

**Environment, Economic Growth and Transport Scrutiny Committee**  
Meeting to be held on Tuesday, 5 December 2023

Electoral Division affected:  
(All Divisions);

**Corporate Priorities:**  
Delivering better services;

**Lovecleanstreets App Review**

Contact for further information:

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**Brief Summary**

This report details changes that have been implemented in the Love Clean Streets solution, both as responses to issues raised, and to progress the service. Current work in progress, future steps, and responses to specific questions are also included and the Committee invited to consider further improvements.

**Recommendation**

The Environment, Economic Growth and Transport Scrutiny Committee is asked to consider what improvements can be made to Love Clean Streets going forward, and whether more categories should be made available in the reporting system.

**Detail**

**Update Since the Last Report**

The following changes have been made to the app since the committee last reviewed this matter at its meeting held on 20 October 2022:

- All categories that were available in Report It have been implemented in Love Clean Streets.
  - This has enabled migration from the Report It web application to the Love Clean Streets web application. This is co-branded as Lancashire County Council (LCC) and shares common configuration with the mobile app. When reporting a defect using the LCC web site, the customer is guided through useful informational pages related to the type of defect they are wanting to report before being linked directly to



the Love Clean Streets web application with an appropriate category already selected for them (deep linking).

- Public Rights of Way (PRoW) categories have been added, with the addition of new map layers to assist in the identification of the Right of Way being reported.
- The app has been changed to prompt the user to verify the location of the pin, which has reduced the number of reports with the wrong location. There have been no recently reported occurrences of this issue.
- Improvements have been made in signposting users to contact National Highways for defects on their assets.
- The accuracy and completeness of information about LCC assets within Love Clean Streets has been improved.
- Appropriate emergency number popups have been added to more categories.

An officer working group has been set up to meet every three weeks to gather feedback, suggestions, and issues, and direct the roadmap and work programme for improvements. The group has representation from Highways, Digital Services, Communications, and Organisational Development and Change. This group has met twice, so is still in the process of defining the roadmap. However, some work is already scheduled or in progress, as noted below.

Anecdotally, the Customer Access Service (CAS) have seen an improvement in self-service logging of defects following promotion of Love Clean Streets. Call statistics for 2023 will be analysed to determine if the reduction in number of calls for logging reports has been maintained.

### Most Reported Categories

The top categories being reported remain broadly the same, when compared to the previous use of Report It. The year to date top ten categories are shown below ("Blocked and flooding the road" and "Blocked but dry" are gully categories).

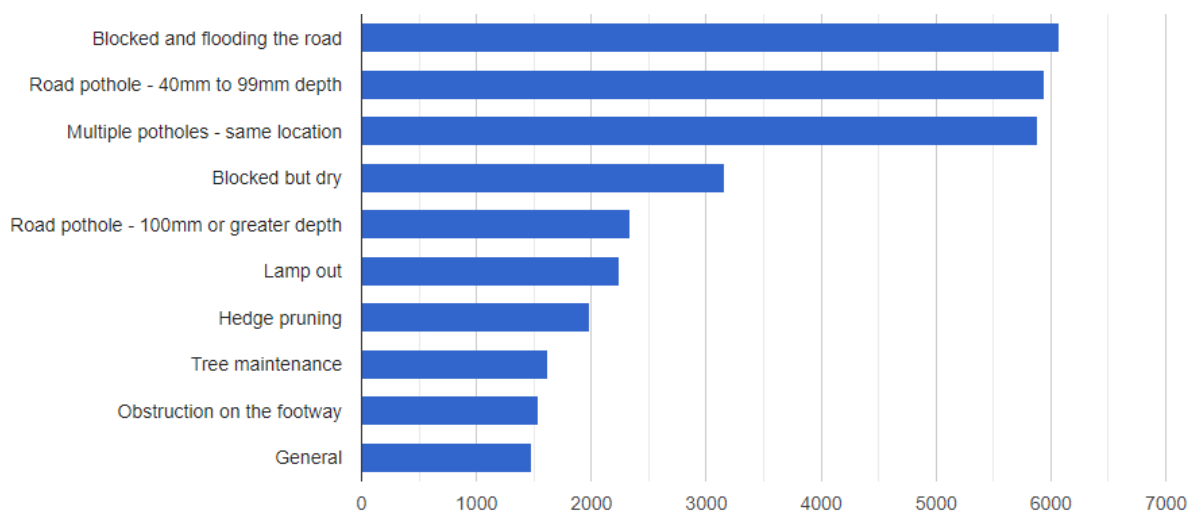


Figure 1 – Top 10 Categories 01/01/2023 to 09/11/2023



## Communications

There have been no direct Love Clean Streets publicity campaigns this year, but encouragement to use Love Clean Streets has been included as part of the Communications Service's "business as usual" messaging. This also cascades to district council communications, as Communications have provided district councils with a toolkit. It is also promoted on all appropriate web pages. Comments on social media seem to have reduced.

