

**Report to the Environment, Economic Growth and Transport Scrutiny Committee**

Meeting to be held on Thursday, 30 January 2025

**Report of the Director of Highways and Transport**

**Love Clean Streets App Review**

<b>Part I</b>	<b>Corporate Priorities:</b> Thinking differently
<b>Electoral Division(s):</b> (All Divisions);	
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**Summary**

**Purpose of the Report**

This report provides an update on changes that have been implemented in the Love Clean Streets app since December 2023.

**Recommendation**

The Environment, Economic Growth and Transport Scrutiny Committee is asked to consider if any further improvement should be sought to Love Clean Streets app going forward.

**Background**

1. The committee last reviewed Love Clean Streets at its meeting held on 5 December 2023, and since its inception in February 2022, Lancashire County Council has continued to take on board feedback from customers and councillors to improve the overall user experience. Improvements include:
  - Increasing the number of reportable categories.
  - Reordering of categories to improve and simplify the user experience.
  - Amended the wording for initial communication responses, ensuring it's more customer focused.
  - Removal of the 'Update' button as any updates provided by users were not received into the Highways Asset Management System (HAMS) back office system as it had no capacity to manage those updates. It was therefore misleading for users to have the update button displayed.
  - Inclusion of hyperlinks to the county council's website and telephone numbers for emergency categories, which can be directly dialled from within the app.



- Functionality to include a request from the user for confirmation that the reported location is correct prior to submitting the enquiry.
- Improved monitoring of the interface between Love Clean Streets and HAMS and the subsequent resubmission of reports if there is an error.

### **Different ways of reporting defects**

2. This remains the same, users can report defects via the Love Clean Streets mobile app, or through the county council's online (Report It) system, or by telephone call into the Customer Access Service (CAS).

