How to use Confirm Statuses

All emails are sent automatically when a status change is saved.

Confirm Status	How Used	Communication to Customer	Proposed Change – COVID-19	FixMyStreet State
0100 Enquiry Raised	When a fault is reported	Thank you for reporting this issue. A highways officer will investigate and provide an update within 14 days.	Thank you for reporting this issue. Due to the COVID-19 pandemic we may not be able to meet our usual response times. We are doing everything we can to maintain resource levels to provide your highways service. Thank you for your patience.	Open
0105 Enquiry raised to be actioned within 5 hours	When an emergency traffic signals fault is reported	Thank you for reporting this issue. A highways officer will investigate and provide an update within 14 days.	Thank you for reporting this issue. Due to the COVID-19 pandemic we may not be able to meet our usual response times. We are doing everything we can to maintain resource levels to provide your highways service. Thank you for your patience.	Open
0110 Enquiry raised to be actioned within 24 hours	When an emergency fault is reported	Thank you for reporting this issue. A highways officer will investigate and provide an update within 14 days.	Thank you for reporting this issue. Due to the COVID-19 pandemic we may not be able to meet our usual response times. We are doing everything we can to maintain resource levels to provide your highways service. Thank you for your patience.	Open
0115 Third Party Responsibility	When a fault is not the responsibility of Lincolnshire County Council	Update made on FixMyStreet by Business Support. Letting customers know what action has been taken and who is responsible.	N/A	Closed – Not responsible
0135 Immediate action – make safe	When a temp or permanent repair is being made within 24 hours of	We are taking immediate action to make this fault safe. If subsequent work is required, this will be undertaken. We will contact you again when an update is available.	N/A	

		report		
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.	N/A	Closed – No further action
0150 Investigation required	When investigation is required	We need to investigate this report. We will contact you again when an update is available.	We need to investigate this report. We will contact you again when an update is available. We are sorry that during the COVID-19 pandemic situation we may take longer to respond than normal. Thank you for your patience.	
0155 Investigations ongoing	When investigation is in process	We have carried out an initial assessment, but a more detailed investigation is required. We will provide a further update when this has been completed.	We have carried out an initial assessment, but a more detailed investigation is required. We will provide a further update when this has been completed. We are sorry that during the COVID-19 pandemic situation we may take longer to respond than normal. Thank you for your patience.	Open – In progress
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.	Bespoke response. Notes to provide thanks for raising the issue, and an apology an explanation as to why we won't be taking action at this time. Reference to our Asset Management Strategy and Highways Infrastructure Asset Management Plan etc.should be included when relevant to the reasons.	N/A	Closed – No further action

0165 Forward Prog Brief Submitted	When permanent repairs are programmed in the next 3 years	This fault will be assessed for the possibility of future permanent works and prioritised according to our Highways Asset Management Strategy. We will continue to monitor this location as part of our routine inspection schedule and issue temporary repairs, where necessary.	N/A	Closed – No further action
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. The enforcement process can sometimes take a long time to complete. Although you may not see any site changes quickly work will still be taking place behind the scenes. Thank you for your patience while this work takes place.	N/A	Closed – No further 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.	N/A	Closed – Internal Referral
0200 Job raised	When a job is raised from a report or the report is	This report has been assessed and a job for repair has been raised. We will contact you again when a further update is available.	N/A	Open – In progress

	attached to an existing raised job which will be completed within 4 months			
0230 Further work identified	When a job is moved to status 0415 'Inspected follow up required'	We're sorry, but after visiting site we were unable to resolve the issue immediately and further works are required. Thank you for your patience, we will contact you again when a further update is available.	N/A	Open – In progress
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.	Repairs are scheduled. Due to the COVID-19 pandemic, repairs may take longer than our usual response. Thank you for your patience.	Open – action scheduled
0300 Job Complete	Automatic when Kier complete a job attached to a report.	We have completed repairs to this fault. Thank you for reporting a fault to Lincolnshire County Council.	N/A	Fixed - Fixed