



Northumberland
County Council

Fix My Street Update Northern Area Local Area Council

Date 28/09/2023

www.northumberland.gov.uk

Previous Systems- Lagan/Emails/Mayrise

- Customer services added manually onto Lagan
- Minimal system integration into back office systems
- Reports locations an issue
- Repeat reports on issues countywide
- No feedback to customers
- Fix My Street being used by residents- No closed loop or feedback on over 9,000 reports
- Reporting and data limited using Lagan
- Archaic system

Fix My Street – Envisaged Benefits

- Web based reporting
- App based for mobile technology
- Clearer locations- Mapped based reporting
- Key Categories.
- Asset based reporting (streetlights, gullies, Car Parks)
- Photographic evidence.
- Back Office System Integration.(Alloy Highways)
- Consistency & standardisation of approach.
- FOI/EIR information.
- Data driven reports by category, area, ward – support service improvement.



Implementation/Development

- Contracts awarded in Jan 2023
- Business readiness delivered to key officers and departments across the authority
- Project started February 2023
- System Testing in mid April 2023
- Live Beta site in mid May 2023
- Staff user training across customer services and local services April/May.
- Replaced Lagan reporting for only Local Services (Not Waste activities)

Fix My Street- User Benefits

- Single account setup
- Multiple categories to pinpoint issue
- Reports on the asset (streetlights)
- Account updates on reports
- Transparent view of reports made
- Feedback surveys issued.



Fix My Street Access- (fix.northumberland.gov.uk)

NCC Website

The screenshot shows the Northumberland County Council website. At the top, there is a navigation bar with 'Listen and translate', 'My Account', and a search bar. Below this is a secondary navigation bar with 'Home', 'Pay', 'Apply', 'Report', 'Councillors', and 'All Services'. A yellow alert banner reads: 'General Alert: Country Parks may open late due to Storm Agnes on morning of 28th Sept'. Below the alert is a 'Cost of Living Support Hub' with a grid of links: Household support fund, Household costs and bills, Housing and council tenants, Support for families, Gas, electricity and oil bills, Mental health and wellbeing, Skills, jobs and work, How to volunteer, Help with transport costs, and Support for businesses. At the bottom, there is a 'Top Tasks' section with icons for 'Report Shrub Maintenance Problem', 'Report a Tree Problem', 'Register To Vote', 'Report a pothole', 'Find a planning application', and 'Report Street Light Fault'.

Dedicated Webpage- fix.northumberland.gov.uk

The screenshot shows the dedicated 'Fix My Street' webpage. It features the Northumberland County Council logo and a navigation menu with 'Report a problem', 'Your account', 'Shortlist', 'All reports', 'Local alerts', 'Help', and 'Admin'. The main heading is 'Report, view, or discuss local problems (like graffiti, fly tipping, broken paving slabs, or street lighting)'. Below this is a form to 'Enter a Northumberland postcode, or street name and area:' with an input field and a 'Go' button. There is also a 'Use my current location' button.

Your report will now be logged for the next working day.
Please contact 0345 600 6400 in an emergency
Beta Site - This is a new service. **Your feedback will help us improve it.**

How to report a problem

- 1 Enter a Northumberland postcode, or street name and area
- 2 Locate the problem on a map of the area
- 3 Enter details of the problem
- 4 Confirm the report and Northumberland County Council will investigate

Recently reported problems

- Dangerous missing and protruding metal safety barrier parts.**
16:29 today, last updated 16:56 today
- Gate locked on byway**
15:59 today, last updated 16:02 today
- Fridge dumped at Alnwick rugby club**
15:26 today, last updated 15:28 today
- Mattress dumped on Laburnum terrace**
14:48 today, last updated 14:51 today
- Verge grass cutting 'chewed-up' plastic cover to a utility (unclear which) outside 199 Middle Drive**
14:37 today, last updated 14:38 today




