Department
for Environment
Food & Rural Affairs

Iteration 4 changes

FMFP team

Environment Agency

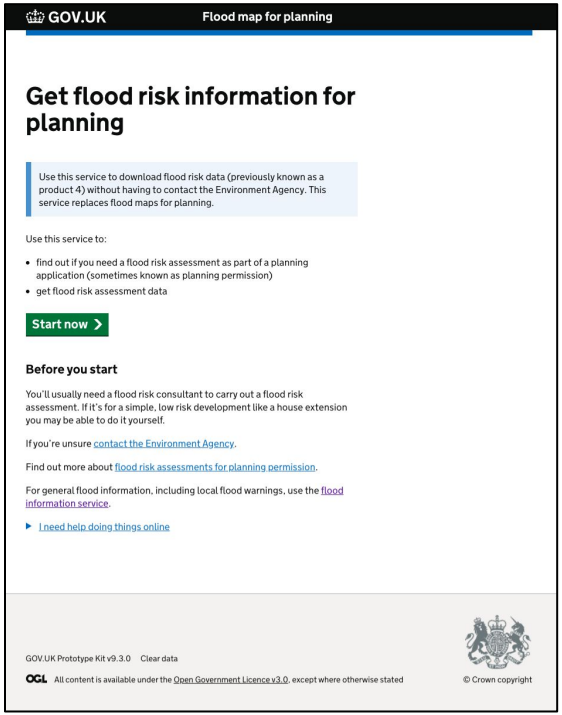
Purpose

This document records the changes we made in iteration four. This includes changes to content and interaction. It records the decisions we made and the reasons why we made them. It will also record other things we considered but didn’t include and our hypotheses for testing.

This prototype was developed between **26/02/2020 and 30/04/2020** by:
Robin Parker - Interaction Designer
Caroline Vickers - Senior Content Designer
Penny Kirby - User Researcher
Rob Humphries - Product Owner

