

Monitoring affordable housing alpha

User Research Report

Approach, findings and insights

December 2019

dxw digital and Southwark council



Introduction



- We completed a [discovery](#) on monitoring affordable homes at Southwark in Summer 2019, which provides the context for this work.
- In discovery, we explored the problem of being able to monitor affordable homes from the point of agreement to the point of occupation
- We prototyped a service to test whether a technology based solution could address these problems
- In **alpha**, we've designed, tested and iterated this tool
- This **alpha** phase ran for 5 sprints from 2nd October - 11th December



Problem statement



How might we get clear, accurate and live data on affordable housing in order to track the properties through their entire lifespan, to increase the provision of homes for Southwark residents



User research approach



What we did

The aim of user research in the alpha phase is to:

- improve the team's understanding of your users and their needs
- test different design ideas and service prototypes with likely users
- learn how to build or improve your service so that it helps users achieve their goal

We did this by conducting:

- usability testing of the prototype
- iterative design of the prototype based on usability testing and feedback
- qualitative interviews with Southwark planning officers and a Registered Provider

User needs



We developed our discovery findings into user needs to guide the testing and prototyping we would conduct in alpha. We divided users into three main user groups:

Planning officers - users who are responsible for negotiating planning conditions and planning obligations

S106 officers - users who are responsible for the administration and enforcement of Section 106 agreements between the council and developers

Registered Providers - users who become responsible for affordable housing post-completion



Planning officer



I need:

- a summary of a developments housing mix by tenure and unit type so that I can make recommendations to planning committee.
- a summary of a developments housing mix by tenure and unit type so that I can report completions data to the London Development Database each month.



“

It takes a long time to upload to LDD because every officer compiles the information in a different style.

S106 officer



I need:

- to be able to compare what was agreed in the Section 106 to what has been built so that I can ensure the legal obligations have been met and monitor any changes over time
- to be able to verify which units are the affordable housing units and who is responsible for them so that I can monitor any changes over time
- to know who the liable party is so that I can ensure affordable housing monitoring fees are paid
- to know is responsible for affordable housing units post-completion so that I can monitor any changes to their tenure over time



“

We don't know the addresses of individual units so it is very difficult to monitor them.

Registered Provider

I need:

- to be able to monitor all of our affordable housing by address and tenure type so that I can complete the annual social housing return for the regulator



“

We can report to the Local Authority quite easily when we complete our return to the regulator.



Prototyping and usability testing

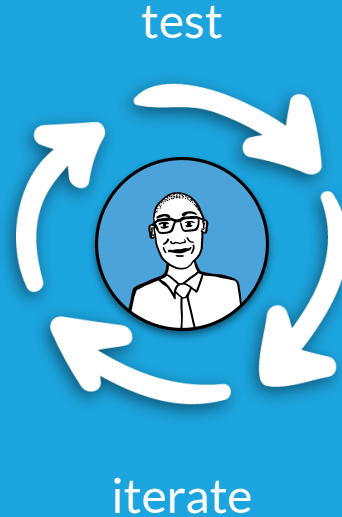


What is usability testing?

Usability testing is a way to understand how easy it is to use a prototype by testing it with real users.

Users are asked to complete tasks, while they are being observed by a researcher, to see how the prototype works, and where they experience confusion and encounter problems.

Insights that are learned from usability testing are used to iterate the design and functionality of the prototype.