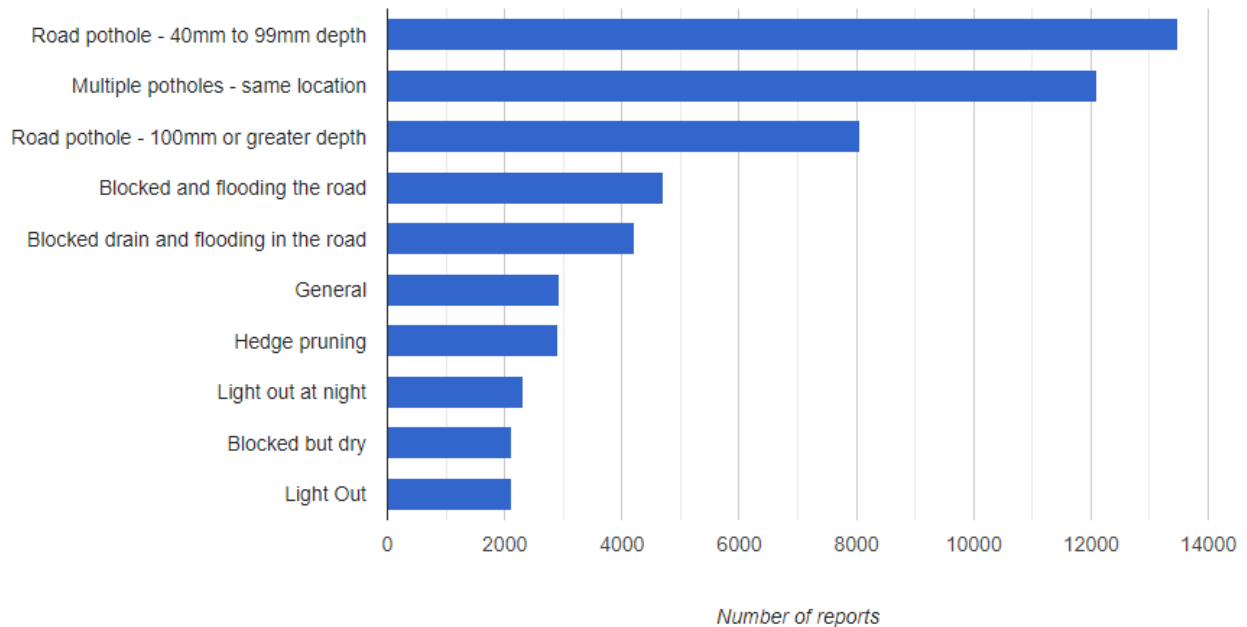
### **Development activity**

3. Since December 2023, the following categories have been added into the Love Clean Streets app:
  - Noisy manhole cover.
  - General condition enquiries.
  - Multiple potholes, same location.
  - Simplification of traffic signals categories and alignment with web site.
  - Flooding reporting categories.
4. The committee at its meeting held on 5 December 2023, made a number of recommendations to the Cabinet Member for Highways and Transport which were formally responded to.
5. On the committee's recommendation to expand the Love Clean Streets app to include borough council issues (e.g. fly tipping, street cleansing) where they specifically affected the highway, due to the need to continue with the current improvements, this will remain on the development plan until such time that the county council is satisfied that the functionality and monitoring as part of the current system meets requirements. If a user selects an area outside of the county council's authority, it will recognise this and default to the correct area, providing the relevant options for that authority i.e. Litter, E-Bike obstruction, Crime, Fly tipping, Vandalism etc.
6. The creation of a new category for weeds in the app's reporting system has not yet been progressed, as the District Councils clear weeds on the county council's behalf, however it does remain the responsibility of the county council. This will be implemented in the future when we implement a new back office management system which will be able to receive this information and pass it electronically onto those district councils carrying out the works on our behalf. Categories with the greatest need are currently being prioritised, and as stated above, we are concentrating on improving the current position. This category request remains on the development plan.



## Most reported categories

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



## Resource – customer access service and highways team – data on calls logged through CAS.

8.

- **Jan – Dec 2023**

Calls into Customer Access Centre (CAS) - 40,050

Cases logged on Highways Asset Management System by CAS – 12,088

Repeat Enquiries - 4,618

- **Jan – Dec 2024**

Calls into Customer Access Centre (CAS) – 48,075

Cases logged on Highways Asset Management System by CAS – 12,928

Repeat Enquiries - 6,832

## Promoting the app

9. Currently the app is promoted on the county council's website, business cards handed out to County Councillors (when requested), Parish Council briefings, information and links included in correspondence from the Enquiries Team (Highways District Lead Team).

## Current notable issues

10. Reports being closed before the work has been completed.

11. Our current back office HAMS system isn't capable of dynamically linking the information to the customer request in our reporting system. Therefore, from time



to time by mistake reports can be closed before the work is completed. We have re-trained all our staff on this matter to ensure that the process is followed correctly.

12. We do not currently have the option to add more context to these automatic replies in the system – therefore this will be added to the future development plan going forward.

### **Current Development and Aspirations.**

13. A programme of work for the first two quarters of 2025 has been proposed, based on research and feedback from the Corporate Change team and other sources, and contributing to delivery of Ambition 2 of the Digital Strategy 2025-2029 (providing a great digital experience for residents). This will implement some improvements to Love Clean Streets in a short space of time. Work is required to further investigate some elements of the developments such as what data from HAMS we can make available to Love Clean Streets and how we can work around limitations these interfaces impose. At a high level the programme is as follows:

- Rebrand Love Clean Streets to be more appropriate to Lancashire County Council's purposes.
- Enable anonymous reporting.
- Enable duplicate detection for asset-based reports.
- Highways process review to identify tasks introducing errors in reporting and opportunities for simplification.
- Review and improve closure message.
- Review and improve update messages.
- Implement publishing of completion photos
  - Internal development required.
- Enforce reporting within LCC adopted highway.

### **Progress with replacement HAMS system.**

14. Tender responses have been received, will be evaluated during week commencing 6 January 2025, with a first round of moderation week commencing 13 January. Final moderation will happen week commencing 3 February, with a final confirmation presentation by the selected supplier week commencing 3 March 2025 before contract award. Integration with Love Clean Streets has been included as a selection criterion, along with more generic customer engagement and customer relationship management (CRM) system integration.

### **Options and Proposals**

15. Following on from the current improvement plan we plan to engage stakeholders to verify and validate our requirements for any further changes needed to the highways report it tool or love clean streets.



## Consultations

16. This report includes contributions from Digital Services and Customer Access Service.

## Context and Implications

### Legal (including Human Rights)

17. There is no legal requirement to provide this app. The information gathered supports the Highway Authority's duty to maintain publicly maintainable highways under S41 Highways Act 1980.

### Financial

18. There are no financial implications as a result of this report. Any additional costs associated with developments will be contained within existing budgets.

### Equality and Diversity

19. Changes that have been implemented and that are suggested within this report do not change the position of our deployment of Love Clean Streets in terms of equality and diversity for access. As part of the work described in Options and Proposals, an Equality Impact Assessment will be completed before any changes are implemented.

### Risk Management

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

### List of Background Papers

Paper	Date	Contact/Tel
None		

### Part II Reason

21. N/A

