



La experiencia de GOV.UK

María Izquierdo

Cómo comenzó el Servicio de Gobierno Digital (GDS)

**Por qué centrarse
en las personas**

Hacerlo a gran escala

Cómo comenzó GDS

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Tuesday, 2 October 2012

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- ▶ Caring for someone
- ▶ Disabled people
- ▶ Parents

Money, tax and benefits

Disability Living Allowance



Disability Living Allowance (DLA) is a tax-free benefit for disabled children and adults to help with extra costs you may have because you're disabled. Find out more about Disability Living Allowance, including how much you can get.

Who can get Disability Living Allowance?

You may get Disability Living Allowance if:

- you have a physical or mental disability, or both
- your disability is severe enough for you to need help caring for yourself or you have walking difficulties, or both
- you are under 65 when you claim

You can get Disability Living Allowance whether or not you work.

It isn't usually affected by any savings or income you may have.

If you're aged 65 or over, you may be able to get Attendance Allowance.

- ▶ [Disability Living Allowance - eligibility](#)
- ▶ [Attendance Allowance](#)

Special rules - if you're terminally ill

If you have a progressive disease and are not expected to live for more than another six months there are special rules. The special rules are to help you get your benefit more quickly and easily.

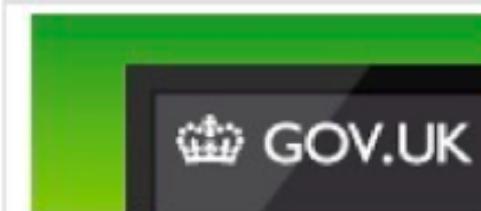
Already claiming DLA and want to report a change in your circumstances - find out more

- ▶ [Disability Living Allowance - your circumstances](#)

Circumstances changed?

- ▶ [Disability Benefits Helpline](#)

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Do it online

- ▶ [Apply for Attendance Allowance](#)
- ▶ [Apply for Carer's Allowance \(form DS700\)](#)
- ▶ [Apply for Disability Living Allowance](#)
- ▶ [Apply for Housing Benefit or Council Tax Benefit \(form HCTB1\)](#)



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**El gobierno no está satisfaciendo
las necesidades de la gente**

**Necesitamos una revolución,
no una evolución.**

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Includes giving birth, fostering, adopting, benefits for children, childcare and schools

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Voting, community participation, life in the UK, international projects

[**Crime, justice and the law**](#)

Legal processes, courts and the police

[**Disabled people**](#)

Includes carers, your rights, benefits and the Equality Act

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Includes vehicle tax, MOT and driving licences

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Includes student loans, admissions and apprenticeships

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[**Housing and local services**](#)

Owning or renting and council services

[**Money and tax**](#)

Includes debt and Self Assessment

[**Passports, travel and living abroad**](#)

Includes renewing passports and travel advice by country

[**Visas and immigration**](#)

Visas, asylum and sponsorship

[**Working, jobs and pensions**](#)

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Tackling gang and serious youth violence – cross-government plans

The Department for Work and Pensions and the Home Office are leading cross government plans to deal with gang culture and serious youth violence. The report "Ending gang and youth violence" (1 November 2011) underlines the importance of employment in preventing young people becoming involved in gang violence, or in offering them a route out.

» [Ending gang and youth violence](#) (Home Office)

Headlines from the report for the Department for Work and Pensions include:

Focusing the second phase of the Innovation Fund on vulnerable young people – including gang members.

Further support for ex-offenders by referring prison leavers directly to the Work Programme. This is expected to start in March 2012.

Iain Duncan Smith, Secretary of State for Work and Pensions said:

"Gangs are having a devastating impact on our most deprived neighbourhoods. The violence they perpetrate leaves communities living in daily fear, feeling powerless to do anything."

"Tackling this is a key Government priority. Local communities, including their young people, should be supported to deliver a clear message that enough is enough, and local agencies, police and the voluntary sector can together provide the services needed to stop the violence. Those gang members who want to exit gang life should be helped to do so, but those who continue to commit violence should feel the full force of the law."

