

Communities & Place Scrutiny Advisory Board - Update on the Highways Information Asset Management System

10th June 2022



> **New Highways Information Asset Management Systems (HIAMS) launch**

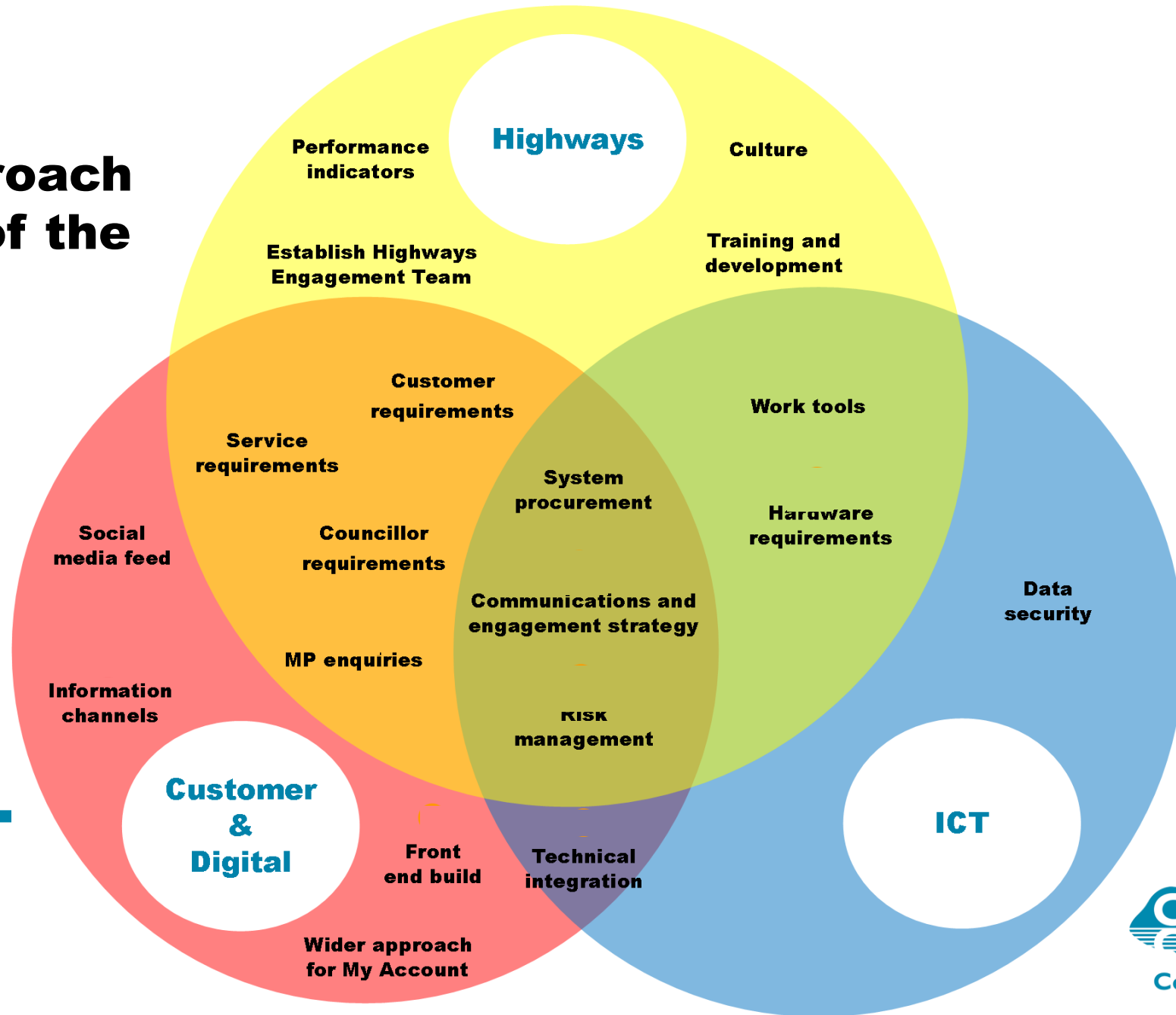
- 29 June 2022 the new highways information asset management system (HIAMS) was launched

Liberty Create (internal)

HIAMS (external)

- The aim was to improve the way defects and enquires are triaged by increasing process efficiencies and automation.
- Focused on improving experience for our staff and well as an improvement to customer satisfaction levels for our customers, Members Parish & Town Councillors
- Feedback received is at the core of all developments actioned to the system

