

**Democratic Services**

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**Date:** 18 July 2019

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**To: All Members of the Parish Liaison Meeting**

Councillor Eleanor Jackson	Bath and North East Somerset Council
Councillor Dine Romero	Bath and North East Somerset Council
Councillor Rob Appleyard	Bath and North East Somerset Council
Councillor Tim Ball	Bath and North East Somerset Council
Councillor Neil Butters	Bath and North East Somerset Council
Councillor Paul Crossley	Bath and North East Somerset Council
Councillor Kevin Guy	Bath and North East Somerset Council
Councillor Richard Samuel	Bath and North East Somerset Council
Councillor Sarah Warren	Bath and North East Somerset Council
Councillor David Wood	Bath and North East Somerset Council
Councillor Joanna Wright	Bath and North East Somerset Council
Dawn Drury	Chair of ALCA
Kathryn Manchee	ALCA
Martin Robinson	ALCA
Janette Stephenson	ALCA

Chief Executive and other appropriate officers  
Press and Public

Dear Member

**Parish Liaison Meeting: Wednesday, 24th July, 2019**

Please find attached a **SUPPLEMENTARY AGENDA DESPATCH** of late papers which were not available at the time the Agenda was published. Please treat these papers as part of the Agenda.

Papers have been included for the following items:

10. **FIX MY STREET - BRIEFING NOTE (Pages 3 - 4)**

Yours sincerely

Marie Todd  
for Chief Executive

**If you need to access this agenda or any of the supporting reports in an alternative accessible format please contact Democratic Services or the relevant report author whose details are listed at the end of each report.**

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## **Parish Liaison - 24<sup>th</sup> July 2019**

### **Briefing Note - Fix My Street**

A year after its implementation we're taking another look at Fix My Street. We want to improve the user experience, and better manage the expectations of our citizens. As part of this work we'll be reviewing the messages we send out when updating reports and making sure our website gives clear and useful information to users. We will also be helping our service teams to handle incoming reports more effectively, and ensuring long term support is in place for the Fix My Street.

During this project we'll be taking a different approach to the work. By adopting Agile practices we'll be able to deliver frequent iterative improvements. We will make changes based on the needs of our users and respond to changing priorities.

We've identified some early opportunities and even started running user research exercises. We'll start by looking at report updates, and use feedback from users to make sure the language we use is right and that the information is relevant. The feedback we get from our user research will help us ensure we don't make assumptions about what our users want to know.

We're in the early stages of the project at the moment and as work progresses I will circulate further details. If you're interested taking part in our user research or would like to know more about the project please email [james\\_green@bathnes.gov.uk](mailto:james_green@bathnes.gov.uk)

James Green  
Service Designer

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