"Only by effectively working together can we turn the tide of gang violence, and in doing so transform the lives of the young people

Home Office

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Support for young victims of sexual violence and gangs

[See other News](#)
Wednesday, 23 May 2012

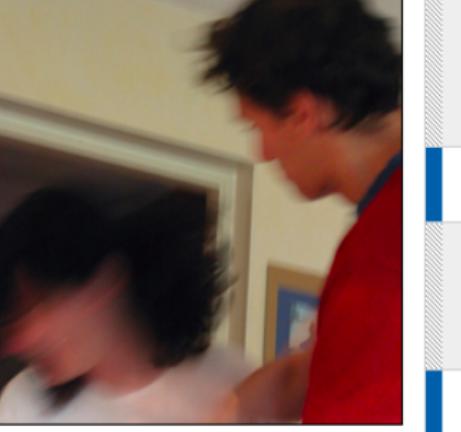
Successful bids for a share of £1.2m funding to support young people suffering sexual violence, including by gangs, have been announced today.

Eight organisations with a track record of working with young people, victims of sexual violence and street gangs across the country have been funded to recruit 13 new young people advocates. Each post will be awarded a grant of £30k per year for three years.

Young people's advocates

Working in many of the areas most affected by gangs, the young people's advocates will provide direct and dedicated support to young people who have been victims of sexual violence or exploitation, or who are at risk of becoming victims. The advocates will provide a vital link between existing services to ensure victim's needs are met.

Equalities Minister Lynne Featherstone said: 'For too long the shocking level of abuse of girls and young women associated with gangs has been kept hidden. That is why we continue to take action to raise awareness, provide skilled and sensitive support to victims and work hard to prevent it happening in the first place.'



See also

[Knife, gun and gang-related violence](#)

Publications

Find out more about young people's advocates

Ending gang and youth violence plan

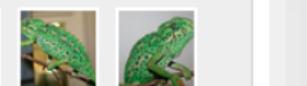
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Department for Education

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Childhood neglect
Child protection reform
Serious case reviews
Child death review process

Safeguarding children and young people who may be affected by gang activity

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[General article](#)
Updated: 26 April 2012

From this page you can download guidance intended for frontline practitioners in voluntary and statutory services across the children's workforce (social care, crime, prevention, the police, prisons, probation, health or education. This guidance aims to

- aid understanding of the nature of risk that gang activity poses to children
- identify how signs of gang involvement may manifest themselves
- provide guidance on dealing with these issues.

Safeguarding procedures provide a key tool for all agencies working with young people, to

- assist them when working together to prevent young people from being drawn into gangs
- support those who have been drawn into the margins of society

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Groups, Gangs and Weapons (Full Report) (B332)



A conference held by the YJB in 2003 highlighted growing concerns in Britain about the reported increase of gang-related offending and the use of weapons by young people, and a lack of hard evidence on both of these issues and still less evidence about whether the two were related. The YJB commissioned research to try to fill these gaps and to discover the factors underlying any trends, as well as identifying their implications for policy and practice.

Related items:
Groups, Gangs and Weapons (Summary)
Category: Young People and Offending (Research)

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Policy

Knife, gun and gang crime

From:

[Home Office](#)

Applies to:

England and Wales

Reducing violence, including knife and gun crime, and protecting vulnerable individuals from violence and exploitation by gangs is a priority for the government. We are working with the police, retailers and voluntary sector groups to tackle knife crime and are working with the National Crime Agency to address the changing nature of gangs.

[!\[\]\(7453c0f29ed3a7dcecf77fe714fbbf84_img.jpg\) Subscribe to email alerts](#)SearchGet updates to this list  [feed](#)Document type  Case study 

[Consultation launched on laws around antique firearms](#)

Press release Home Office Updated: 19 October 2017

[Policing and Crime Act: proposals to implement legislation to define antique firearms](#)



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If we know your location we can give you details of services local to you.

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e.g. [Bank holidays](#), [Lost passport](#) or [Department for Education](#)

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[Business Link](#)



[Guide to Childcare](#)

Por qué centrarse
en las personas

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**Servicios mal diseñados es uno de
los mayores gastos para el gobierno**

“No entiendo qué tengo que hacer”

“¿Cuándo recibiré una respuesta?”

“Este formulario no me sirve”

“Habéis cometido un error”

400 días, 25 servicios

Register to vote

Use this service to apply to register to vote or to:

- update your name, address or other details on the electoral register
- change your voting preferences, for example to vote in person or by post
- change whether you're on the [open register](#)

It usually takes about 5 minutes.

This service is also available [in Welsh \(Cymraeg\)](#).