739
reports in past week

1,339
fixed in past month

35,782
updates on reports

Fix My Street Website

FixMyStreet - Reporting a problem :: FixMyStreet

 Northumberland County Council

Your account Shortlist All reports Local alerts Help Admin

Report your problem

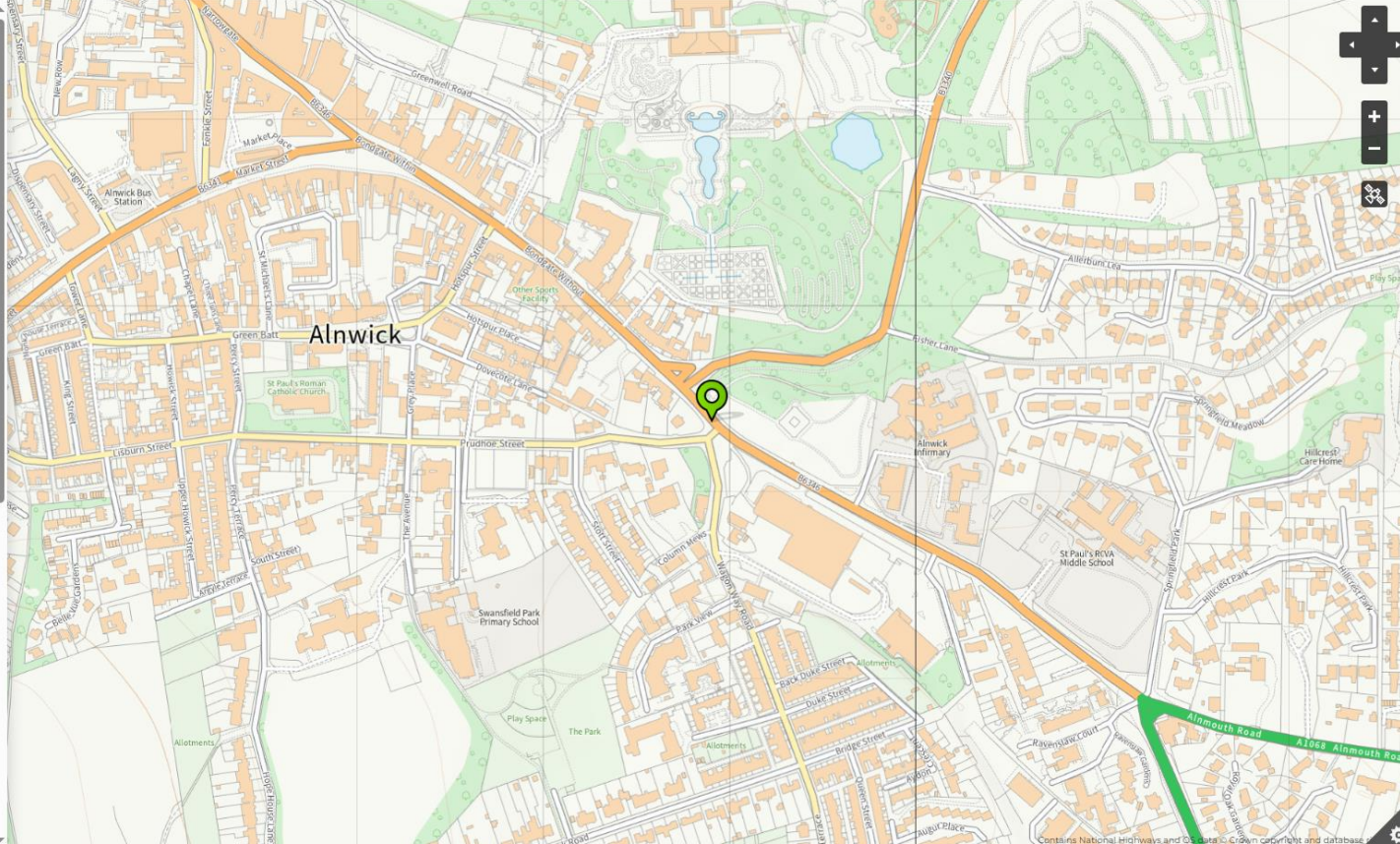
→ Click the map or drag the pin to adjust the location

🔍 Or search for a different location

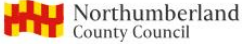
Your report will now be logged for the next working day. Please contact 0345 600 6400 in an emergency

Category

- Abandoned Vehicle
- Bridges/Structure
- Bus Stop
- Car Park
- Crash Barriers - Damaged/Unsafe
- Dead Animal
- Dog Fouling
- Drains
- EV Chargers
- Fly-tipping
- Footway/Footpath
- Graffiti Issue
- Grass Cutting
- Kerbs
- Litter
- Parks Maintenance
- Pedestrian Barriers - Damaged / Missing
- Rights of Way
- Road
- Road Markings - Worn/Faded



