards
- ✓ Thoroughly tested and regularly iterated in our NYCC customer portal
- ✓ Improved UX and accessibility
- ✓ User confidence
- ✓ Less errors

Useful links

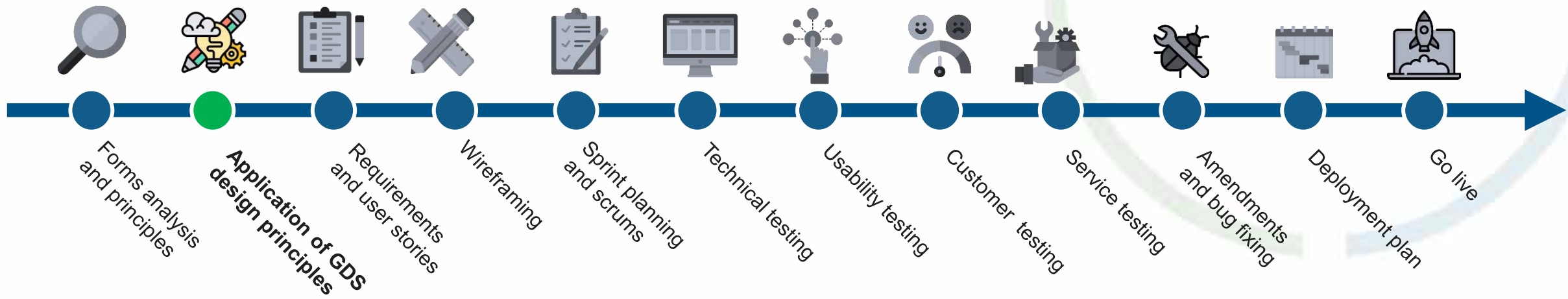
[Check your answers pattern](#)

Check your answers

Name	James Test	Change
Address	2, BURNSIDE DRIVE, HARROGATE, NORTH YORKSHIRE, HG1 2BH	Change
Email	james.tilburn@northyorks.gov.uk	Change
Contact number	01234555555	Change
Date not collected	05/06/2023	Change
Time not collected	7am	Change
Bin missed	Refuse bin	Change

[Back](#)

Submit



GDS: Removing section headers

Register

Before you start Name Address

Email Contact number

Date not collected Time not collected

Missed bin **Summary**

Check your answers

Name
James Test

[Change](#)

Address
2, BURNSIDE DRIVE, HARROGATE,
NORTH YORKSHIRE, HG1 2BH

[Change](#)

Register

Check your answers

Name
James Test

[Change](#)

Address
2, BURNSIDE DRIVE, HARROGATE,
NORTH YORKSHIRE, HG1 2BH

[Change](#)

Email
james.tilburn@northyorks.gov.uk

[Change](#)

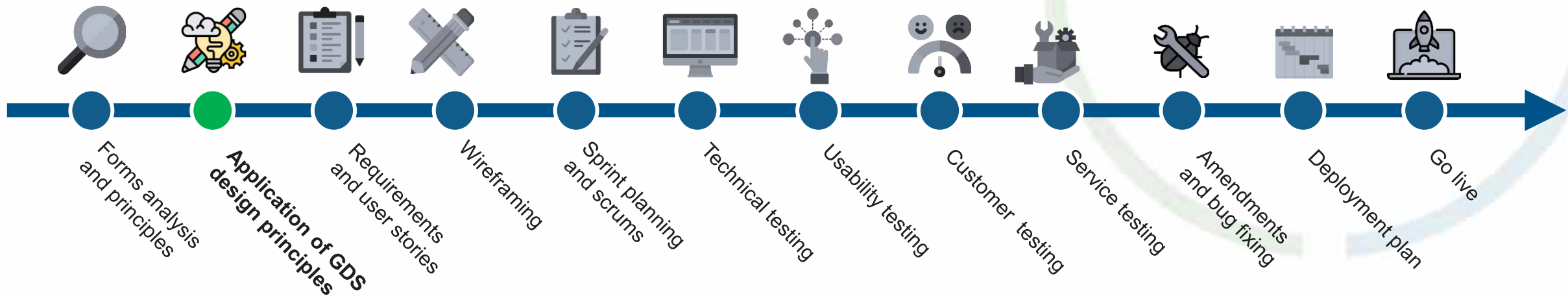
Contact number

- ✓ Prevents content being lost on a small screen
- ✓ Renders better
- ✓ Reduces cognitive overload
- ✓ Not required with summaries
- ✓ CSS required

Useful links
[Breadcrumbs](#)

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GDS: Form and portal CSS

▼ [Why do we need this?](#)

We will use your email to send you an acknowledgement and if we need to contact you about this form.

This information may be used for identification purposes as part of dealing with your request.

- ✓ Styles already customer tested
- ✓ Familiarity with GDS and NYCC customer portal product set
- ✓ Accessibility tested
- ✓ Less work required to implement

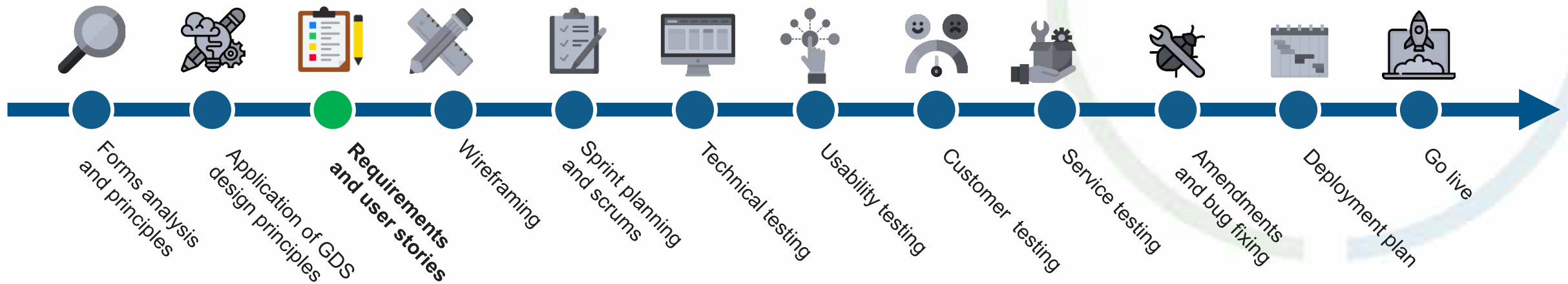
```

gov-uk-styles.css
2782
2783
2784 .govuk-details__summary-text {
2785     text-decoration: underline;
2786 }
2787
2788 .govuk-details__summary:focus .govuk-details__summary-text {
2789     text-decoration: none;
2790 }
  
```

Useful links

[GOV.UK Front End](#)





Requirements and user stories

SDC: Report anti-social behaviour

Story
As SDC I want an online form for citizens to report anti-social behaviour so I can decommission the existing CMS form

Context
This form was originally in the Seby CMS as part of their website. The website is due to be turned off on 1 April 2023 and so a replacement form needs to be built in govService so their citizens can continue to make these requests online.