You may need the following, if you have them:

- your National Insurance number
- your passport if you're a British citizen living abroad

You need to be on the electoral register to vote in elections and referendums.

[Start now >](#)

Voting

[The electoral register and the 'open register'](#)

[Ways of voting](#)

[More](#)

Visit someone in prison

Use this service to book a social visit to a prisoner in England or Wales.

You need the:

- prisoner number
- prisoner's date of birth
- dates of birth for all visitors coming with you

The prisoner must add you to their visitor list before you can book a visit.

You'll get an email confirming your visit. It takes 1 to 3 days.

Start now >

What you need to know

[Contact the prison directly](#) if you need to arrange any of the following:

- legal visits, for example legal professionals discussing the prisoner's case
- [official prison visits](#) if you don't have the prisoner's date of birth and

Prisons and probation

[Staying in touch with someone in prison](#)

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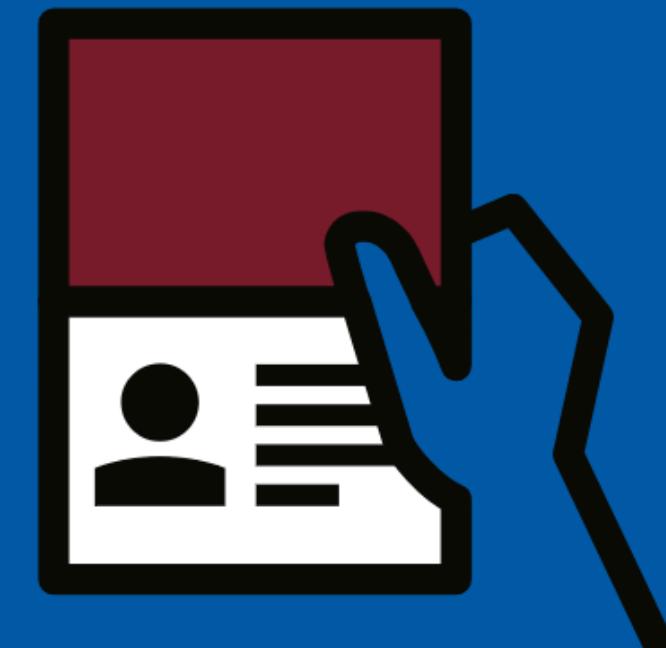
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How to apply for a passport online

1 Get a digital passport photo

We'll show you three ways to get a digital photo.



2 Apply online

You'll need to check the details in your old passport.

3 Pay for your new passport online

A standard passport is £72.50 including special delivery. You'll need a debit or credit card.

4 Send us your old passport

You need to pay the postage to return your old passport.

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**“Do it myself,
on my own terms”**

Carer's Allowance

1. [How it works](#)
2. [Eligibility](#)
3. [Effect on other benefits](#)
4. [Make a claim](#)
5. [Report a change in circumstances](#)

1. How it works

You could get £62.70 a week if you care for someone at least 35 hours a week and they get [certain benefits](#).

You don't have to be related to, or live with, the person you care for.

You won't be paid extra if you care for more than one person.

Carer's Allowance can affect the [other benefits that you and the person you care for get](#). You have to pay tax on it if your income is over the [Personal Allowance](#).

Carers and disability benefits

- [Contact the Carer's Allowance Unit](#)
- [Attendance Allowance](#)
- [Carer's Credit](#)
- [Disability Living Allowance \(DLA\) for adults](#)
- [Personal Independence Payment \(PIP\)](#)
- [More](#)

Benefits

- [Constant Attendance Allowance](#)
- [How and when your benefits are paid](#)
- [Benefit fraud](#)
- [More](#)

**Reclamaciones rechazadas
se redujeron en un 41%**

**Ahorro de £1m al año en
 impresión y distribución**

Make, register or end a lasting power of attorney

1. [Overview](#)
2. [Choose your attorney](#)
3. Make a lasting power of attorney
4. [Register a lasting power of attorney](#)
5. [Certify a copy of a lasting power of attorney](#)
6. [Change your lasting power of attorney](#)
7. [End your lasting power of attorney](#)

3. Make a lasting power of attorney

You can make a lasting power of attorney (LPA) online or using paper forms.

Either way, you need to get other people to sign the forms, including the attorneys and witnesses.

You can get someone else to use the online service or fill in the paper forms for you, for example a family member, friend or solicitor.