The Communications Service will run the annual highways survey campaign over the next few months which will include elements of Love Clean Streets. The results will be published here, and the "you said we did" section will be updated (Previous results here: <https://www.lancashire.gov.uk/council/strategies-policies-plans/roads-parking-and-travel/highway-asset-management-in-lancashire/how-are-we-doing/highways-satisfaction-survey/>).

## Notable Issues

Current notable issues are:

- Reports being closed before the work has been completed.
  - This is being addressed in the activity listed below.
- Reports not reaching Highways Asset Management System (HAMS) due to technical failures.
  - This has been addressed by improved monitoring of the service.
- Users not able to select assets; "green dots" not shown.
  - We are trying to replicate this as an issue. More clarity in the instructions may be required to resolve this.

## Work In Progress

Current live projects for Love Clean Streets are:

- Transferring customer updates made in Love Clean Streets into the HAMS customer request history.
- Additional of new categories and amendments to some existing categories:
  - Emergency defects for street lights, signs and bollards
  - Flooding/flood risk management
  - Traffic signals
  - Noisy/faulty manhole covers
  - Potholes in multiple locations
  - Gritting requests
  - Amendments to some emergency categories
- Back-office integration of PRoW into HAMS, improve back-office processes and assist officers in the field (see below).
- Review of feedback to customers to improve the quality of emails and updates to the customer.

This last item is important as incorrect updates and a lack of detail in the updates has led to some negative feedback in the use of the app and for Lancashire County Council. By addressing this we hope to improve the communication to users on the progress and status of reported defects. The work to improve the communication is right across the process, from changes in the wording and triggered events within



Love Clean Streets, to the usage of HAMS which generates the update events in the first place. Raising officer awareness of the implications of actions within HAMS will also be key to this improvement, so may require training/education.

Additionally, the current consultancy work being performed by TPX Impact and Organisation Development and Change is investigating the customer experience for reporting highways defects to make suggestions for improvement. A first draft of the Love Clean Street Strategy for 2023/2024 has been written.

## **Future Activity**

Future activities regarding Love Clean Streets will include:

- Further investigation into including completion photos in feedback to customers.
- Investigation into using the supplier's (BBITS) Artificial Intelligence model to assist users in selecting report categories.
- We will continue to influence the roadmap for the product as appropriate, maintaining a good working relationship with the supplier.
- Regular customer feedback surveys should be commissioned in order to measure progress on improving the customer experience.

The project to replace the current Highways Asset Management System is underway and the requirements and ultimate implementation of this will influence the future roadmap for Love Clean Streets. However, at this point in time, we are planning to maintain the use of Love Clean Streets to give consistency to residents.

The committee is asked to consider what improvements can be made to Love Clean Streets going forward, and whether more categories should be made available in the reporting system.

## **Responses to specific questions**

### **Service level agreement process (10 day response times)**

This is not related to Love Clean Streets. The VIP/District Lead Team will respond to enquiries from councillors and MPs within 10 days. The service level agreement (SLA) for rectifying the defect being reported remains the same as defined in the Highway Safety Inspection Policy/Annex A, e.g. 20 days for a pothole between 40mm and 100mm. The enquiries being handled by the District Lead Team are generally more complex in nature than the reports being raised using the app.

### **Expanding the functionality of the Love Clean Streets app to provide more detailed communication to councillors on progress with casework reported via the app**

The Love Clean Streets app is not designed to provide updates on reports made by other users. Whilst reports can be made public and all updates are therefore available for public view, this could open up GDPR and other risks with uncontrolled/uncensored information. Management reporting information is available within the backend administration system for Love Clean Streets, but this would not be sufficient to provide councillors with the information they need.



A Highways Dashboard has been developed for councillors which does provide information that is useful to managing casework. The dashboard has access to much more information than Love Clean Streets and has been structured in a way to be more useful. It can be developed further to meet the specific reporting requirements of councillors in Lancashire, whereas Love Clean Streets is a tool available to anybody to report issues around the UK.

**Public rights of way database be made easier and effective for officers to use in the field.**

This is not something that would be fulfilled by the Love Clean Streets app, as this is the public reporting tool. As mentioned above, the Public Rights of Way back-office processes are being migrated in HAMS, which itself has a mobile application for use by officers in the field. This process is currently being tested.

This was a recommendation from the committee which was made at its meeting on 26 January 2023: <https://council.lancashire.gov.uk/mgAi.aspx?ID=93992>

**Consultations**

N/A

**Implications:**

This item has the following implications, as indicated:

**Risk management**

Given that the report is for the committee to consider and comment as appropriate, there are no risk management implications at this point.

**Local Government (Access to Information) Act 1985  
List of Background Papers**

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