Start page

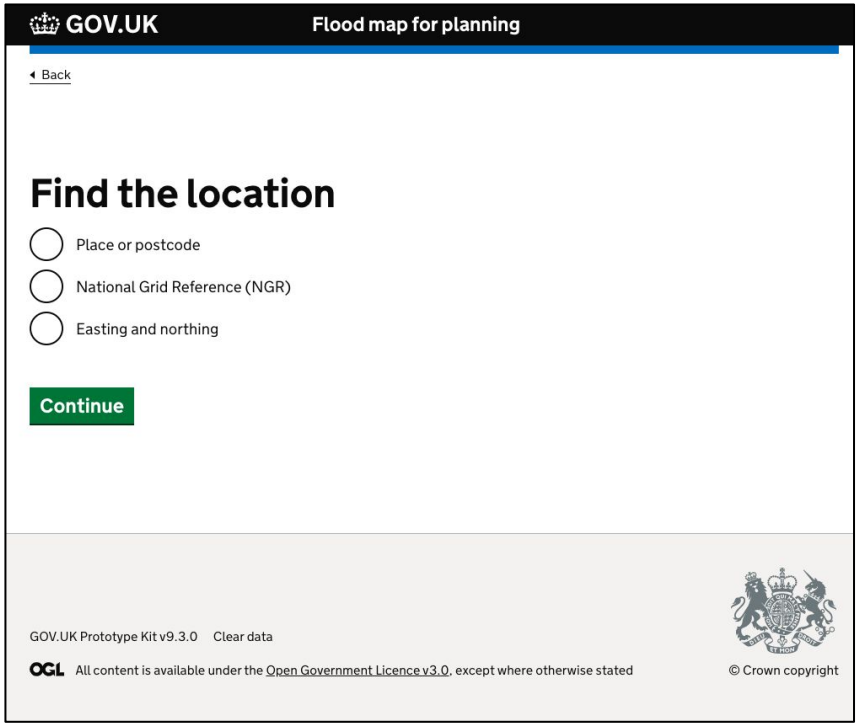
No change



Prototype

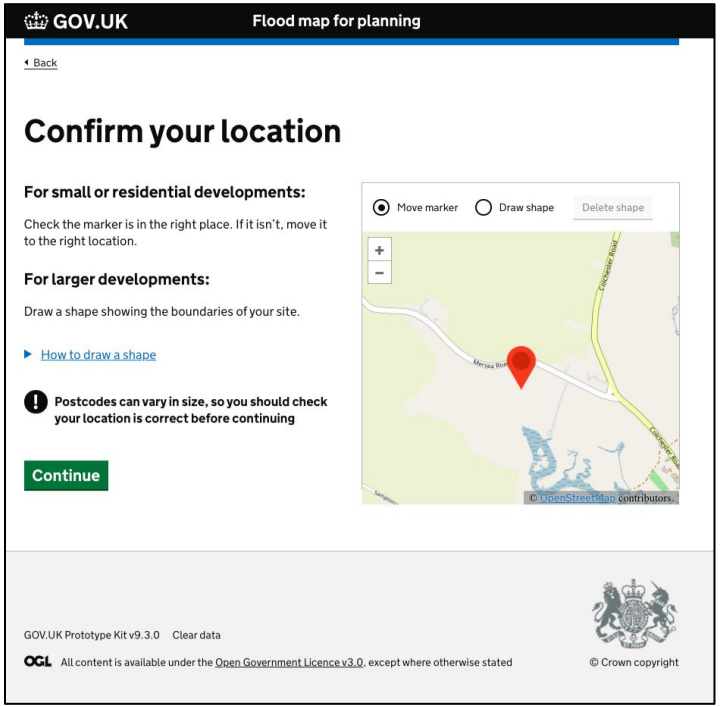
Location

No change

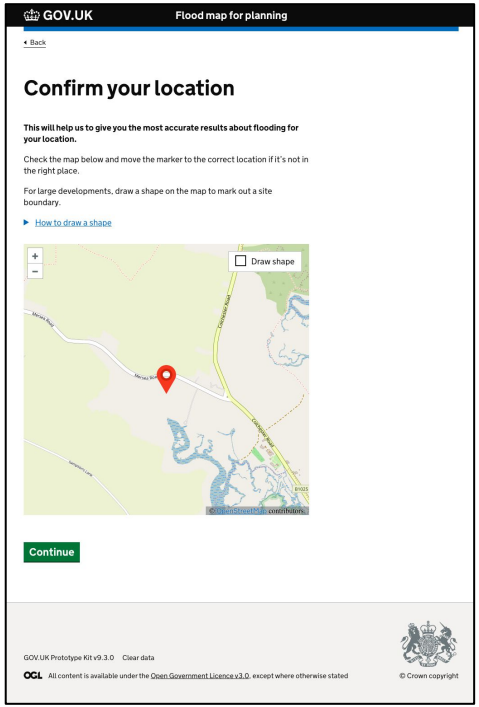


Prototype

Refine search



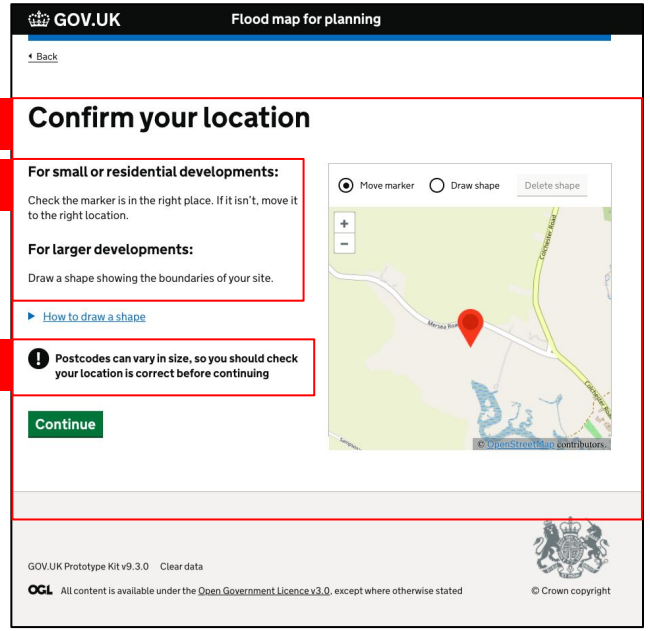
Prototype



Prev Prototype

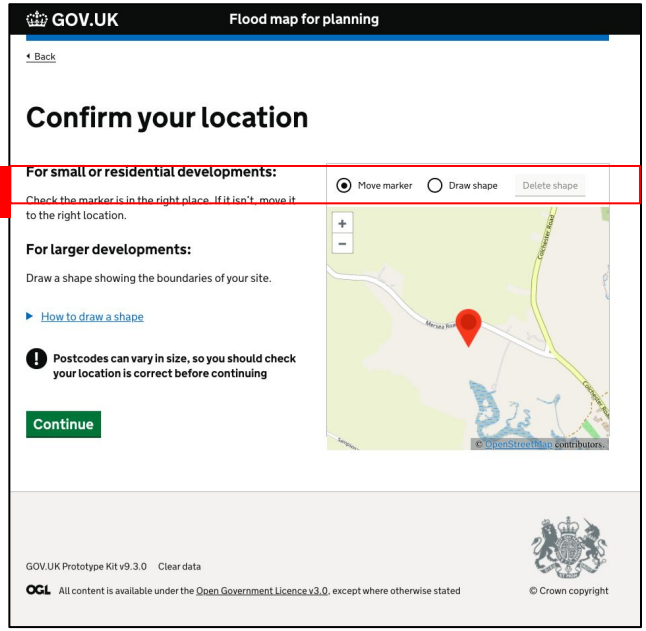
Refine search

	Change	Reason	Expectation
1	Layout of page changed into two columns.	In testing, users jumped straight to the map, and ignored the written content that was above it.	Users will read more of the content on the page.
2	Content rearranged from bullet points into subheadings with text underneath.	The aim of this change is to make the text more scannable for users. This is because users have previously not engaged with the written content on the page.	