

Modernising Lasting Powers of Attorney

CASE STUDY HIGHLIGHTS

Modernising lasting power of attorney

in England and Wales
SD in Gov 2023



A flexible organisation, driven by data and led by users

How to tell this story in 60 mins

Act 1

How did we get to the point of **service revolution**?

Act 2

How did we reach **legislative change**?

Act 3

How are we implementing a **whole new service**?

Act 1

How did we get to the point of
service revolution?



**Technology is
rarely the
solution**

Build trust by

- Demonstrating value
- Promoting collaboration
- Incrementally breaking down the walls



Walk before you run

- Start small
- Nail it before you scale it...
...and never scale too big
- Fix the basics



Takeaway 1

Transform your culture and ways of working before you can transform your service

Act 2

How did we reach
legislative change?



Takeaway 2

Alpha isn't just for tech, have the right skills at the right time and take risks

Act 3

How are we implementing a
whole new service?



Clarity and openness

- Language and expectations
- Separation between project and service
- Roles that lead on communicating & connecting
- Service Design techniques



Prototyping

- Prototyped flows with decision makers to find out priorities, constraints and assumptions
- Prototyped products with users to test assumptions and minimise risk
- Laid the groundwork for if the testing revealed we needed to go back - not just validation!



Mapping the service

- Used a 'service experience map' format from [Megan Erin Miller at Practical By Design, 2022](#)
- Worked with a small group to start, then layered detail with multi-disciplinary groups
- The map became the index, the detail lived elsewhere



Takeaway 3

*Help people:
understand what decisions they
need to make, make informed
decisions and make joined up
decisions that **WORK** for users!*

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Thank you