User Account Page- All Updates on reports made



Report a problem Your account Shortlist All reports Local alerts Help Admin

Your account

- Name: kris Westerby
- Email: kris.westerby@northumberland.gov.uk
- Phone: - [Add](#) [Change](#)

Receive update notifications by:

Email None

Receive local alert notifications by:

Email None

[Change password](#) [Security](#) [Sign out](#)

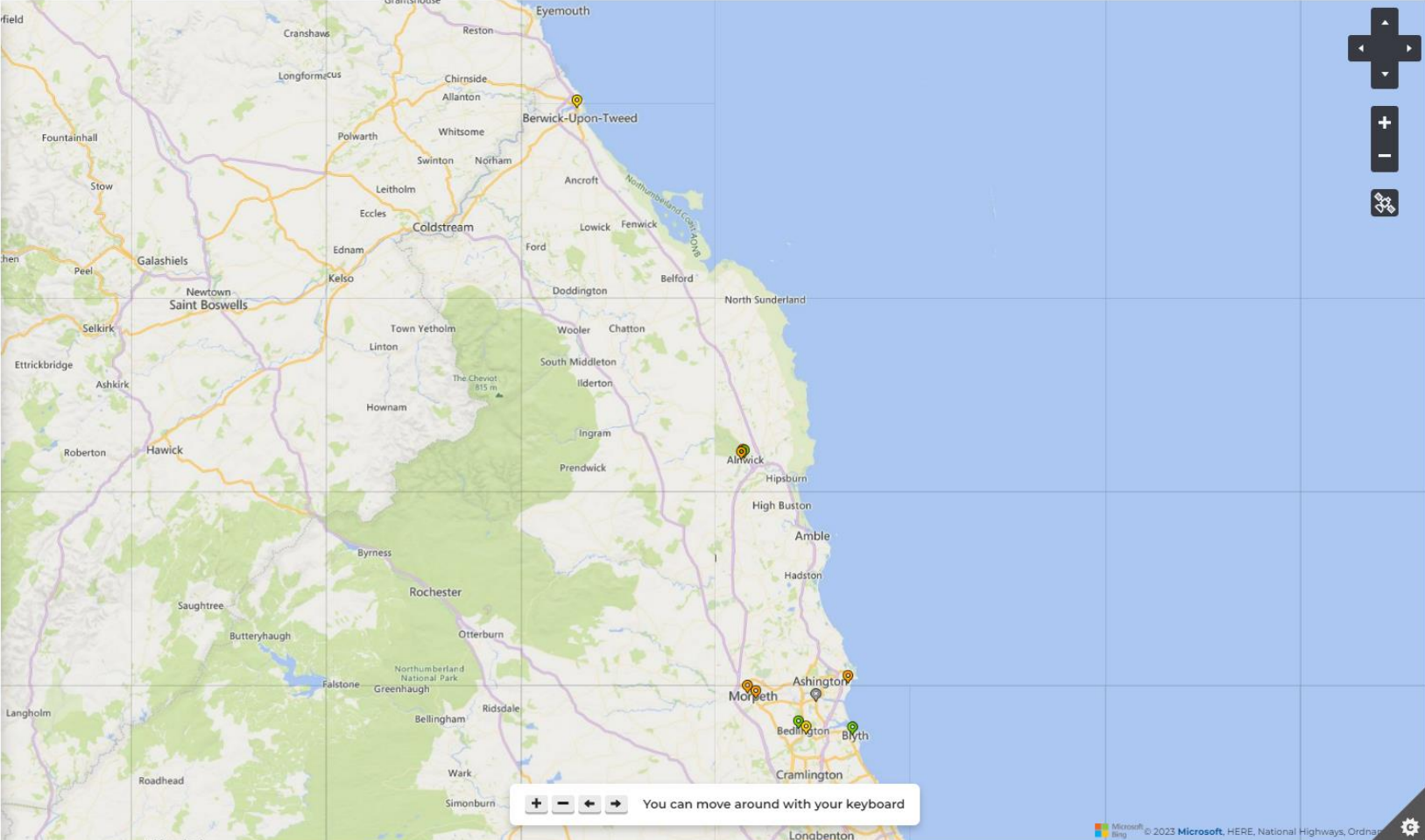
Your reports

Show reports about

Sort by

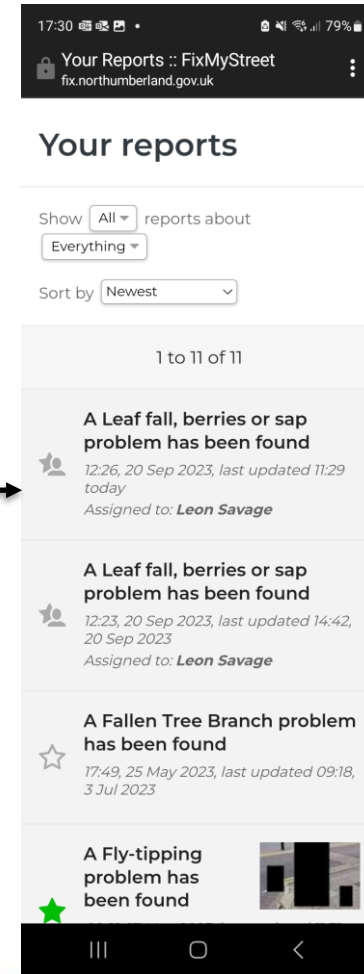
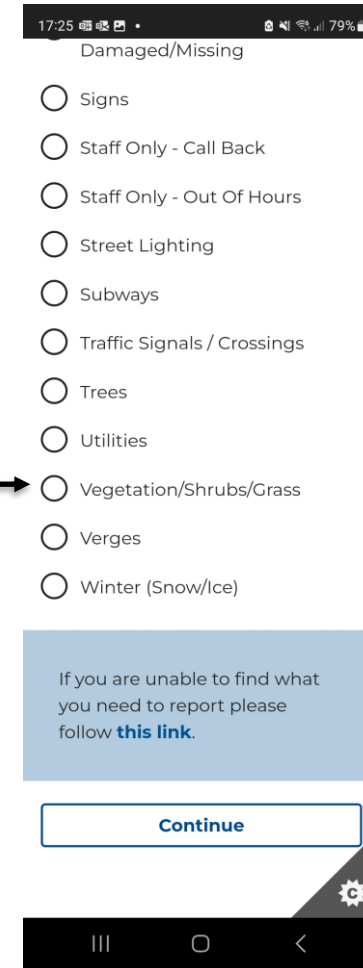
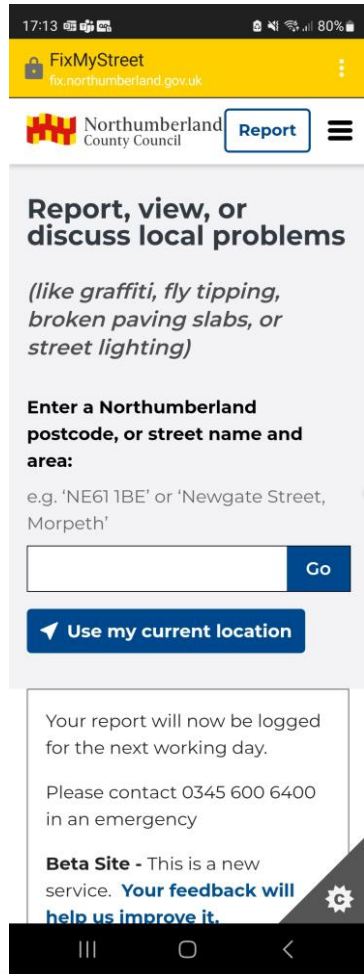
1 to 11 of 11

- A Leaf fall, berries or sap problem has been found**
12:26, 20 Sep 2023, last updated 11:29 today
Assigned to: **Leon Savage**
- A Leaf fall, berries or sap problem has been found**
12:23, 20 Sep 2023, last updated 14:42, 20 Sep 2023
Assigned to: **Leon Savage**
- A Fallen Tree Branch problem has been found**
17:49, 25 May 2023, last updated 09:18, 3 Jul 2023
- A Fly-tipping problem has been**




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Fix My Street Mobile Application



FMS- Local Alerts

[Report a problem](#) [Your account](#) [Shortlist](#) [All reports](#) [Local alerts](#) [Help](#) [Admin](#)


Local RSS feeds and email alerts


FixMyStreet has a variety of RSS feeds and email alerts for local problems, including alerts for all problems within a particular ward, or all problems within a certain distance of a particular location.

