

GDS UX

For the government department
HSE (Health and Safety Executive)

NOW LIVE

Take a look <https://www.gov.uk/guidance/register-a-high-rise-residential-building>
or the full service: <https://register-high-rise-building.hse.gov.uk/>



By Steve Newnham

The brief

Following the Grenfell tower disaster, the government launched a new law that required all high risk high-rise buildings to be registered, so that HSE know where they are, who is accountable for building safety risk.

I was recruited in to design this transactional registration service following a discovery phase. Key features of this complex service were:

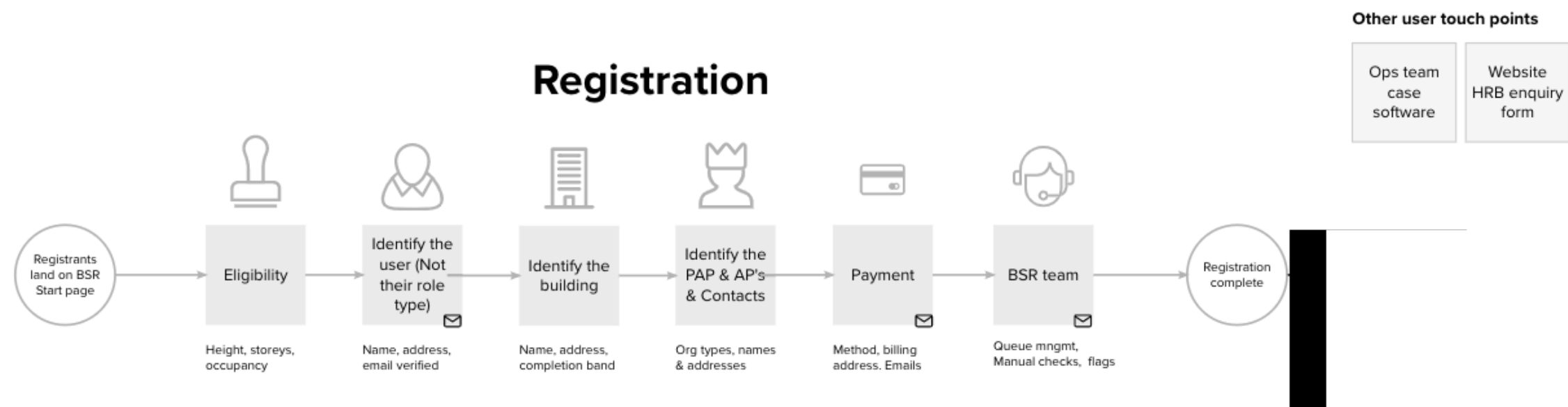
- Alignment with complex legal policy
- A hard deadline due to law being launched
- Integration of Worldpay
- Both internal & external user groups
- Ability for external users to save & return

I achieved a UX GDS Assessment met/pass 1st time.

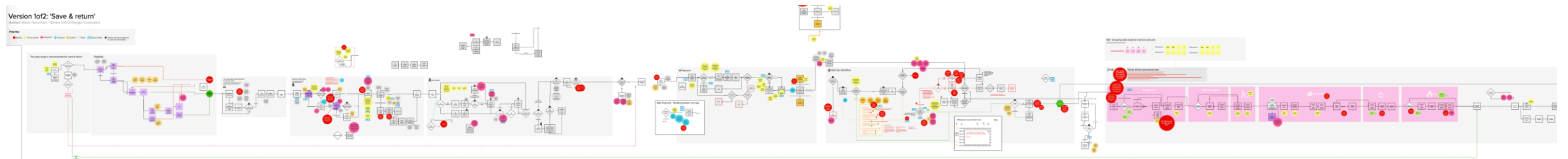


Analysis of 200 separate policy data requirements & high level flow mapping

I facilitated 12 workshops with stake holders, instigated card sorting, usability testing kick start and analysis of similar Gov services in order to draw up and track the users flow.



12 workshops facilitated



Diagrammatical tracking of user flow

Due to the complexity of an 'in-scope building', a need to draw the building variations was proven to be a useful exercise to understand before UI stage.

Impossible
Because it would mean no access to a part of the building

- ✗ Individual entrances to each block
- ✗ No residence in connecting part
- ✗ Can access every part of block without having to leave

Impossible
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Single building

- ✓ Individual entrances to each block
- ✗ No residence in connecting part
- ✗ Can access every part of block without having to leave



Prototyping riskiest assumptions

```
Code File Edit Selection View Go Run Terminal Window Help  
EXPLORER  
HSE-BSR1  
  .tmp  
  app  
    assets  
    data  
    views  
    layouts  
    questions  
    block-pap  
    building  
    connected  
    contact-details  
    declare-and-pay  
    eligibility  
    residential-units.html  
    ext-features  
    fire  
    mat-changes  
    OLD  
    other-dutyholders  
    pap  
    roof  
    stairs  
    use-below  
    use-previous  
    uses-above  
  config.json JS routes.js floors-above.html  
app > JS routes.js > ...  
30  
31 // Make a variable and give it the value from  
32 var returningCode = req.session.data['returningCode']  
33  
34 // Check whether the variable matches a condition  
35 if (returningCode == "001"){  
36   // Send user to next page  
37   res.redirect('/kbi-task-list')  
38 } else {  
39   // Send user to ineligible page  
40   res.redirect('/register-task-list-returning')  
41 }  
42  
43 }  
44  
45 // Run this code when a form is submitted to number of residential units  
46 router.post('/residential-units-answer', function (req, res) {  
47  
48   // Make a variable and give it the value from  
49   var residentialUnits = req.session.data['numberOfResidentialUnits']  
50  
51   // Check whether the variable matches a condition  
52   if (Number(residentialUnits) < 2){  
53     // Send user to next page  
54     res.redirect('/check-answers-eligibility')  
55   } else {  
56     // Send user to ineligible page  
57     res.redirect('/questions/eligibility/are-you-eligible')  
58   }  
59 }  
60 })  
61  
62 // Run this code when a form is submitted to return to a saved application  
63 router.post('/eligibility-answer', function (req, res) {  
64
```

Coded
Using Gov prototyping kit

Figma
Figma with conditional logic, auto layouts & rationales kept

Utilisation of Gov figma asset flow library for presentation at sprint 'Show and tells'

