Highways Fault Reporting Online System

Improvements & Relaunch

October 2016

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serco

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COUNTY COUNCIL
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Background

Serco and LCC have conducted a complete end to end review of the online highways fault reporting system.

This has covered the customer and officer journey. Considering all aspects from the public and CSC use of the online reporting system, through the back office processes to the point of jobs being completed and feedback being provided to the customer.

The review group consisted of Highways and Confirm Officers, supported by corporate communications working with site and system developers from Serco. This group has reporting into Satish Shah (Highways Manager).

Following implementation of the changes the site will be relaunched for citizens at the end of October 2016. Their feedback will be collated and evaluated.

Additional functionality will also be introduced early in 2017 with further improvements to the mapping and asset information available on the site.

The following provides information on the improvements made to the site.

Issue	Improvement s
Fault Classification Language - Used was Highways specific leading to incorrect classifications and discouraging customers from using the site. Resulting in increased calls to the CSC.	All language has been reviewed and updated to use simple, plain English text which citizens will better understand e.g. lighting columns are now referred to as streetlights.
Fault Classification - Poor data quality Due to the questions asked, the quality and quantity of information passed to the Highways Officers resulted in incorrect fault classification and prioritisation.	Major amendments to fault questions, prompts, classifications and priorities to improve customer journey, better capture useful information and enable more accurate allocation and prioritisation of work.
Assets - LCC Highways assets not displayed on the map, leading to faults being logged against non-LCC assets.	Assets are now displayed on the map to enable citizens to place a pin in the exact location of the relevant asset. Email notification will also be provided where reports relate to a non-LCC asset. Work is continuing to enable customers to select specific assets.
Emails - To customers did not explain what will happen next, establish realistic expectations or provide updates as action was taken – leading to increased calls to the CSC.	All emails have been reviewed and updated and additional emails to citizens will be triggered as the job is progressed and updates are recorded in Confirm and Lagan.

Issue	Improvement s
System Integration - Updates do not feed through between Lagan and Confirm leading to increased work for CSC and Highways Officers.	The integration has been improved to ensure updates feed from Lagan to Confirm and vice versa. Work undertaken to improve working practices at the CSC and within Highways to ensure best use is made of the systems and reduce back office effort.
Search Facility - Locating site of fault difficult from search facility as no guidance on how to search using format required to obtain adequate results.	Additional guidance provided on use of search facility and separating 'Street' and 'Town' search boxes.
Emergency Faults - Being reported through the system out of hours, resulting in missed emergencies.	Site makes it clear it should not be used to log out of hours emergency faults and provide alternative contact details. Emergencies that are logged trigger appropriate emails.
Non-LCC Issues Reported - Against assets where third parties are responsible rather than LCC results in officer time contacting the customer.	Assets being displayed to show what can be reported (longer term to be selectable), messages and redirection from front page to make explicit the purpose of the site and signpost customers to alternative reporting options, and automatic emails generated with third part details directly to customer if reports are made.