



Government
Digital Service



Department for
Science, Innovation
& Technology

Lean Agility 2025

Building better digital forms by the
GOV.UK Forms team

Iain Boyd

21 March 2025

Agenda

Problems we're solving

Roadmap update

Show a thing

Q&A!

Slido joining instructions

www.slido.com

2720605



Problems we're solving

Collecting information from users is hard

- **People need a way of telling you**
- You need to ask the right questions
- What do you do with the data?

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Collecting information from users is hard

- People need a way of telling you
- You need to ask the right questions
- **What do you do with the data?**

We've saved government teams over
220,000 hours of processing time...

...that's 4 years!

GOV.UK Forms mission 

For every form on GOV.UK to be
**accessible, easy to use and quick to
process**

What GOV.UK Forms does

Create GOV.UK style forms without needing technical expertise

Built to meet government standards (eg on accessibility)

Things to bear in mind about GOV.UK Forms

No user authentication

Doesn't support bulk download of data - you receive submissions as individual emails

Mandatory privacy policy

References to GOV.UK website in accessibility statement and privacy policy

Demo of the GOV.UK Forms platform

**Some data to
share**

As of: 17/03/2025

126

published forms

210

weeks processing
time saved

221,216

form submissions

£3.84

Saving per
submission

**Partners we're
working with**



Home Office



Ministry
of Defence



Rail Accident Investigation Branch



Food
Standards
Agency
food.gov.uk



Department for
Business & Trade



Driver & Vehicle
Standards
Agency



Foreign, Commonwealth
& Development Office



Office of
Qualifications
and Examinations
Regulation



Maritime and
Coastguard Agency



Department
for Environment
Food & Rural Affairs



Animal &
Plant Health
Agency



Marine
Management
Organisation



Department
for Education



The Insolvency
Service



Press release

1,400 and counting: record number of charging sockets at UK schools thanks to government funding

Home and workplace charging schemes extended for another year to support jobs and help make the UK a clean energy superpower.

From: [Department for Transport, Office for Zero Emission Vehicles, Lilian Greenwood MP](#) and [Stephen Morgan MP](#)

Published 28 February 2025



Press release

Online form for coastguard volunteers rolled out nationally

After successful trials throughout the UK, the Maritime and Coastguard Agency (MCA) has launched its online HM Coastguard volunteer enrolment form nationally.

From: [Maritime and Coastguard Agency](#)

Published 31 October 2023



Applying to enrol as a volunteer with HM Coastguard is becoming quicker and easier.

After successful trials throughout the UK, a new online volunteer enrolment form has been launched nationally by the Maritime and Coastguard Agency (MCA).

Roadmap

Features coming up - March to June 2025

File upload

Branching

Exit pages

Features coming in future - 2025/26

More processing options including S3

Welsh language support

Save & return

More information: www.gov.uk/forms



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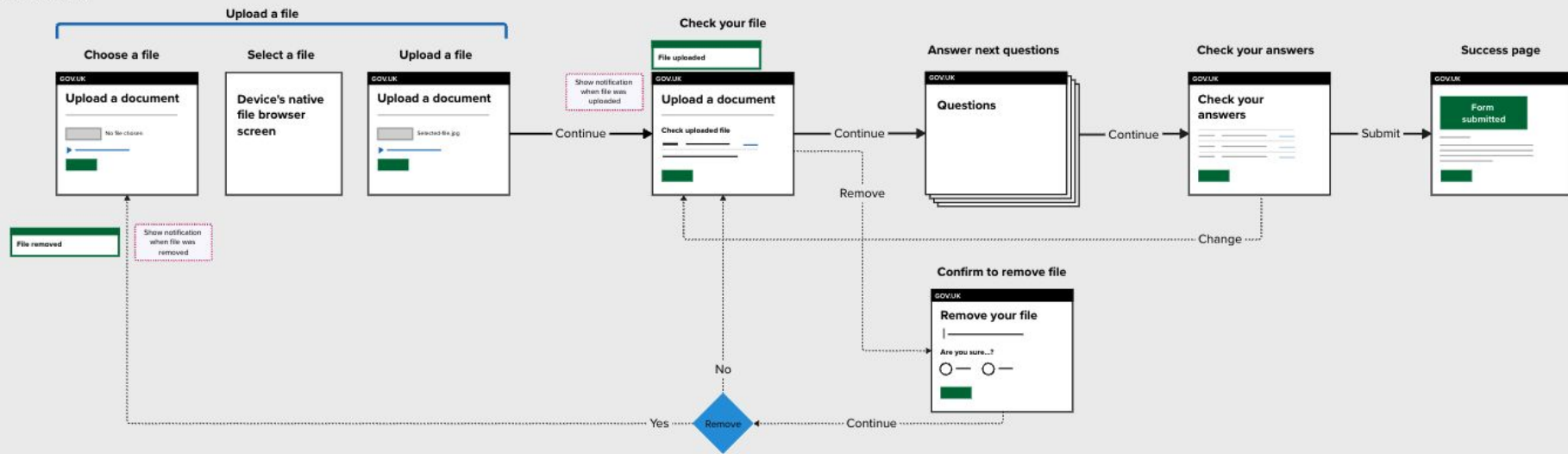
Thanks!

GOV.UK Forms

Government Digital Service

GOV.UK Forms - Upload a file user flow - form filler

Last updated: 10.02.2025



Document-based forms are typically **inaccessible, hard to use**, and are on average, **X minutes slower to process** compared to digital forms

Why GOV.UK Forms?