Users will read the text more easily, and will check their location.
3	Warning text added.	Testing has shown that users do not understand the purpose of this page. The added warning text is intended to highlight the reason why we need users to check their location.	Users will understand why we need them to check their location. Users will check their location.



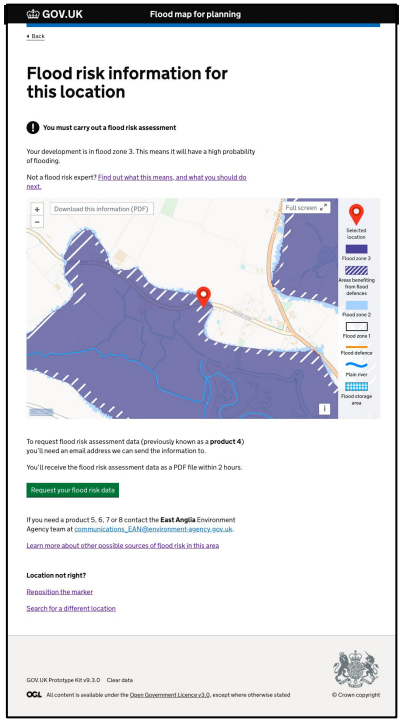
Refine search

	Change	Reason	Expectation
4	Move marker, draw shape and delete shape buttons added.	In testing, users struggled to toggle the draw a shape tool on and off.	Users will be able to toggle the draw a shape tool on and off and will be able to delete a shape if needed.



