

EPA PROJECT

Avoidable Error Data and Recommended Training for Submitting Applications to HM Land Registry.

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PROJECT OBJECTIVES

This project was a live brief to help organisations reduce their error rates when submitting applications to HM Land Registry, in particular, errors that could have been easily avoided with the appropriate training.

SCOPE OF THE PROJECT

Design a dedicated area within HM Land Registry's Business Portal that displays the data for application errors that could have been avoided. The project will be successful if our business users can easily locate the information, understand what errors are being made and how frequently and access relevant training to avoid the same errors in the future. I also added an additional element to visualise how the data could be displayed in the future.

THE BIGGER PICTURE

There are other initiatives happening elsewhere in the business to help reduce error rates. The main I initiative is being carried out in the ‘Document Registration Service’ to verify application information before submission, ensuring no errors are made. However, some of these errors require complex and intelligent systems to catch them, which will take time to build.

This project will help reduce errors in the short term.

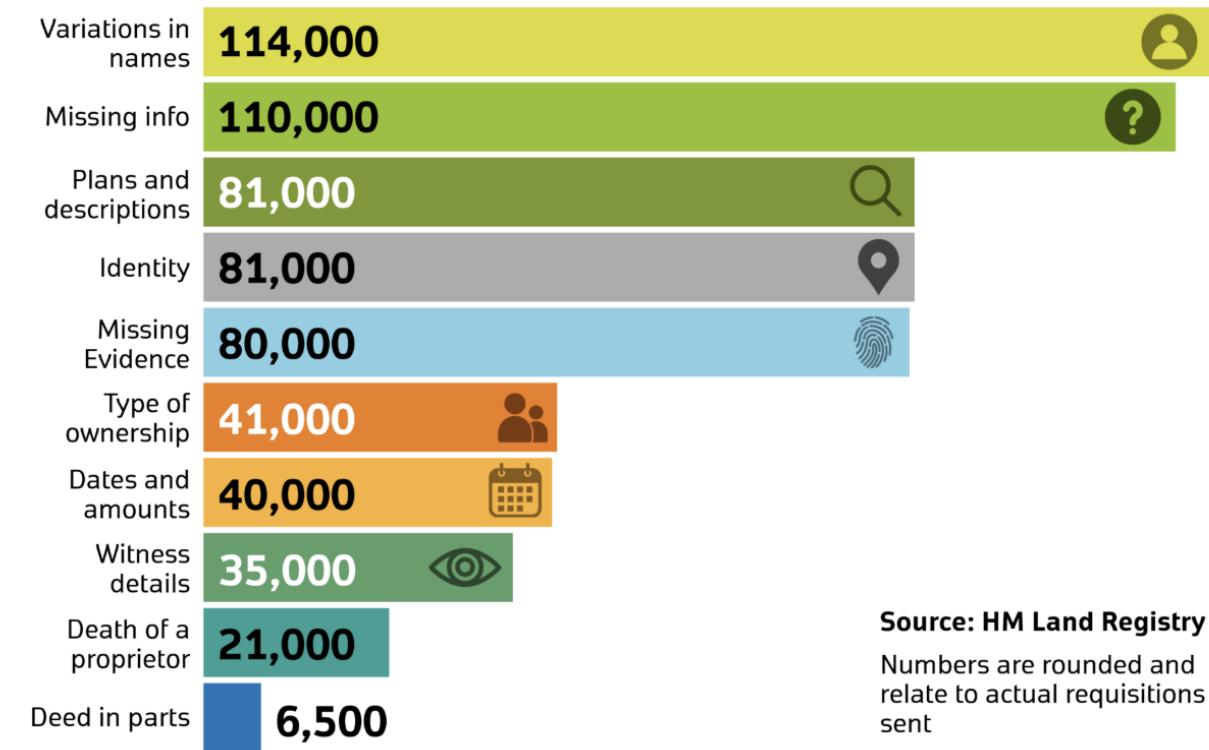
PROJECT PLAN

- Analyse existing data
- Observe discovery research
- Produce initial designs and get feedback from the team
- Use feedback to refine designs ready for AB testing with users
- Check designs again with team and stakeholders to make sure business needs are met, and there are no tech constraints
- Attend user research and assist with analysis
- Using the feedback produce final designs inc. a future visualisation
- Share final production ready designs with stakeholders and handover to the developers.
- Document and annotate each step of the process in this portfolio

EXISTING DATA

In a typical month, the organisation logs over half a million avoidable errors from submitted applications. This not only costs the organisation a huge amount of money, but it also adds on time to processing applications resulting in a large backlog.

Most common 'avoidable' requisitions October 2023 - September 2024 by volume



Source: HM Land Registry

Numbers are rounded and relate to actual requisitions sent

BUSINESS NEED

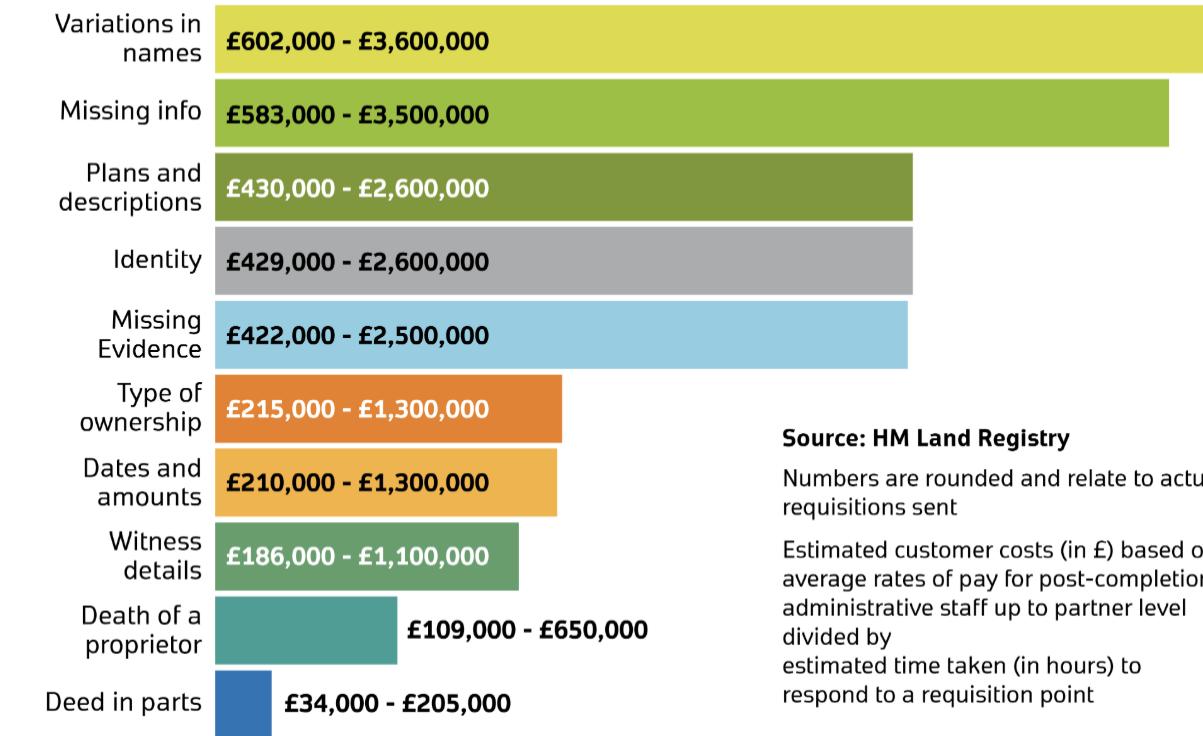
UX design should be informed and driven by identified user needs, but this isn't always the case and 'Good design must be capable of solving problems for both the user and the business' (Buckley, 2018).

As the data indicates, the original driver behind this brief comes from the business' need to reduce avoidable application errors, therefore, reducing the caseworker load of managing and sending requisitions and ultimately reducing the backlog of applications.

USER NEED

There are, however, mutual benefits to reducing application errors. Avoidable requisitions cost conveyancers, ‘between £5 for each “avoidable” clerical error and £30 for issues that involve chasing third parties’ (Bowles, 2024). Therefore, reducing errors could save customers money as well as boost their reputation for speed of service with their clients.

Most common 'avoidable' requisitions Oct 2023 - Sept 2024 by estimated cost



DISCOVERY RESEARCH

Discovery research was conducted to learn about our users understanding of avoidable requisitions, and their current use of available training resources. Here were the key findings I observed and helped analyse in a mural board:

WB8 29 [Data list useful] 100%, it definitely would be . . Whenever we've noticed a pattern (in requisitions) we do make sure we let everyone know in the team

WB12 15 [Data list] This would be good for the training we're doing right now for the Land Registry. Give them an idea what to look out for. The things that in order to avoid these.