To find out what local alerts we have for you, please enter your Northumberland postcode or street name and area:

Postcode or street name and area
e.g. 'NE61 1BE' or 'Newgate Street, Morpeth'

Some photos of recent reports






Menu


- [Contact Us](#)
- [Privacy Policy](#)
- [Accessibility](#)
- [Staff Resources](#)
- [Councillor Resources](#)

Partner websites

- [Visit Northumberland](#)
- [Active Northumberland](#)
- [Advance Northumberland](#)
- [Northumberland Line](#)

Social Media





Staff View on FMS Report

- Web and Mobile
- Update reports
- Moderate
- State changes-
- Open Investigating
- For Triage
- Action scheduled
- In progress
- Fixed
- Not responsible
- No further action
- Duplicate
- Closed
- Internal referral

Northumberland County Council

Report ID: 4536941 (admin) Private

Email: kris.westerby@northumberland.gov.uk

Easting/Northing: 399603, 653186

Nearest calculated address: 24 Castlegate, TD15 1JT, England, United Kingdom

[Navigate to this problem](#)

[Set to my current location](#)

Category: Potholes (Road)

State: Investigating

Assign to: kris Westerby

Priority: -

Extra details: :olhpoihoihol

Save with a public update

Photos (optional)

Drag photos here or [browse photos](#)

Public update:

UPDATES

[Moderate this update](#)

Thank You for your report. We will review this report at our earliest opportunity.

Posted by **Northumberland County Council** (Northumberland County Council) at 12:31, Wednesday 10 May 2023

Photos added:

Photos deleted:

[Report abuse](#) [Get updates](#) [Problems nearby](#)

Report another problem here Your account Shortlist All reports Local alerts Help Admin

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Staff View- Shortlist

























- Update reports
- Manage reports
- Filter by duration
- Filter by category
- Reassign to other
- Audit Trail

