

Part 2

How agencies design and manage their forms

In this Part:

Examination of six case study forms:

- How legal and administrative requirements shape forms
- How IT and technical requirements shape forms
- Monitoring forms and responding to customers
- How agencies currently review and improve their forms

2.1 Forms are vitally important to the work of many agencies and departments - for instance, the Passport Service's entire turnover of nearly £139 million comes from people submitting its single application form. Hence agencies issue new forms or revise existing ones only after careful preparation. In this Part we explore what organizational and management factors shape the design of forms issued to citizens, looking in detail at six major forms and their issuing agencies shown in **Figure 11**. The key organizational details for each case are provided on the 'key fact cards' at the end of part 2, and Annex B provides additional information.

How legal and administrative requirements shape forms

- 2.2 Legislation normally sets key aspects of forms, specifying what information citizens must supply to gain particular licences or government documentation or to pay taxes, and how they can establish their eligibility to receive welfare benefits. The more exceptions or different categories of administrative treatment are built into legislation, the more bits of information need to be asked about on the resulting forms. For instance, welfare forms are longer than other forms (see Figure 4) primarily because of complex social security rules legislated by Parliament or established under delegated powers. Many bodies of law evolve relatively slowly, as does most tax law, for example. Hence forms established within that framework often cannot be changed easily or radically in the absence of new legislation.
- 2.3 Officials often feel that legislative requirements constrain the extent to which they can make forms user-friendly or intuitive to use. Questions may have to ask about issues which do not seem necessary or relevant to form users, but where information is required by the legal set-up. For instance, the Attendance Allowance form asks old people about their hospital stays in some detail, not to assess applicants' medical needs, but because the benefit is only paid to people

11 Our case study forms, their agencies and their users

Short forms	Long forms
<p>Photocard driving licence application Driver and Vehicle Licensing Agency (DVLA) <i>Users: Anyone needing a new driving licence, or to change or renew an existing one</i></p> <p>Passport application UK Passports Service <i>Users: Any citizen needing a new passport, or to renew an existing one</i></p> <p>Ballot paper for the European Parliament elections Department for Constitutional Affairs (DCA) <i>Users: Voters at the elections</i></p>	<p>Self-assessment income tax return Inland Revenue <i>Users [as studied here]: Employees paying higher tax rate, self-employed people</i></p> <p>Attendance Allowance Department for Work and Pensions (DWP) <i>Users: Elderly people needing assistance with daily living</i></p> <p>Application for financial support in higher education Department for Education and Skills (DfES) <i>Users: Students planning to go to university or college (in England and Wales)</i></p>

needing extra help to live at home. Old people who are being looked after by the NHS in hospital are not eligible to receive payments. It is often not easy, and sometimes may not be possible, to explain to citizens the rationale for all such provisions. Hence people may confront apparently 'pointless' or 'irrelevant' questions.

2.4 Administrative requirements concern how forms are implemented. These elements are discretionary and are not normally specified in statute or delegated legislation, but they have important implications for forms' effective processing. For example, often agencies deal with different groups of customers over substantially the same form, and here they must make a key decision:

- to segment their customers into separate groups whose needs are addressed by different forms;
- or to try and cater for them within the same multi-user form.

2.5 Treating different groups of users separately generally produces shorter and more targeted forms that are easier for people to fill in. By contrast, multi-user forms (where different groups complete different sections) are normally longer, and can be more confusing if they are not well signposted. Agencies often prefer using one form for several groups of users, because it is easier to print and maintain stocks of forms, cheaper to organise scanning of a single form, and easier to send out the right forms packs to citizens, and train staff. Customers who fill in the wrong type of form also have to start again from scratch. For these reasons, the Passport Service moved away from having several forms and uses a single form for all people seeking a new passport, renewing existing passports, and children. Inland Revenue adopts an in-between approach. They issue a core tax return which must be filled in by everyone in the self-assessment system, but bound together with between one and seven additional sections. Around 190 different combinations of form sections are printed, bound and despatched to taxpayers with distinct needs, under a separate contract with an outside supplier.

2.6 Other important administrative requirements include:

- the designing and wording of forms in detail;
- the requirements for supplying documentation or photographs with forms;
- arrangements for publicizing forms and making them available via agency offices, the Internet, or the Post Office and intermediary bodies;
- the ways in which citizens can submit forms;
- the ways in which forms are processed; and
- how forms are kept under review and modified.

Agencies feel strongly that they need to strike a balance between being helpful for citizens and creating difficulties for sound administrative processing. Reducing the amount of information that citizens must supply makes forms easier to fill in, but it may reduce the security and integrity of the forms-checking process, so that some licences may fall into the wrong hands, or welfare benefits may be obtained fraudulently, or less tax may be paid. For the same reason agencies feel they have to be careful in making changes to established forms to enhance their ease-of-use.

2.7 Even on apparently simple issues, like creating opportunities for citizens to pick up forms widely, trade-offs must often be made. Making forms available through many different outlets, such as those run by voluntary organizations, increases the chance that citizens can easily obtain them. However, if the forms change then the intermediaries may not promptly replace all their old forms with up-to-date ones. If citizens end up submitting old forms, their applications may get held up while corrections are made (like paying the correct fees) or people may even have to resubmit a new form from scratch (see Box 1).