WB8 38 [Data list] that would be very, very useful. I think it'd be good to see where we're going wrong and explaining how we can improve in future, especially for the trainees.

WB8 33 [Data list] Having a checklist and a percentage of where we're going wrong and how we can improve would be great because then hopefully it'd stop the requisitions and delays further down the line.

1. Customers are keen to see this data and receive targeted training.
2. Many users did not know about HM Land Registry's online training hub.

WB12 24 I've got a note to get signed up for the Land Registry (training hub) (because user did not know about it)

WB8 18 I've never heard of the (LR) training hub

DISCOVERY RESEARCH

3. Mixed findings around how often they would like to receive error data.

4. Because of the backlog, older applications could distort the data. For example, a requisition received in the last month could be from an application submitted over a year ago.

5. Users understood what was meant by 'avoidable requisition' and the language used to describe each error type.

6. Mixed insights on the use of mobiles when interacting with Land Registry services.

Frequency / regularity of seeing avoidable requisition data

WB8 9 Some weeks are worse than others (for Reqs) but as you can imagine with the volume that we submit, the applications and with the land registry delays at the moment, it may be a file that we completed on two years ago and only now requisitions are being raised.

Language of Avoidable Requisitions

WB8 23 It (applications etc) would all be through the work system laptop we have. We do have work phones, but I don't have anything to do with the Land Registry on my work phone.

Some users like 6 months, they have reviews or new trainees rotate. Some users wanted shorter timeframe because they can react to recent issues

WB116 We've had to keep [Portal] accounts open. When people have left the firm five years ago, we've got applications outstanding for five years, which is obviously really, really difficult. And we don't like keeping the applications over, but they do get lost, whereas on the Search Acumen platform, all the applications are there.

all make sense - user understands them and know what they wul do with them

WB12 25 We do set up stuff to do on our phones and not just on the computer

AVAILABLE DATA TO DISPLAY TO USERS

The key pieces of data we need to display are:

- **The avoidable error reason** so customers know where they are going wrong.
- **The frequency** so they can prioritise which training to do.
- **Recommended training** so they can avoid the error in the future.

It would also be beneficial though not essential to show the date the application was submitted. If the requisition was from an application submitted 2 years ago then the training may no longer be relevant to current staff.

To find out if the data we needed was available, I liaised with the Orbit Team in Land Registry who look after our business databases.

Customer reference	Lodgement date	Channel	Title number	Key number	Request for information topic	Urn ID	Application Service	No.
292896/2	2023-09-11	POST	LT549864	8735238	First registration - deeds free format	G053X	First Registration	1
AINN/328768/1	2024-10-03	POST	NK539899	8735238	Fees on current market value article 7 10 and 7 2	F053B	First Registration	1
AINN/328768/1	2024-10-03	POST	NK539899	8735238	Land charge search to be lodged	F111C	First Registration	1
AINN/328768/1	2024-10-03	POST	NK539899	8735238	Adverse possession free format	G053V	First Registration	1
EM/1/287454/1	2023-03-10	POST	HD616933	8672188	Additional evidence free format	G054H	First Registration	2
EM/1/287454/1	2023-03-10	POST	HD616933	8672188	No plan - unable to identify property	P058A	First Registration	1
EM/1/287454/1	2023-03-10	POST	HD616933	8672188	Panel in a form needs to be completed or has missing Intf L151D	L103D	First Registration	1
EM/1/287454/1	2023-03-10	POST	HD616933	8672188	Key number not supplied	L103A	First Registration	1
HM/342093/1	2024-10-23	POST	GR485864	8735238	Value stated required	L158F	First Registration	1
HM/342093/1	2024-10-23	POST	GR485864	8735238	First registration - deeds free format	G053X	First Registration	1
HM/342093/1	2024-10-23	POST	GR485864	8735238	Fees on current market value article 7 10 and 7 2	F053B	First Registration	1
HM/342093/1	2024-10-23	POST	GR485864	8735238	No plan - unable to identify property	P058A	First Registration	1
HM/342093/1	2024-10-23	POST	GR485864	8735238	Informing of survey or inspection - fee required - letter to c Survey Of	L103A	First Registration	1
HM/342093/1	2024-10-23	POST	GR485864	8735238	Key number not supplied	L103A	First Registration	1
HM/342093/1	2024-10-23	POST	GR485864	8735238	First registration - deviation of title free format	G053W	First Registration	1
HM/342093/1	2024-10-23	POST	GR485864	8735238	Form DL required - first registrations	L057V	First Registration	1
JB/20222/153	2023-09-20	POST	AA62466	8735238	ID evidence lodged is incomplete	L008B	First Registration	1
JB/20222/153	2023-09-20	POST	AA62466	8735238	Application form free format	G053G	First Registration	1
JB/20222/153	2023-09-20	POST	AA62466	8735238	First registration - deviation of title free format	G053W	First Registration	1
NH325649/1	2024-11-13	POST	WSX450341	8735238	Application comprises entirety copy deeds lodged after 1 F002G	L002D	First Registration	1
None	2024-03-25	POST	WR211433	8735238	Panel in a form needs to be completed or has missing Intf L151D	L103A	First Registration	2
None	2024-03-25	POST	WR211433	8735238	Document required - Peterborough address	L037K	First Registration	1
None	2024-03-25	POST	WR211433	8735238	Balance of fees required - Direct Debit	L053K	First Registration	1
None	2024-03-25	POST	WR211433	8735238	Address for service - not clear whose address is which	L002M	First Registration	1
None	2024-03-25	POST	WR211433	8735238	Charge does not accompany application	L022A	First Registration	1
RE.MacDonald	2023-10-16	POST	HP881208	8735238	Plans free format	G053R	First Registration	1
RE.MacDonald	2023-10-16	POST	HP881208	8735238	Land Charges entry will be made	F111D	First Registration	1
RE.MacDonald	2023-10-16	POST	HP881208	8735238	Evidence of death required	L049B	First Registration	1
Woodley	2023-11-08	POST	BM470666	8735238	Panel in a form needs to be completed or has missing Intf L151D	L103A	First Registration	1
Woodley	2023-11-08	POST	BM470666	8735238	Key number not supplied	L103A	First Registration	1
Woodley	2023-11-08	POST	BM470666	8735238	Address for service required	L002A	First Registration	1
200124/3 - CITY REAL ESTA	2023-04-24	POST	HD617948	8672188	Variation in names between deeds and register in applica	L131J	First Lease	1
200124/3 - CITY REAL ESTA	2023-04-24	POST	HD617948	8672188	Address for service required	L002A	First Lease	1
200124/3 - CITY REAL ESTA	2023-04-24	POST	HD617948	8672188	Application form free format	G053G	First Lease	1
200124/3 - CITY REAL ESTA	2023-04-24	POST	HD617948	8672188	Surrender - no deed or consent by landlord lodged	L189R	First Lease	1
200124/3 - CITY REAL ESTA	2023-04-24	POST	HD617948	8672188	Names free format	G053M	First Lease	1
200124/3 - CITY REAL ESTA	2023-04-24	POST	HD617948	8672188	Clause LR6 not completed	PLC04D	First Lease	1
200124/3 - CITY REAL ESTA	2024-08-07	POST	HD627574	8672188	Leases free format	G054C	First Lease	1
200124/3 - CITY REAL ESTA	2024-08-07	POST	HD627574	8672188	Balance of fees required - Direct Debit	L053K	First Lease	1
344311/1 - MR ALUN THOMA	2024-10-15	POST	AGL632147	8672188	Lodged by a conveyancer - ID required for disponor, disp	L008A	First Lease	1
344311/1 - MR ALUN THOMA	2024-10-15	POST	AGL632147	8672188	Title number referred to in deed not listed on form AP1	L195A	First Lease	1
344311/1 - MR ALUN THOMA	2024-10-15	POST	AGL632147	8672188	Stamp Duty Land Tax - no Land Transaction Return certif	L111N	First Lease	1
344311/1 - MR ALUN THOMA	2024-10-15	POST	AGL632147	8672188	Balance of fees required - Direct Debit	L053K	First Lease	1
108001/001	2023-01-20	DRS	TGL595916	8735238	Panel in a form needs to be completed or has missing Intf L151D	L103A	First Lease	1

UNAVAILABLE DATA

Users had also expressed a desire for links to the applications where errors had been made. From a management perspective this could have been useful however the data couldn't be surfaced by the Orbit team without significant work. As the data wasn't necessary for the project to be successful myself and the Product manager decided not to include this data.