[Original CMS form](#)

Form Flow
[Granica - Seby Report anti-social behaviour.txt](#)
Note use the flow on the second tab.

[Granica_-_Seby_Report_anti-social_behaviour.pdf](#)

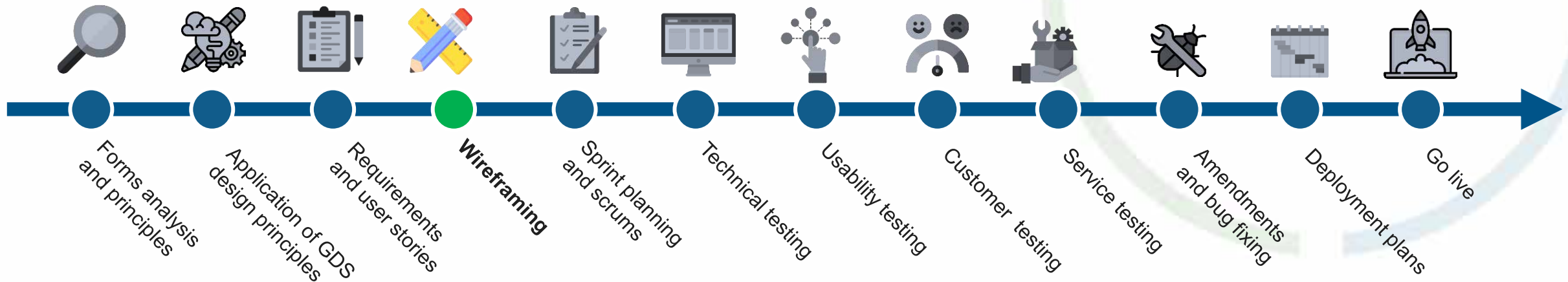
Acceptance criteria (Conditions of satisfaction)
The form must:

- Includes a pre-requisite page with content as per the form flow #22 (closed)
- Include the a_cric hidden field #52 (closed)
- Captures the name of the person completing the form (mandatory) #7 (closed)
- Captures the email address of the person completing the form (mandatory) #8 (closed)
- Includes a map for the citizen to confirm the location of the issue #27
- Includes a manual address entry field for the address of the individuals involved #24 (closed)
- Includes a summary page #34
- Includes a confirmation page #28 (closed)
- Sends an acknowledgement email #43
- Email the submission to info@seby.gov.uk #22 (closed) #41
- Includes the additional fields, logic and content described on the form flow