Box 1: *The availability of passport applications*

For some of the reasons discussed above the Passport Service no longer gives stocks of application forms to voluntary bodies like the Citizens Advice Bureaux. Instead it distributes them only via two intermediary organizations chosen to operate a 'premium service' for checking and submitting passport forms on payment of an extra fee - the Post Office and the selected offices of Worldchoice Consortia of Independent Travel Agents. The Service can monitor and control its two partners' behaviour so that only the current version of the form and its immediate predecessor version are accepted for processing. However, at the same time the Passport Service opened up new ways for customers to obtain application forms, including calling a call centre open 24x7, going to the easily findable website address (www.passport.gov.uk), and using dedicated phone or fax numbers to get an application pack sent directly to them. The Service therefore believes that application forms are now more widely available than before.

2.8 Yet sometimes agency and user interests may coincide and not conflict. Administrative simplification or 're-engineering' exercises may offer both users and agencies worthwhile gains. They may identify provisions that make forms and administrative processes more complex than is strictly necessary, or questions that have historically been included but in fact are relatively little used. Risk assessment techniques may show that multiplying questions in fact has little impact on the effectiveness of forms checking and processing. Introducing simplified versions of forms for completion by low-risk groups or people with very straightforward affairs can cut the load on citizens and on agencies. Reviews of information currently requested to fulfil legislative requirements may also identify better types of evidence that are easier for citizens to give and more useful for officials making decisions. The current Attendance Allowance form asks old people to describe their illness or disabilities at considerable length to show why they need extra help to cope with ordinary living. A new pilot form being tested cuts out most of these questions, and instead places more emphasis on asking for a list of people's medications (**Box 2**). But it should meet the intent of the legislation equally well. Over the longer term then it is often feasible to make changes to delegated legislation or administrative requirements so as to make forms less onerous for citizens, and yet also simplify administrative processes. Re-engineering forms may even speed up decision-making and make appreciable cost savings.

How IT and technical requirements shape forms

2.9 The organisation and integration of information systems used by agencies can have significant effects on the design of forms. In two of our case studies (Attendance Allowance and Student financial support), this was a key reason why citizens were currently being asked to re-communicate the same information more than once.

2.10 There are three main ways of processing forms, shown in **Figure 12 overleaf**. Each solution has certain advantages and issues. When forms are wholly scanned or when specific parts are scanned, technical systems can also shape their design. This was true for the photocard driving licence and passport applications. Citizens must enter letters and numbers carefully in pre-defined spaces and fit signatures into delimited boxes (**see Box 3 overleaf**). Scanning systems are easily thrown out by poor handwriting, the wrong colour ink, details split across spaces, crossings out, and so on. So agencies with scanned forms often feel that they must make their requirements crystal clear to users, by including strongly worded warning messages on the forms and in accompanying guidance. However, these

Box 2: Shortening the Attendance Allowance form

Much of the first 13 pages of the current application asks people to list existing ways in which they have a relationship with the Department for Work and Pensions. Applicants have to re-provide all this information, which should be known to DWP, because the department could not easily look across all its different IT systems processing different benefits so as to get a synoptic picture. However, a Departmental Central Index, or 'spine' IT system has now begun operating using applicants' National Insurance number as a unique identifier to achieve this synoptic picture. A new form, now being piloted, partly reflects this change, and so the Department needs to ask elderly people fewer questions. DWP has recently reduced the length of another core form used by pensioners, the Minimum Income Guarantee form, by some 30 pages.

warnings also increase the 'fear factor' for some citizens filling in the form (see Part 3) and they may mean that users form an adverse view both of the difficulty of filling in the form and of the agency's attitude towards its customers.

2.11 Constraints on form design can even be introduced by the form printing process with ballot papers, where there is often not much time to finalise designs (**see Box 4 overleaf**). The passport application is printed specifically for use in scanners, while the photo card driving licence application now incorporates a sticky-backed patch for applicants to attach their photo.

2.12 On short forms used at regular intervals agencies may be able to fill in information supplied last time by the same person (called 'pre-populating' the form), making it simpler for people to return the form speedily. Most UK electoral registers maintained by local authorities notify heads of household of all the voters registered last year at their address, and if nothing has changed they can simply sign and return the forms in a pre-paid envelope. If changes have occurred, people need only mark the alterations without rewriting all the remaining correct information. This may be one reason why the electoral registers have a high response rate (although there is also a legal duty to return the form). Sometimes technical and administrative requirements may combine to make pre-populating forms unfeasible (**see Box 5 overleaf**).

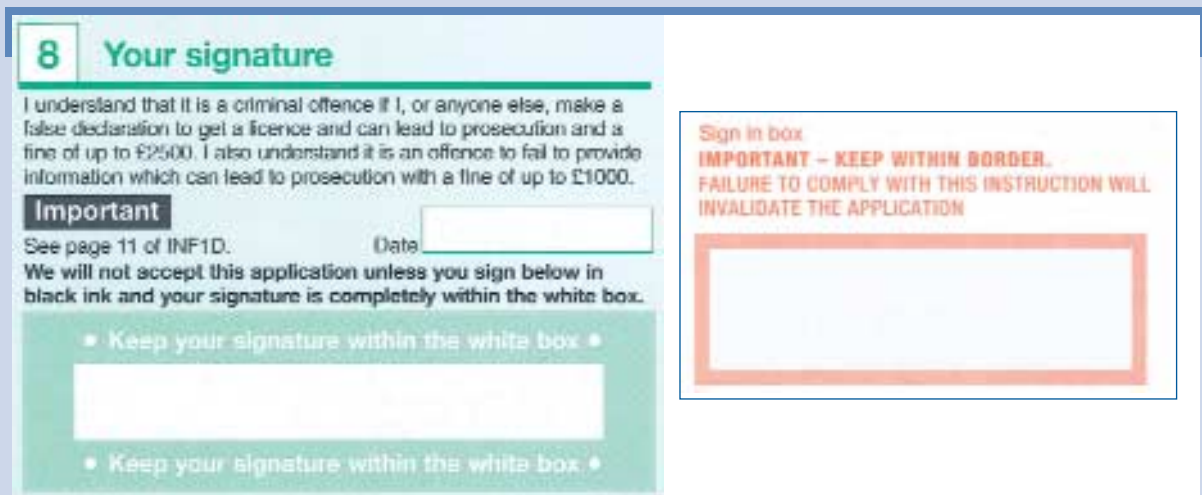
12 Three main ways of processing paper forms