Map page zones 2&3

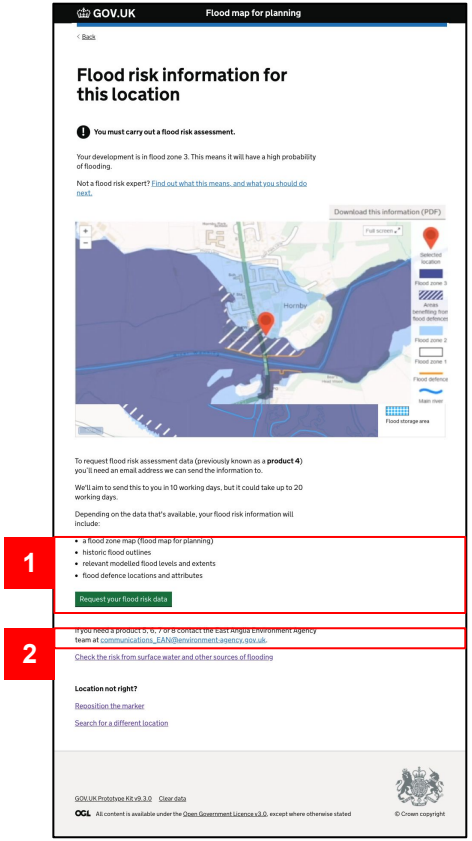
Prototype



Prev Prototype

Map page zones 2&3

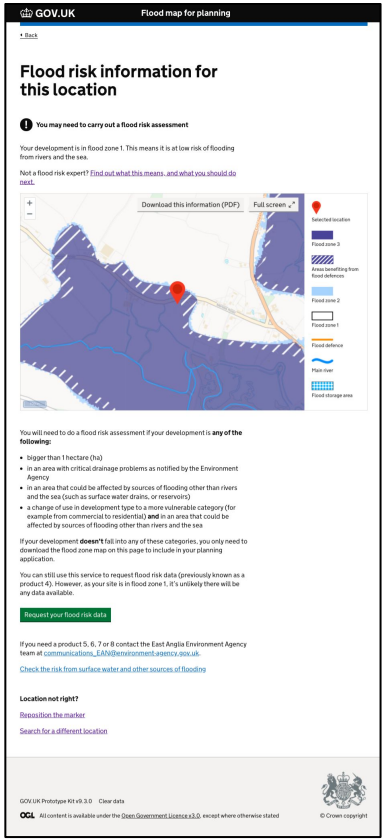
	Change	Reason	Expectation
1	Content added to clarify what the PDF will include.	Users (both experienced and inexperienced) often don't know what the final PDF product will include.	Users will understand what they are requesting.
2	Check your long term flood risk link reworded to include 'surface water'.	Experienced users use the check your long term flood risk tool to assess surface water risk. In testing users haven't interacted with the link, even though they claim to use the long term flood risk tool.	Users will understand where the link takes them, as it contains the phrase 'surface water'.



Map page zone 1 (new)

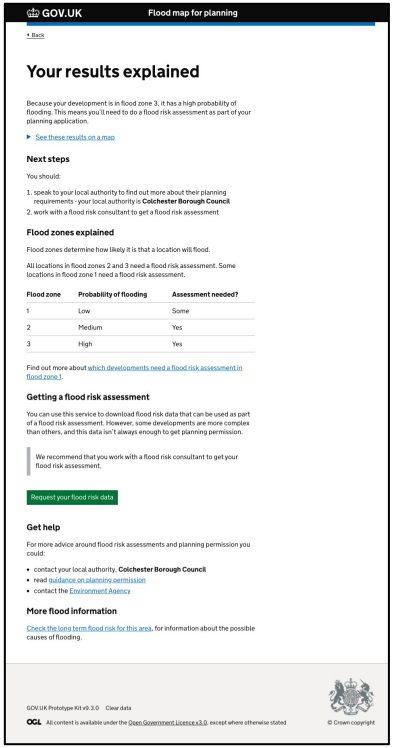
The difference between this page and the flood zones 2 and 3 version is the text under the map. On this page it explains:

- when a user needs to do a flood risk assessment in a flood zone 1
- what users need to do next if they don't need to do a flood risk assessment
- that users can still use the service to obtain a PDF report, but may not receive any data (as their site is in a flood zone 1)



Help page zones 2/3

No change



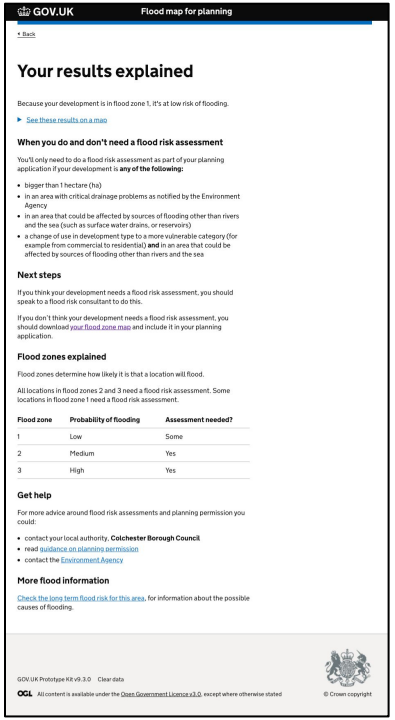
Prototype

Help page zone 1 (new)

There are some differences between this page and the flood zones 2 and 3 version.

This page:

- explains when you do and don't need a flood risk assessment in a zone 1
- outlines what you should do next, depending on whether you need a flood risk assessment or not



GOV.UK Flood map for planning

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Your results explained

Because your development is in flood zone 1, it's at low risk of flooding.

▶ See these results on a map

When you do and don't need a flood risk assessment

You'll only need to do a flood risk assessment as part of your planning application if your development is **any of the following:**

- bigger than 1 hectare (ha)
- in an area with critical drainage problems as notified by the Environment Agency
- in an area that could be affected by sources of flooding other than rivers and the sea (such as surface water drains, or reservoirs)
- a change of use in development type to a more vulnerable category (for example from commercial to residential) **and** in an area that could be affected by sources of flooding other than rivers and the sea

Next steps

If you think your development needs a flood risk assessment, you should speak to a flood risk consultant to do this.