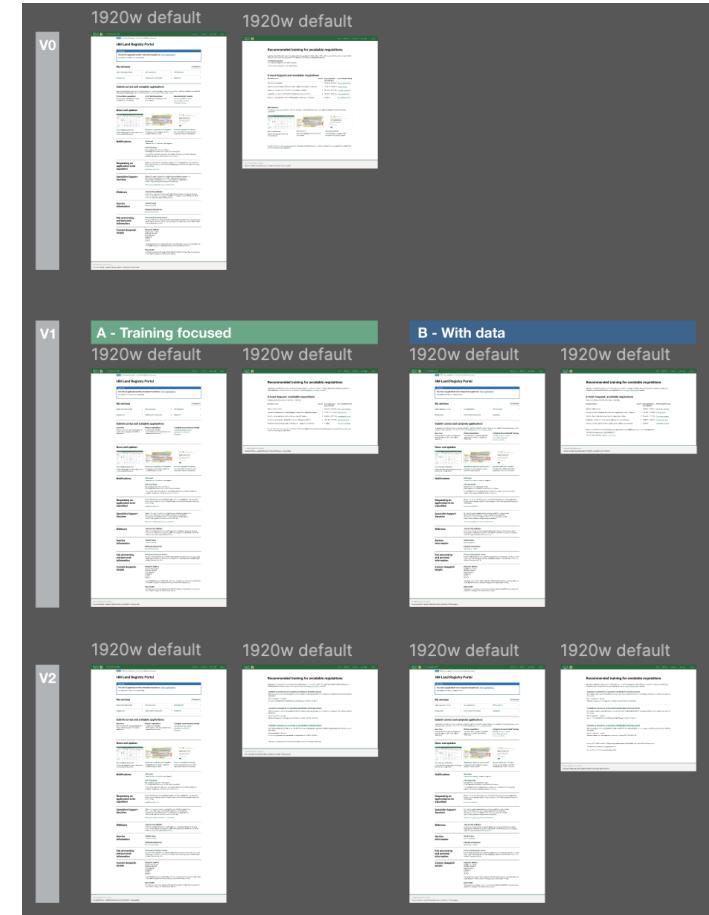
Whilst in conversation with the Orbit team I asked if it were possible to surface individual user data for avoidable errors rather than just the organisation. I felt that this would be even more useful for users to target their own weaker knowledge areas rather than have organisations guess who needed the training.

Again, this was possible but only with significant work, so we decided to start with organisation data, get feedback on the work and then look to introduce this in the future.

INITIAL DESIGNS

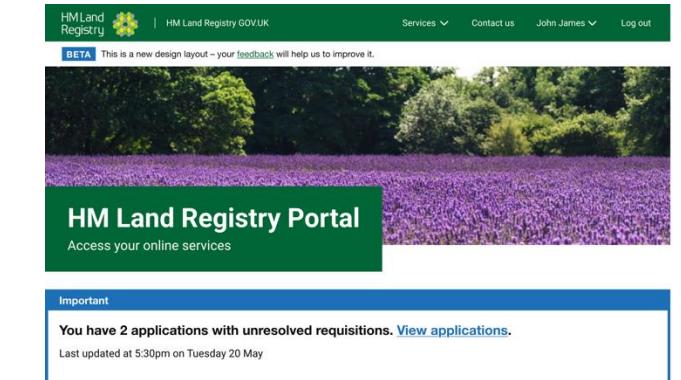
Once I had learnt the business requirements, technical capabilities and initial user needs I could begin mocking up some early designs. I knew I couldn't get to a final design straight away with the current information so the first designs I created were to share with the multidisciplinary team and stakeholders to tease out more of the business requirements and show where there were unanswered user needs.

I began the work in Figma for ease of creating quick wireframes and prototypes. It was also helpful for collaboration with other members of the team.



Design A

One of the key considerations was where to show the data and this became tied to the question of how much data should we show users. I decided the overall best place would be in the online Portal that businesses use to access Land Registry's services, then it was deciding where abouts within the Portal. If customers were only interested in their most common errors, then this could be displayed on just the Homepage as a short table. This first design was to try out the most simple solution that incorporated business and user needs.

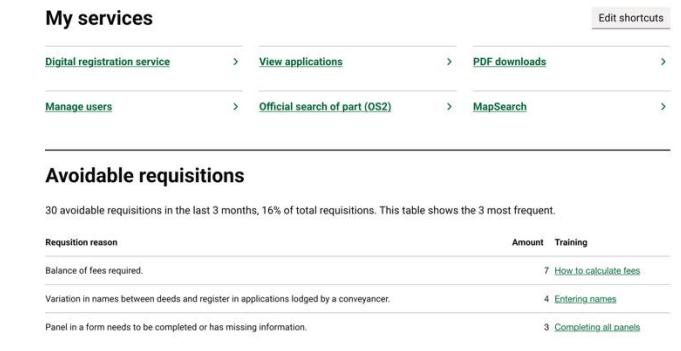


The screenshot shows the HM Land Registry Portal homepage. At the top, there is a green header bar with the HM Land Registry logo, the text 'HM Land Registry GOV.UK', and links for 'Services', 'Contact us', 'John James', and 'Log out'. Below the header is a large image of a lavender field. Overlaid on the image is a green banner containing the text 'HM Land Registry Portal' and 'Access your online services'. In the bottom right corner of the page, there is a blue box with the heading 'Important' and the message 'You have 2 applications with unresolved requisitions. [View applications](#)'. It also includes the text 'Last updated at 5:30pm on Tuesday 20 May'.

Avoidable requisitions

30 avoidable requisitions in the last 3 months, 16% of total requisitions. This table shows the 3 most frequent.

Requisition reason	Amount	Training
Balance of fees required.	7	How to calculate fees
Variation in names between deeds and register in applications lodged by a conveyancer.	4	Entering names
Panel in a form needs to be completed or has missing information.	3	Completing all panels



The screenshot shows the 'My services' section of the portal. It includes a breadcrumb trail: Digital registration service > View applications > PDF downloads. Below this is another breadcrumb: Manage users > Official search of part (OS2) > MapSearch. To the right, there is a link 'Edit shortcuts'.

Below the 'My services' section is a table titled 'Avoidable requisitions'. The table has a header row with columns for 'Requisition reason', 'Amount', and 'Training'. It lists three rows of data, each with a link to a training resource:

Requisition reason	Amount	Training
Balance of fees required.	7	How to calculate fees
Variation in names between deeds and register in applications lodged by a conveyancer.	4	Entering names
Panel in a form needs to be completed or has missing information.	3	Completing all panels

Design B

This design takes Design A's simple table taken from the GOV.UK Design System but uses it as a preview for more data in a dedicated page for the information. This design was suitable for if customers wanted a complete list of avoidable errors that would be too long on the homepage. I also formatted the row into 2 sections and included the numerical data for the organisation. This matched the layout of the subsequent rows so stylistically sat best lower down on the page. The 'see all' then links the customer to the dedicated page.

Avoidable requisitions

30 avoidable requisitions in the last 3 months 16% of total requisitions.
This table shows the 3 most frequent.

[See all your avoidable requisitions.](#)

Requisition reason	Amount	Training
Balance of fees required.	7	How to calculate fees
Variation in names between deeds and register in applications lodged by a conveyancer.	4	Entering names
Panel in a form needs to be completed or has missing information.	3	Completing all panels

The screenshot shows the HM Land Registry Portal homepage. At the top, there's a green header bar with the HM Land Registry logo and 'HM Land Registry GOV.UK'. Below it, a banner says 'BETA This is a new design layout – your feedback will help us to improve it.' The main content area features a large image of a lavender field. A green button says 'HM Land Registry Portal Access your online services'. Below the image, a blue box contains the text 'Important You have 2 applications with unresolved requisitions. [View applications](#). Last updated at 5:30pm on Tuesday 20 May'. Further down, there's a 'My services' section with links to 'Digital registration service', 'View applications', 'PDF downloads', 'Manage users', 'Official search of part (OS2)', and 'MapSearch'. A 'News and updates' section includes a video thumbnail, a link to 'Requesting an application to be expedited', and a note about 'Document registration is changing'. At the bottom, there's a table titled 'Avoidable requisitions' with three rows corresponding to the data in the table above.

Requisition reason	Amount	Training
Balance of fees required.	7	How to calculate fees
Variation in names between deeds and register in applications lodged by a conveyancer.	4	Entering names
Panel in a form needs to be completed or has missing information.	3	Completing all panels

Design B dedicated page

This design was not fully visualised, as I wanted to use it as a conversation piece with the multidisciplinary team.

