



ANNEX H – Defects reported by the public

April 2018

Introduction

Management of the highway network is a high profile public service and the county council receives and processes a considerable number of reports by the public in relation to highway defects. The speed and manner in which we respond to these reports along with how we communicate our decisions and actions plays a major factor in how the public perceive the authority and the efficiency and effectiveness of the service we deliver.

Reports of dangerous defects by the public assist the county council in carrying out its maintenance objectives and defects that are reported will be classified according to the information provided and repaired or actioned in accordance with the processes set out in this policy.

How the public report defects

There are three main ways in which members of the public can report a highway defect and these are explained below. The preferred method is the online "Report It" portal.

1. Report It (<http://www.lancashire.gov.uk/roads-parking-and-travel/fault-search/>)

This is the council's on-line reporting tool which allows customers to report highway defects. It is a map based tool to allow an accurate location to be identified and a detailed description of the defect and the location to be logged. Because the system uses a map the street name and locality are more accurate. The customer can also add their contact details and if they do there is a function that provides stage updates so that the customer can be aware of progress. Defects logged via Report It feed directly into the HAMS system which means they can be dealt with promptly. Once the defect has been logged and recorded in the HAMS system it will be validated by the highways team and appropriate action taken. Defects that meet the criteria set out in the Highway Safety Inspection Policy and associated annexes will be actioned.

2. Email (highways@lancashire.gov.uk)

Customers are also able to report defects via a dedicated email address. This is monitored by our customer access service. Customers will need to provide the name of the street, city/town/village, location and a full description of the defect including size and depth if applicable. The customer access centre will need to manually enter all the information provided by the customer into our HAMS system. Once it has been recorded in the system it will be validated by the highways team and appropriate action taken.

3. Telephone (0300 123 6780)

Customers are able to report defects by telephoning the customer access service. Customers will need to provide the name of the street, city/town/village, location and a full description of the defect including size and depth if applicable. The customer access centre will need to manually enter all the information provided by the

customer into our HAMS system. Once it has been recorded in the system it will be validated by the highways team and appropriate action taken.

4. Validating defects reported by the public

To ensure consistency and efficiency in how we assess and action defects it will be important for defects to be validated before any action is taken. For non-emergency reports received over the weekend or on a bank holiday or out of hours the validation period will commence on the next working day.

A validation period of 2 working days for reports received by the county council through any of the above reporting channel will be applied before the repair response times detailed in annex B are triggered.

5. Emergency and urgent defects

Emergency defects reported by the public during working hours should be reported by telephone to the customer access service. These will be made safe or repaired within 4 hours of being reported. Over the weekend or on a bank holiday or out of hours emergency defects should be reported via the 101 service. In this instance they will be made safe or repaired within 4 hours of being reported.

Urgent defects reported by the public during working hours will be made safe or repaired within 2 working days. Urgent defects reported over the weekend or on a bank holiday or out of hours will be made safe or repaired within 2 working days which will commence on the next working day.