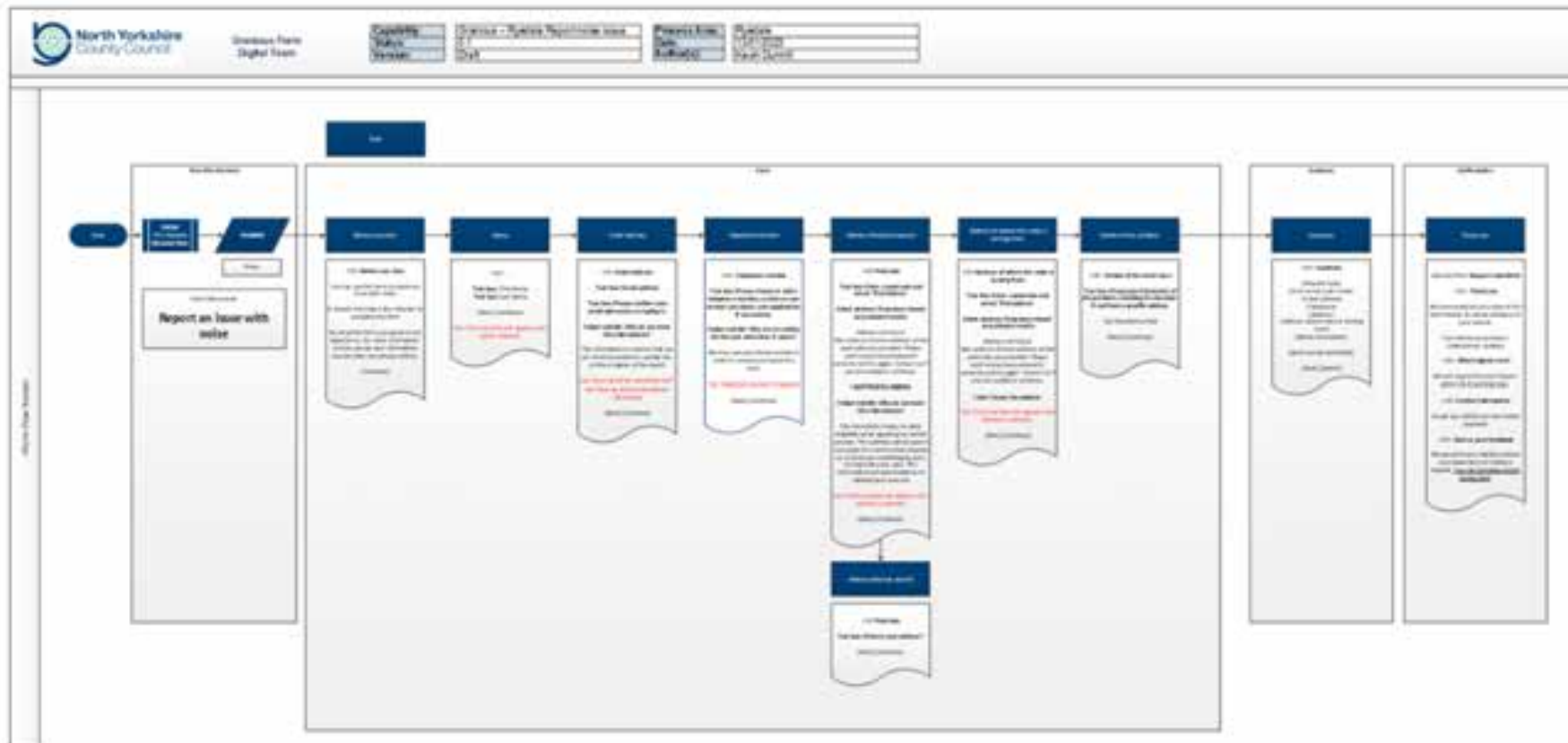
Edited last row by Carl Jones

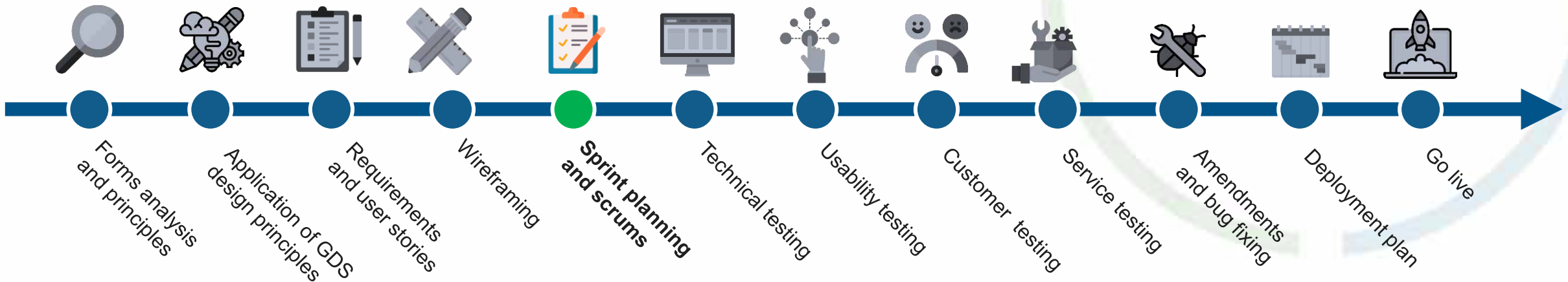
Each Epic included :

- Story – ‘As the business..’
- Link to existing form (if applicable)
- Form flow
- Acceptance criteria
- Tagged with capabilities, components and patterns
- Scores for complexity and priority