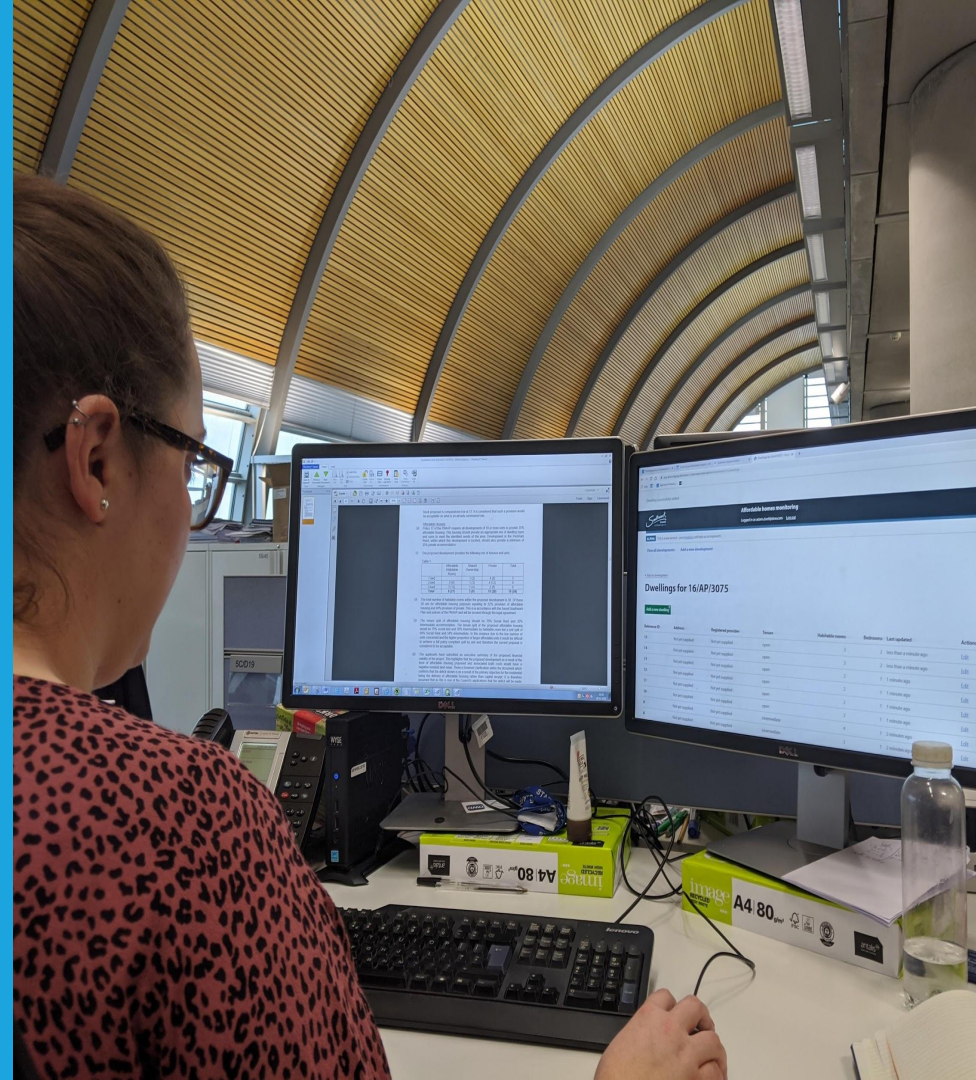
Prototyping and usability testing

Over the course of alpha we completed **4 different iterations** of a monitoring affordable housing service prototype, building on and iterating the discovery concept. Each version of the prototype reflected our knowledge and understanding of how to best meet user needs through a monitoring service at that time.

We tested each version with **4-6 users** from across the planning department and made iterations based on what we learned.



During testing officers took real planning applications and entered the data into the prototype to test its functionality.



Usability testing with users generated actionable feedback on the discovery prototype. Some related to features, others to process. These were added to the development backlog to iterate the alpha prototype.



Southwark Affordable Housing Monitoring

Developments

[Add new development](#)

Status	Application number	Site Address	Actions
agreed	1234/5678	15 Queens Road, Peckham	edit
completed	11002020	2 queens road	edit
agreed	12345	2 Southwark Bridge Road	edit
completed	BN-545-678	1 Tooley Street	edit
completed	1234345	1 acacia way	edit
agreed	fadf	fdaf	edit
completed	17/AP/4649	Iberia House, 2 Hatcham Road, London, SE15 1TW	edit

A search feature would be useful to find my development by address or application number.

What does status mean?

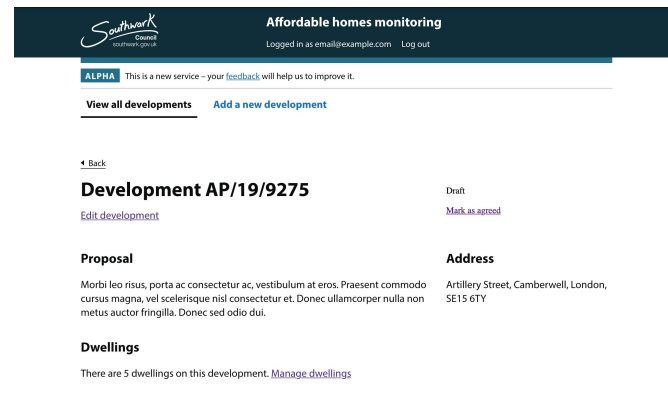
When would you add a new development? Is it from application received or approved?

