I’m from the Government Digital Service
GDS is here to help government work better for everyone

We do the hard work to make things simple

GDS has saved the UK Government £3.5bn
Helping government work better for everyone
Show what good looks like
Solve the hardest problems
Help government transform
Reflect the society we serve
We lead the digital transformation of government
A history of GDS
Revolution, not evolution
Disability Living Allowance (DLA) is a tax-free benefit for disabled children and adults to help with extra costs you may have because you're disabled. Find out more about Disability Living Allowance, including how much you can get.

Who can get Disability Living Allowance?

You may get Disability Living Allowance if:

- you have a physical or mental disability, or both
- your disability is severe enough for you to need help caring for yourself or you have walking difficulties, or both
- you are under 65 when you claim

You can get Disability Living Allowance whether or not you work.

It isn't usually affected by any savings or income you may have.

If you're aged 65 or over, you may be able to get Attendance Allowance.

Special rules - if you're terminally ill
The Digital Marketplace

Government Digital Service
Putting users first

GOV.UK
What’s happening in Services Week?

Workshops, talks and training events will be happening across the UK looking at how we can work together to deliver end-to-end, user-focused services. See the agenda, find out why departments are getting involved and how you can take part.
Service Manual

Helping government teams create and run great digital services that meet the Digital Service Standard.

Accessibility and assisted digital
Help and encourage people to use your service: accessibility, assisted digital, user support.

Agile delivery
How to work in an agile way: principles, tools and governance.

Design
Naming, structuring and scoping your service, prototyping, using design patterns.

Measuring success
How to use data to improve your service: measuring, reporting, analytics tools and techniques.

Service assessments and getting on GOV.UK
Check if you need a service assessment, how to book one and how to get your service on GOV.UK.

Technology
Choosing technology, development, integration, hosting, testing, security and maintenance.
Design your service using GOV.UK styles, components and patterns

Use this design system to make your service consistent with GOV.UK. Learn from the research and experience of other service teams and avoid repeating work that’s already been done.

Get started
Radios

Have you changed your name?
This includes changing your last name or spelling your name differently.

- Yes
- No
The Technology Code of Practice is a set of criteria to help government design, build and buy better technology. It’s used as a cross-government agreed standard in the spend control process.

The Technology Code of Practice is part of the Transformation Strategy 2017-2020.

You must follow this code from the start of your technology programme or project.
Digital Service Standard

The Digital Service Standard is a set of 18 criteria to help government create and run good digital services.

All public facing transactional services must meet the standard. It’s used by departments and the Government Digital Service to check whether a service is good enough for public use.

1. Understand user needs

Understand user needs. Research to develop a deep knowledge of who the service users are and what that means for the design of the service.
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Read more about point 1

2. Do ongoing user research
Put a plan in place for ongoing user research and usability testing to continuously seek feedback from users to improve the service.

Read more about point 2

3. Have a multidisciplinary team
Put in place a sustainable multidisciplinary team that can design, build and operate the service, led by a suitably skilled and senior service owner with decision-making responsibility.

Read more about point 3

4. Use agile methods
Build your service using the agile, iterative and user-centred methods set out in the manual.

Read more about point 4

5. Iterate and improve frequently
Build a service that can be iterated and improved on a frequent basis and make sure that you have the capacity, resources and technical flexibility to do so.

Read more about point 5

6. Evaluate tools and systems
Evaluate what tools and systems will be used to build, host, operate and measure the service, and how to procure them.

7. Understand security and privacy issues
Evaluate what user data and information the digital service will be providing or storing and address the security level, legal responsibilities, privacy issues and risks associated with the service (consulting with experts where appropriate).

Read more about point 7

8. Make all new source code open
Make all new source code open and reusable, and publish it under appropriate licences (or provide a convincing explanation as to why this can't be done for specific subsets of the source code).

Read more about point 8

9. Use open standards and common platforms
Use open standards and common government platforms where available, including GOV.UK Verify as an option for identity assurance.

Read more about point 9

10. Test the end-to-end service
Be able to test the end-to-end service in an environment identical to that of the live version, including on all common browsers and devices, and using dummy accounts and a representative sample of users.

Read more about point 10

11. Make a plan for being offline
Make a plan for the event of the digital service being taken temporarily offline.

Read more about point 11
12. Make sure users succeed first time
Create a service which is simple to use and intuitive enough that users succeed the first time.
Read more about point 12

13. Make the user experience consistent with GOV.UK
Build a service consistent with the user experience of the rest of GOV.UK including using the design patterns and style guide.
Read more about point 13

14. Encourage everyone to use the digital service
Encourage all users to use the digital service (with assisted digital support if required) alongside an appropriate plan to phase out non-digital channels and services.
Read more about point 14

15. Collect performance data
Use tools for analysis that collect performance data. Use this data to analyse the success of the service and to translate this into features and tasks for the next phase of development.
Read more about point 15

16. Identify performance indicators
Identify performance indicators for the service, including the 4 mandatory key performance indicators (KPIs) defined in the manual. Establish a benchmark for each metric and make a plan to enable improvements.
Read more about point 16

17. Report performance data on the Performance Platform
Why you should report data and how you’ll be assessed.
Read more about point 17

18. Test with the minister
Test the service from beginning to end with the minister responsible for it.
Read more about point 18
Check if you need a service assessment

Services are assessed to make sure they meet the Digital Service Standard and to protect the quality of GOV.UK. They also help you get feedback from a panel of experts and solve problems with your service as you build it.

You must get your service assessed if it’s the responsibility of a central government department and either of the following apply:

- getting assessed is a condition of your Cabinet Office spend approval
Service Standard Reports

From: Government Digital Service

149 reports

Apply for a Blue Badge beta assessment
The report from the beta assessment for DfT's Apply for a Blue Badge service on 4th December 2018.
Assessed: 4 December 2018

Register a Vehicle Electronically beta assessment
The report from the beta assessment for DVLA's register a vehicle electronically service on 20th November 2018.
Assessed: 20 November 2018

Record MOT test results live reassessment
The service met the Standard because:

- the service team is empowered by the organisation to make effective decisions in relation to the service
- the service team has a demonstrated and strong focus on user needs and user centred design
- the service team has put good emphasis on performance metrics and data to compliment its approach to user centred design.

About the service

Description

The Blue Badge Scheme provides 3 million severely disabled people across the UK with a parking permit which allows them to park closer to their destination, usually for free and without a time limit. The Department of Transport is responsible for the central policy and legislation governing the scheme with the devolved administrations responsible for their own guidance but the legal obligation to issue badges to eligible disabled people sits with Local Authorities.

The contract for the existing service, which is managed by a third-party, is due to end February 2019. As a result DfT are building a new service to replace it which better meets the needs of applicants and badge holders whilst improving efficiency and effectiveness of the user journey.
<table>
<thead>
<tr>
<th>Point</th>
<th>Description</th>
<th>Result</th>
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<tbody>
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<td>1</td>
<td>Understanding user needs</td>
<td>Met</td>
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<tr>
<td>2</td>
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Apply for or renew a Blue Badge

Check your eligibility and apply for a Blue Badge. You can also use this service to reapply for your Blue Badge.

You can apply for yourself, someone else or an organisation.

A Blue Badge costs up to £10 in England and £20 in Scotland. It’s free in Wales.

What you’ll need

You’ll need a recent digital photo showing your head and shoulders.

You’ll also need a photo or scan of your:

- proof of identity (such as a passport or driving licence)
- proof of address (less than 12 months old)
Questions?
Thanks!
Simon Everest
@simoneverest