It is a table listing the requisition reason, frequency, date each application was submitted, its customer reference and the recommended training.

I wanted to highlight to the team the complexity of showing each application date and reference and discuss whether the information should be included.

Avoidable requisitions

30 avoidable requisitions in the last 3 months, 16% of total requisitions. This table shows the 5 most frequent.

Requisition reason	Amount	Application submitted	Customer reference	Recommended training
Balance of fees required.	6	01/03/2025	hd8d89238	How to calculate fees
		10/03/2025	oi787028	
		15/04/2025	098hkjh9	
		01/05/2025	ahah4344	
		19/05/2025	234234gdd	
		19/05/2025	ss723474	
Variation in names between deeds and register in applications lodged by a conveyancer.	5	16/03/2025	joa83489h	Entering names
		16/03/2025	joa83489h	
Panel in a form needs to be completed or has missing information.	5	05/03/2025	98jhjhgj43	Completing all panels
		06/03/2025	asdf774	
		30/03/2025	82374723	
		02/04/2025	aead779	
		13/04/2025	9asd32	
Lodged by a conveyancer - ID required for disponor, donee or attorney	4	18/04/2025	asssijws	Conveyancer requirements
		01/04/2025	losos89773	
		16/05/2025	0982jahs	
		22/04/2025	oi78777	
Variation in names between deeds or identity panels - lodged by a conveyancer	1	30/04/2025	9877392	Completing all panels

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Design C

This design comes away from displaying a table on the homepage as the table is already included on the dedicated page. It instead explores a more eye-catching design giving customers the high-level data for their organisation and then an initial list of recommended training. This design is also placed higher up on the homepage for better visibility. This is currently my preferred design which I hypothesise will have more success rate with customers taking up training.

Submit correct and complete applications

Applications submitted with errors or missing information result in a requisition. Many of these can be avoided by completing recommended training for your organisation. [View full list of avoidable requisitions and recommended training](#).

30 Avoidable requisitions

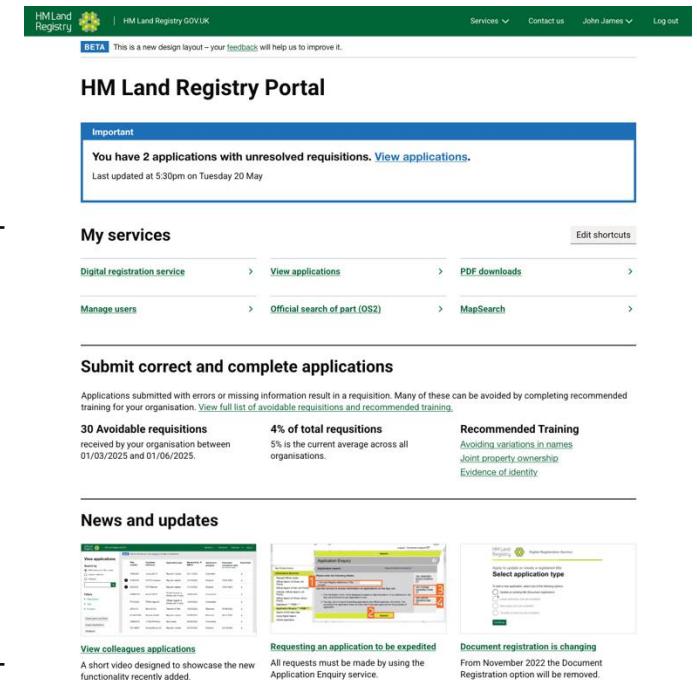
received by your organisation between
01/03/2025 and 01/06/2025.

4% of total requisitions

5% is the current average across all
organisations.

Recommended Training

[Avoiding variations in names](#)
[Joint property ownership](#)
[Evidence of identity](#)



The screenshot shows the HM Land Registry Portal homepage. At the top, there's a navigation bar with links for 'Services', 'Contact us', 'John James', and 'Log out'. A beta notice states: 'This is a new design layout – your feedback will help us to improve it.' Below the header, a large blue banner says 'Important' and 'You have 2 applications with unresolved requisitions. [View applications](#)'. It also includes a timestamp: 'Last updated at 5:30pm on Tuesday 20 May'. The main content area has a section titled 'My services' with a breadcrumb trail: 'Digital registration service > View applications > PDF downloads >' and 'Manage users > Official search of part (OS2) > MapSearch'. Another section titled 'Submit correct and complete applications' provides statistics: '30 Avoidable requisitions received by your organisation between 01/03/2025 and 01/06/2025.', '4% of total requisitions 5% is the current average across all organisations.', and 'Recommended Training' with links to 'Avoiding variations in names', 'Joint property ownership', and 'Evidence of identity'. At the bottom, there's a 'News and updates' section with three cards: 'View colleagues applications', 'Requesting an application to be expedited', and 'Document registration is changing'.

Design C dedicated page

On this page, customers are given the organisations data of avoidable requisitions for the past 3 months as well as the average figure across all organisations, as a comparison point. Then the table below details the top 5 errors that were made, how frequently, a date range (so customers can see how recent the errors were) and the recommended training.

To encourage more training, particularly for newer team members, there is then some more suggested training below.

Recommended training for avoidable requisitions

Applications submitted with errors or missing information result in a requisition. Many of these can be avoided by completing recommended training for your organisation. Between 01/03/2025 and 01/06/2025 your organisation received:

30 Avoidable requisitions

4% of the total requisitions received in this period.

5% is the current average across all organisations.

5 most frequent and avoidable requisitions

Requisition reason	Amount	Dates applications were submitted	Recommended Training
Balance of fees required.	7	20/05/24 - 02/06/25	How to calculate fees
Variation in names between deeds and register in applications lodged conveyancer.	4	13/12/24 - 11/05/25	Entering names
Panel in a form needs to be completed or has missing information.	3	29/04/24 - 21/07/24	Completing all panels
Lodged by a conveyancer - ID required for disponor, disponee or attorney	2	18/05/25 - 30/06/25	Conveyancer panel
Variation in names between deeds or identity panels - lodged by a conveyancer	1	31/08/24	Completing all panels

More training

Our [guidance and training](#) materials cover the most commonly occurring errors, so you don't receive a request for further information (requisition).



[How to calculate fees](#)

A short video to guide you through calculating fees.



[Entering names](#)

Step by step guidance in how to correctly enter names.



[Completing all panels](#)

A guide taking you through correct completion of application panels.

You can view more of your [requisition data](#) online. This data is updated every three months and shows how many requisitions we send to our customers regarding their applications.

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FEEDBACK FROM STAKEHOLDERS

I arranged a meeting with the multidisciplinary team and included the stakeholders driving the project from marketing, Performance Analytics and Customer Policy.

Whilst the stakeholders were happy with the information contained in the designs they felt they were too paired back and simple. For future iterations they want the error data to be more visually prominent to incite customers to complete training and thereby reduce requisitions.

I discussed ideas for iterations with the group but also set expectations that designs must remain in-line with the GOV.UK Design System for language, layout and components. This is important for giving customers a consistent experience across Government services.



DESIGN INSPIRATION

At HM Land Registry and all government departments we aim to follow the GOV.UK Design System. This is to ensure a consistent user experience across all government services. When you can't follow the design system because a component or pattern doesn't yet exist you still aim to follow their general style and standards. This may not create the most visually exciting designs but instead creates simple, intuitive webpages where the design disappears into the background, allowing users to complete their tasks. As Ben Terrett, head of design at GDS, remarked in Wired, "People come to GOV.UK to get something done and then get on with their lives... form follows function and that from this comes a visual elegance" (Wired, 2013).

[Accordion](#)[Back link](#)[Breadcrumbs](#)[Button](#)[Character count](#)[Checkboxes](#)[Cookie banner](#)[Date input](#)[Details](#)[Error message](#)[Error summary](#)[Exit this page](#)[Fieldset](#)[File upload](#)[GOV.UK footer](#)[GOV.UK header](#)[Home](#) > [Components](#)

Table

Use the table component to make scan for users.

[Open this example in a new tab](#)

Dates and amounts

Date**First 6 weeks****Next 33 weeks****Total estimated pay**

FEEDBACK FROM MULTI-DISCIPLINARY TEAM

The feedback from the team who would build the designs was generally positive.

There were some thoughts about combining requisition messaging on the homepage, however using the designs to assist I explained that the first message is an urgent call to action to resolve a requisition and the messaging for this design is more informative. Therefore, combining the two would blur the intention behind each message.

There were no technical constraints for the designs however it was uncovered from my long table that customer reference data wouldn't be available. This was something one research participant had wanted but it isn't a true user need for this piece of work so we could continue without offering this data.