Could there be a map that shows all the developments?

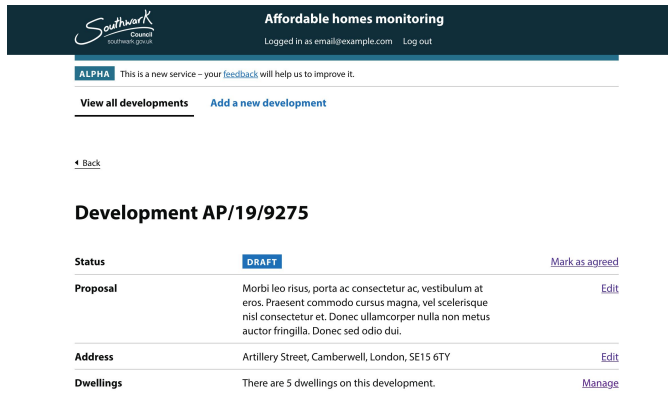
Prototype version 1

We used paper prototypes to test screen layouts with users to optimise the design for the alpha prototype.


Layout 1



Layout 2



Usability testing continued each sprint to iterate the design, features and functionality of the alpha prototype service.

**Affordable homes monitoring**
Logged in as email@example.com Log out

ALPHA This is a new service – your [feedback](#) will help us to improve it.

[View all developments](#) [Add a new development](#)

[Back](#)

Development AP/19/9275

Status	DRAFT	Mark as agreed
Proposal	Morbi leo risus, porta ac consectetur ac, vestibulum at eros. Praesent commodo cursus magna, vel scelerisque nisl consectetur et. Donec ullamcorper nulla non metus auctor fringilla. Donec sed odio dui.	Edit
Address	Artillery Street, Camberwell, London, SE15 6TY	Edit
Dwellings	There are 5 dwellings on this development.	Manage

It is clearer how to edit different sections of the record.


There is no address validation, it is a free-text box. A look-up would be great.

A definition of habitable rooms would be useful for some users. It would be a good reminder.

Unit IDs do not always start from 1, but they need to be ordered.

Prototype version 2

Insert



Affordable homes monitoring

Logged in as adam.duell@sdw.com Log out

ALPHA This is a new service – your [feedback](#) will help us to improve it.

[View all developments](#) [Add a new development](#) [View all schemes](#)

[Back to all developments](#)

Development 19/AP/1861

Development details

Dwellings Statistics Changes to legal agreement

Development details

Name	Bassano Street Garages	Edit
Scheme	Not yet connected to a scheme	Add to a scheme or create a new scheme
Status	DRAFT	Mark as agreed
Site address	Garages Bassano Street London SE22 8RU	Edit
Planning Applications	19/AP/1861	Manage
Proposal	Demolition of existing garage site and construction of 4 new homes for social rent within a short terrace of 2-3 storeys. The houses have associated front and rear gardens for each individual house with dedicated bin and bike stores to the front.	Edit
Developer		Edit

Larger developments often have a name.

I can enter any application number, even one that is incorrect.

Prototype version 4

User research insights



The need to standardise data

All planning officers we spoke to highlighted the variation in schedules of accommodation supplied by developers making it difficult to easily extract the data they needed.

This data is required by planning officers to review planning applications, make recommendations to planning committee, and to calculate number of affordable rooms and to update London Development Database monthly.



Assael

CURRENT
London Square

PROPOSED TITLE
Quebec Way

PROPOSED TITLE
Proposed Accommodation Schedule

DRAWING NO
A2508 601

REVISION
P30

REV	DATE
F06	Storage area revised
F07	Room area information added
F08	Part layout revised to Southwark consent
F09	Planning submission, 1st meeting
F10	21/08/15

Method of construction for buildings of three

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Building Regulations 2010

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

Three storey buildings constructed in accordance with the provisions of the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended, and the Building Regulations 2010, as amended.

The need to standardise data

Developers do not always supply the required information in-line with local planning policy.

Officers need to check the information supplied in a planning application, with discrepancies between number of habitable rooms reported often incorrect.



