

## **Discussion guide for residents who have used Hackney's online planning services**

We're looking to talk to residents to understand their experiences and needs regarding Hackney's online planning services.

The idea today is to go through a few questions which should take about 30 mins.

Before we start there are a few things to let you know:

- Your participation is voluntary
- We would like to record this session, but please feel free to tell us if you would rather we didn't
- You can ask me questions at any time
- Your answers are kept confidential

We may also share anonymised notes with colleagues across other teams within the council, other local councils and government agencies. However, none of the data we share with these groups will be linked back to you.

You may change your mind at any time and ask us to delete any notes we've made of the session.

Do you have any questions?

If consent is given, continue.

### **Tell me a bit about yourself**

- What a typical day looks like

### **Hackney website**

- Have you used the Hackney website in the past 12 months? (*distinguish between pre/post cyber attack*)
  - Reasons
  - Experience of using the website

### **Planning information looked for on the Hackney Website**

- What they've looked for/used in the past [*Ask questions about all pages mentioned from the following:*]
  - ***Conservation areas***
  - ***Tree management and preservation orders***
  - ***Locally listed buildings***

- *Article 4 directions*
- *Listed buildings]*
- Where they found it
  - How they found it
- Reason they needed it
  - Reasons for accessing the data/what are you trying to achieve

**Tell me about your experience of using the planning section on the Hackney website**

- Experience of searching for the data
  - What device was used
  - First action taken when a data need is identified
    - Google
    - Hackney homepage
    - Other
  - What works well/less well when searching for data sources
- Experience of navigating the data
  - Navigation
  - Display
  - Format
    - What works well with the current system
    - What areas work less well/any frustrations
- Were you able to access all the data you needed
- Any ideas for improvement
  - Ideas that would help own navigation/data search

**Tell me about any additional needs**

- Is there any data/info that you require from Hackney relating to planning that you can't currently access?
  - Tables
  - Maps
  - Layers

Anything else you'd like to tell me?

Thank you for your time.