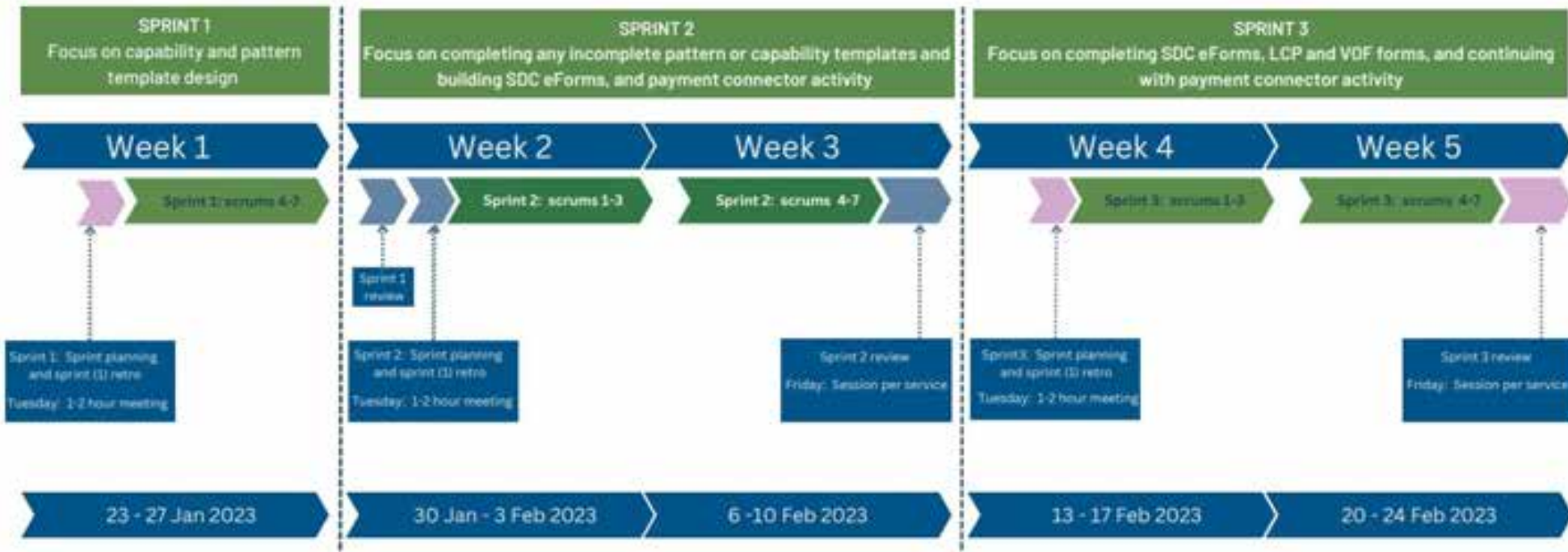


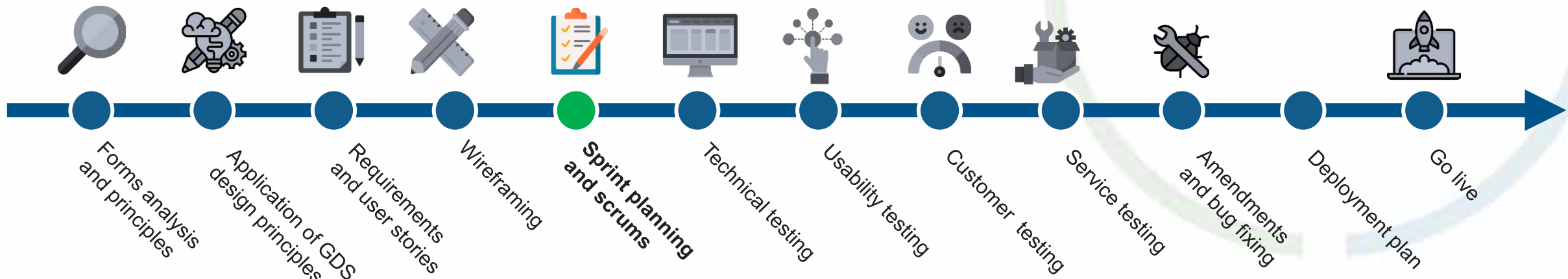
Wireframing





Sprint planning and scrums

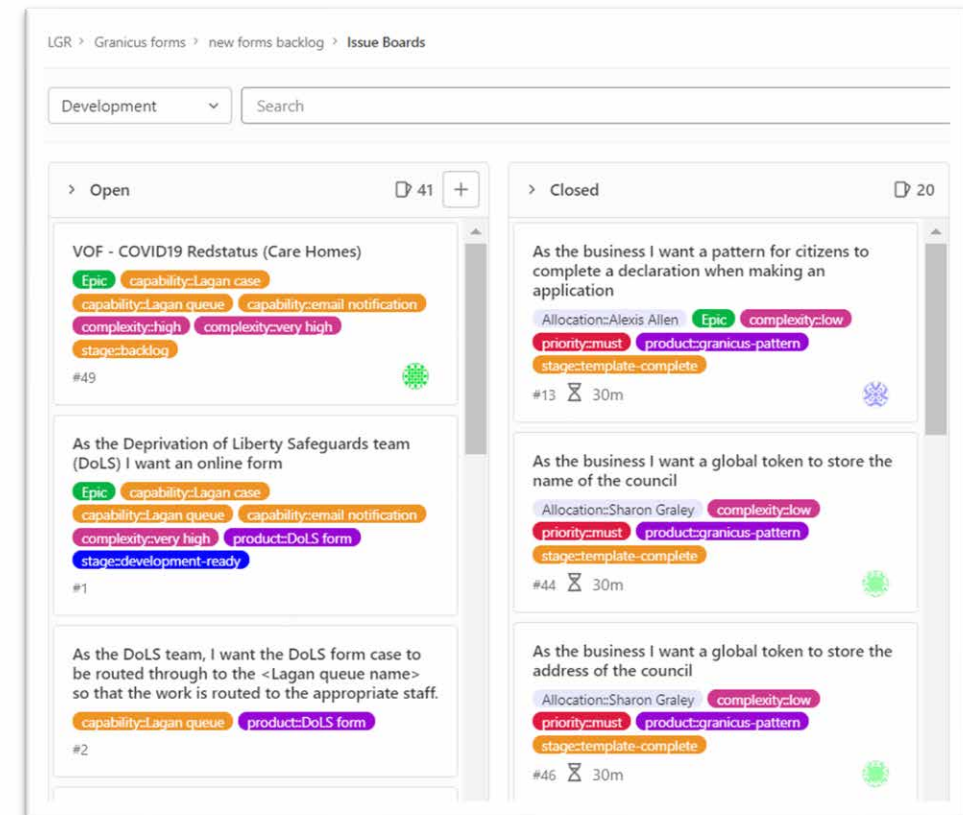


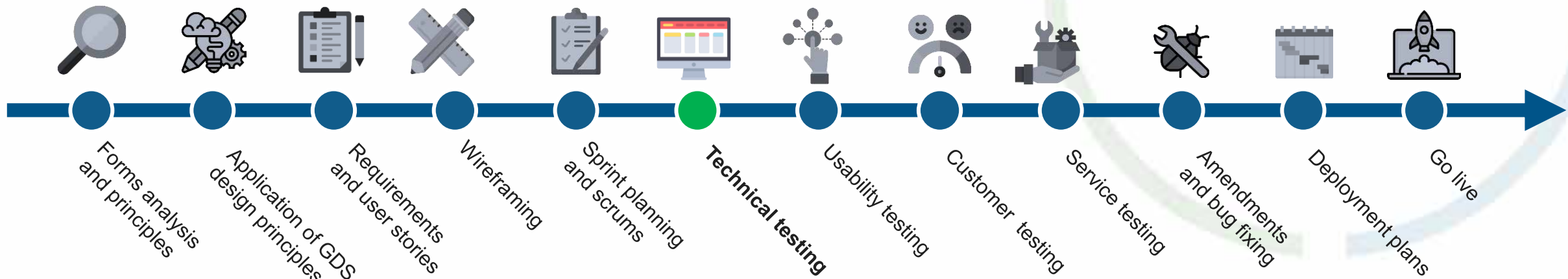


Sprint planning and scrums

Use of Gitlab

- 12 stage Kanban approach
- Enabled collaborative working
- Easier to visualise progress and plan sprints





Acceptance criteria (conditions of satisfaction)

The pattern must:

1. Include a h2 header with the text 'Check your answers before completing your request'
2. Include a h3 header with the text 'Example section'
3. Use the dl HTML element to create the list
4. Include an example list item with the key text 'Example key' and value text 'Add field token'
5. Include a link with the text 'Change' that will take the user back to the section of the form where the answer was provided
6. The link should include a span tag with the class span govuk-visually-hidden after the Change text to provide additional context for screen readers, for example:

```
<a class="govuk-link" href="#">
  Change<span class="govuk-visually-hidden"> name</span>
</a>
```

7. Include a second row in the list with the class govuk-summary-list__row--no-actions as an example of a row without an action
8. Include another h3 header with the text 'Example section'
9. Include another example list item with the key text 'Example key' and value text 'Add field token' along with a 'Change' link as defined above
10. Include a further h3 header after the list with the text 'Now send your...'
11. Include a paragraph with the text 'Add any further instructions or declaration'
12. When selected, the change link should return the user to the appropriate section
13. After the user has updated the details (or chosen not to), the next button should return them back to the summary
14. Instructions on using this pattern should be prepared based on the technical requirements and the best practice from GDS