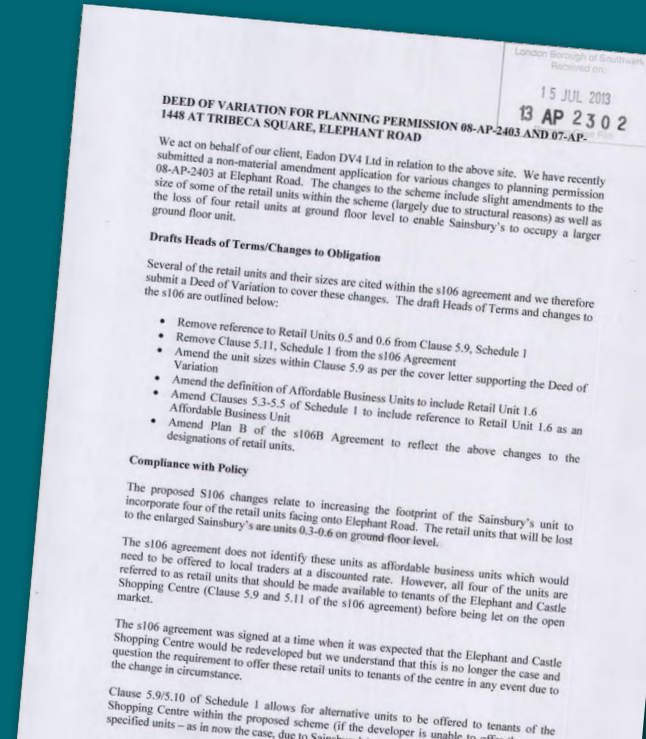
GET	LBS DIFF	HAS ROOMS	NET floor	GIA floor	%
		3 ✓	418.0	558.9	75%
		5 4 -			
		4 3 -			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
		2 ✓	597.4	731.4	82%
	-4.1	4 3 -			
		4 3 -			
	-3.0	3 ✓			
		2 ✓			
	-4.8	4 3 -			
	-2.9	2 ✓			
		5 4 -			
		3 ✓			
	</				

Planning isn't digital

Planning applications and documents are uploaded to the planning portal as PDFs, with some applications numbering over 100 documents.

The information is not easily interrogable and difficult to search.

It is time consuming for officers to find the information they need.



Unit level monitoring is not possible

Address level data for units does is not captured during the planning lifecycle. Although developers apply for street naming and numbering this data is not linked back to the planning application and S106 agreement.

This means that the planning obligations of the S106 agreement cannot be monitored over time.

**Address:**

OPEN LAND REAR OF 1 - 51
SUMNER AVENUE AND MELO
PECKHAM HIGH STREET A
SUMNER ROAD, LONDON SE1

Appendix 1 - prototype usability testing findings



Prototype 1 findings

Issue	Action / Outcome
How will a user navigate to the correct application?	Add more sample data to test navigation
The terminology used needs to be agreed, defined, and universally understood throughout.	Review and define tenures and statuses
Addresses can be input in a variety of formats resulting in inconsistencies in the data.	Address lookup and validation not alpha. Add to backlog
There is a lot of manual entry for larger developments.	Test time to input with users.
Map view of developments	Not alpha. Add to backlog

Prototype 1 findings

Issue	Action / Outcome
How will developers be compelled to supply the address level information?	Suggest a change to S106 agreement
View planning application URL should link to planning application summary page	Problem with IDOX. Not alpha. Add to backlog.
There can be a discrepancy between the no. of habitable rooms reported by a developer and how habitable rooms are calculated by local planning policy.	Business as usual issue. Not alpha.
Who is responsible for entering the data?	Service design
How will phased developments, off site provision, deeds of variation (new AP) and variation applications be administered?	Review with strategic developments team

Prototype 2 findings

Issue	Action / Outcome
Planning application is in the wrong format	Change format on existing data entered
No search or filter	Add search function
Add a dwelling reference should relate back to the floor plans for the development as unit references are often provided.	Rename field as unit dwelling.
Changelog bespoke comments will be difficult to report out. Could they have a label or category?	Not alpha. Add to backlog
Manual entry of 92 units took approximately 25 minutes	Share with other users and continue testing data entry
How do you enter studios?	Review definitions and test