> **Project approach to delivery of the project**



> **Current key workstreams**

9 May

June

July

August



System training

Website development

Dashboard development

System Development - Module Sign Off

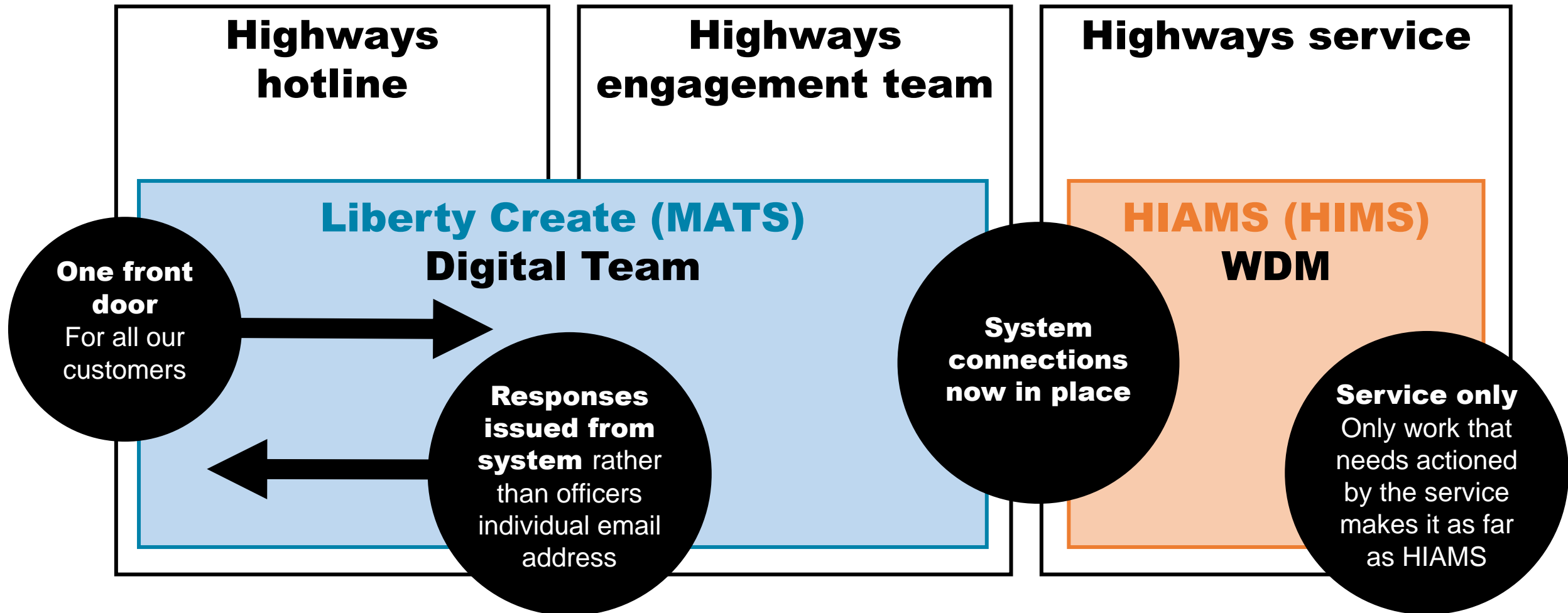
Further Developments to MyAccount

Re-establish the Culture piece

Regular review of system functionality / further developments required