You must [register your LPA](#) or your attorney won't be able to make decisions for you.

Lasting power of attorney, being in care and your financial affairs

[Find out if someone has an attorney or deputy acting for them](#)

[Report a concern about an attorney or deputy](#)

[Lasting power of attorney: acting as an attorney](#)

[More](#)

Elsewhere on the web

[Sign in to your LPA account](#)

**£3.5 billones ahorrados por la
transformación digital 2012–2015**

**Inclusivo
Accesible
Para la ciudadanía**

Requisitos



Contratación



Desarrollo



Lanzamiento

DISCOVERY

Identificar necesidades

ALPHA

Testar opciones con hipótesis

BETA

Desarrollar y testar

LIVE

Mejora continua



Hacerlo a gran escala

Gobierno como una plataforma

Pagar

GOV.UK Pay **BETA**

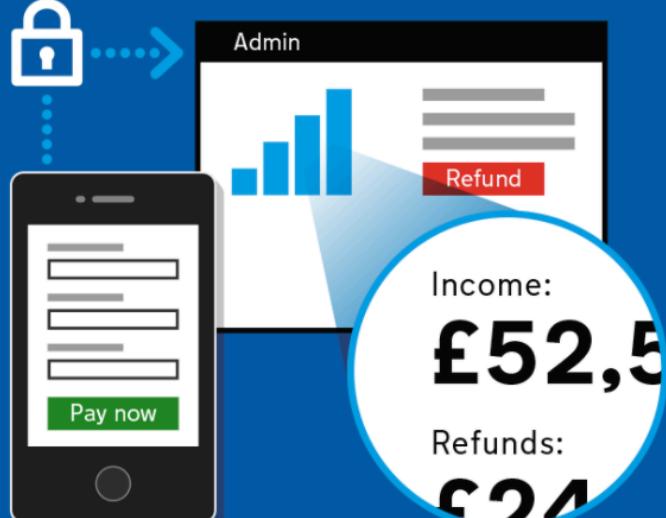
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Components > GOV.UK Pay

Take and process payments

GOV.UK Pay is a secure payment service that is easy to integrate with and designed to meet the Digital Service Standard. Give your users a trusted GOV.UK-branded payment experience.

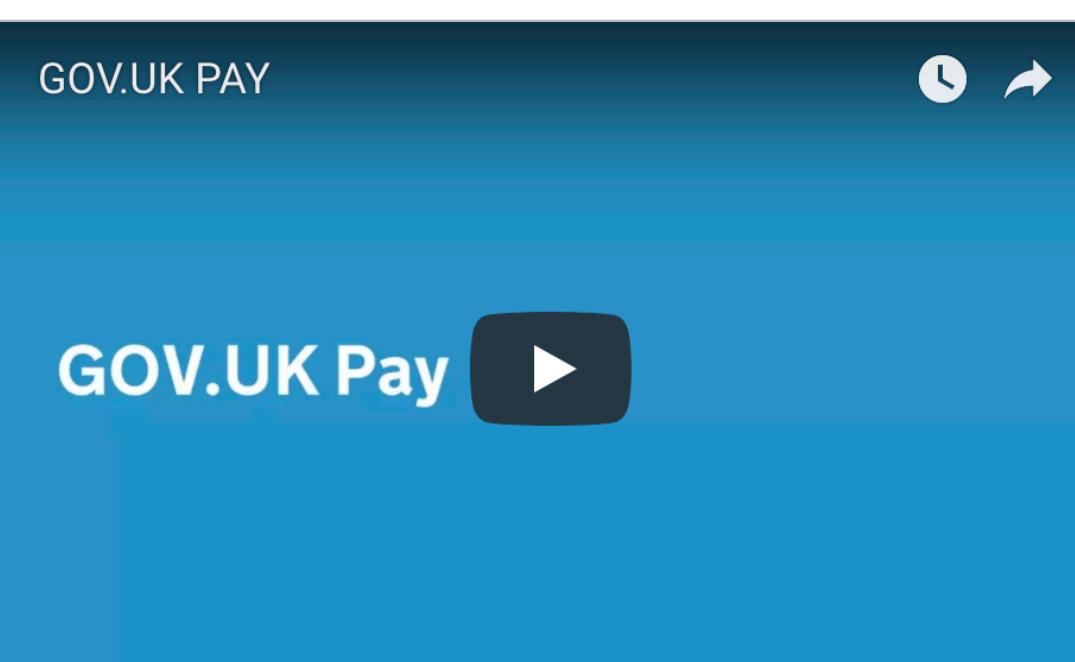
[See how to get started ➤](#)



You can use GOV.UK Pay if you want to:

- take online card payments and issue refunds
- ensure your payment experience meets the Digital Service Standard
- provide a trusted GOV.UK-branded experience
- use payment processes that are fully Payment Card Industry (PCI) compliant

GOV.UK Pay is free to use.