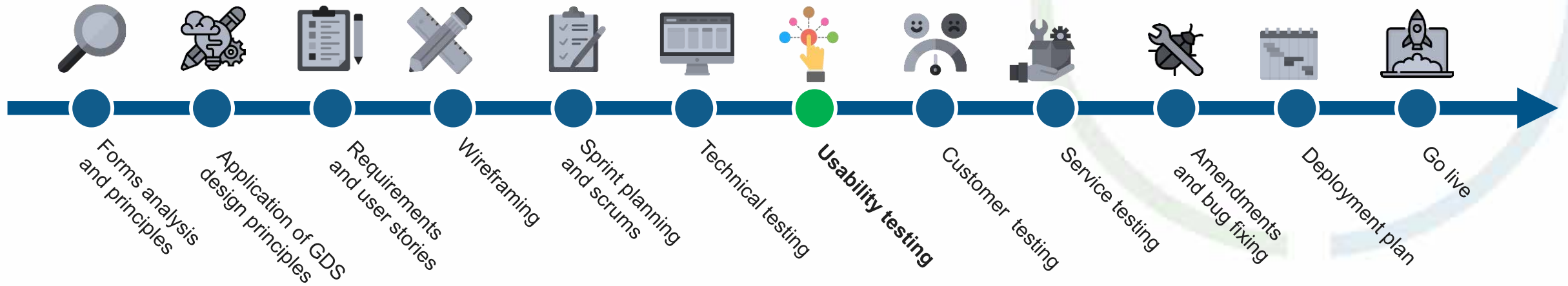
✓ 14 of 14 checklist items completed - Edited just now by Caryl James



📁 Drag your designs here or [click to upload](#).

Technical testing

- Peer review
- Each form should meet the acceptance criteria set out in the epic
- Technical testing of each component and pattern in sprints 1 and 2 reduced the pressure to thoroughly test 70 end-to-end forms in advance of the fixed go-live date



14:00

NORTH YORKSHIRE COUNCIL

Discretionary adaptations assistance grant application

Before you start

You can use this form to apply for a Discretionary Adaptations Assistance Grant which can help people who own their own home.

www.northyorks.gov.uk

test.achieveservice.com

Where did the incident occur?

Select a location on the map. If you need to centre the map on a different location, you can use the controls to move the centre of the map and zoom in or out.

Location selected

Park Street, North Yorkshire, England, United Kingdom, YO8 4PW

Additional location details

test.achieveservice.com

Add each case you are reporting by answering the questions below. You can add multiple cases.

Identifier	Type
✗ ✓ Abc	Resident
✗ ✓ Rttttt	Essential giver

Give an identifier for the positive case

For example, their initials or room number

Next

When you have finished

test.achieveservice.com

What is your email address?

Email address

Confirm email address

Why do we need this?

Alex Bryson

test.achieveservice.com

What is your name?

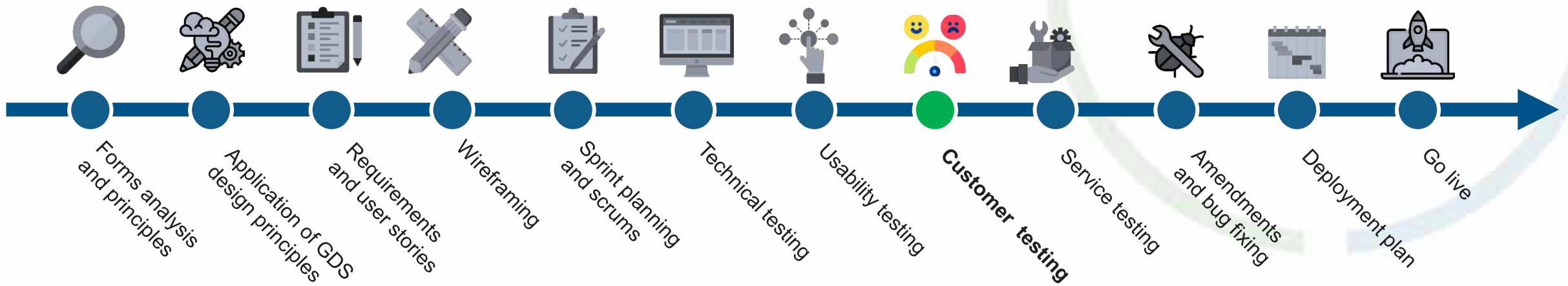
First name

Last name

Last name is required

Back **Next**

NORTH YORKSHIRE COUNCIL



Customer testing

- Internal using staff from all eight councils
- Test scripts for testing key customer journeys
- Content review
- Pass / fail recommendation
- Suggestions for improvement

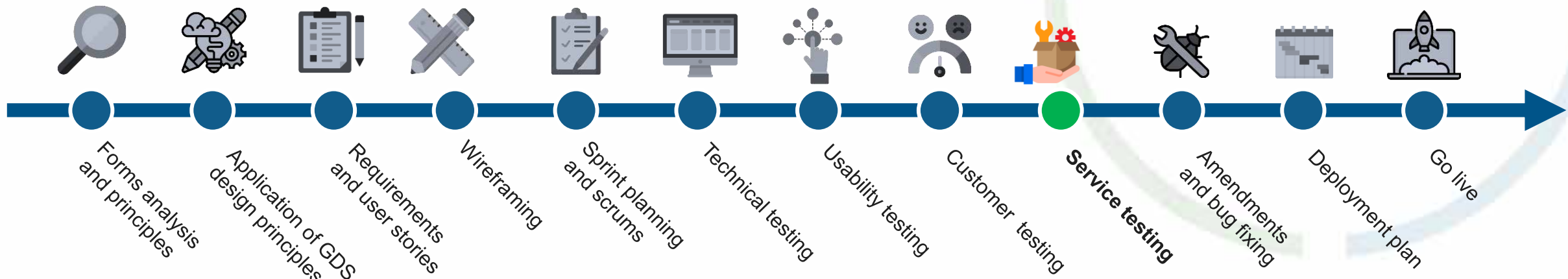
govService User Testing

Form details

RYE Report an abandoned vehicle	
Form URL	RYE Report an abandoned vehicle
Usage (internal, <u>external</u> or mixed)	External