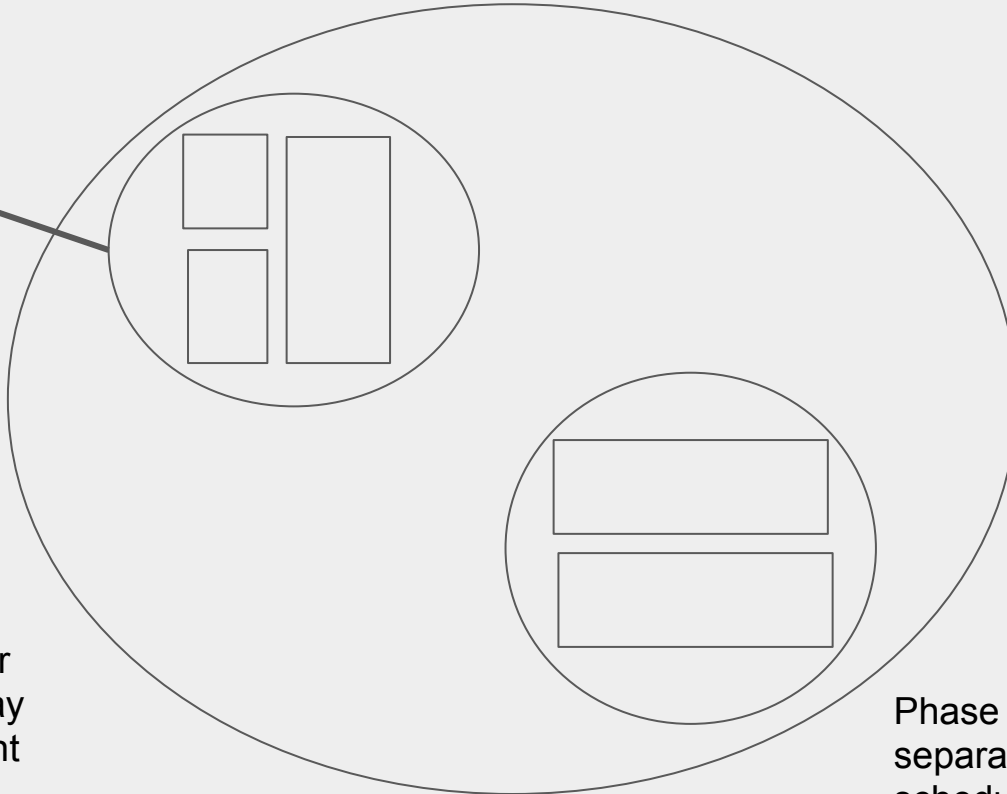
Prototype 3 findings

Issue	Action / Outcome
Need to report studios and wheelchair units to be able to report to LDD	Add 3 checkboxes to capture dwelling information: Wheelchair accessible, Wheelchair adaptable, and Studio
A summary matrix of tenures, and units would help with LDD reporting	Add a dwelling development matrix
Term changelog doesn't make sense	Test change of vocabulary with users

Understanding phased developments

Phase X has a separate AP and a schedule of accommodation

A phase could contain any number of buildings that may complete at different times.



Outline application for scheme with S106 and overall scheme commitment to AH
Elephant Park 12/AP/1092

All phase applications will relate back to the original, outline application

Phase Y has a separate AP and schedule of accommodation

Prototype 4 findings

Issue	Action / Outcome
Add a development fields are not in a user friendly order or logical order, and lack clarity of purpose	Re-order fields in prototype
Add a development / Save and continue creates an extra step in the flow for users to add dwellings	Not alpha Add to backlog
Users do not know what is required by Reference ID	Rename Reference ID to Unit ID
A user can change status to agreed before adding dwellings, resulting in reason for change to legal agreement required when adding each dwelling	

Prototype 4 findings

Issue	Action / Outcome
Schedules of accommodation vary greatly by officer (in officers report) and developer	Create a template for schedules and test with officers
A schedule of accommodation does not count habitable rooms based on Southwark policy, so is often incorrect	This is manually checked by officers during review of the planning application
Officers use the terms scheme and development interchangeably	No action
List of dwellings needs to be in reverse entry order to match source data in Schedule of accommodation	Change data displayed to oldest to newest

Prototype 4 findings

Issue	Action / Outcome
There is no visual cue of where a user is up to during data entry.	Not alpha. Add to backlog
Users need a method to check what data has been entered is correct	Users were able to verify by reviewing statistics page
No data validation on AP numbers	Not alpha. Add to backlog
Users speak about units and not dwellings	Change terminology to units