



Department
for Environment
Food & Rural Affairs

Iteration 4 changes

FMFP team

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

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Flood map for planning

Get flood risk information for planning

Use this service to download flood risk data (previously known as a product 4) without having to contact the Environment Agency. This service replaces flood maps for planning.

Use this service to:

- find out if you need a flood risk assessment as part of a planning application (sometimes known as planning permission)
- get flood risk assessment data

[Start now >](#)

Before you start

You'll usually need a flood risk consultant to carry out a flood risk assessment. If it's for a simple, low risk development like a house extension you may be able to do it yourself.


If you're unsure [contact the Environment Agency](#).

Find out more about [flood risk assessments for planning permission](#).

For general flood information, including local flood warnings, use the [flood information service](#).

▶ [I need help doing things online](#)

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Location

No change

 **Flood map for planning**

[◀ Back](#)

Find the location

☐ Place or postcode


☐ National Grid Reference (NGR)

☐ Easting and northing

Continue


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Prototype

Refine search

 Flood map for planning

[Back](#)

Confirm your location


For small or residential developments:

Check the marker is in the right place. If it isn't, move it to the right location.

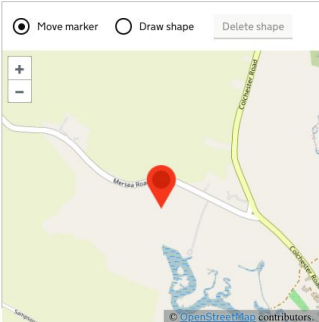
For larger developments:


Draw a shape showing the boundaries of your site.

[How to draw a shape](#)


 Postcodes can vary in size, so you should check your location is correct before continuing

Continue






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 Flood map for planning

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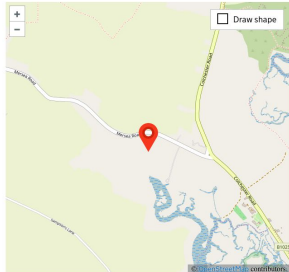
Confirm your location

This will help us to give you the most accurate results about flooding for your location.


Check the map below and move the marker to the correct location if it's not in the right place.

For large developments, draw a shape on the map to mark out a site boundary.


[How to draw a shape](#)



Continue



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
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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.


Flood map for planning

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1

Confirm your location

2

For small or residential developments:

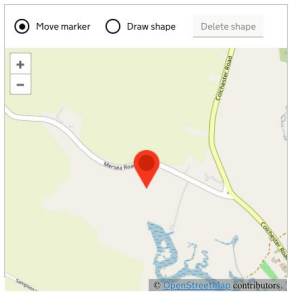
Check the marker is in the right place. If it isn't, move it to the right location.

For larger developments:

Draw a shape showing the boundaries of your site.

[How to draw a shape](#)

☒ Move marker
 ☐ Draw shape




3

! Postcodes can vary in size, so you should check your location is correct before continuing

[Continue](#)

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
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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.

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Flood map for planning

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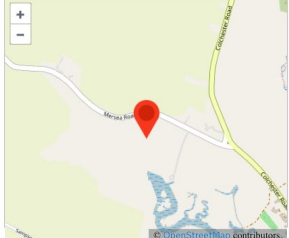
Confirm your location


4

For small or residential developments:
Check the marker is in the right place. If it isn't, move it to the right location.


☒ Move marker ☐ Draw shape


For larger developments:
Draw a shape showing the boundaries of your site.
[How to draw a shape](#)



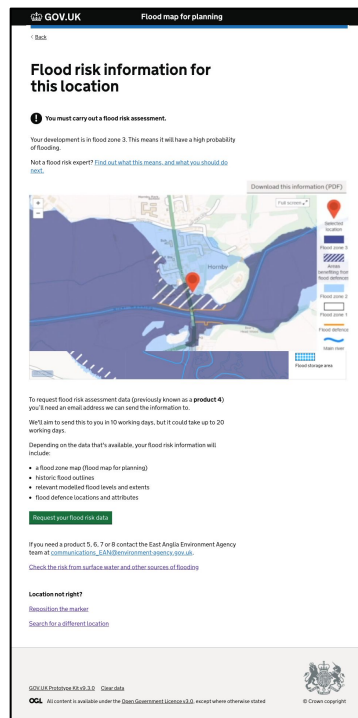
 Postcodes can vary in size, so you should check your location is correct before continuing

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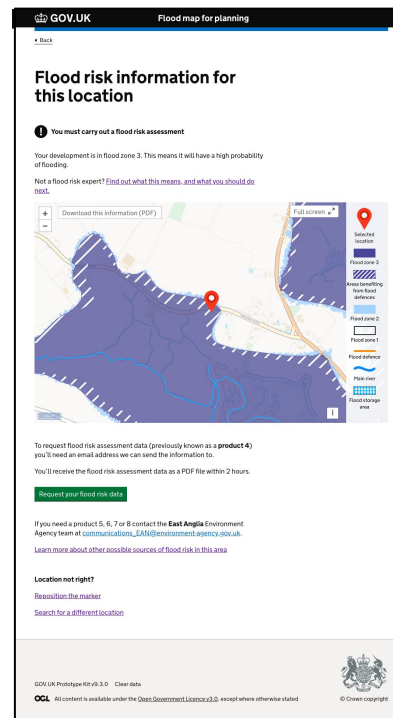
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Map page zones 2&3



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'.

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Flood map for planning

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Flood risk information for this location

1 You must carry out a flood risk assessment.

Your development is in flood zone 3. This means it will have a high probability of flooding.

