

Change	Driven by feedback	Result
Review and improve the language, of the IDV In Progress Labelling	We tested the Appraisal wireframe	Labelling being updated April 2021
Adopt pattern that shows appraiser names etc... from FBS	Appraisal comments are too impersonal	FBS pattern adopted to highlight the Human behind the comment. Input to training requirements that appraisers should bear in mind the human audience when updating the system.
Remove 1000 words text and replace with a word count and max limit	1000 words was mistaken as a required size and this scared quite a few people.	Replace with a word count and max limit (April 2021)
Make the upload links more obvious (Buttons etc...)	Document upload links are too subtle on Additional Evidence Page	Links are being redesigned April 2021
Summary page added	Customers asked for a summary before final submission	Summary page being added April 2021
Move Claims higher on the page	Claims are too low down on the page and are often missed by users when scanning	Claims raised higher on the page
Add links to HIE and SOSE	Non SE Areas need to be covered too (If postcode checker rejects you)	Rejection page updated with HIE & SOSE links
Tell them up front what will be needed	Customers are not amused, when they get half way through a big application, and are told that they suddenly need lots of documents that will take time to find.	UX are updating language around this April 2021
Update wording to dispell this myth	Personal documentation makes people believe there may be Personal Liability	UX are updating language around this April 2021
Ask for things Once and in One format	Customers do not appreciate being asked for the same information in multiple formats	UX are application form around this April 2021
Change training courses to be more standardised	Differences in how staff enter records impacts what screens they see	Training Courses changed to be more standardised. Post Implementation training being developed
View Audit and standardisation	Views vary A LOT between staff members	In Progress April 2021

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Changes (Prioritised: most important at top)	Driven by feedback	Why we have not changed this yet
Wanted examples to give them understanding	Customers are not always clear on what we are looking for	
De-Minimis needs to be reviewed as a term. Stop using it in headings. Plain English it.	Nobody knows what De-Minimis means	
Review of DATA VIEWS to be done and standards created.	Views vary A LOT between staff members	
Review Language around Fair Work with a view to highlighting business benefits rather than Government Goals	Most people do not know what FAIR WORK is after the minimum wage. They also don't	