

Sprint #1 - Citizen Service

Methodology

We approached this problem with an Ideation workshop and sharing of ideas and information. We then tested the ideas output as wireframes which we researched with citizens

Ideation

We conducted a series of workshops to generate ideas and look at possible options for a new service

[Ideation workshop](#)

[Related sites for comparison and inspiration](#)

Hypotheses

We believe that Citizen users will self serve information about energy certificates if it is presented clearly and includes up to date information

We believe that citizen users need a way to opt out from having their address included in the register

Prototype / wireframe

We created a clickable wireframe [here](#):

[Prototype for research in sprint 1](#)

Changes from the research

- ☒ Remove large blocks of text from landing page
- ☒ Include an option for home owners that aren't buying or renting
- ☐ Add simple explanations of what the benefit is with more links
- ☒ Refer to energy performance improvements rather than just certificates
- ☐ Include an explanation of the A-G rating on the results page
- ☐ Make it possible to click through to additional energy advice
- Property energy performance page**
- ☒ Move calculator input above the table
- ☐ Make calculator functional and energy costs table dynamic
- ☐ Put **Find an assessor** higher up to make energy assessor details easier to find
- ☐ Include an explanation for assessment type

Participants

We recruited a selection of citizens who work at a digital agency

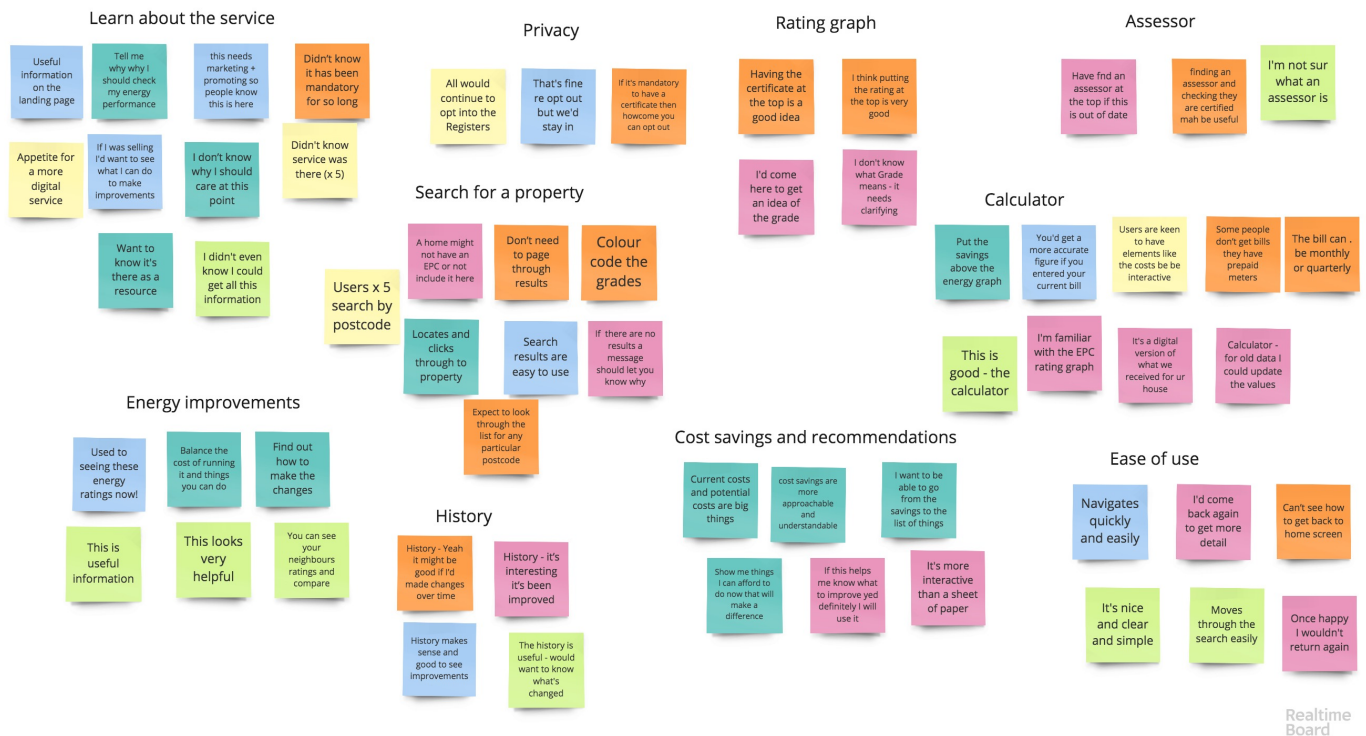
Gender	Age	
Male	45	Buyer
Male	33	Seller
Female	23	Tenant
Male	47	Landlord

Male	25	Buyer
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Results

Affinity Sort in Real Time Boards

Affinity Sort



Realtime Board

Findings

Hypotheses	
We believe that Citizen users will self serve information about energy certificates if it is presented clearly and includes up to date information	This was validated with all 5 users saying they would use the service. All were interested in the calculator as a means to display more up to date information
We believe that citizen users need a way to opt out from having their address included in the register	<p>This was not validated. None of the 5 users were interested in opting out, and one queried why that was an option given</p> <p>Further, users are pleased they can see their neighbour's information</p>

Insights

1. The current 10 year lifespan of the certificates is too long and at the very least costings should be brought inline with inflation
2. Once users are aware of the service they are interested in the information outside the current legislation which retries them to be done at key events such as building selling and renting, there may be a potential for a voluntary EPC