Not a flood risk expert? [Find out what this means, and what you should do next.](#)

[Download this information \(PDF\)](#)

Full screen

To request flood risk assessment data (previously known as a **product 4**) you'll need an email address we can send the information to.

We'll aim to send this to you in 10 working days, but it could take up to 20 working days.

Depending on the data that's available, your flood risk information will include:

- a flood zone map (flood map for planning)
- historic flood outlines
- relevant modelled flood levels and extents
- flood defence locations and attributes

[Request your flood risk data](#)

If you need a **product 4**, or to contact the **East Anglia Environment Agency** team at communications_EEA@environment-agency.gov.uk

Check the risk from surface water and other sources of flooding

Location not right?

[Reposition the marker](#)

[Search for a different location](#)

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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)

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Flood map for planning

[Back](#)

Flood risk information for this location

1 You may need to carry out a flood risk assessment

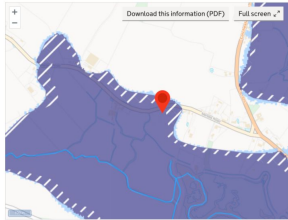
Your development is in flood zone 1. This means it is at low risk of flooding from rivers and the sea.

Not a flood risk expert? [Find out what this means, and what you should do next.](#)

Download this information (PDF)

Full screen

Search for location



Flood zone 3

Area benefiting from flood defences

Flood zone 2

Flood zone 1

Flood defence

Plan view

Flood storage area

You will need to do a flood risk assessment if your development is **any** of the following:

- larger 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

If your development **doesn't** fall into any of these categories, you only need to download the flood zone map on this page to include in your planning application.

You can still use this service to request flood risk data (previously known as a product 4). However, as your site is in flood zone 1, it's unlikely there will be any data available.

[Request your flood risk data](#)

If you need a product 5, 6, 7 or 8 contact the East Angles Environment Agency team at communications_ea@environment-agency.gov.uk.


[Check the risk from surface water and other sources of flooding](#)

Location not right?
[Reposition the marker](#)
[Search for a different location](#)

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Help page zones 2/3

No change

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Flood map for planning

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Your results explained

Because your development is in flood zone 3, it has a high probability of flooding. This means you'll need to do a flood risk assessment as part of your planning application.

[See these results on a map](#)

Next steps

You should:

1. speak to your local authority to find out more about their planning requirements - your local authority is **Calchester Borough Council**
2. work with a flood risk consultant to get a flood risk assessment

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

Find out more about [which developments need a flood risk assessment in flood zone 1](#).

Getting a flood risk assessment

You can use this service to download flood risk data that can be used as part of a flood risk assessment. However, some developments are more complex than others, and this data isn't always enough to get planning permission.

We recommend that you work with a flood risk consultant to get your flood risk assessment.

[Request your flood risk data](#)

Get help


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


- contact your local authority, **Calchester 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.

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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

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Flood map for planning

[Back](#)

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, [Calchester Borough Council](#)
- need [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.


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Contact

No change

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Flood map for planning

[← Back](#)

Request your flood risk assessment data


We'll email you a link to a PDF file of your flood risk assessment data. This was previously known as a product 4.


Full name

Email address

Continue


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Application complete zones 2/3

 Flood map for planning

Application complete

Your reference number
HDJ2123F

We have sent a confirmation email to {EMAIL ADDRESS}

What happens next

We're processing your request.

You will receive an email with a link to your flood risk assessment data (previously known as a product 4) within 2 hours.

Depending on the data that's available, this will include:

- a flood zone map (flood map for planning)
- historic flood outlines
- relevant modelled flood levels and extents
- flood defence locations and attributes

If you need a product 5, 6, 7 or 8 contact the East Anglia Environment Agency team at communications_EAN@environment-agency.gov.uk.


Help and advice

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


- your local authority, **Colchester Borough Council**
- the [Environment Agency](#)

[Go back to your flood information](#)

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 Flood map for planning

Application complete

Your reference number
HDJ2123F

We have sent a confirmation email to {EMAIL ADDRESS}

What happens next

We're processing your request.

You will receive an email with a link to your flood risk assessment data (previously known as a product 4) within 2 hours.

If you need a product 5, 6, 7 or 8 contact the **East Anglia Environment Agency** team at communications_EAN@environment-agency.gov.uk.


Help and advice

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

- your local authority, **Colchester Borough Council**
- the [Environment Agency](#)

[Go back to your flood information](#)


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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.

 Flood map for planning

Application complete

Your reference number
HDJ2123F

We have sent a confirmation email to (EMAIL ADDRESS)

What happens next

We're processing your request.

You will receive an email with a link to your flood risk assessment data (previously known as a product 4) within 2 hours.

1

Depending on the data that's available, this will include:

- a flood zone map (flood map for planning)
- historic flood outlines
- relevant modelled flood levels and extents
- flood defence locations and attributes

If you need a product 5, 6, 7 or 8 contact the East Anglia Environment Agency team at communications_EAN@environment-agency.gov.uk.

Help and advice


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

- your local authority, **Colchester Borough Council**
- the [Environment Agency](#)

[Go back to your flood information](#)

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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.

 **Flood map for planning**

Application complete
Your reference number
HDJ2123F

We have sent a confirmation email to {EMAIL ADDRESS}

What happens next

We're processing your request.

You will receive an email with a link to your flood risk assessment data (previously known as a product 4) within 2 hours. However, as your site is in flood zone 1, it's unlikely there will be any data available.

If you need a product 5, 6, 7 or 8 contact the East Anglia Environment Agency team at communications_EAN@environment-agency.gov.uk.

Help and advice

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

- your local authority, **Colchester Borough Council**
- the [Environment Agency](#).

[Go back to your flood information](#)

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