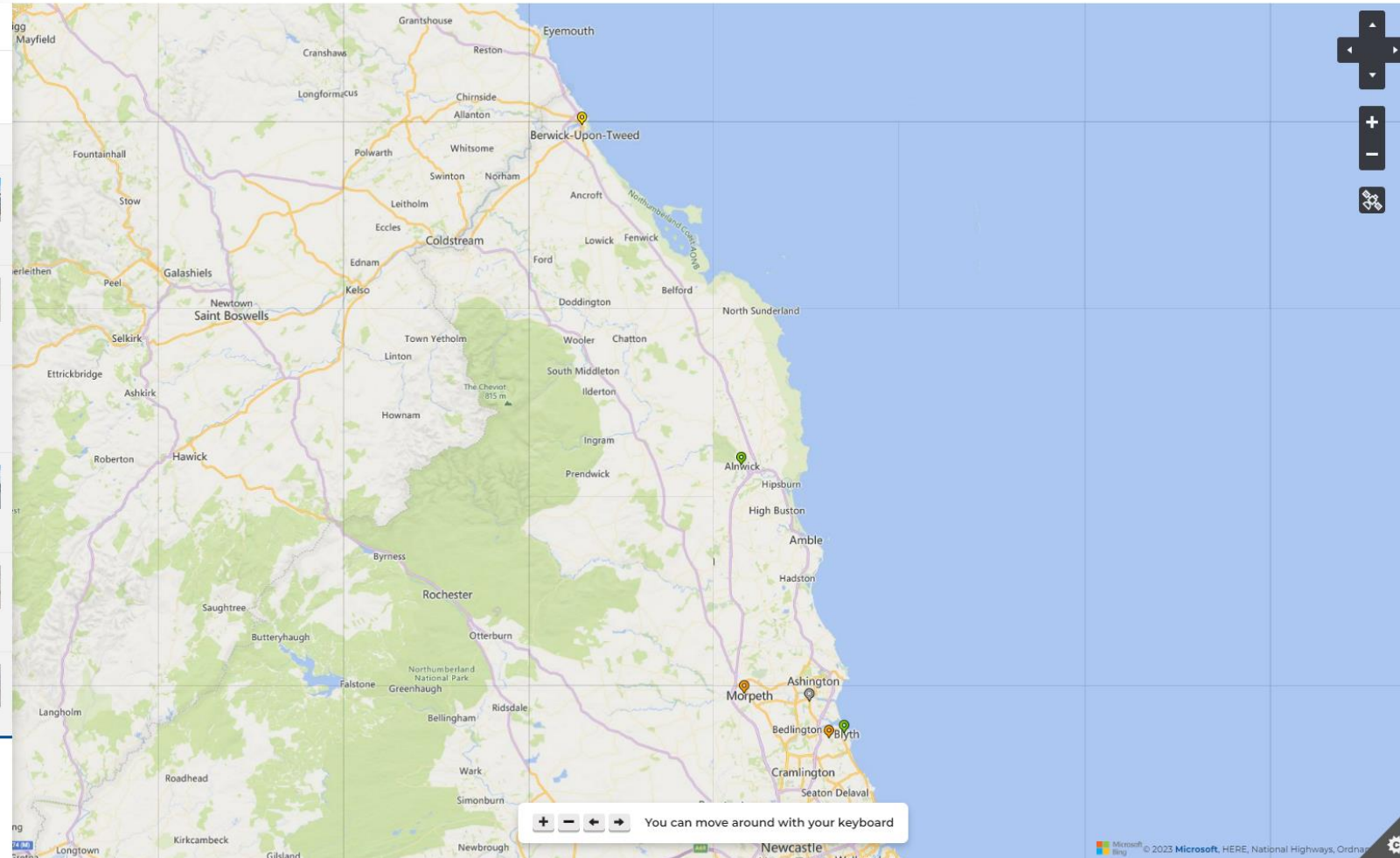
Your shortlist

Show reports about

Sort by

1 to 6 of 6

-    **A Potholes (Road) problem has been found** 
12:31, 10 May 2023, last updated 15:26, 6 Sep 2023
Assigned to: *kris Westerby*
-    **A Slabs - Missing problem has been found** 
09:15, 12 May 2023, last updated 09:16, 12 May 2023
Assigned to: *kris Westerby*
-    **A Lamp/Bulb Failure (Street Lighting) problem has been found** 
13:38, 12 May 2023, last updated 14:34, 12 May 2023
Assigned to: *kris Westerby*
-    **A Damaged Drains problem has been found** 
12:27, 15 May 2023, last updated 13:20, 31 May 2023
Assigned to: *kris Westerby*
-    **A Fly-tipping problem has been found** 
09:21, 17 May 2023, last updated 11:31, 12 Jun 2023
Assigned to: *kris Westerby*
-    **Worn road** 
14:16, 17 May 2023, last updated 08:01, 31 May 2023
Assigned to: *kris Westerby*



Fix My Street – Reports Received

- From May-Sept 14,329 reports on Fix My Street
 - 7,557 added to FMS by Customer Services
 - 6,772 added to FMS by users
 - 5,618 of these using mobile devices
- Lagan reports for the same period in 2021-22 total 5,887
- FMS seen an increase of **143%** over the same period.
- Average total of lagan reports in years 2021 and 2022 was 18,559.
- FMS generated **77%** of reports based on previous years within 3 months.

Trends – Response rates

- FMS reports received May-Sept 2023-14,329
- 12,747 reports responded to within May-Sept.
- 88% response rate

Open	4414
Action scheduled	729
Investigating	518
In progress	182
For Triage	4
Fixed - User	766
Fixed	3
Fixed - Council	2192
No further action	743
Duplicate	1116
Not responsible	560
Closed	2995
Internal referral	107
Total	14329

Statistics-Reports By Month

- Monthly report Total

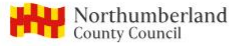
	2023	Total
May	2583	2583
June	3736	3736
July	4184	4184
August	3826	3826
Total	14329	14329

