

EALC AGM: Highways Information Asset Management System

July 2021



> Why are we doing this?

Continuous Improvement Programme

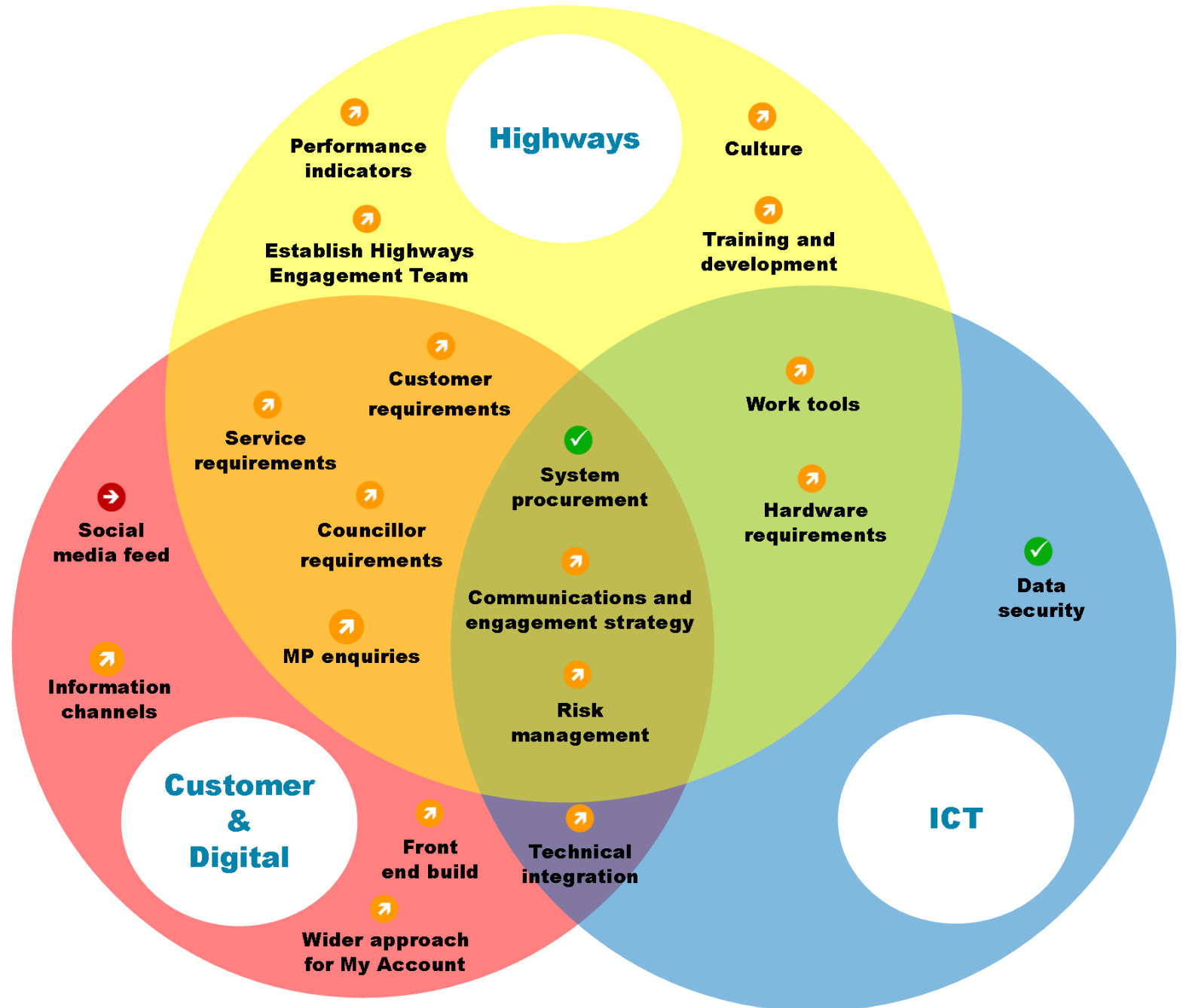
- To enhance existing service
- Adapt systems to support further improvement
- To streamline systems, reporting and customer requests made
- Focus on staff – develop and support
- To further enhance the service for our customers

> Project approach

✓ Complete

↗ In progress

➔ Pending



> When did the system launch?