FEEDBACK FROM DESIGN COMMUNITY

I also presented these initial ideas at a design session with the entire community.

Whilst I was given some small bits of specific critique for the designs, the overall sentiment and feedback from the community was quite negative for the project itself. The discussion mostly questioned how appropriate it is to tell users their error rate as an incentive to undertake training.

This was valuable feedback and something I tried to balance with the business need and discovery findings for the next round of iterations.

The business needs short-term solutions to reduce requisitions, the customer is also keen to see the data for mutual reasons, but care should be taken to produce designs that help users rather than assign blame to them.

DESIGN DEVELOPMENT

I went away and tried to design the perfect balance between what the stakeholders wanted, what would encourage users to uptake training, all while maintaining GOV.UK design standards.

V2

A - Training focused

B - Requisition focused Container

The designs illustrate two approaches to the same service. Design A is more 'training focused', displaying various service offerings and news. Design B is more 'requisition focused', specifically highlighting the data and processes related to requisitions.

I came up with two designs. One which was more focused on offering training and the other more focused on surfacing the data.

Design A: Data focused

On the homepage I designed 3 columns into the row sitting under the service shortcuts to ensure a prominent location that was in-keeping to the format of other rows. In this version the title focuses on the requisition data and the following columns give the user a preview of that data. Underneath you are then given the link to access the main page to view the data in more detail and access the suggested training.

Your avoidable requisition data

30 Avoidable requisitions

received by your organisation between
01/03/2025 and 01/06/2025.

4% of total requisitions

5% is the current average across all organisations.

[See your organisation's avoidable requisition data](#) from the last 3 months and complete suggested training.

Design A: Data focused

For this design, the main page leads with the key avoidable requisition data before moving on to a table that offers more details into the error type, frequency, submission dates and finally linking the user through to relevant training.

The design development here has seen the introduction of a details component so users unfamiliar with the expression ‘avoidable requisition’ can expand the link and find out what it means. The key data has also now been formatted into a table to make it easier to read.

Your avoidable requisition data

This data is from April to June 2025. It is updated every 3 months.

▼ [What's an avoidable requisition?](#)

Avoidable requisitions are administrative issues in an application. They include things like name mismatches, missing documents or pages, unclear scans, or incomplete information.

	Number of avoidable requisitions	Percentage of total requisitions
XYZ Conveyancing Ltd	30	4%

The average avoidable requisition rate for all account holders is [X%].

You can [view requisition data](#) about all our account holders.

Suggested training resources

Training suggestions are based on your organisation's avoidable requisition data.

Requisition reason	Amount	Dates applications were submitted	Suggested training
Balance of fees required.	7	20 May 2025 to 2 June 2025	Transfers or assets for no monetary consideration (involving shares)
Variation in names between deeds and register in applications lodged conveyancer.	4	20 May 2025 to 2 June 2025	Guidance for preparing plans for HM Land Registry applications
Panel in a form needs to be completed or has missing information.	3	20 May 2025 to 2 June 2025	How to avoid requisitions – forms and deeds
Lodged by a conveyancer - ID required for disponor, donee or attorney	2	20 May 2025 to 2 June 2025	Execution of deeds – full version
Variation in names between deeds or identity panels - lodged by a conveyancer	1	20 May 2025 to 2 June 2025	Practice guide 9: powers of attorney and registered land

Design B: Training focused

The way the brief was outlined was to focus on surfacing avoidable requisition data and then recommend relevant training and this has been the emphasis for our designs. However, with this one I wanted to flip the focus onto the training. Firstly, because it offers a more positive, helpful angle and secondly because I believe it meets the objectives of the brief better – reduce the number of avoidable errors made through targeted training. This homepage design, therefore, highlights the positives of completing suggested training based on recent errors.

Training resources for your organisation

Complete suggested training for your organisation to help you:

- use HMLR services more effectively
- reduce administrative work and costs

Suggestions are based on your organisation's avoidable requisitions from the past 3 months.

Design B: Training focused

Here we have the dedicated page with a training centric heading and introduction to what's being presented.

Again, the design includes the details component to give a definition of 'avoidable requisition' when needed.

The page then lists out various training options, telling users the type of training, time to complete and which errors triggered the recommendation. Knowing details of the training will, I believe, encourage users to engage with it when they have spare time as many of the webinars are quite short.

Finally, the data around the organisations requisitions is shown at the bottom to support the training suggestions and provide extra context.

Training resources for your organisation

These suggestions are based on your avoidable requisitions from April to June 2025. This is updated every 3 months.

▼ What's an avoidable requisition?

Avoidable requisitions are administrative issues in an application. They include things like name mismatches, missing documents or pages, unclear scans, or incomplete information.

Transfers or assets for no monetary consideration (involving shares)

Webinar

Time to complete: 11 minutes

Based on 7 requisitions from applications submitted between 20 May 2024 and 2 June 2025

Guidance for preparing plans for HM Land Registry applications

Guidance

Time to complete: 11 minutes

Based on 5 requisitions from applications submitted between 13 September 2024 to 30 June 2025

Transfers or assets for no monetary consideration (involving shares)

Video

Time to complete: 11 minutes

Based on 5 requisitions from applications submitted between 13 September 2024 to 30 June 2025

Your organisation's avoidable requisitions

	Number of avoidable requisitions	Percentage of total requisitions
XYZ Conveyancing Ltd	30	4%

The average avoidable requisition rate for all account holders is [X%].

You can [view requisition data](#) about all our account holders.

DESIGN B INSPIRATION

To ensure a consistent feel across government departments I looked around to see how they had tackled similar designs. The best one I found was the skills for careers training offered by the Department for Education. But other sites also followed a similar layout.

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

[Home](#) > Your training options

Your training options

Browse your education and training choices available and view the different ways to get the skills you need for your career.

Filters

I want to

- Study full time or part time
- Work as part of the training

Age

- Learn skills and experience without a qualification
- Level 1 or 2 (like GCSEs)
- Level 3 (like BTECs and A levels)
- Level 4 to 7 (like diplomas and degrees)

[What qualification levels mean](#)

Apply Filters

Clear filters

[Apprenticeships](#)

Apprenticeships are real jobs that allow you to earn a wage while you learn. You'll work alongside experienced staff to learn on the job.

Age

16 and over

Cost

Free and you get a wage

Time

1 to 5 years

[Higher Technical Qualifications \(HTQs\)](#)

HTQs are technical qualifications that employers have helped develop so you can get the right training and skills you need to succeed at work.

Age

18 and over

Cost

Depends on the course

Time

1 to 2 years

[Vocational Technical Qualifications \(VTQs\)](#)

VTQs are practical qualifications to help you gain skills and experience in a specific job or sector, such as childcare or engineering.

Age

16 and over

Cost

Depends on the course

Time

1 to 2 years

FEEDBACK FROM STAKEHOLDERS

There were mixed responses and preferences from the key stakeholders regarding the dedicated pages. One stakeholder preferred the training focused design, feeling it would be better received by users, whilst the other two preferred the data focused, feeling it would spark more of a reaction to do the training.

When speaking about the homepage section they all preferred the first data-driven design but did like the positive outcomes being highlighted in the second design.

Overall, the data focused design was the preferred from the stakeholders. However, I was still confident from the discovery research findings that the main users of Portal (conveyancers and paralegals who submit the applications) would be more interested in how training can help speed up their applications than seeing the organisation's data. The data would actually be of more interest to account managers who don't access the online portal regularly.

I suggested the best course of action would be to test both designs in user research to observe user behaviour before refining the final design.

FEEDBACK FROM MULTI-DISCIPLINARY TEAM

The feedback was really positive from the team who would be building the designs and from the product owner responsible for the service. Both designs were well received, and they agreed it would be best to conduct A/B testing with users to choose the best design/refine the designs into one.