Detailed Analysis of Reports

- Breakdown by category

	Open	Closed	Fixed	Total
Abandoned Vehicle	30	86	3	119
Abandoned Vehicle (Parks Maintenance)	0	0	0	0
Abandoned Vehicle (any)	0	0	0	0
Abandoned vehicles	0	0	0	0
Animal	0	0	0	0
Barrier Problem	0	0	0	0
Bird fouling or insects	1	1	0	2
Blocked - Flooding of Private Property	19	4	6	29
Blocked - Flooding of Road/Path	97	26	47	170
Blocked Ditch	20	7	10	37
Blocked Ditch Causing Flooding	11	2	5	18
Brambles	0	0	0	0
Branch Broken/Hanging in tree	9	1	0	10
Bridge out of repair	1	0	0	1
Broken / Missing	5	6	2	13
Building Damage	1	0	0	1
Bus Route Obstruction	0	0	0	0
Bus stops	0	0	0	0
Car parking	0	0	0	0
Car parks	0	0	0	0
Crash Barriers - Damaged/Unsafe	4	1	0	5
Damage to Structure	4	6	0	10
Damaged	0	0	0	0
Damaged / Missing / Facing Wrong Way	15	11	5	31
Damaged / Missing / Facing Wrong Way (Signs)	14	13	8	35
Damaged / Missing / Facing Wrong Way (Street Lighting)	0	2	6	8
Damaged Barrier	0	0	0	0
Damaged Control Box	1	0	0	1
Damaged Drains	8	5	4	17
Damaged General	0	0	0	0

FMS Details By Ward



[Report a problem](#) [Your account](#) [Shortlist](#) [All reports](#) [Local alerts](#)