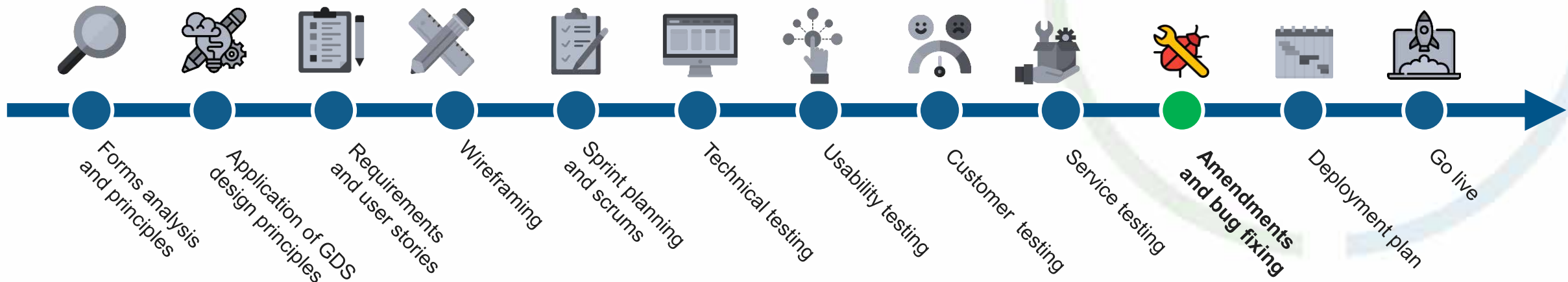
Use cases

Use case 1	<p>As a Ryedale DC citizen, I want to report that the bin crew have missed my bin</p> <ul style="list-style-type: none"> • Tester's name • Tester's email address • Tester's phone number
-------------------	--



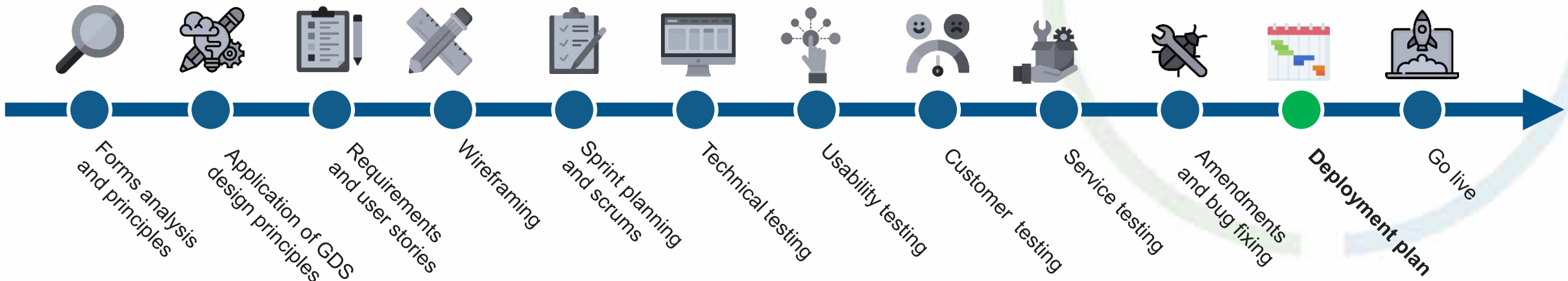
Service testing

- Services engaged with the process from the beginning
- All forms tested by customer services and relevant service owners
- All forms required sign off by the service, and written approval required to be appended to RFC
- Also tested as assisted digital forms when the forms would be used by agents in the contact centre



Amendments and bug fixing

- Technical, customer and service testing meant amendments were required, requested or suggested.
- All documented in Gitlab and prioritised using MoSCoW
- Must have delivered in advance of day 1
- 'Shoulds' and 'coulds' added to backlog and delivered within 2 weeks
- Building block approach to form development meant we were able to allocate amends to any available developer



31/03/2023

21:00

RFC 13079

- Update CSS file for platform styling
- Update global token to allow public access to forms
- Update authority name global token
- Update global token for contact number
- Update global token for address
- Update contact us link global token
- Update global token for logo
- Update global token for header
- Update html of footer in portal admin screen
- Update setting for NYC favicon
- Update global token to update privacy policy and legal terms

17/03/2023

Send comms a link for form name and confirm link hosting content page

14/03/2023

RFC 12752

20/03/2023

Pen test

21/03/2023

RFC 12753

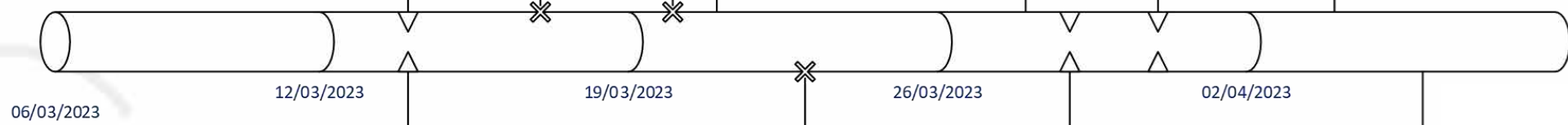
28/03/2023

RFC 12754

04/04/2023

RFC 13080

Any updates / bug fixes required to forms



14/03/2023

Pilot forms launch

- SDC: Request a medical waste collection
- RyDC: New or replacement rubbish and recycling equipment