	Paper handling	Re-keying	Scanning
Citizens fills in	Standard paper form	Standard paper form	Specially designed paper form usually in specified way (e.g. with dark ink)
Citizen usually sends back to agency	Form plus attachments	Mostly form only	Often form plus other items (e.g. photo)
Agency processes form	Manually on paper with very limited computer entry of key pieces of data or decisions made	Electronically by re-typing the form data into the agency's IT systems	Electronically by using digital scanners to capture the whole form, or specific parts of it
Cost efficient	When cases require judgement or evaluation	When cases involve financial or numerical data	When cases require photos or signature authentication
Agency stores form	On paper for as long as legislation requires	Electronically, with paper version kept for a limited period	Electronically as scanned whole image or as a separate case file
Main strategic issues include	Keeping track of paper-based data sources	Close working with IT contractors	Forms have to be compatible with scanning technology available
Our case study forms	Attendance Allowance European Parliament ballot paper	Self-assessment tax return Student financial support application	Passport application (wholly scanned) Photo card driving licence (partly scanned, partly re-keyed)

Source: National Audit Office

Box 3: Signature boxes in scanned forms

From the photocard driving license application (left) and the passport application forms (right).



Focus group quote on the photocard driving licence application form

'If you can't do your normal signature because of space then it's not your normal signature'.

Box 4: *Printing and counting regional ballot papers*

Ballot papers raise special issues of security and speed. Regional ballot papers for the 1999 European elections had to be printed quickly in huge numbers, with a design set by the minimum font size needed for easy reading and the number of parties and candidates contesting the seats. In London the ballot needed 15 columns of voting slots along with 120 candidate names, all accommodated in a side-by-side manner, creating a form 68cm wide. Very few secure printers could produce such ballot papers in a short time. The Department for Constitutional Affairs are considering counting the London European ballots electronically in 2004, along with those for the Greater London mayor and Assembly, which use this method. The contract for counting machines will influence the ballot paper's design because (as one official said), it 'has to fit the machine, and machines can't just take any old thing'.

Box 5: *Why the income tax employment pages are not pre-populated*

The first questions in the employment page for self-assessment income tax return ask people to give their employer's name and address, how much salary they received and how much tax they paid via PAYE in the previous year. Citizens often believe that Inland Revenue officials must know this information as soon as the financial year ends. In fact employers do not have to tell the department about PAYE payments during the year in a way that attributes amounts across their employees, but only in the early summer after the end of the financial year. Employer returns also take time to process so it may be several months after self-assessment returns are issued before that the Inland Revenue will have the information needed to pre-populate the form. However, citizens need to have forms sent to them in April.

Monitoring forms and responding to customers

- 2.13 Poorly designed forms will tend to generate more citizen errors and add to agencies' costs. If someone leaves crucial information off a form, then processing of the form normally stops until the deficiency is remedied. Nowadays follow-on requests from officials are often bar-coded, so that the agency can more easily match up replies sent back with the original application documents. Other common problems, such as not sending in appropriate levels of fees, may not stop a form being processing, but the despatch of the document wanted back to the customer will be delayed until the correct money arrives.
- 2.14 In general, paper forms with more case-by-case decision-making processes can cope with deficiencies or missing information most easily. For instance, with the current Attendance Allowance form the department's decision-makers have access to a mass of information. Officials can also contact other people named in the form for additional views of the applicant's illnesses or disabilities. So forms are rarely sent back to applicants for more information to be supplied. Where data from forms are re-keyed, data may also be pretty robust because staff can be provided with IT-based expert systems to help decision-making - see [Box 6 overleaf](#).

- 2.15 Systems for processing forms by scanning are not so fault-tolerant. If information is incorrectly placed in a field then a new form may often have to be submitted, although simple transpositions of fields may be correctable by operators 'repairing' forms. The two agencies we looked at with scanned forms, the Passport Service and DVLA, both had high level of errors when their forms were first introduced. Error rates have since fallen, as the forms and information leaflets have been better laid out and have become more familiar to people. But also more people have used the Post Office's premium fee services for these forms, where errors are almost eliminated (see [Box 7 overleaf](#)).
- 2.16 Analysing error rates on submitted forms and helpline calls can provide useful indications that forms need modifying. DVLA collect data on reject rates for different parts of the photo card application form every week and analyse the quarterly data. Sometimes there will be legitimate reasons for the error rate to rise, as it includes 'valid' rejects such as false claims using a particular type of invalid birth certificate. At other times, higher error rates may reflect internal problems, such as fees information on the DVLA and passport form going out of date while new forms take several months to filter through to all outlets. Following customer feedback, both DVLA and the Passports Service now issue fees information on a separate leaflet and specify an expiry date when the leaflet ceases to be valid.

