

Appendix A FixMyStreet generic responses

Confirm Status	How Used	Communication to Customer
0100 Enquiry Raised	When a fault is reported	Thank you for reporting a fault on the highway. We will use the information you have provided to assess and prioritise this fault in accordance with our response times for fault reports which is available at https://www.lincolnshire.gov.uk/highways-faults We will contact you again when an update is available.
0105 Enquiry raised to be actioned within 5 hours	When an emergency traffic signals fault is reported	Thank you for reporting a fault on the highway. We will use the information you have provided to assess and prioritise this fault in accordance with our response times for fault reports which is available at https://www.lincolnshire.gov.uk/highways-faults We will contact you again when an update is available.
0110 Enquiry raised to be actioned within 24 hours	When an emergency fault is reported	Thank you for reporting a fault on the highway. We will use the information you have provided to assess and prioritise this fault in accordance with our response times for fault reports which is available at https://www.lincolnshire.gov.uk/highways-faults We will contact you again when an update is available.
0115 Third Party Responsibility	When a fault is not the responsibility of Lincolnshire County Council	Thank you for reporting a fault on the highway. Unfortunately, this issue cannot be dealt with by the county council as the asset concerned is the responsibility of a third party. You will need to report the fault directly to the organisation responsible. Contact details are available at https://www.lincolnshire.gov.uk/highways-contacts
0135 Immediate action – make safe	When a temp or permanent repair is being made within 24 hours of report	We are taking immediate action to make this fault safe. If subsequent work is required, this will be undertaken in accordance with our response times for fault reports which is available at https://www.lincolnshire.gov.uk/highways-faults . We will contact you again when an update is available.
0145 Insufficient information	When a fault cannot be found or assessed due to incomplete information	Unfortunately we have been unable to take action with this fault as there was insufficient information. Please report again with more information about the fault and location.
0150 Investigation required	When investigation is required	We need to investigate this report. We will contact you again when an update is available.

0155 Investigations ongoing	When investigation is in process	We are investigating this report. We will contact you again when an update is available.
0160 Assessed no action required	When you have investigated and the fault is highways responsibility but you are taking no action. Usually if the fault does not meet intervention criteria.	We have assessed the fault you reported and will not be taking any action at this time. We will continue to monitor this location as part of our safety inspection schedule. For information about our routine inspections and works programmes, please visit https://www.lincolnshire.gov.uk/highways-works-programmes
0165 Forward Prog Brief Submitted	When passed for inclusion in future programmes	This fault will be assessed for the possibility of future permanent works and prioritised according to our Highways Asset Management Plan. Our programme of works is available at http://www.lincolnshire.gov.uk/highways-works-programmes and is updated every Autumn. All requests are prioritised within the available annual budget so works may not appear on the next programme. However, we will continue to monitor this location as part of our routine inspection schedule and issue temporary repairs, where necessary, in accordance with our response times for fault reports.
0175 Enforcement	When we are enforcing an obstruction e.g. overhanging hedge, dangerous tree, goods in the highway, A boards	We are taking appropriate enforcement action.
0180 Assessed – in cyclic prog	When a fault will be fixed on the next cyclic maintenance programme of grass cutting, weed spraying or gully cleansing	This fault will be fixed as part of our next cycle of works. We cut the grass three times a year and treat weeds twice a year between April and October. We clean highway drains once a year.
0200 Job raised	When a job is raised from a report or the report is attached to an existing raised job.	This report has been assessed and a job for repair has been raised. We will contact you again when a further update is available.
0230 Further work identified	When a job is moved to status 0415 'Inspected follow up required'	After visiting site we have identified that further works are required. We will contact you again when a further update is available.
0250 Job Committed	When a job is committed from a report or the report is attached to an existing committed job.	We have instructed our Alliance Partners to make a repair. We will contact you again when a further update is available.
0300 Job Complete	Automatic when Kier complete a job attached to a report.	All necessary work has now been carried out and no further action is planned. Thank you for reporting a fault to Lincolnshire County Council.