Notificar

GOV.UK Notify **BETA**

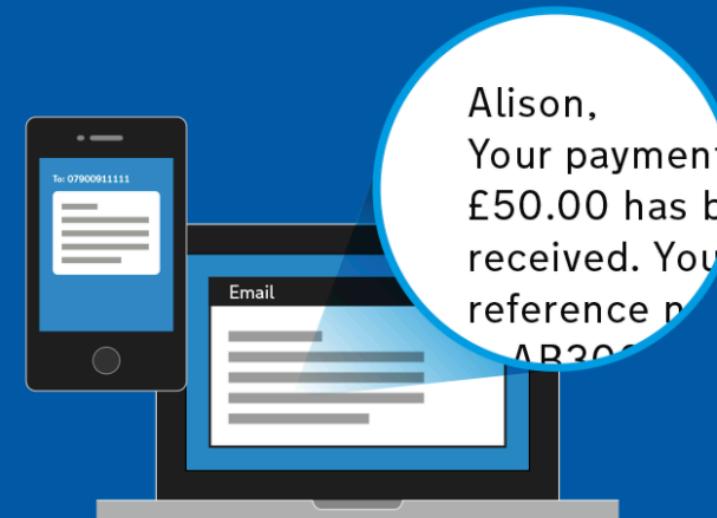
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Add text message template

Message

```
Hey ((name)),  
I'm trying out Notify. Today is  
((day of week)) and my favourite  
colour is ((colour)).
```

Save

Identificar



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Design and build government services

All you need to design, build and run services that meet government standards.

Standards

Standards for creating and running government services

[Digital Service Standard](#)

The 18-point standard that government services must meet

[Service Manual](#)

Guidance on how to research, design and build services that meet the Digital Service Standard

[Technology Code of Practice](#)

The standard you must meet to get approval to spend money on technology or a service



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flickr.com/gdsteam

trust works both ways

If I didn't bring my full self to work, we could never have that degree of trust. Working in an open environment where I am able to fully express myself means not only feeling comfortable at work, but also being able to fully achieve my potential.

It is essential that I have trust with the people I work with, and

being my whole self means I do better, at everything

Bringing my whole self to work is something I risk taking for granted now. But there was a time when I wasted energy policing the persona I presented to the world, to keep parts of the real me bottled up inside. I felt that the real me wasn't a person other people wanted.

And all that wasted energy was a distraction from doing a better job, having a bigger impact and being the best that I could be. And that's why an open and inclusive environment matters:

I've never hesitated to be completely open, honest and happy

and I'm really proud to be part of an organisation that not only values diversity but wears those values on its sleeve.

I feel confident enough now to do more to help everyone, not just people like me, feel included and supported in the same way.

I joined GDS around the time everyone was getting ready for Pride 2016 and the window vinyls, rainbow bunting, laptop stickers and posters have been around ever since. Several new joiners have told me how positive the environment makes them feel.

GDS is a place where

We can only have fairness if everyone takes part

I feel immensely privileged to work in and contribute to such an open and inclusive environment here at GDS. There's no way to do your best for such an important cause when you're not yourself.

As a gay and gender non-binary person in a leadership role, I've never felt pressured to conform to a dominant culture – our dominant culture is one of fairness and inclusivity.

It's important to be visible and open – even when you're not certain about your own identity – so that others can feel as free as you do to be themselves.

I want the people I work with to be comfortable. In a modern society,

we shouldn't have to concentrate on concealing who we are

– it's distracting, it's tiring and it makes us unhappy.

Having an environment that's consciously inclusive is a big part of helping people to feel comfortable at work, but it's something we have to actively work at all the time. Visibility is really important and I've seen GDS is getting better at this.

Alan Wardell
Government Digital Service – Pride 2017

**Cambiar cómo funciona el gobierno,
no digitalizar formularios de papel.**

Gracias

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