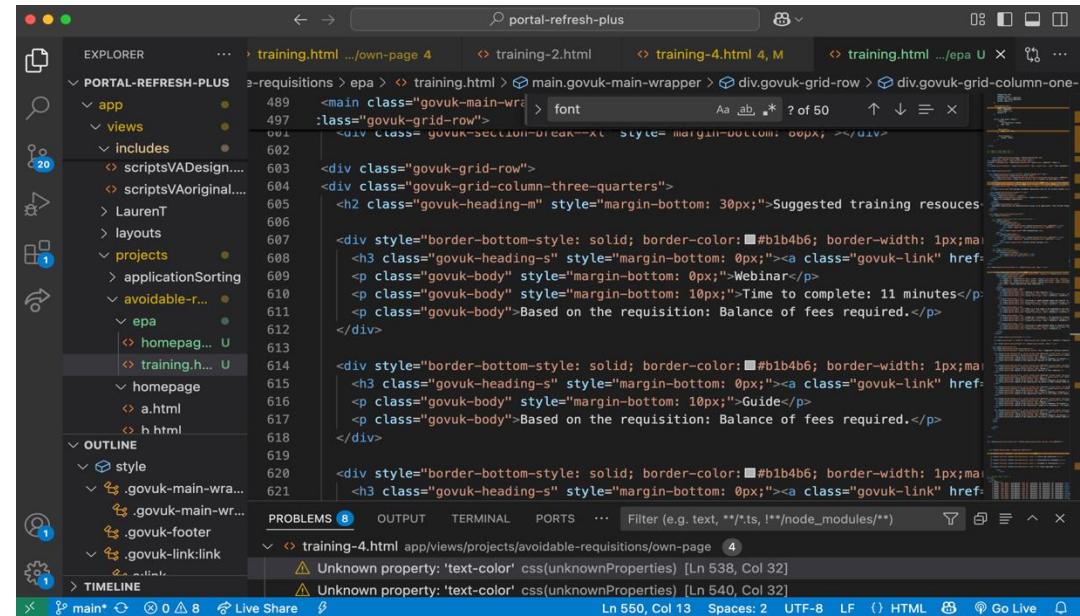
Product were pleased as the designs were all in scope for the timeframe we had.

I also took this opportunity to ask the developers and testers if the designs were feasible to build and that nothing would take too long. They said all of it was simple enough, a little more complex where data would be pulled through but nothing out of scope.

Finally, the user researcher felt that the designs met the needs of the users based on the discovery findings, expressing that the training focused design seemed particularly promising.

PLANNING A B TESTING WITH USERS

As agreed with the team and stakeholders the designs were taken out for A B testing with users. For this I created high-fidelity coded prototypes using the GOV Prototype kit. This meant users could test a prototype that felt like the 'real thing' allowing them to focus on the actual design content, giving us the best possible findings.



The screenshot shows a code editor interface with the following details:

- EXPLORER:** Shows a project structure for "PORTAL-REFRESH-PLUS" with files like "requisitions", "epa", "scriptsVADesign...", "LaurenT", "layouts", "projects", "applicationSorting", "avoidable-r...", and "epa".
- CODE:** The main editor area displays code for "training.html". It includes sections for "govuk-grid-row", "govuk-grid-column-three-quarters", "govuk-section-break", "govuk-heading-m", "govuk-heading-s", "govuk-body", and "govuk-link".
- PROBLEMS:** A sidebar shows two errors related to "text-color": "Unknown property: 'text-color' css(unknownProperties) [Ln 538, Col 32]" and "Unknown property: 'text-color' css(unknownProperties) [Ln 540, Col 32]".
- STATUS BAR:** At the bottom, it shows "Ln 550, Col 13" and "Spaces: 2" along with other standard developer tools icons.

Whilst I built the coded prototypes the user researcher began to write the research plan and discussion guide. We also had a meeting to discuss what I wanted to learn from the research to ensure that the final design could be built and would meet user needs. We decided that we would let users move through prototypes on their own to observe their behaviour before then asking non-leading questions to learn about their thoughts of the designs.

CONDUCTING THE USER RESEARCH

We were able to test the designs with 10 users over the course of a week with each session lasting 45 minutes to an hour. They were each given a link to the prototype and asked to share their screen on a video call.

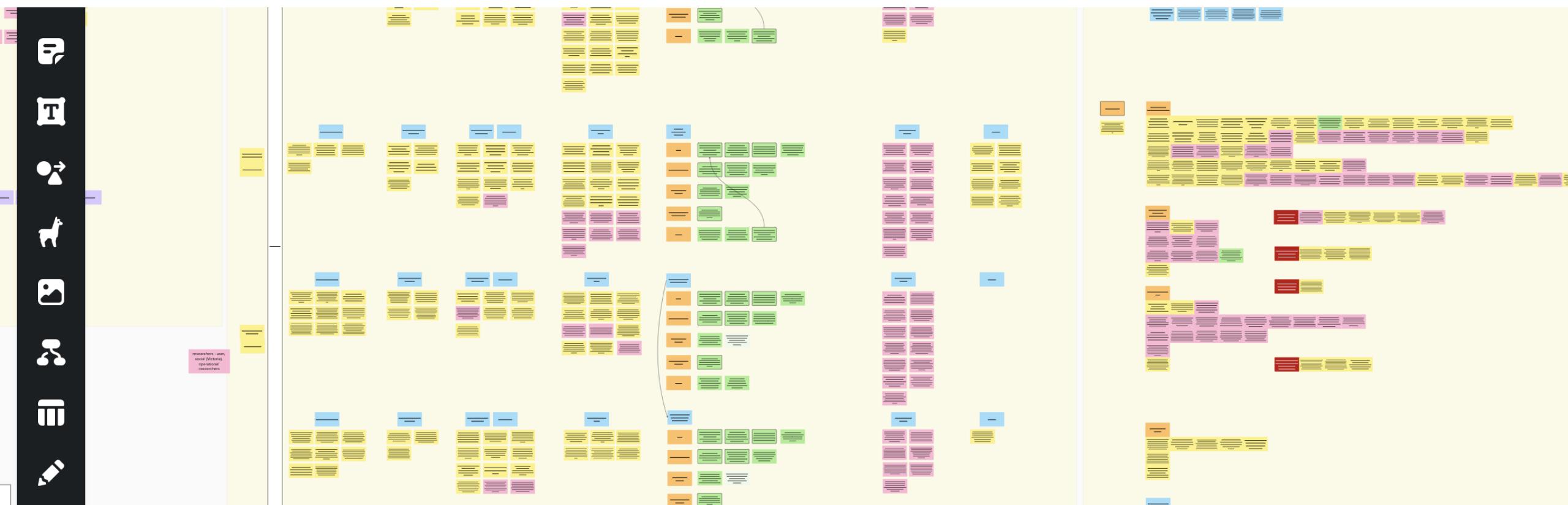
First the user researcher asked background information questions, e.g. their job role, how long they'd been doing it, their usual tasks and their familiarity with using Land Registry services. This was to give additional context and insight to the findings.

Users then went through the designs as we observed their behaviour and listened to their thoughts and feedback. Half the users were shown design A first and the other half were shown design B first. This was to give each design a fair chance to be viewed first, as the second design that's seen will always be 'tainted' by opinions from the first.

We finished up by asking any follow up questions that allowed us to get clarity in some cases as well as more in-depth feedback. Throughout the research session I was also taking notes in a Mural board.

USER RESEARCH ANALYSIS

Once all the sessions were complete the user researcher invited me to an analysis session to discuss what we had observed and begin synthesising the note-taking done by myself and other observers.



USER RESEARCH FINDINGS

“Pay attention to what users do, not what they say.”
(Nielsen, 2001.)

This quote from renowned designer Jakob Nielsen felt really apt, because whilst many users said they liked the data focused design with that key data upfront, we actually observed that users were far more likely to click through to the training resource when in the training focused design (B). They expressed that it was useful to see the type of training and length of time, to plan when they could fit a quick bit of training in.

USER RESEARCH FINDINGS

We also received useful feedback showing no strong preference for design A over B but requests for a combination of the two. Users:

- Found the design A homepage to be more engaging
- Found the language on design B's homepage to be incentivising
- Felt the avoidable requisition data was lost if at the bottom of the page
- Liked seeing their company name in the data table as it felt more personalised
- Understood the language of avoidable requisitions and requisition reasons
- Some users found the word 'training' to be a bit patronising
- Most users either didn't notice the submitted date or said this wasn't necessary.
- All users expressed an interest in the data and undertaking bitesize training as a result.

Overall, both designs succeeded in meeting the initial brief as users were able to easily locate the avoidable requisition information, understood the information contained in the page felt incentivised to complete the training supplied in the page.

HM Land Registry Portal

Important

You have 2 applications with unresolved requisitions. [View applications](#).

Last updated at 5:30pm on Tuesday 20 May

My services [Edit shortcuts](#)

- Digital registration service > [View applications](#) > [PDF downloads](#) >
- Manage users > [Official search of part \(OS2\)](#) > [MapSearch](#) >

Help resources based on your avoidable requisitions April to June 2025

30 avoidable requisitions 4.67% of total requisitions

View your organisation's requisition data and complete suggested training to help you reduce administrative work, save time and costs.

News and updates



[View colleagues applications](#)
A short video designed to showcase the new functionality recently added.

[Requesting an application to be expedited](#)
All requests must be made by using the Application Enquiry service.

[Document registration is changing](#)
From November 2022 the Document Registration option will be removed.