Box 6: Forms processing that is fault-tolerant

If people return the income tax self-assessment form by 30 September, Inland Revenue will calculate their tax liability (or any rebate due). But 3.5 million taxpayers each year choose to send back their forms between October and 31 January, and so must make this calculation themselves (with assistance from their tax office if requested) or seek help from a third party. For people filing electronically the e-form automatically calculates the tax. Inland Revenue provides a comprehensive calculation guide which is 17 pages long and has 166 boxes where people can fill in numbers so as to self-assess their own liability. However, the department does not collect data on how much citizens' estimates and Revenue recalculations match up. In fact, so long as late filers submit some estimate of tax liability, it does not matter legally how accurate the estimate is. Nor does the accuracy of citizen's estimates matter for Revenue's workload. Once staff have keyed in the information from a form, pressing a single key calculates an accurate liability amount, and produces a statement that is automatically printed and sent to taxpayers.

So administratively, there is little reason to issue the complex tax calculation guide to ordinary citizens except that a taxpayer submitting late must currently pay their first instalment of any tax liable on 31 January, the same date for filing returns. Inland Revenue have targets to process 99 per cent of returns received by 30 September by the end of December, and returns received by 31 January by the end of March. These targets were met in 2001-2 and 2002-3. If the payment date for the first tax instalment came later, or the last day for filing returns came earlier, then the tax calculation guide could conceivably be eliminated altogether. Of course, these issues have other implications for the patterns of the Revenue's workloads and for taxpayers' behaviour, and they are currently the subject of a departmental review of self-assessment as a whole. However, the tax calculation guide is not issued with the new Short Tax Return, currently being piloted (see below).

How agencies review and improve their forms

2.17 Most agencies that interact extensively with citizens conduct annual or bi-annual market research surveys. But these questionnaires are very general, and often designed to be answered by people using different kinds of forms. Precise questions on particular forms are rare. In addition, agencies seem to have been reluctant in the past to use surveys or focus groups to assess their forms, in case they recorded criticisms of aspects that could not be much changed. However, the Passport Service interviews 500 applicants regularly on all aspects of their process. And prior to our study in September 2002 DVLA undertook a useful focus group looking at the new version of the photo card driving licence application. DfES undertook a large-scale mailed survey to assess a new pilot form for financial support in higher education. Agencies do have other arrangements for keeping their forms under review, which are linked to the renewal cycle for their forms - [see Box 8](#).

2.18 Agencies with simpler forms keep them under review by:

- collecting comments from their operational staff processing the forms;
- analysing customer complaints received at call centre helplines or in letters;
- consulting partner organizations like the Post Office or IT contractors, where they are involved in forms processing;
- having a forms officer or 'gatekeeper' who pulls this information together;
- sometimes conducting ad hoc surveys of customers who have complained.

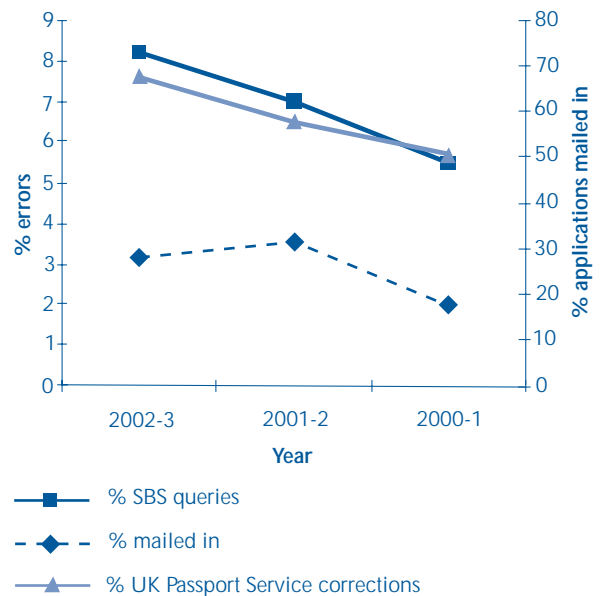
DVLA uses all these approaches and has an in-house design division. This helps to standardise 'look and feel' across all their forms, and means that changing forms can be faster and less expensive. Both DVLA and the Passport Service can bring in new versions of their forms when needed, since forms are continuously being sent out. The current passport form is in its fifth iteration since being first issued in this format in 1998, and the DVLA photo card has been redesigned several times since being issued in 2000. Both agencies have to accumulate enough incremental changes to make a redesign worthwhile. Extra administrative costs are incurred in having two versions in use during a transition period when old stocks of forms are progressively used up.

Box 7: *How premium fee services cut error rates*

Under premium fee services customers pay the Post Office an extra fee of £5 for a passport application and £4 for a photocard driving licence application to have their application checked by counter staff. In 2002-3 error rates for these applications were just 1 per cent for passports and 1.5 per cent for photocard licences, compared with 15 per cent for passport applications and 13 per cent for driving licences applications posted back. The proportion of passport applicants using the premium service grew from under 18 per cent in 1999-2000 to 42 per cent in 2002-3, and **Figure 13** shows that the decline of errors correlates almost exactly with the decrease in the forms posted back.

Once customers have paid the premium fee for passports, Post Office counter staff give them free advice on completing their application, however often they come back within a month. Many people have to rewrite their forms several times before getting an error-free form. The Post Office believe that their staff's expertise in transactions processing is considerable. They point out that their low error rates are achieved despite the fact that customers using premium fee services are often precisely those people who find filling in forms particularly difficult, because of literacy or comprehension problems.

13 The decline of errors in passport applications and the decline of mailed in applications 2002 to 2003



NOTES

SBS queries are the errors detected by the Passport Services' contractor, Siemens Business Systems, which pre-processes forms.