23/03/2023

Vanity URL applied

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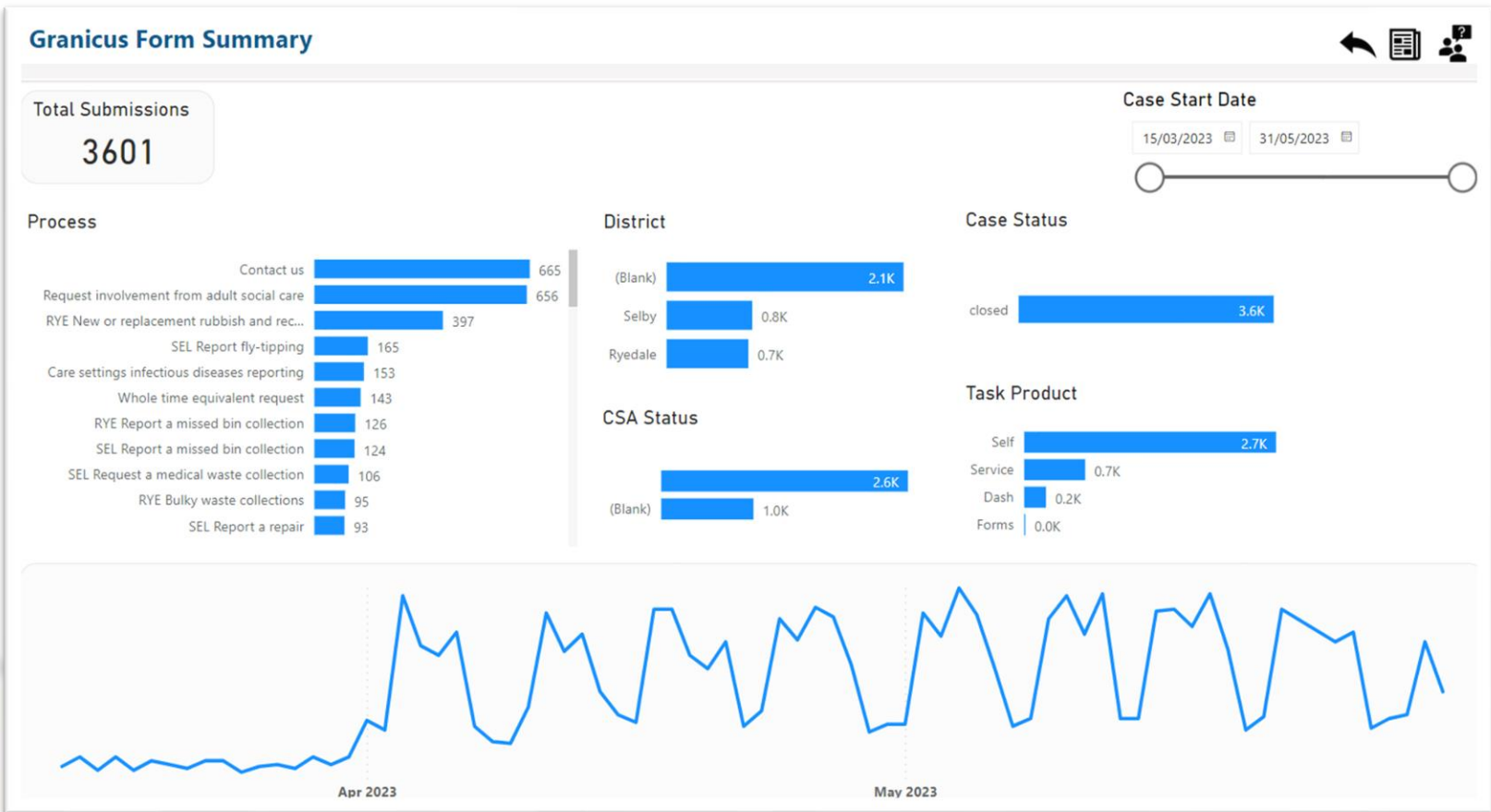
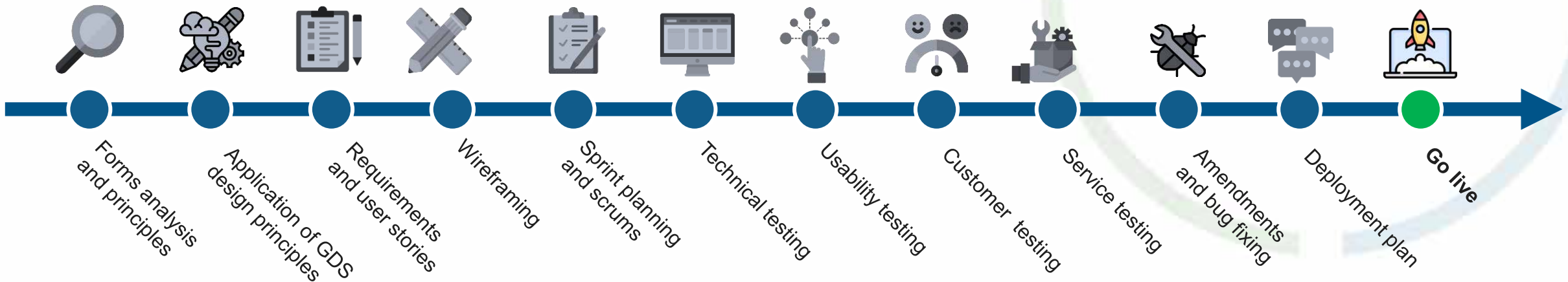
29/03/2023