Notifications

[Messages](#)
There are [new messages](#) since you logged in.

[PDF downloads](#)
My downloads - new items to be viewed.
Postal application downloads - no new items to be viewed.

To be notified when your applications are complete and you have new PDF downloads available. Activate your notification feed in [notifications](#).

Requesting an application to be expedited

Please note that you can only request an application to be expedited by using Application Enquiry service. Requests made via 'Reply to requisition' will not be processed, causing you further delays.

[Expedite an application](#)

Specialist Support Services

Discover the range of expert-led services that are available to support those prior to submitting large-scale or complex applications or starting the development of residential estates. This can range from insider help and advice, to full application management and processing.

[See services available and how you could benefit](#)

Webinars

[Join our free webinars](#)
Learn how to prepare and send us quality applications. Sessions will help you avoid the most common reasons for a request for information (requisition). Get details of available topics and registration information on [GOV.UK](#)

Service information

[Service hours](#)
[Service availability](#)

[Planned maintenance](#)
[Maintenance schedule](#)

Fair processing and personal information

[Personal information charter](#)
For use of information for fraud prevention and protection of public funds. Also, if you or your clients require information on how HM Land Registry processes personal information under the Data Protection Act 2018.

Current despatch details

Despatch address
DRAKES HILL COURT
BURRINGTON WAY
HONICKNOWLE
PLYMOUTH
DEVON
PL3 8LP

Any postal search results, official copies etc ordered through business e-services will be sent to this address unless this address is changed. See [Administrative services](#).

Direct Debit
All charges incurred will be charged to the default Variable Direct Debit (Key #xxxxxxxxxx) unless this is changed. See [Administrative services](#).

FINAL DESIGN

I coded the final design in a GOV.UK Prototype Kit to ensure correct scale, alignment and padding which are built into the code classes.

I have positioned the homepage content just underneath the service shortcut links, giving it a prominent location. This row is then split into 3 columns to keep a consistent layout with the rows above and below. The first column gives the heading. I decided to use the term 'help resources' instead of training based on user feedback. Then I have used an eye-catching layout based on stakeholder and user feedback to engage customers. The final column links you to the page and includes some incentivising content.

Help resources based on your avoidable requisitions

April to June 2025

30 avoidable requisitions

4.67% of total requisitions

[View your organisation's requisition data and complete suggested training](#) to help you reduce administrative work, save time and costs.

FINAL DESIGN

I have kept a large amount of the training-focused design B from user research but combined in other aspects from design A based on user feedback.

This page gives the new heading using ‘help resources’ before introducing what the page is about and offering additional context in a details component for what an avoidable requisition is. Then the 2/3s column on the left focused on listing the training which users engaged positively with. Finally, I have used the 1/3 column on the right to show the company’s name and avoidable requisition data which users wanted to see but in a more prominent location. I am really pleased with this layout as it gives both the training and the data a prominent location on the page all whilst maintaining a clean simple design.

[◀ Back](#)

Help resources based on your requisitions

Find out how to avoid your most common avoidable requisitions with these help resources. Your company's. Suggested resources and data are updated every 3 months.

► [What's an avoidable requisition?](#)

[Transfers or assets for no monetary consideration \(involving shares\)](#)

Webinar

Time to complete: 11 minutes

Based on 7 requisitions: Balance of fees required.

[Fees: HM Land Registry guides](#)

Guide

Based on 7 requisitions: Balance of fees required.

[Variation in names](#)

Webinar

Time to complete: 20 minutes

Based on 4 requisitions: Variation in names between deeds and register in applications lodged by a conveyancer.

[Bitesize: Forms and deeds](#)

Webinar

Time to complete: 7 minutes

Based on 3 requisitions: Panel in a form needs to be completed or has missing information.

[Evidence of identity](#)

Webinar

Time to complete: 34 minutes

Based on 2 requisitions: Lodged by a conveyancer - ID required for disponor, donee or attorney.

[Avoiding variation in names](#)

Guidance

Time to complete: 19 minutes

Based on 1 requisition: Variation in names between deeds or identity panels - lodged by a conveyancer

For more help resources, visit the [HMLR Training Hub](#).

ABC Conveyancers

April to June 2025

30 avoidable requisitions

4.67% of total requisitions

The average avoidable requisition rate for all account holders is 4%.

[View more requisition data](#) about all our account holders.

GDS is deprecating the Performance Platform effective from 15 March 2021. The historical data will be made available via the [National Archives](#) in late March 2021. Future Performance data hosted by services will be available via [data.gov.uk](#).

FINAL DESIGN INSPIRATION

After feedback from stakeholders for a more eye-catching design and observing the importance of both the data and the help resources in the design I wanted to present the data with a more compact but bold design. I found this great inspiration for dashboard design in the national archives.

 GOV.UK

Performance BETA

Services data Get a dashboard About Blog

Dashboard

Vehicle tax: checks by individuals

Visit this service [Vehicle tax: checks made by individuals](#)

This dashboard shows information about how the **Vehicle tax: checks by individuals** service is currently performing.

Transactions per year	Total cost	Cost per transaction
660m Oct 2016 to Sep 2017 +1.67%  July 2016 to June 2017	£13.2m Oct 2016 to Sep 2017 -32.22%  July 2016 to June 2017	£0.02 Oct 2016 to Sep 2017 -33.33%  July 2016 to June 2017

Transactions per quarter	
Total number of transactions each quarter	July to Sep 2017
	150m
	Number of applications
Dates	
1 April to 30 June 2016	142m
1 July to 30 September 2016	139m
1 October to 31 December 2016	158m
1 January to 31 March 2017	210m
1 April to 30 June 2017	142m
1 July to 30 September 2017	150m

RESPONSIVE FINAL DESIGN

Most of our users access the portal business services using a desktop in an office setting which is why designs were built primarily for this type of viewport. However, I still wanted to make sure that anyone accessing these pages from a mobile or tablet device would have a good user experience which is why I also made these responsive designs to hand over to developers.

These designs I created in Figma to easily reposition and adjust the content.

HM Land Registry

Back

Your avoidable requisition data and suggested training

April to June 2025

ABC Conveyancing Account holder average

30 avoidable requisitions
4.67% of total requisitions
-1.23% March to May 2025

The average avoidable requisition rate for all account holders is 4%.

What's an avoidable requisition?

5 most frequent and avoidable requisitions

Avoidable requisition	Amount	Date range
Balance of fees required.	7	20/05/24 - 02/06/25
Variation in names between deeds and register in applications lodged conveyancer.	4	13/12/24 - 11/05/25
Panel in a form needs to be completed or has missing information.	3	29/04/24 - 21/07/24
Lodged by a conveyancer - ID required for dispensor, disponee or attorney	2	18/05/25 - 30/06/25
Variation in names between deeds or identity panels - lodged by a conveyancer	1	31/08/24

[View more requisition data about all our account holders.](#)

Suggested training resources

Transfers or assets for no monetary consideration (involving shares)

Webinar
Time to complete: 11 minutes
Based on the requisition: Balance of fees required.

Fees: HM Land Registry guides
Guide
Based on the requisition: Balance of fees required.

Variation in names

Webinar
Time to complete: 20 minutes
Based on the requisition: Variation in names between deeds and register in applications lodged by a conveyancer.

Bitesize: Forms and deeds

Webinar
Time to complete: 7 minutes
Based on the requisition: Panel in a form needs to be completed or has missing information.

Evidence of identity

Webinar
Time to complete: 34 minutes
Based on the requisition: Lodged by a conveyancer - ID required for dispensor, disponee or attorney.

Avoiding variation in names

Guidance
Time to complete: 19 minutes
Based on the requisition: Variation in names between deeds or identity panels - lodged by a conveyancer

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HM Land Registry

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Your avoidable requisition data and suggested training

April to June 2025

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HM Land Registry

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Your avoidable requisition data and suggested training

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NEXT STEPS

I shared the final, production ready design with stakeholders and the multidisciplinary team with all parties happy that the designs met user needs and business needs.

Next, I will hand over the designs to the developers and testers who will create the full production code, pulling in the appropriate data to make everything work before going live to our customers.

RECOMMENDATIONS

I will also be making the following recommendations to the product owners and stakeholders:

- To do an audit on the guidance we are sending users to. Whilst undertaking this project I noticed that the guidance is very inconsistent in presentation and where it's hosted. Many of the training pieces require you to create a login to access them which I believe will cause some users to drop-off.
- To place analytics into the designs to see how many people engage with content and watch the training videos.
- To undertake further user research and iterate the designs with the potential of offering more features such as those explored in my future thinking design (next page).