If you don't think your development needs a flood risk assessment, you should download your flood zone map and include it in your planning application.

Flood zones explained

Flood zones determine how likely it is that a location will flood.

All locations in flood zones 2 and 3 need a flood risk assessment. Some locations in flood zone 1 need a flood risk assessment.

Flood zone	Probability of flooding	Assessment needed?
1	Low	Some
2	Medium	Yes
3	High	Yes

Get help

For more advice around flood risk assessments and planning permission you could:

- contact your local authority, **Colchester Borough Council**
- read guidance on planning permission
- contact the Environment Agency

More flood information

Check the long term flood risk for this area, for information about the possible causes of flooding.

GOV.UK Prototype Kit v9.3.0 Clear data

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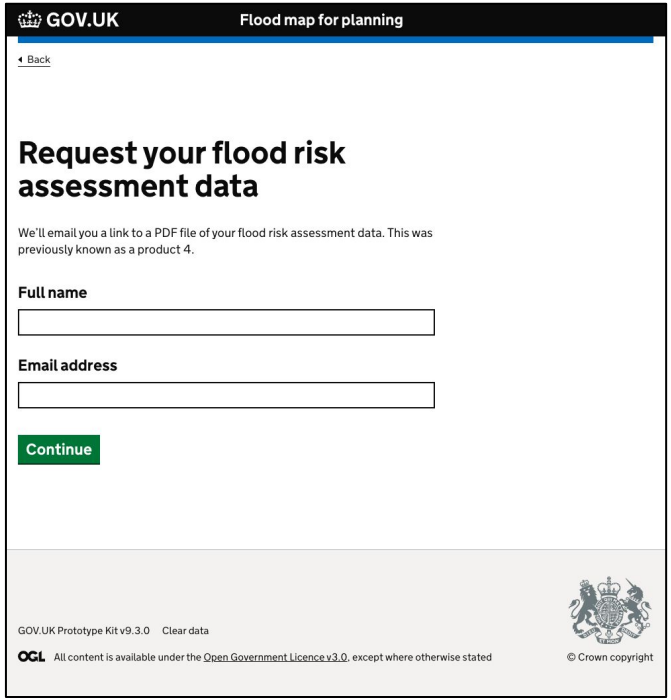
Prototype