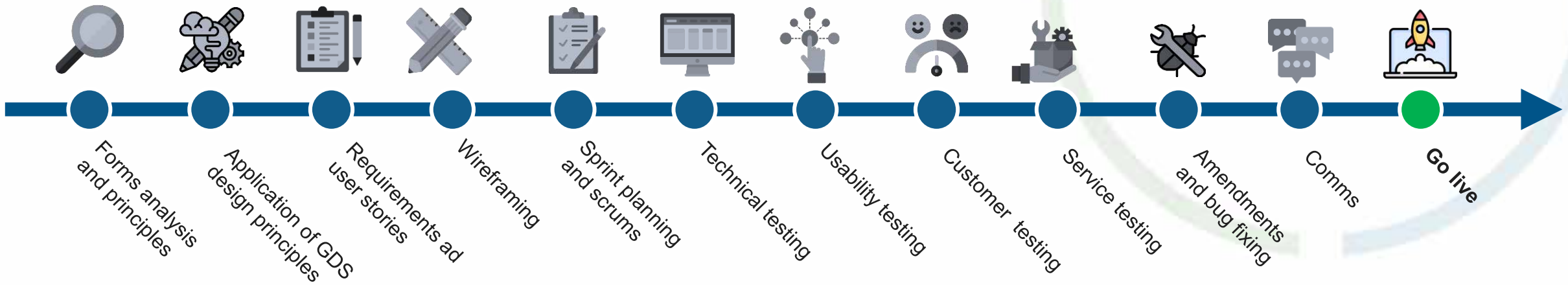
RFC 13182

06/04/2023

RFC 13080

Any updates / required to

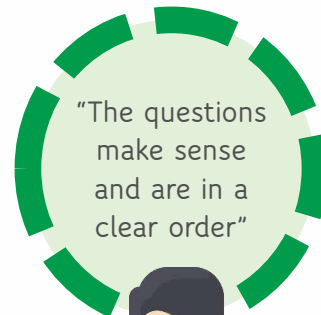
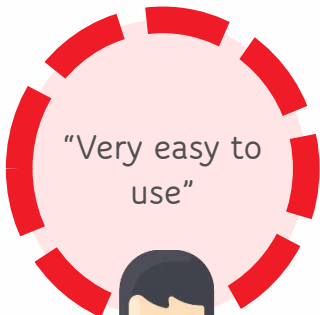




Customer feedback



NPS score
14.40





1 April 2023

Next steps

Next steps

New capabilities are being developed within the platform to grow the use cases as we continue to work within this key tool into the transitional stage

Onboarding CRM

Onboarding logged in portals for schools

First transformation project as NYC being built within govService – includes 3 new integrations

New forms being built in new environment and copied into legacy environments



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1 April 2023

Thank you

Appendix

Appendix 1

Options Appraisal Requirements

High level

A low code solution to enable us to deploy accessible online forms for the new council on 1 April 2023

User stories

Business requirements	Day 1 MoSCoW
a cloud-hosted platform that can be rapidly deployed	Must
a platform that allows us to rapidly deploy new forms	Must
a platform that allows us to implement data retention and anonymisation policies including an ability to differentiate between personal and non-personal data	Must
forms that are mobile responsive, align with GDS principles and can be customised to use our existing patterns	Must
forms that are accessible by default to WCAG 2.1 AA	Must
training for developers and forms designers as part of the onboarding process	Must
single sign on for internal users	Must

Appendix 1

Options Appraisal Requirements

Service requirements	Day 1 MoSCoW
to be able to monitor the platform health	Must
to be able to put the platform in maintenance mode	Must
to display messages when temporary issues occur (for example if payments are unavailable)	Must
to use a Google Analytics dashboard	Must
to analyse submissions using Power BI	Must
to capture form data securely (authenticated self-service)	Must
to set different levels of permissions for different self-service users (unauthenticated, authenticated, identity verified)	Must
to be able to automatically send submissions to services by email	Must
to allow internal users to access uploads securely	Must
to view an audit history of each case	Should
to send cases into a work queues when received	Could
to assign cases to teams and individual users	Could
to set priorities and service level agreements against forms that include workflow / tasks	Could

Appendix 1

Options Appraisal Requirements

Developer / forms designer requirements	Day 1 MoSCoW
a modern API platform to allow integration with other systems	Must
separate test/dev/prod environments and to be able to easily deploy forms between these environments	Must
to be able to copy forms and reuse components	Must
to be able to use pre-populated drop-down lists and selectors (including data taken from elsewhere)	Must
to be able to use branching / logic within forms	Must
to receive events relating to actions in the system (such as a form completion or agent action on a 'case')	Must
to be able to trigger multiple outputs and create multiple workflows for the same form	Must
a support portal including articles/guides for self-service and the ability to log calls that are dealt with within a reasonable SLA	Must
to integrate with a third party identity provider for customer login (such as Azure B2C OIDC)	Should
to be able to automate case progression	Could

Appendix 1

Options Appraisal Requirements

Customer requirements	Day 1 MoSCoW
to select my address using a lookup	Must
to receive email acknowledgments when forms are submitted	Must
to upload documents	Must
to make a payment when submitting a form (current payment providers Civica and Capita)	Must
to submit forms without an account	Must
to be able to save and return to my form	Should
to pre-seed forms with my known information (when securely verified)	Should
to select a location using a map	Could
to make / amend / cancel a booking	Could

Appendix 1

Options Appraisal Requirements

Internal user requirements (back office)	Day 1 MoSCoW
to view submissions within the platform	Should
a personal work queues to access the tasks for me and my team	Could
to add notes to workflow cases / tasks	Could
to place workflow cases / tasks on hold	Could
to mark workflow cases / tasks as closed	Could

Appendix 2

Global tokens

Used global (environment) tokens as part of implementation

- Council name and contact details
 - Address
 - Telephone
 - Contact us link
 - Logo URL
- Common URLs
 - Feedback form
 - Privacy notice
 - Terms and conditions
- API keys
- Alerts – flags and content messages



Give us your feedback

We welcome your feedback about how useful you have found our online service. [Please take a couple of minutes to complete a short survey to tell us what you think.](#)

i This form is not available until 1 April 2023

Appendix 3

Gitlab Wiki

Citizen name

Use

This pattern is used to capture the name of the person completing the form. The basic pattern includes first name and surname. Optional additional fields exist to capture title and middle names when this is identified as a requirement in the form flow.

GDS link

[Names](#)

Note - middle name is unique in that it is an optional field but the GDS standard is not to mark it as such. The pattern has been built in accordance with this.

Pattern / template

The standard pattern can be found in the 'Citizen name' section of the [GDS reusable and patterns form](#).

Copy the full section into a single section of your form and then update the "why do we need this" content to match the form flow if different.

To add the optional title field, copy the field from the 'Citizen additional' section of the [GDS reusable and patterns form](#). This should be placed before the first name field.

To add the optional middle names field, copy the field from the 'Citizen additional' section of the [GDS reusable and patterns form](#). This should be placed before/between the first name and surname fields.

Example

What is your name?

Title (optional)
For example: Mr, Mrs, Ms or Dr.

First name
 ✓

Last name
 ✓

[View source and edit](#)

Single source of truth for analysts, service designers and developers

- Platform principles
- Every pattern and capability
- Code library
- Links to GOV.UK Design System pattern
- Visual example

Enables rapid creation of form flows, prototypes and processes