

Bath & North East Somerset Council

MEETING	Policy Development & Scrutiny Panel	
MEETING/ DECISION DATE:	19th September 2023	EXECUTIVE FORWARD PLAN REFERENCE:
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TITLE:	Improvements to Fix My Street	
WARD:	All	
AN OPEN PUBLIC ITEM		
A presentation will be given at the meeting indicating the improvement for the customers when using Fix My Street		

1 THE ISSUE

1.1 B&NES Highway Network consist of:

- (1) 1,102km of carriageways
- (2) 885km of footways
- (3) 16,320 Street Lights
- (4) 159 bridges and structures

1.2 Repair and maintenance works are identified through regular Highway inspections that form part of the asset management process. Customers can also report faults using the online system Fix My Street (FMS). The FMS reports are linked to the asset management system enabling the Highway Inspectors to review reports on their hand-held devices and instigate the actions including ordering works and updating the FMS.

1.3 The FMS system has not had any major changes since 2018. Feedback from Parish and Council Members was mixed, and it was noted there were aspects that could be improved. In mid-2022 the Councils Service Redesign Team working with the Highway Service reviewed FMS and identified a number of opportunities for improvement. A programme of improvements started in late 2022.

2 IMPROVEMENT PROGRAMME

- 2.1 FMS is a National System provided by Society Works, Local Authorities can make limited changes to feedback, but the key functionality remains part of the national system. The Team have worked with Society Works to review and implement changes, these include:
- 2.2 B&NES Web content improved to provide clear easy steps for customers information and to report issues or signpost to a third party.
- 2.3 Improvements to the Opening FMS page.
- 2.4 Improvements to maps Layers.
- 2.5 Improvement to Curo map Layer.
- 2.6 Reduced clutter on maps by undertaking a data cleanse and clearing closed messages.
- 2.7 Improvement to the Automated responses, some responses were vague and not help full. Customer are given more information, and improved links to the new web site.
- 2.8 Improved option for feedback to include SMS option for feedback.

3 ISSUES AND PROGRESS TO DATE

- 3.1 The improvements have been successfully implemented and tested with support from members. The improvements have improved the customer journey from the initial report to the completion of works. Feedback from the Parish Liaison meeting on 19th June 2023 was positive which has been reiterated by members who have regular engagement with our customers. There has been a significant increase in usage of the FMS from 638 reports per month in 2022 to 875 reports per month in 2023 which coincide with the improvement that have been made.
- 3.2 Work continues in Service to identify further areas where feedback can be improved. This will be led by a user group who review performance and identify opportunities for improvements.

4 STATUTORY CONSIDERATIONS

- 4.1 Updated report on current operational improvements.

5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 5.1 Improvement are funded within current budgets.

6 RISK MANAGEMENT

- 6.1 The FMS improves communications and fault reporting, reducing the risk of harm from faults.

7 EQUALITIES

- 7.1 The report identifies improvement to an existing operational system.

8 CLIMATE CHANGE

8.1 FMS support repairs to the Highway Network which is important in supporting sustainable travel.

9 OTHER OPTIONS CONSIDERED

9.1 None

10 CONSULTATION

10.1 Director of Place

Contact person	
Background papers	No background papers
Please contact the report author if you need to access this report in an alternative format	