Tuesday 29 June 2021

**Quiet
launch**

**Wider
promotion**

• **Gateway 1
Engagement
Team in place**

• **Gateway 2
User testing**

**System
modules live**

**Recruitment/
training**

**Website
improvements**

> **Quiet Launch vs Wider Promotion**



Quiet launch

- **Gateway 1 - Engagement team are in place, Councillors help with further testing**
- **Gradual process with refinement as we progress**
- **Go live date 29 June**

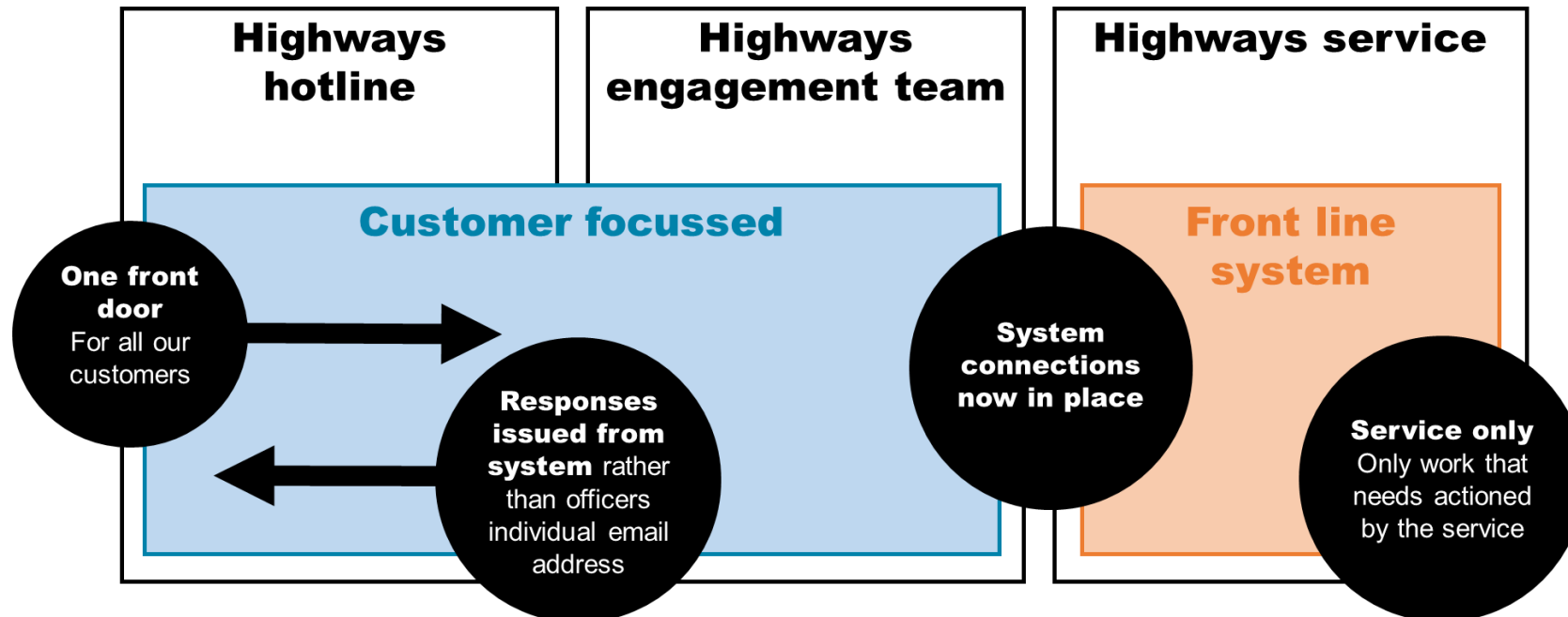


Wider promotion

- **Gateway 2 - Website user testing completed**
- **Proactive promotion**
- **Public**
- **Partners**
- **Provisionally late summer**

> A new system and team

- New systems have gone live and are following the one front door approach
- Highways Engagement Team are now in place and are managing the triage of all defect and enquiries into the service



> **New service standards**

- Guarantee an automated acknowledgment within 24 hours of making a report
- Defect reports - aim to provide an update on defect reports within 5 working days
- Enquires - Aim to provide an update on enquiries within 10 working days with a 'we're working on it'
- The updates we send out have been improved and each customer will now receive detailed updates managed by a team




66.4%

**Would like to be updated
within 5 working days**

> **An improved way to report a location**

- What3words is available on the customer form and is the most accurate way to provide a location
- You are now able to upload multiple photos on the customer form if necessary
- Encourage all to use this location too, especially in remote areas