FUTURE DESIGN

It was also mentioned by a couple of users during the research that it would be useful to compare historical data for avoidable requisitions. This was out of scope for the current piece of work, but I wanted to create a future design to show what it might look like. Where I displayed the key data, I added in another piece of information telling users whether their percentage was more or less than the previous months. Then the most visually dynamic addition was an animated line graph so customers could easily see how their avoidable requisition rate was doing over time.

[◀ Back](#)

Your avoidable requisition data and suggested training

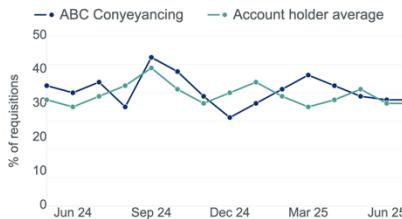
[April to June 2025](#)

30 avoidable requisitions

4.67% of total requisitions

-1.23% ▼ March to May 2025

The average avoidable requisition rate for all account holders is 4%.

[▶ What's an avoidable requisition?](#)

5 most frequent and avoidable requisitions

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Variation in names between deeds or identity panels - lodged by a conveyancer	1	31/08/24

[View more requisition data](#) about all our account holders.

Suggested training resources

[Transfers or assets for no monetary consideration \(involving shares\)](#)

Webinar

Time to complete: 11 minutes

Based on the requisition: Balance of fees required.

[Fees: HM Land Registry guides](#)

Guide

Based on the requisition: Balance of fees required.

[Variation in names](#)

Webinar

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[Bitesize: Forms and deeds](#)

Webinar

Time to complete: 7 minutes

Based on the requisition: Panel in a form needs to be completed or has missing information.

[Evidence of identity](#)

Webinar

Time to complete: 34 minutes

Based on the requisition: Lodged by a conveyancer - ID required for disponor, disponee or attorney.

FUTURE DESIGN INSPIRATION

Knowing I wanted to add a table into the design I went looking for simple, accessible line graph inspiration. The best graphs I found were in this UKHSA data dashboard, they gave a great visual overview of public health.

UKHSA data dashboard Showing public health data across England

[What is the UKHSA data dashboard?](#)

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

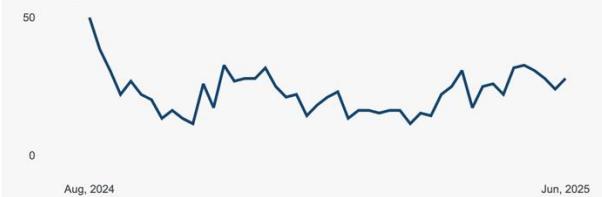
Information **Amber and Yellow heat health alerts have been issued across England**

Amber alert for the South East, London, East Midlands, West Midlands and East of England. Yellow alert for the North West, North East, South West and Yorkshire and the Humber. Alerts will be effective from 9am Tue 12 Aug until 6pm Wed 13 Aug.

Outbreaks

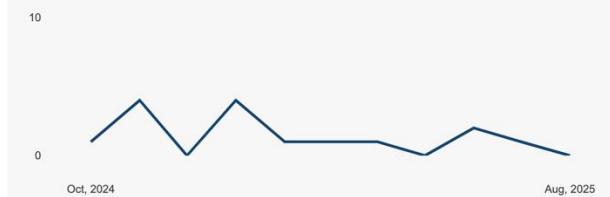
Measles

Cases by week of symptom onset



Mpox clade Ib

Cases by month



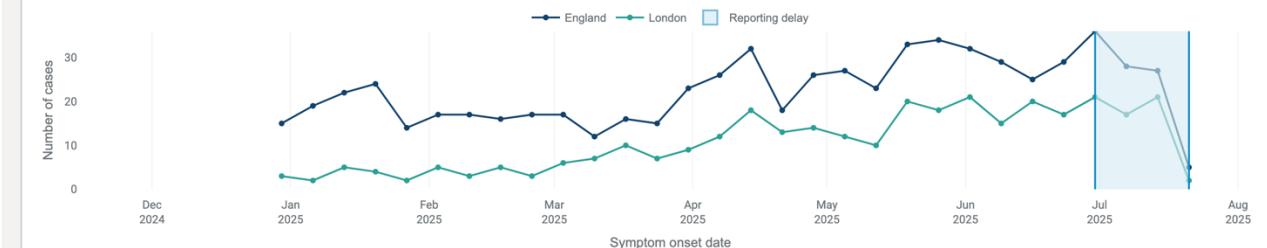
Trends

Cases by week of symptom onset

Laboratory confirmed cases of measles by week of onset of rash or symptoms reported, London and England from 1 January 2025. The data reporting lag has greatest impact on the most recent 4 weeks. Reported figures for this period are likely to underestimate activity. These data points are within the "reporting delay" period on the chart. This chart is different to the measles "cases reported" chart on the landing page. Data affected by the reporting delay is not included in the chart on the landing page.

Up to and including week beginning 21 Jul 2025

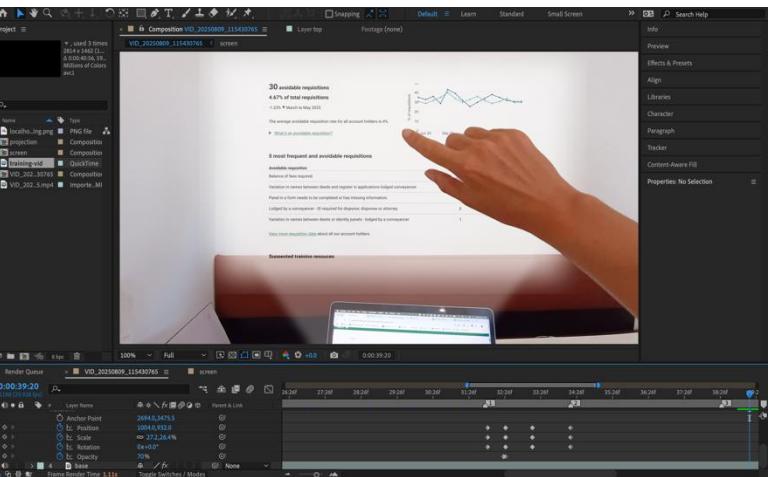
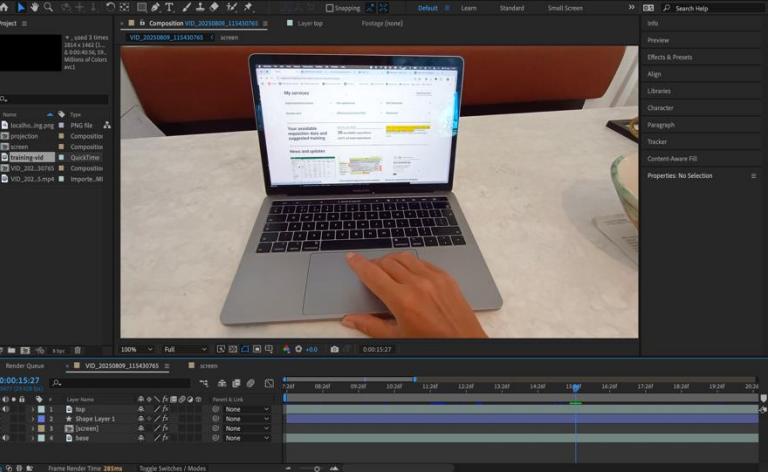
[Chart](#) [Tabular data](#) [Download](#)



FUTURE DESIGN IN THE FUTURE

I then took the idea a step further by creating a visualisation of a (not so distant) future office where the page could be viewed on a holographic touchscreen projected straight out of the user's laptop. To do this, I recorded some footage of myself, imported it into After Effects and did some clever edits

To split my hand away from the footage I duplicated the footage and used the rotoscope tool on the top layer, refining it as best I could. I then added the 'holographic touchscreen' by creating a new composition with an image of the future design, placed a rectangle over the top and used the track matte tool to frame my 'screen'. I brought this composition into main one then moving between the two compositions I animated the designs scale and position to match my hand gestures of resizing and scrolling.



FUTURE DESIGN IN THE FUTURE INSPIRATION

I wanted to explore an immersive technology as part of this project and in previous work I had explored holographic touchscreens. I didn't do much more than research the technology at the time so thought this was a perfect opportunity to try out a futuristic (although the technology does now exist) visualisation of my design being projected out of a laptop into an interactive touchscreen.



PROJECT OUTCOMES

This documentation takes you through the full design journey with supporting screenshots of the completed design work. I have then placed all these design outcomes into a website.

URL: <https://portal-refresh-plus.herokuapp.com/projects/avoidable-requisitions/epa/index>

Username: portal-refresh-plus

Password: portal-refresh-plus

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