Continued engagement with all stakeholders

> System approach

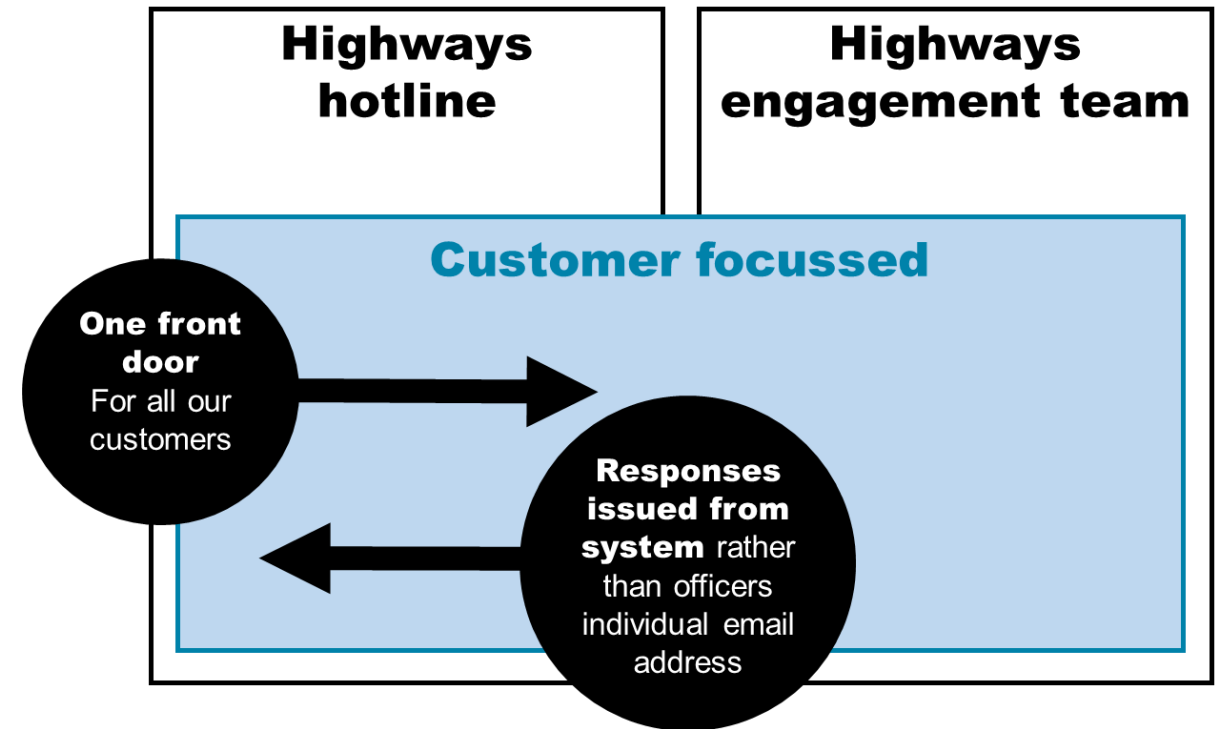


> **The One Front Door Approach**

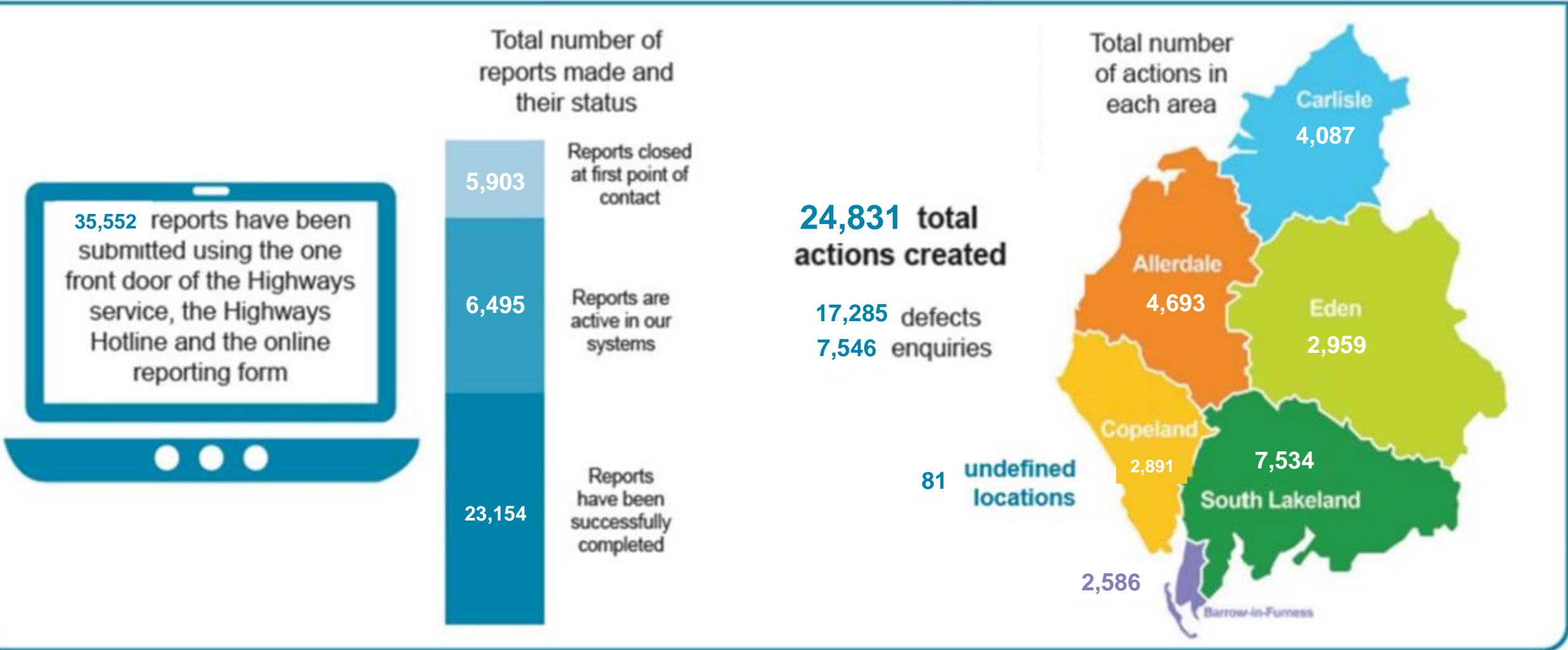
The service are strongly encouraging all reports to be made using one front-door: by telephoning the Highways Hotline or the using new online reporting form

