



Data Consumer: User/region specific view of data

Roles

- Local authority
- Devolved administration (Northern Ireland etc)
- Banks/mortgage providers
- Registered social landlords (RSL)

Goals

- Identify trends in own region based on EPC data
- Enforce government policies specific to own region
- Prepare quarterly statistics down to Local Authority level

Needs

- Accurate and up-to-date EPB data
- Access to data at address level
- Ability to define and generate region/user specific reports
- View EPB data specific to own region
- Ability to link EPB data sets with other data sets using UPRN
- Ability to query register data to find specific EPB data records within their region
- Reconcile EPC data with own records

Expectations

- Specific user groups will have more access to data than general members of public
- Access to data and additional EPC services will be defined based on specific use cases (i.e. Banks can only see property details they have been authorised to see)

Task: Identify trends in region using EPC data

Task

Tasked with the goal to understand trends in EPC data based on specific criteria

Receive summarised reports of EPC data quarterly

Analyse data within the report and find that additional data is needed to effectively identify trends

Request additional data from the register



Wait for report

Report with additional data is received

Reports from the PRS exemption register are recieved

Unable to link the EPC data to the PRS exemption data to continue analysis

Persona



Emotion



Touch points

Face-to-face

Phone call

Email

Open data

EPC register service

EPC register service

Pain points

Reports received are often just a summary of the data in the region - not always useful for analysing trends

Currently no direct access to own, region specific data in the register so have to either request additional data, manually download specific certificates from the register or look at the data on Open Data communities - the last update of this was 2016

Currently no functionality is available to generate own reports from region specific data - currently have to wait a while to get new reports back (can be up to 3 months for devolved administration representatives)

Due to legislation Northern Ireland data is not represented on Open Data communities so this data set is can't be used by them to see more detailed information about their region.

The lack of UPRN and consistent address format means that it is difficult and time-consuming to link EPC data to other data sets for legitimate reasons