

## **Weeknotes 4: Submit a planning application**

Hi Everyone,

Welcome to the Submit a Planning Application weeknotes. Hope everyone had a good week.

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### **Project**

A digital service that enables users to submit, view and comment on planning applications with ease.

### **Phase**

Discovery: Week 4

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### **Thanks**

Continuing thanks to everyone that is working with us especially Graham and Adele for continuing to make time for us. Thanks to the GLA for sharing their thinking and FCC for sharing their building. Thanks to everyone in planning for accommodating our use of the meeting room.

### **What we've done**

- 7 user research interviews with a mix of householders, architects, designers and developers.
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- Lined up 3 more interviews next week with householders and a planning consultant.
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- Arranged to attend the User Forum next Thursday with Andrew
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- Visited the GLA to understand their data requirements
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- Continued technical exploration around integration with backend systems
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- Decided on a new name! Thanks to everyone that shared suggestions. We decided on 'Submit a planning application' the rationale being that we wanted something simple that talked to the task users are trying to achieve.
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- Had our second show and tell, thanks for coming everyone. Attached is a snapshot of a few people we've spoken to that we shared this week

### **What's next**

- We're going to extend our research by one more day to make sure we cover a representative sample of users. We'll be doing 3 more interviews next Wednesday
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- Attending the quarterly meeting with CLG
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- Working with Graham to understand the documentation and data requirements for planning applications
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- Next Thursday we'll be analysing what we've found to start to draft user needs, features and data requirements for the new system. Very early days

### **Blockers and risks**

- We've struggled with recruitment which means we do have a smaller sample than we'd planned however we're keeping in mind that we'll be researching and testing throughout the course of this project
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- We don't feel like it's sustainable to hog the planning teams meeting room 2 days a week for a year so we're thinking about different working solutions for when we move into the next phase of work. It would nice to still be amongst the planning team if possible.

### **A date for your diary**

We'd like to hold a session on Wednesday 25th, 1-3pm where you can help us shape the system we're designing. It will be a chance to input on what is most important for us to focus on. Please let us know if you're keen to come along.

### **Question of the week**

Is there a way for us to get quantifiable data from Hackney that details the most common reasons for invalid applications and/or the main subject matters for customer contact. We've heard a lot anecdotally in this space but it would be great to get the data.

Have a lovely weekend everyone, despite it maybe not being the Sunday we'd all hoped for.