Source: National Audit Office analysis of data provided by the Passport Service

Box 8: *Inland Revenue's useability testing*

The Inland Revenue issues self-assessment forms only once a year and has a systematic way of pulling together possible changes after advice from experts on different questions, processing them and getting forms signed off. One element here is 'useability testing' of incremental changes in the design of the form. In this approach a small number of individuals are asked to complete a tax form in controlled conditions, using made-up information about a hypothetical person supplied by the Inland Revenue. They are video-taped while they fill things in, to analyse where they encounter difficulties or make mistakes, and where they follow or ignore the advice given in information leaflets. After finishing, the subjects are asked about their own experience. This method gives very detailed information about specific design issues, and about the user's current experience with completing the tax return. But it is not meant to generate information on how users outside the experimental situation see the forms.

- 2.19 Forms that are filled in only episodically can be redesigned more extensively than those used every year, where users value familiarity with the existing form. The European Parliament ballot paper will be issued in a new form in 2004 after a gap of five years. Few voters will remember closely how the ballot paper looked last time, and most electoral administration staff will have to be trained afresh to handle the ballot papers. So instead of the wide (landscape) form used last time, the new version will be in a portrait format and may be very different in appearance.
- 2.20 Re-designs equivalent to a completely new form have been launched by four of our case study agencies. In one case the pilot form is only one fifth the size of its predecessor; in two cases the new form is half the length of the current one; and in the last case the new form is the same length as the old - see Boxes 9 to 12.

Box 9: *The new photo card driving licence form (D1)*

This is a single two page form that went live in February 2003. It replaces the previous two page D750 form, that was used in conjunction with the old driving licence application (a four-page form, two sides of which were guidance notes). DVLA worked for 9 months on the new pilot D1 form and guidance booklet. The D1 form was piloted with a 'road-testing' exercise of 7,000 test packs and DVLA modified the design in response to this experience and a focus group study. We used an early version of the new form in our focus group work, see Part 3.

Box 10: *The Inland Revenue's Short Tax Return*

This is a four page tax return designed for pensioners, employees and self-employed people with simple tax affairs. It is a radical departure from the current omnibus return, where all self-assessment taxpayers receive a core form plus additional pages relevant for them. The new form would also be scanned in, whereas the current forms are re-keyed. To use the Short Tax Return self-employed people must have a turnover below £15,000 per year. This is the same level of concession used in the self-employed pages of the main return for the last seven years (Here people can simply declare their turnover, expenses, and profits instead of more detailed accounts information - see Box 18). In April 2003 the new pilot form was issued to 50,000 people in several regions of the country where it will be tested to ensure that customers' needs are being met. In April 2005 at the earliest, the Short Tax Return could be issued on a nation-wide basis to an estimated 1.5 million taxpayers with simpler tax affairs (around one sixth of the total).

When we were conducting this study the Short Tax Return was still a confidential pilot project and we have consequently not included it in our focus group research. However, there are strong reasons to believe that taxpayers will see it as a significant improvement on the existing form. The new form uses straightforward language and has only 50 questions that are clearly laid out and numbered in a single sequence (avoiding question numbers such as 10.23 found in the current form). It also includes only the most widely answered and relevant questions, with none of the complications that many taxpayers find unnecessary on the current form. It is attractively presented and much less daunting to use, and it has far simpler instructions and guidance. The Revenue's initial usability testing for the form is positive. If the Short Tax Return is introduced nationwide in 2005, taxpayers with more complex affairs are likely to call for the existing main return to be improved on similar lines.

In addition to the Short Tax Return, Inland Revenue is also undertaking a Major Review of self-assessment as a whole, which may lead to other groups of people, (including some pensioners and certain employees) no longer having to complete the current return. Overall, perhaps a third of the people currently doing so will instead receive a Short Tax Return, or file returns over the Internet (where e-filers grew fourfold from 2001 to 2002), or fall out of self-assessment altogether.

Box 11: *The Attendance Allowance pilot form*

Criticisms of the existing application form date back to the mid 1990s, including comments in parliamentary committees and debates. Ministers in the Department for Work and Pensions (DWP) have acknowledged some causes for concern. The department's new pilot form merges the current two separate forms, and cuts the overall length of the application from 34 to 16 pages, and from 268 to 123 questions. The current short guidance notes are kept about the same length. The new form was produced relatively quickly for the department's Modern Services Working Group and went out for pilot in 2002-3 in black and white format in local offices across one DWP region, (the south west, accounting for 10 per cent of the national intake of Attendance Allowance applications). Users reacted badly to the lack of colour, but if the current pilot goes live nationally design work will be commissioned to get a colour form up to departmental standard. The pilot will run for a year and the department says that the results are being evaluated, although we were not able to find documents that systematically review experiences with the new forms. We were able to include the new form along with current longer forms within our focus group work, reported in Part 3.

Box 12: *The pilot higher education funding form (PN1)*

Designed by the Department for Education and Skills in partnership with a consultative committee of local authority staff, this form is intended to replace the current HE1 and HE2 forms, which contain a considerable number of duplicate questions. The new PN1 form has 110 questions (many of which ask for multiple bits of information), and an attached 'Support Request Form' sent out at the same time with a further 21 questions. At 27 pages the PN1 form is actually the same length as the combined pages for the previous forms, because the Department needed to collect additional information. It has 16 pages of accompanying notes.

However, the Department believe that the new system will be much simpler for students than the old one. Under the existing arrangements the student completes an HE1 form and returns it to their LEA in February/March. They then receive an HE2 form and return this from April onwards. Their LEA will additionally send them a loan request form which must be returned to the Student Loans Company. Under the new arrangements students will complete only one form pack (the PN1) and return this to their LEA. They will then be notified of how much support they are entitled to (both loan and where appropriate tuition fee support) and will be able to receive payment of their loan and living cost grants at the start of term without the need to fill in or return further forms.

