Biodiversity Net Gain – Digital Service User research and testing

Our work

Natural England (NE) and the Department for Environment, Food and Rural Affairs (Defra) are building new digital services to support the introduction of mandatory Biodiversity Net Gain (BNG) in January 2024.

Biodiversity net gain (BNG) is a strategy to develop land and contribute to the recovery of nature. It is a way of making sure the habitat for wildlife is in better a better state than it was before development. You can find out more on [GOV.UK](GOV.UK)

In the NE BNG Digital Services team, we are supporting those who are building and will use the services, to make sure they are as simple and easy to use as possible. This is where your help with our user research comes in.

Where we need your help

The next phase of user research is for the Offsite Register. If you are a landowner or land agent, you will use this service to register your land. Developers will use this service to record either:

- Record Offsite units on another piece of land in the local area
- Purchase Statutory credits – as a last resort if a 10% net gain cannot be achieved onsite or offsite.

Who we need

We are looking for landowners, farmers, and habitat banks to help test the offsite register.

We welcome volunteers to participate in our user research and prototype testing. **Please feel free to share with partners and contacts.**

How to sign up

If you would like to take part, **please complete our Expression of Interest form**: here.

We will use this form to capture your interest in user research and testing of BNG digital services.

What we may ask from you

Once you've signed up, we might contact you about the following types of research:

- 60-minute remote usability sessions where we show you the offsite register service we have built and obtain your feedback

- diary studies, where we check-in with you a few times over the course of your BNG journey to evaluate your experience, usually via email

- surveys, where we ask you to answer a few questions to evaluate your experience

- speak with you to learn more about user needs from your own perspective.

Taking part in research is voluntary, but we would really value your help. You can say no to an invitation at any time if selected for a round of user research.