



Concerto Interface Design Update

February 2024

Importance of design & the user experience

By improving the user interface in Concerto, we can improve consistency throughout the modules –

- Improving readability and preventing overcrowded, with clarity on the call to actions (buttons)
- Reduction in points of friction due to inconsistencies
- Removing barriers and confusion, encouraging greater use of Concerto
- In addition to looking better it should be more functional and support better productivity
- Also gives consistency with other systems, aligning with design best practice

This should also reduce the need to raise support tickets, saving time to focus on the job at hand

Overall, these elements will improve the user experience and how people are able to navigate with and complete tasks in Concerto.



Accessibility

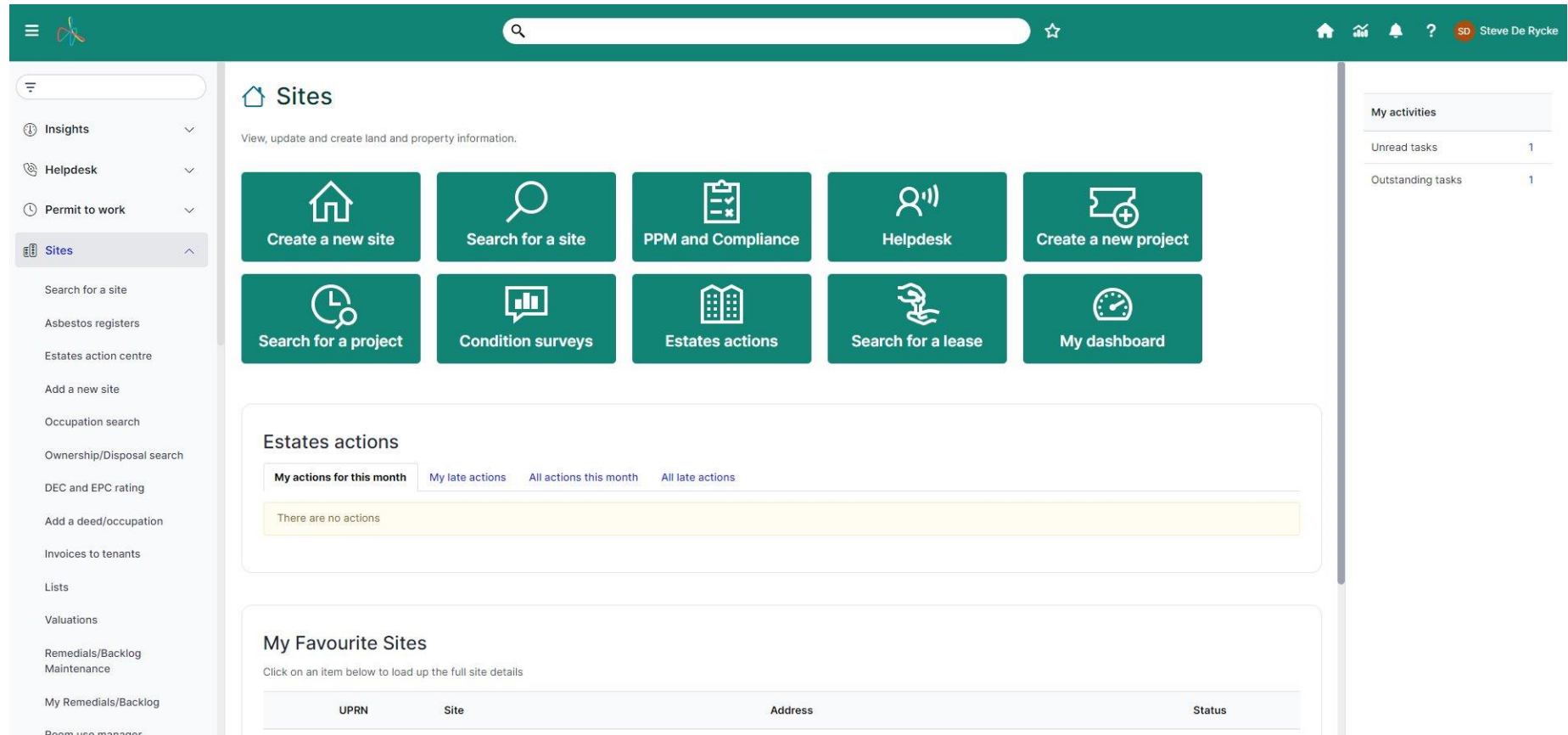
- By using more accessible colours we expand our user base of Concerto, as people from different backgrounds can use it more easily, this promotes inclusivity and prevents discrimination based on disabilities
- Some users will struggle to distinguish colour – by using more accessible colours in the updated design we make it easier to navigate for users with colour blindness and low vision
- Ethically, it is the right thing to do. We want everyone who uses Concerto to have the best possible experience
- We aren't 100% there but this is a big step in the journey – further updates will be communicated ahead of them going live




High level overview of changes being made


Menu changes

- Removal of menu icons creates less clutter
- More prominent search at top of every page
- Larger more readable font throughout
- Simplified top menu using icons and dropdowns to save space
- Main menu is larger and clearer






Input form: Before & After

 Add a new site

 SAVE AND CREATE A NEW SITE

Enter site details

Site UPRN *	<input type="text"/>
Site name *	<input type="text"/>
Site alias	<input type="text"/>
Site status *	Current 
Tenure *	<input type="text"/>
Operational site status	<input type="text"/>
VAT status	<input type="text"/>
Ownership status	<input type="text"/>
Land registry status	<input type="text"/>
Diocese	<input type="text"/>
Site group	<input type="text"/>
Year site opened	<input type="text"/>
Year site reopened for present use	<input type="text"/>
Proposed site closure	<input type="text" value="dd/mm/yyyy"/> 
Site area in m2	<input type="text"/>