The new form began to be used in five local authority areas in spring 2003. The pilot form was rated as easy to use by four-fifths of respondents in a mail-in survey of 7,500 people commissioned by the Department. Students had noticeably more difficulties with it than parents. Although the project is only being piloted, we were able to compare the new and existing forms in our focus group work, described in Part 3.

KEY FACT CARD

department for
education and skills
 creating opportunity, releasing potential, achieving excellence



This document is also available in Welsh. Mae'r ddogfen hon ar gael yn y Gymraeg helyd.

<i>Form:</i>	Application for higher education support
<i>Issuing agency:</i>	Department for Education and Skills (DES)
<i>Key intermediaries:</i>	Local education authorities (LEA) and Student Loans Company (SLC)
<i>Entitlement:</i>	Payment of main tuition fees plus, if eligible, assistance with paying top-up fees, living expenses. Student loans.
<i>Form pack:</i>	Two-part form HE1 (12 sides) and HE2 (16 sides) plus 2 guidance booklets
<i>Documents submitted:</i>	Evidence of parents' income for HE2
<i>Frequency of usage:</i>	One-off in first student year (HE1 and HE2) then re-assessment annually for students receiving ongoing financial support (HE2 only)
<i>Submission route:</i>	Send directly back to LEA
<i>Handling Fee:</i>	No fee
<i>Internet submission?</i>	No. The 2003/04 application forms can be filled out online and printed at www.dfes.gov.uk
<i>Agency processing:</i>	LEA processing. DES reimburses LEA for the costs of financial support and administration
<i>Form pilot in progress?</i>	Yes. New PN1 form (27 pages) merges HE1 and HE2 - currently piloted in six LEAs for new applicants for 2003/04
<i>Key processing statistics:</i>	<p>Approximately 812,000 UK students in 2001/02 307,600 new student claims (HE1) processed in 2001/02</p> <ul style="list-style-type: none"> ■ 290,900 were eligible for financial support ■ 47,300 were eligible for non-means tested support ■ 11,300 were refused or cancelled <p>611,246 HE 2 forms processed in 2001/02 (includes renewing students)</p> <ul style="list-style-type: none"> ■ 225,400 were new students receiving awards ■ 110,400 were re-assessments due to change of circumstances

7 Your date of birth
(DD/MM/YYYY)

8 Your age (in years) on
1 September 2002

KEY FACT CARD



Application for a driving licence

You must read booklet INF1D when filling in this form.
 Information about the Premium Service available at selected Post Office™ branches and DVLA local office is also in this booklet. See leaflet INS115 for information on fees.



<i>Form:</i>	Photocard driving licence application
<i>Issuing agency:</i>	Driver and Vehicle Licensing Agency (DVLA) Executive agency of the Department of Transport
<i>Key intermediaries:</i>	Post Office (PO)
<i>Current form:</i>	New 2-sided form (D1) merging old D1 and D750 successfully piloted and went 'live' in early 2003
<i>Previous form:</i>	D750 photo card form (2 sides) D1 driver application (4 sides incl. 2 sides notes)
<i>Documents submitted:</i>	Countersigned photo, birth or marriage certificate, passport, or previous licence. PO premium service or local DVLA counter service will authenticate documents over the counter to avoid sending by post
<i>Frequency of usage:</i>	Every 10 years from first licence issued to age 70
<i>Submission route:</i>	PO premium service can check application, receive payment for licence, and send on to DVLA for a charge of £4 to the applicant or the applicant posts form and documents directly to DVLA
<i>Internet submission?</i>	None but guidance at www.dvla.gov.uk
<i>Agency processing:</i>	Scanning of photograph and signature only plus manual re-keying of other written information
<i>Key processing statistics:</i>	39m drivers with valid licences in the UK 14m currently have photocard licences
	DVLA received 5.9m applications in 2001/02
	<ul style="list-style-type: none"> ■ 780,000 returned via PO premium service <i>Error rate 1.5 per cent</i> ■ 5m returned directly by post <i>Error rate 13 per cent</i>
	Licences awarded in 2001/02
	<ul style="list-style-type: none"> ■ 832,500 First full/provisional applications <i>unit cost to DVLA £7.56</i> ■ 2.4m Licence replacements <i>unit cost to DVLA £7.61</i> ■ 1.4m Licence renewals <i>unit cost to DVLA £9.15</i> ■ 0.75m Licence exchanges <i>unit cost to DVLA £7.57</i> ■ 584,500 Licence duplicates <i>unit cost to DVLA £7.34</i>

Back of photograph

What is the expiry date shown on the licence or entitlement you are renewing?

