

Annex 5G: Access to Forms (The 2021 Spending Review)

As part of future work, GDS has been given a mandate¹ to improve forms for processes² that are ‘paper only’.³

To inform contingency planning before that work completes, GDS should design⁴ a service, including a cost / benefit analysis of constituting a GDS-run service, building on GOV.UK Notify,⁵ through which users⁶ can request a print-out by post of *any* form hosted on GOV.UK that does not have a full digital service equivalent.⁷

This new GDS service should be expected to publish statistics on every form that has been requested,⁸ thereby indicating priority services for digital transformation, to better serve the public.

In the absence of a central GOV.UK service for any GOV.UK-hosted PDF, Departments with a significant reliance on paper processes – most notably MoJ and DWP – should task their digital teams to examine whether they should run such a service for their own remits.



1.5 million people opted out; 3,000 of those needed paper forms posted from medConfidential – this is a single busy day’s-worth...

¹ <https://gds.blog.gov.uk/2021/07/06/making-all-forms-on-gov-uk-accessible-easy-to-use-and-quick-to-process/>

² The issues we cover in this document about HMRC’s CH2 form are repeated for another highly popular form from DLVA, the “V62 form”, for which costs are not measured:
<https://www.whatdotheyknow.com/request/738958/>

³ Even if this means they have to generate the PDF, print it, and mail it to the original Department - with mandates for only doing so if > X users, Y money or some such. Also, they must not retain the data...

⁴ As a blog post; nothing more onerous.

⁵ <https://www.notifications.service.gov.uk>

⁶ Maybe users with a GOV.UK account?

⁷ We have done this before: <https://medconfidential.org/2018/children/> (see image)

⁸ Including those by which people exercise their rights, not just those to perform transactions or report information.