 Add a new site

Enter site details


Site UPRN *

Site name *

Brief description of the site

Site alias

Status and function

Site status * 

Tenure *

Operational site status

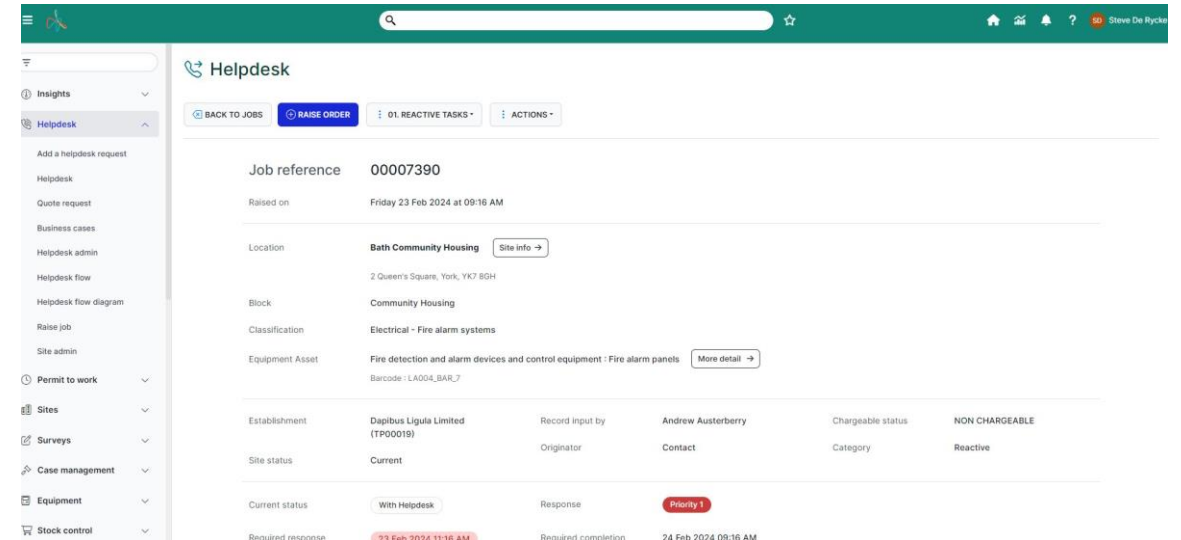
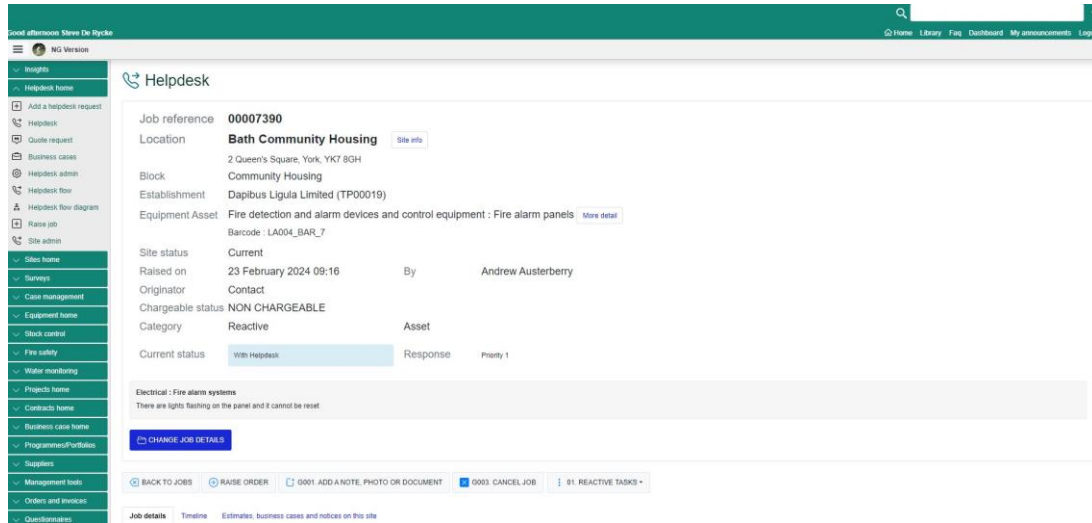
VAT status

New input form format

- Correct resizing to familiar A4 size dimensions
- Larger font
- Better spacing – easier for the user to follow
- More accessible



Summary page: Before & After



New summary page format

- Consistent font size and colouring throughout helps accessibility
- More spacing to improve readability
- Button bar consistently available at top of page and does not 'scroll' away



Why so Blue?

Why are the buttons blue?

⊕ ADD A NEW RECORD

- Blue is a colour that tends to stand out well against many background colours, making it a practical choice for ensuring buttons are easily visible and accessible to users. It provides a good level of contrast, which is important for users with visual impairments
- Over time, certain design conventions have emerged in web design. Blue buttons have become somewhat of a standard in many interfaces, leading to a sense of familiarity for users. When users encounter a blue button, they will recognise it as an interactive element
- Using a brand colour on a button is bad practice. Brand-coloured buttons can lead to inaccessible text labels, button state conflicts, and a lack of clarity