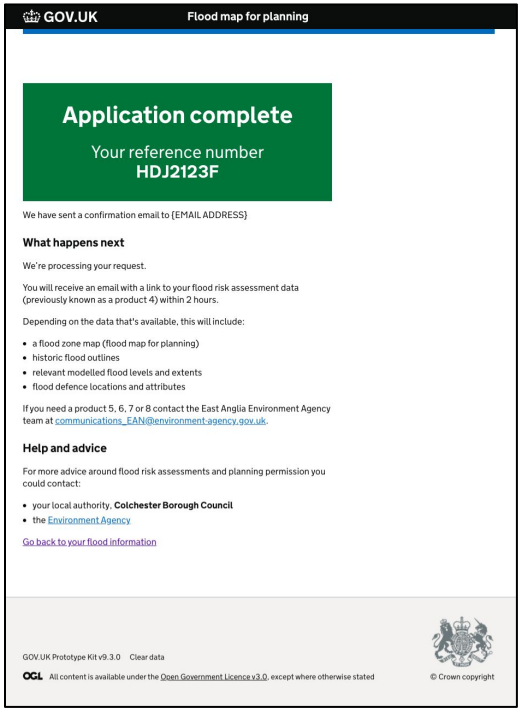
Contact

No change

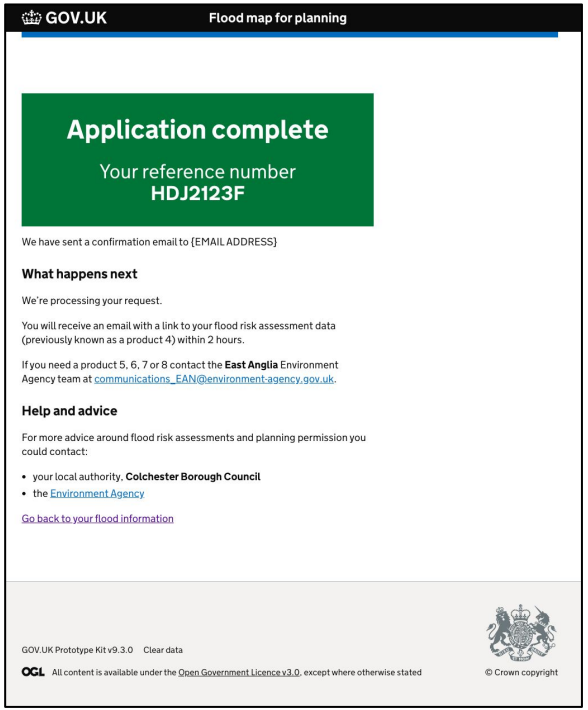


Prototype

Application complete zones 2/3



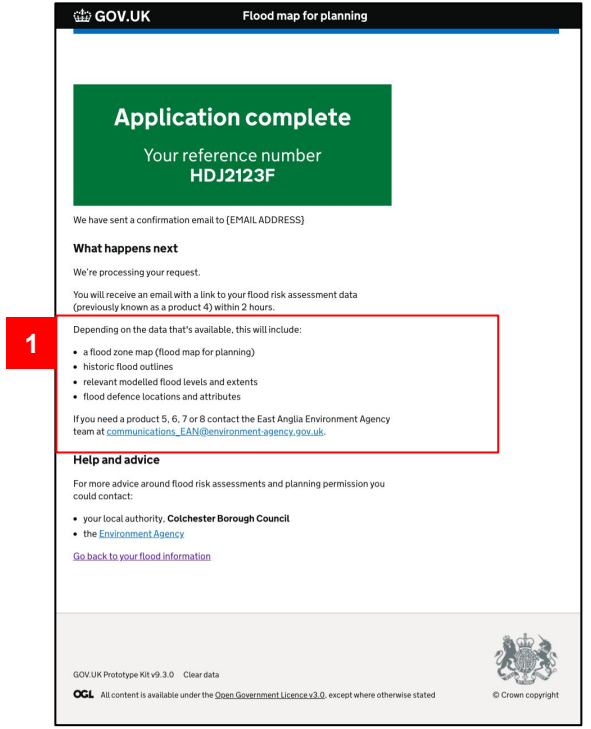
Prototype



Prev Prototype

Application complete zones 2/3

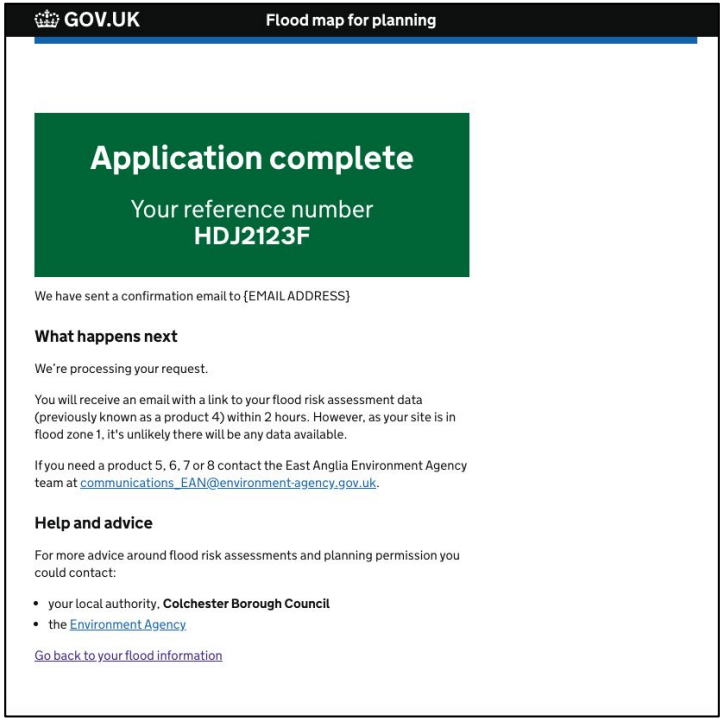
	Change	Reason	Expectation
1	Content added to clarify what will be included in the PDF.	Users (both experienced and inexperienced) often don't know what the final PDF product will include. At this point in the journey, some users were unsure what they had requested.	Users will understand what they have requested.



Application complete zone 1 (new)

There is one difference between this page and the flood zones 2 and 3 version.

This page doesn’t explain what comes with a PDF report. Instead it explains that even though they’ve requested a PDF report, users are unlikely to receive any data, as their site is in flood zone 1.



Prototype