The benefits are:

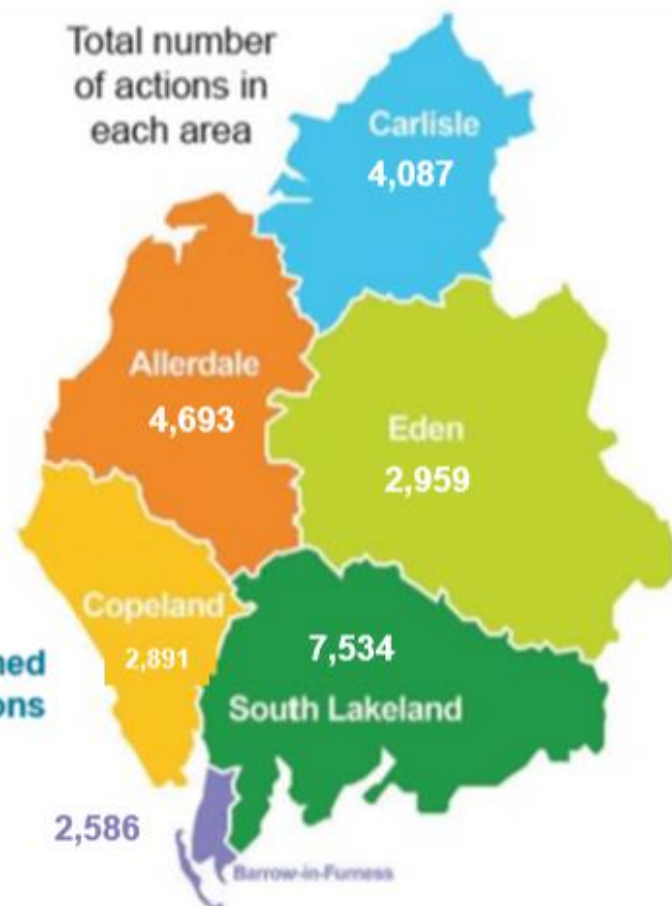
- Increased efficiency of our highways staff as reports are managed in one place.
- An improved customer experience as stakeholders receive meaningful, relevant and timely updates on their reports.
- Reports aim to completed in line with the newly revised Highways service standards.
- Each report will be managed consistently.
- A true reflection of the network is recorded which supports funding applications to Department of Transport (DfT).



> Highways reports overview from 29 June 2021 to 11 May 2022



> Breakdown of requests for service from 29 June 2021 to 11 May 2022



Top 3 defect reports (actions created)

- > Carriageway (5,048)
- > Gullies, grips, ditches, drains and culverts (2,911)
- > Road lighting and illuminated signs (2,413)

Top 3 enquiry reports (actions created)

- > Enquires defined as general (5,182)
- > Parking e.g. parking bays, double yellow lines (1,089)
- > Request new or changes to road markings or traffic signs (706)

> **Customer insight: new online reporting form**



4 stars out of **5** based on feedback provided by **12,371** customers

72% of customers are satisfied

‘Service is first class and you have not over complicated it.’

‘It’s a great way to be able to report road issues.’

‘You have much improved the reporting process!’

‘Very slick service, easy to report the blocked path and to locate it on a map’

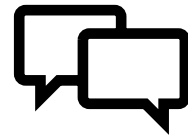
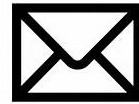
> Online Highways customer survey March 2021

Participants said...

Email is the preferred method of communication (85.5%)

59.6% were dissatisfied or very dissatisfied with the updates they received on their query

66.4% would like to receive an update within 5 working days



We did...