Northumberland County Council

Show **All** reports about **Everything**

From **05/05/2023** To **09/09/2023**

In wards **Bamburgh**

Heatmap

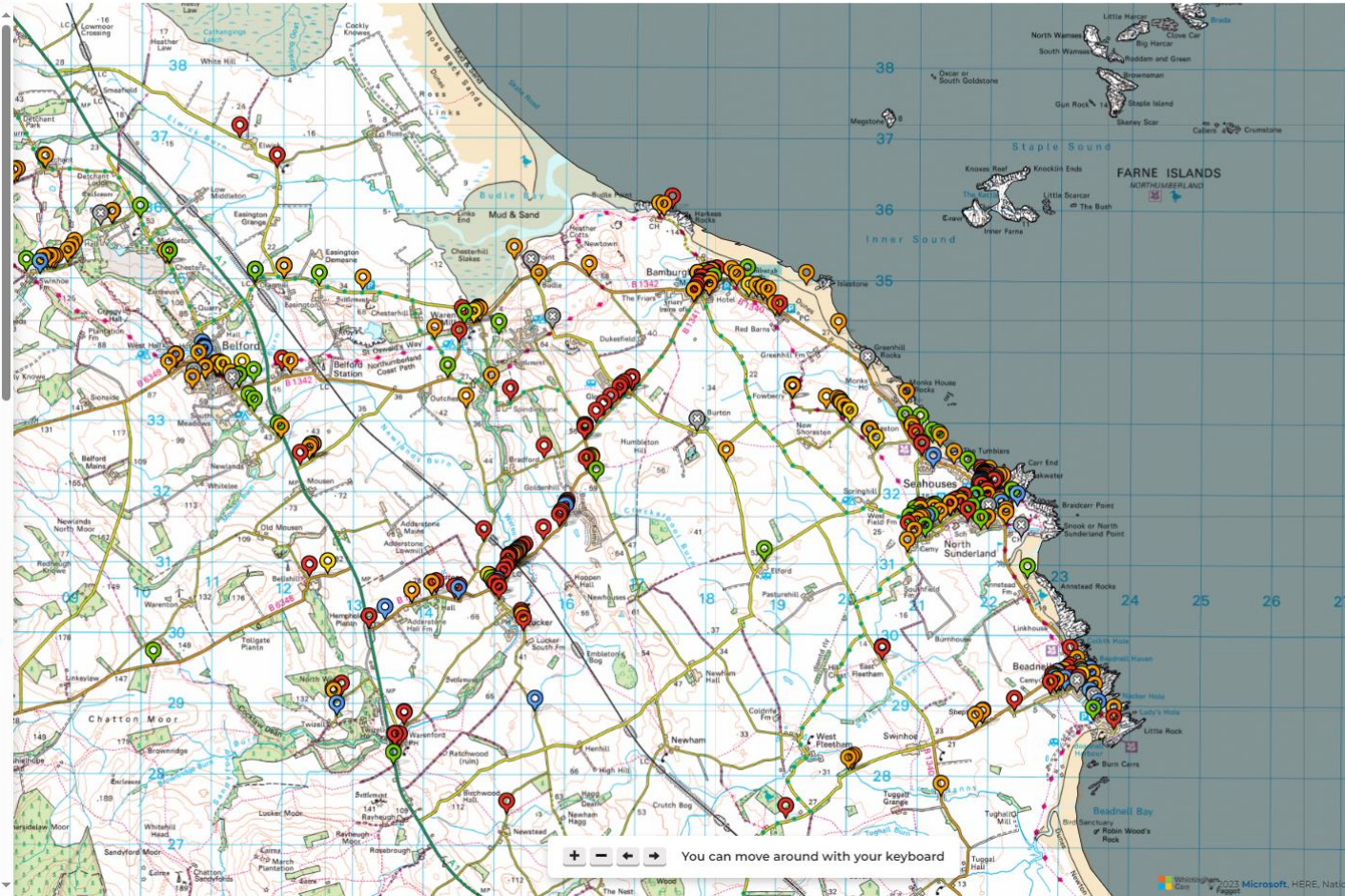
Pin map

Five newest reports

- Deep pothole**
07:35 today, last updated 10:20 today
- Under road subsidence**
07:33 today, last updated 07:34 today
- A Potholes problem has been found**
Closed 14:40, Monday, last updated 06:45, Tuesday
- Fertiliser spraying**
Closed 18:14, Sunday, last updated 09:49, Monday
- Signpost down- also facing wrong direction.**
18:08, Sunday, last updated 09:53, Monday
Assigned to: **Phil Bradley**

Five most recent commented reports
Not from yourself/ backend

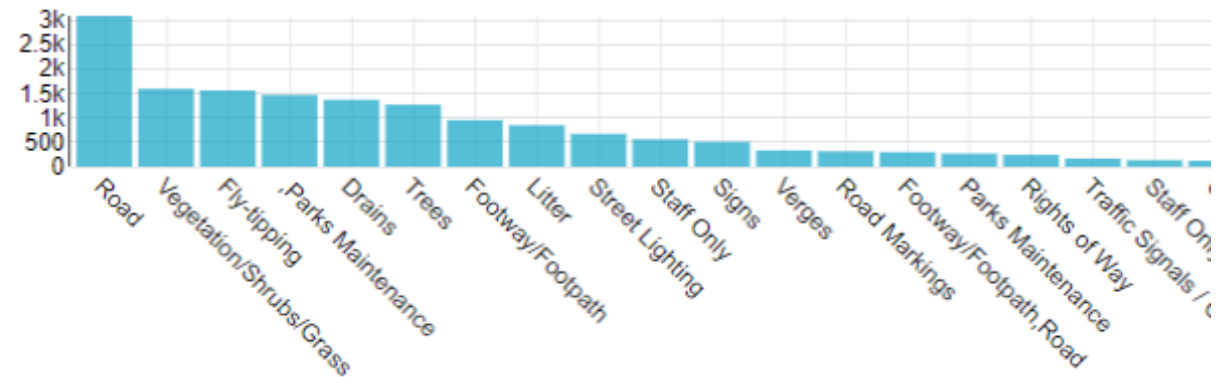
- A Blocked - Flooding of Road/Path problem has been found**
10:41, 2 Aug 2023, last updated 14:40 today
- Streetlight off**
Closed 12:43, 15 Aug 2023, last updated 12:59 today
- Caravan has been pitched on Biddle Bay**



FMS- Top 5 Reporting Categories

- Roads- Potholes
- Fly Tipping
- Hedges/Overgrown Vegetation
- Blocked Gullies
- Grass Cutting

FMS Popular posts



Next Steps

- Close out implementation stage – handover corporate ownership to Customer Services
- Further on-going refinements/improvements to FMS- Winter Services, Trees
- Process mapping of high volume areas
- Improve consistency/quality of feedback to users – including on-going staff training
- Reporting direct to Town and Parish councils
- Increase front-end automation of responses – GIS mapping layers of NCC assets
- Continuous improvement cycle – implementation was the start of the journey!



Questions????



FIX MY STREET

Report it:

- Litter
- Potholes
- Fly tipping
- Dog fouling

Sort it.



 Northumberland County Council

nland.cc/fix >>