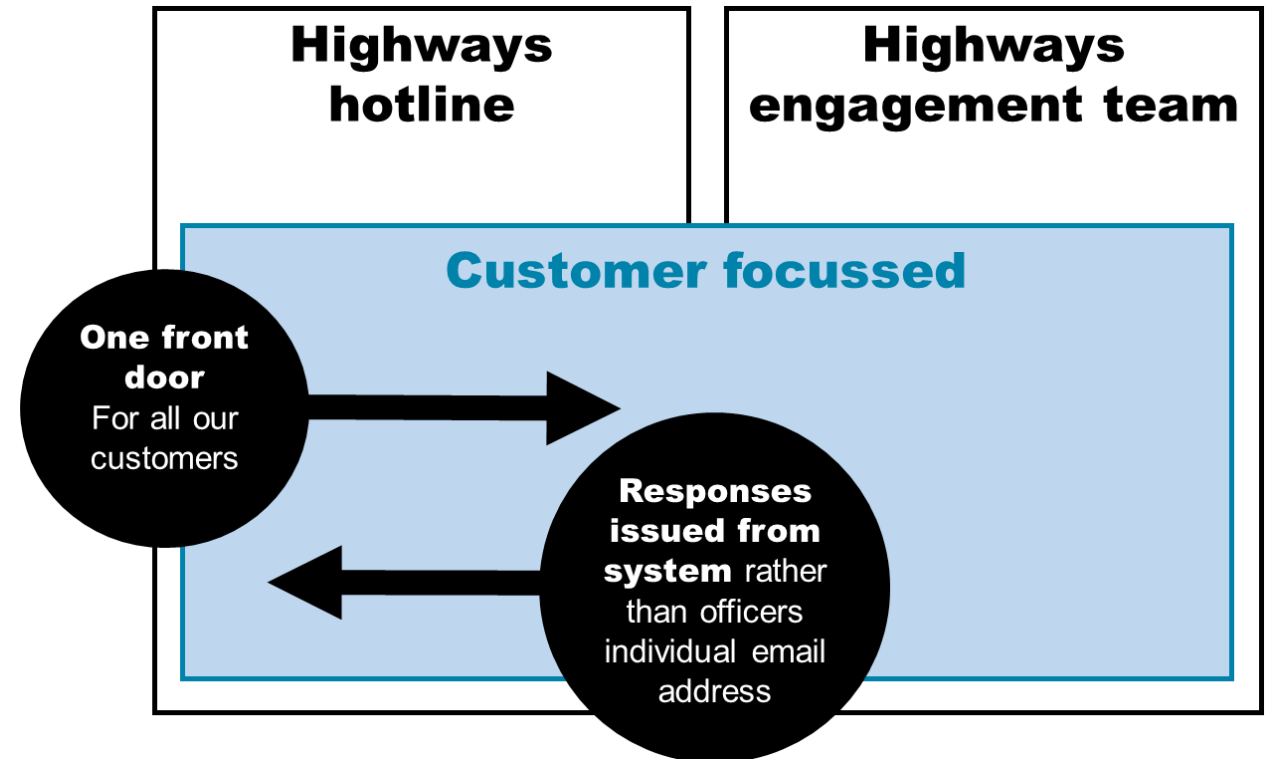


Since January 2020, 665 reports have been attended where Operatives have been unable to find the location of the problem



> **One front-door approach**

- The project team are strongly encouraging all reports to be made using one front-door (Highways Hotline or the new online reporting form)
- The approach will reduce the number of reports for Officers are managing on behalf of customers
- Improve the customer experience through consistency



> **Benefits of one front door**

- Receive the updated customer messaging that aims to provide our stakeholders with a timely, relevant and meaningful response
- Reports will be handled in line with the newly revised Highways service standards
- By reporting using the system, you will be helping us to build data and understand the needs of the network
- Each report will receive a consistent service each time
- Assets to support Parish Councillor conversations with customers are provided in the 'one front-door' approach document

> Breakdown of requests for service using the one front door

Total number of cases reported (county-wide)



Total number of actions created

- > 932 defects
- > 372 enquires

Enquiry details

- > 93 questions asked
- > 279 requests for service

> **Breakdown of requests for service using the one front door in Eden**

Total number of actions created in Eden

- > 84 defects
- > 66 enquires

Top 3 defect reports (actions)

- > Carriageway (40 actions)
- > Gullies, grips, ditches, drains and culverts (16 actions)
- > Hedges and trees (9 actions)

Enquiry details (actions)

- > 47 enquires defined as general, 6 regarding parking and 6 requests for new or changes to road markings

> **Listening continues...**

- The project team and wider service will continue to review the feedback we receive from key stakeholders.
- We have developed a structured log that ensure all feedback is reviewed
- Feedback survey has been embedded in the new online customer for to retrieve feedback from customers. This will be reviewed on a weekly basis
- Strongly encourage feedback from Members and Parish Councillors on your experience engaging with the new services so we can continuously improve

> Next steps

May

June

July

August

Key system training

Blended learning approach

Review/transition of existing defects

Engagement Team induction

Front end made available

Web platform in place



Highways Website Development and testing



Launch

Development of MyAccount

Customer testing and councillor insight

Regular review of HIAMS modules

Staff engagement, communications to councillors and staff

> **Parish Councillor feedback**



- Encouraging all Parish Councillors to embrace the new system, use the one front door and feedback on your experience directly to the project team
- Ask Kevin Inbox (askkevin@cumbria.gov.uk) will be available for you to provide immediate feedback and any concerns directly to the project team
- Look out for further updates in the 'Cumbria Highways Update' email sent via CALC

Customer reporting form Show and Tell

July 2021