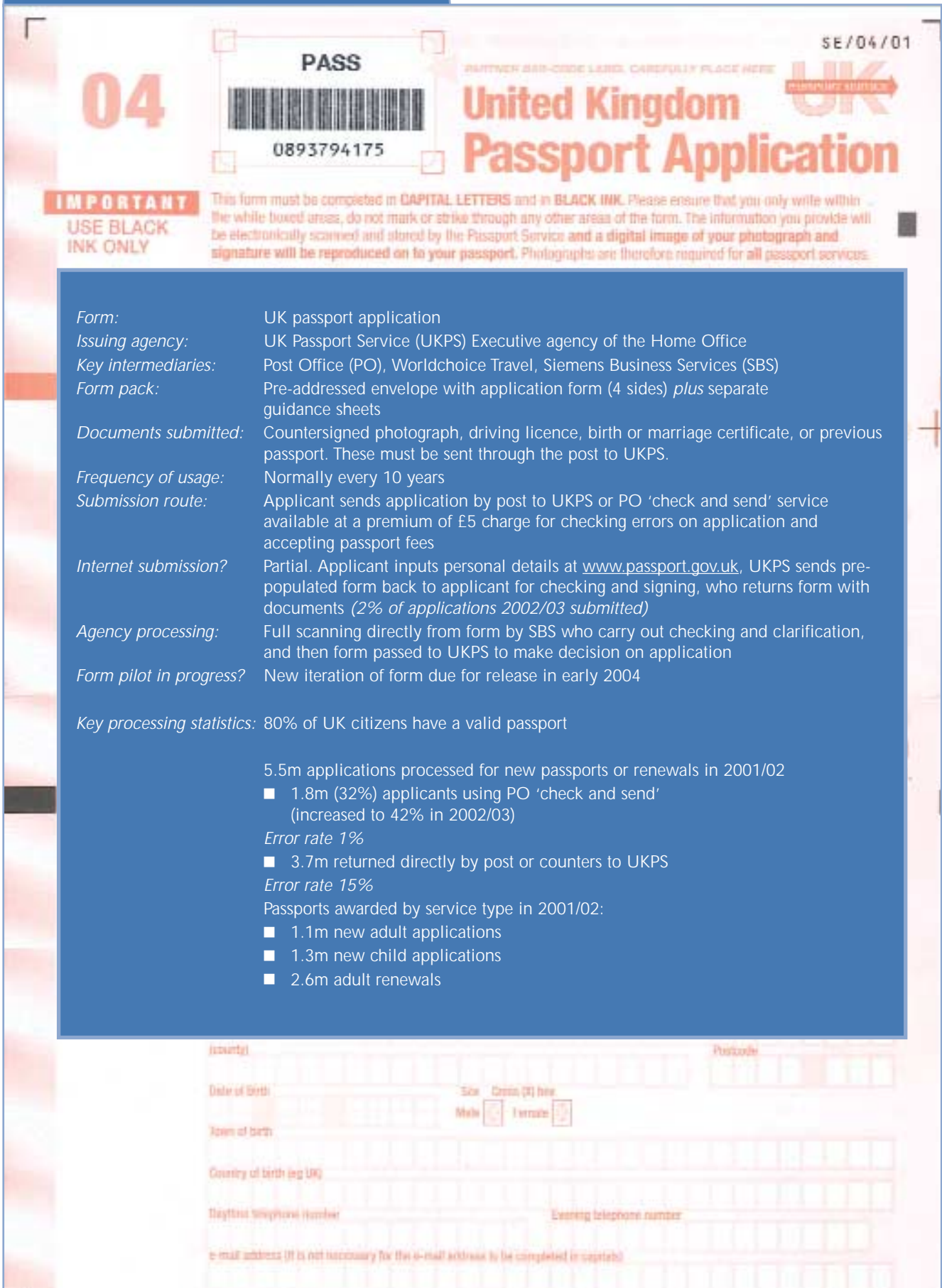
Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

An executive agency of the Department for Transport

p5/03



KEY FACT CARD



IMPORTANT
USE BLACK
INK ONLY

This form must be completed in **CAPITAL LETTERS** and in **BLACK INK**. Please ensure that you only write within the white boxed areas, do not mark or strike through any other areas of the form. The information you provide will be electronically scanned and stored by the Passport Service and a digital image of your photograph and signature will be reproduced on to your passport. Photographs are therefore required for all passport services.

Form: UK passport application

Issuing agency: UK Passport Service (UKPS) Executive agency of the Home Office

Key intermediaries: Post Office (PO), Worldchoice Travel, Siemens Business Services (SBS)

Form pack: Pre-addressed envelope with application form (4 sides) *plus* separate guidance sheets

Documents submitted: Countersigned photograph, driving licence, birth or marriage certificate, or previous passport. These must be sent through the post to UKPS.

Frequency of usage: Normally every 10 years

Submission route: Applicant sends application by post to UKPS or PO 'check and send' service available at a premium of £5 charge for checking errors on application and accepting passport fees

Internet submission? Partial. Applicant inputs personal details at www.passport.gov.uk, UKPS sends pre-populated form back to applicant for checking and signing, who returns form with documents (2% of applications 2002/03 submitted)

Agency processing: Full scanning directly from form by SBS who carry out checking and clarification, and then form passed to UKPS to make decision on application

Form pilot in progress? New iteration of form due for release in early 2004

Key processing statistics: 80% of UK citizens have a valid passport

- 5.5m applications processed for new passports or renewals in 2001/02
 - 1.8m (32%) applicants using PO 'check and send' (increased to 42% in 2002/03)
- Error rate 1%**
 - 3.7m returned directly by post or counters to UKPS
- Error rate 15%**
 - Passports awarded by service type in 2001/02:
 - 1.1m new adult applications
 - 1.3m new child applications
 - 2.6m adult renewals

