

Parish Liaison - 24th 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

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