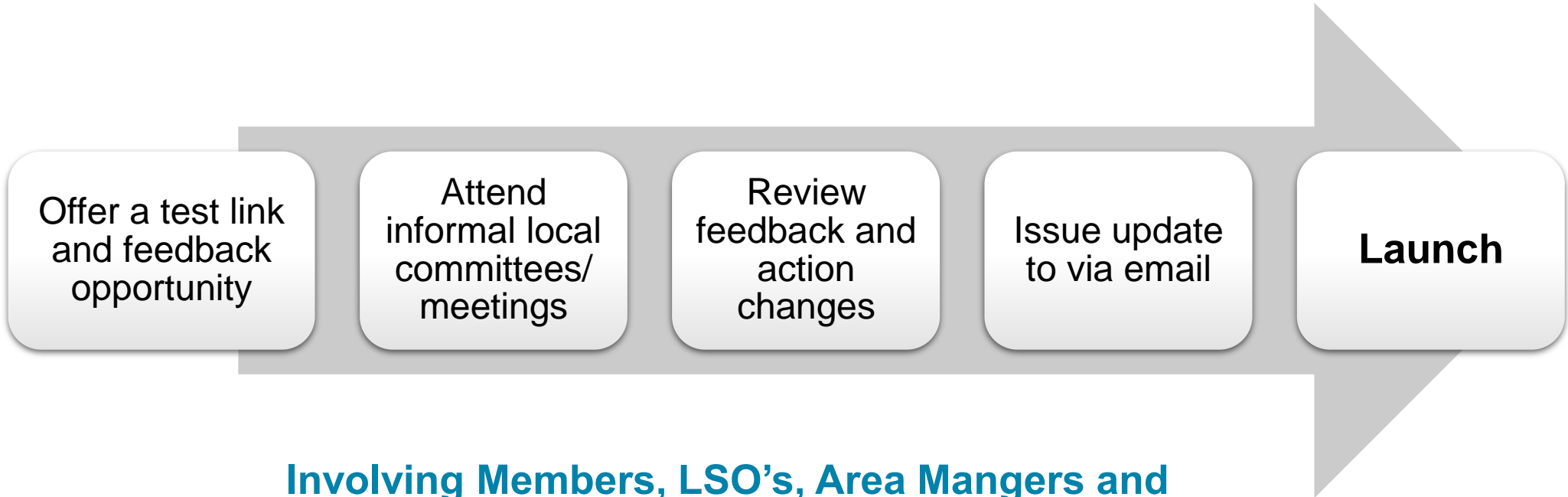
New process launched which aims to provide a 'meaningful, relevant and timely response'. Highways Engagement Team manages customer interactions and provides tailored updates on all reports.

Guarantee and automated acknowledgment email within 24hrs and aim to update within 10 working days

Continuing to review the customer experience and exploring ways Cumbria Highways can interact with our key stakeholders

1,137
participated

> **Agile developments, engagement-led approach with highways key stakeholders**



Involving Members, LSO's, Area Mangers and Network Managers integral to success

> **‘MyAccount’ – an improved reporting experience**

45 Members registered for account between 28 February and 6 May and now have access to:

- An improved experience when submitting highways reports as the online reporting form as personal details are pre-populated saving time
- Access to ‘My requests’ page to manage and keep track of all reports a Member has previously made
- A Members’ reports dashboard which details all highways reports within their district

Portal -

Highways customer Enquiries / Defects

Highways customer Enquiries / Defects

Home

Viewing highways customer reports within:

Allerdale

Active Actions 10

Closed Actions 14

Search

Only Defects

Only Enquiries

Map Satellite

No. of Reports	Item Category	Status
1	Non-Illuminated Signs > Right-Hand Non-prohibition Signs	Closed
1	Road Lighting and Illuminated Signs > Lamps not working or with	Active

> **The listening continues...**

- Feedback survey has recently been sent to all Members and Parish & Town Councillors to feedback on their experience using the new system and how the project team have engaged
- Strongly encourage all to participate in the survey as it will help us to develop an approach moving forward
- Feedback survey has been embedded in the new online customer form to retrieve feedback from customers. This will be reviewed on a weekly basis
- The project team and wider service will continue to review the feedback we receive from key stakeholders with a project closure of December 2022
- Wider launch of My Account
- Work continues on Defect and Works ordering system with an initial launch date of June 2022
- Road Lighting module subject to continued development

Thank you