KEY FACT CARD

section 1

Your claim for Attendance Allowance

DS2A
section 1

<i>Form:</i>	Attendance Allowance (AA) application
<i>Issuing agency:</i>	Department for Work and Pensions (DWP)
<i>Key intermediaries:</i>	Diverse interest associations (e.g. Age Concern) and contractor Schlumberger
<i>Entitlement:</i>	Financial help to over 65s to support daily life at home - higher £56 per week, lower £36 per week
<i>Form pack:</i>	Two-part form: <i>A</i> (30 sides) on applicant's details and <i>B</i> (25 sides) on their medical condition and its impact on their daily routine plus guidance notes.
<i>Documents submitted:</i>	Nothing specific but GP and consultant details supplied in follow-up to application
<i>Frequency of usage:</i>	One-off application. Once eligible, always eligible
<i>Submission route:</i>	Send back directly to DWP often with assistance from friends or intermediaries (85% of cases)
<i>Handling Fee:</i>	No fee
<i>Internet submission?</i>	No online submission
<i>Agency processing:</i>	Completely manual processing. Four or five pieces of information keyed into DWP systems. 1100 DWP staff assess application and make decision after consultation with health and social care professionals. Schlumberger contracted to manage independent GP medical reports
<i>Form pilot in progress?</i>	In South West region. Much shorter single form reducing amount of information required - more emphasis on telephone follow up
<i>Key processing statistics:</i>	Total 1.3m pensioners receiving AA in May 2002 386500 initial claims received in 2001/02 <ul style="list-style-type: none"> ■ 30% of claims required further clarification 381300 initial claims decided in 2001/02 <ul style="list-style-type: none"> ■ 162,100 were at higher rate ■ 130,100 were at lower rate ■ 89,100 were rejected £40 estimated unit cost to DWP of processing one AA claim

DS2A April 2001

Date of birth / /

National Insurance (NI) number You can find this on your NI numbercard, on letters from social security or on a pension book.

Letters Numbers Letter

What is your nationality?

We may get in touch with you for more information.

KEY FACT CARD



Tax Return

For the year ended 5 April 2002

<i>Form:</i>	Self-assessment (SA) tax return
<i>Issuing agency:</i>	Inland Revenue (IR) Non-ministerial department of HM Treasury
<i>Key intermediaries:</i>	Personal accountants
<i>User groups:</i>	Non-PAYE earners, self-employed, employees earning over £35,000 p.a. (8.5m individuals)
<i>Form pack:</i>	Core form (10 sides) plus <i>employment</i> form (2 sides) and <i>self-employment</i> form (4 sides). Guidance leaflet (34 sides) and 'Tax Calculation Guide'
<i>Frequency of usage:</i>	Annual return. Form issued in April and must be returned by 31 January following year. If returned before 30 September IR will calculate tax for you, if later then you must calculate your own liability (4.7m return after 30 September)
<i>Submission route:</i>	Send back directly to IR. Penalty of £100 for late return after 31 January
<i>Handling Fee:</i>	No fee
<i>Internet submission?</i>	Yes. Full filing at www.inlandrevenue.gov.uk , after registration for a PIN number that is posted back by IR. At January 2003, 324,710 people had filed their previous tax year returns online (4% of total)
<i>Agency processing:</i>	IR re-keys data for paper returns. Online submission or EDI submission channels information directly into databases
<i>Form pilot in progress?</i>	Yes. Short tax return (4 pages) for self-employed under £15,000, higher tax rate employees, and pensioners. Due to go live at earliest April 2005
<i>Key processing statistics:</i>	9.4m SA returns issued for 2002/03 of which: <ul style="list-style-type: none"> ■ 3.86m included <i>employment</i> page ■ 2.92m included <i>self-employment</i> page (sole) ■ 1.9m included <i>self-employment</i> page (partnership) <p>74m SA-related documents sent out in 2001/02 (not including forms)</p>

Whichever method you choose, make sure your Tax Return, and any documents I ask for, reach me by:

- the later of 30 September 2002 and 2 months after the date this notice was given if you want me to calculate your tax, or
- the later of 31 January 2003 and 3 months after the date this notice was given, at the latest, or you will be liable to an automatic penalty of £100.

Also, please make sure your payment of any tax reaches me by 31 January 2003. Otherwise, you will have to pay interest, and perhaps a surcharge.

Your Tax Return may be checked. Please remember that there are penalties for supplying false information.

- call in to one of our Inland Revenue Enquiry Centres – look under 'Inland Revenue' in the phone book.

Calculating your tax

You can choose to calculate your tax. But if you don't want to, either:

- file on the Internet, and the calculation will be done automatically, or
- file a paper Tax Return, and providing I receive it by 30 September, I'll work out the tax for you and I'll also let you know if there's tax to pay by 31 January.

However, if you file later than 30 September or 2 months after the date this notice was given, or calculate your tax, see the Tax Calculation Guide (sent with this Return unless I know you have a tax adviser).





KEY FACT CARD

Election for the European Parliament LONDON REGION

You have **one** vote



Mark **X**
in one
box

<input type="checkbox"/>	 BNP	<input type="checkbox"/>	 CONSERVATIVE	<input type="checkbox"/>		<input type="checkbox"/>	
British National Party		Conservative Party		Green Party		The Humanist Party	

Form: 1999 EU parliamentary ballot paper

Issuing Agency: Formerly Home Office; 2004 responsibility Department for Constitutional Affairs (DCA)

Key stakeholders: Regional returning officers. Electoral Commission since 2000

Voting system: Regional list PR – 87 MEPs across 11 regions in England, Scotland, and Wales. STV PR – 3 MEPs in Northern Ireland

Frequency: Every five years (next election 2004)

Forms issued: At polling station with notes for guidance, *or* by post to voter

Processing: 1999 forms counted by hand. 2004 possibility of electronic counting in London regions

Internet voting? None

Form of election and: DCA and the Office of Deputy PM intend to move the local elections in 2004 to combine them with the EP ballot (subject to Parliamentary approval). DCA are considering the feasibility of all-postal or e-voting pilots in some EP regions

Key processing statistics: 44.5m ballot papers printed (i.e. 100% of the electorate)

- £400,000 cost of printing EU ballot papers
- Home Office publicity for the EU ballot paper cost £3.5m

Key election statistics: 10.7m people voted in 1999 EU ballot (24% of UK electorate)

- 338,000 postal votes
- £1 estimated administrative cost per elector
- 33,500 ballot papers rejected (for all reasons) – 0.3% of all ballot papers and 8000 fewer than 1994

