



**HIMS Project:
‘One Front-Door’
Approach for
Parish Councillors**



Introduction

We appreciate that receiving a meaningful, relevant and timely response from Cumbria County Council's Highways service has previously been a challenge when using core methods to report a problem on the Highway or raise an enquiry.

In many cases, customers turn to Members, MPs, Parish Councillors and internal Cumbria County Council staff which causes our key stakeholders some frustration.

As a part of the Highways Information Asset Management Project, the process associated with this has been reviewed to improve the efficiency of the service, build trust in the new system and encourage a consistent approach to reporting problems or raising enquiries.

To make the new Highways Information Asset Management System (HIAMS) an efficient process, we are seeking your support to collectively raise enquires or report problems using the 'one front-door' of Cumbria County Council's Highways service.

What is the one front door?

The one front door of the Highways service includes:

- Telephoning the Highways Hotline.
- Using the new and improved online reporting form on the Cumbria County Council website.
- Third-party services, Fill that Hole and Fix My Street.

Using the 'one front-door' ensures an enquiry or report reaches our team in the Service Centre who follow a consistent process. This offers many benefits for you as a Member, our Parish Councillors and customers.

Who will be following the one front door approach?

Everyone. The one front door approach is integral to the success of HIAMS moving forward and we are strongly encouraging everyone to support it by refraining from reporting problems or raising enquires using Cumbria County Council Officers. We also ask that you lead on conversations surrounding the approach if you directly receive any Highways enquiries or reports.

How do I support the approach?

If you receive any enquires or reports from customers, we are encouraging you to support the one front door approach by communicating the benefits of the new system and directing them towards the options available to raise their report and self-serve.

On the other hand, if you feel you would like to raise it on their behalf, we advise that you retrieve the following details from the customer that are needed to report:

- First name and surname
- Email address
- Location of the problem or enquiry (if necessary)
- Detailed description of the problem or enquiry

By reporting it using their contact details and email address, you are ensuring they receive a consistent service. By inputting the customers email address, they will receive updates about their enquiry or report and in turn, will save you time as you will not need to manage it on their behalf.

In addition, we also ask that Parish Councillors self-serve and report problems using the one front door. We understand that this is a change moving forward however, the new system offers many benefits for Parish Councillors.

We have included some assets on page 5 of this document to support conversations and encourage use of the one front door.

How will the newly revised process benefit Parish Councillors?

The way we will give Parish Councillors confidence in the new process and system is through positive results. The project team has recognised this and have introduced services that will support Parish Councillors with the new transition to the one front door approach.

We understand that this will be a change moving forward, but we strongly believe that this will improve your experience when engaging with the service. Here is how we are improving the experience for Parish Councillors:

Monitored service standards

All reports and enquiries made through the one-front door will receive an acknowledgement email within 24 hours. We are aiming to provide an initial response to all defect reports within 5 working days and enquires within 10 working days.

The Highways Engagement Team will be monitoring enquires and reports in relation to our service standards through a tracking function on Liberty Create. The function will identify how long they have been in the system and the team will follow up with those in the service to ensure we are meeting our response time and providing a timely response to our Members, Parish Councillors and customers.

To give you an insight into our internal process, the Highways Engagement Team will be alerted when an enquiry has been in the system for 5 days and 8 days. In response, they will follow up with the Highways team it has been assigned to on day 5 and day 8 to ensure we are providing a response to the customer by 10 day.

Service standards will be reviewed to ensure we are able to work to these standards. Response times may increase or decrease depending on the time of year as the demand on the service fluctuates. We will continue to keep our stakeholders updated if our response times change.

An improved customer experience

When using the one front door, every Member, Parish Councillor and customer will receive the newly revised customer messaging. The Highways Feedback Survey highlighted this to be an area of dissatisfaction for customers and we will ensure every customer receives a meaningful, relevant and timely response moving forward. The updates a customer will receive when a problem, report or enquiry is submitted using the one-front door will be managed by the Highways Engagement Team who will ensure the responses are thorough and transparent.

Robust reporting and action planning

Our new data management system Liberty Create, offers a robust reporting system which enables our teams to analyse trends and make operational decisions based on the data we receive through the one front door.

The new system allows a customer to link an enquiry to an existing report that has been made and will reduce duplicated reports. By removing duplicated reports on the system, we can identify areas on the network where problems are persistently being reported and prioritise accordingly.

By supporting the one front door approach, you are helping our teams to build intelligence on the network and deliver a strategically-led service.

We want your views on the new approach

If you have any immediate questions or concerns about the approach covered throughout this document, please email them directly to the project team on askkevin@cumbria.gov.uk.

The Ask Kevin Inbox is also available for Parish Councillors to send in their feedback on the new system and approach moving forward.

Assets to support the new approach

If you would find any additional assets useful, please email your request to the Ask Kevin inbox and we will assist in any way that we can: askkevin@cumbria.gov.uk.

Service standards to support conversations with customers

The following service standards were approved in June 2021 as a part of the Highways Information Management Project developments aimed at improving the customer experience.

As the project is a continuous improvement piece, we will be reviewing the service standards and developing a customer charter that will be launched along with the public facing campaign later in the year to ensure these standards to are achievable and sustainable:

Customer expectations

If you contact us using the online reporting form:

- The form will guide you to provide the correct information our teams need to effectively assess the problem or enquiry and categorise accordingly
- You will receive an acknowledgement email within 24 hours of making your report.
- If you report a problem on the Highway network, we will assess your report and send you an email update within 5 working days.
- If you raise an enquiry, we will assess your enquiry and send you an email update within 10 working days.

If you contact us using the Highways Hotline:

- Our team will ask all of the right questions and retrieve the information we need to effectively assess the problem or enquiry and categorise accordingly
- We can provide you with information on ongoing roadworks, inform you of who is responsible for a part of the Highways network that is managed and direct you to resources that can support your enquiry
- If you provide your email address, you will receive an automated acknowledgement email within 24 hours of making your report.
- If you report a problem on the Highway network, we will assess your report and send you an email update within 5 working days.
- If you raise an enquiry, we will assess your enquiry and send you an email update within 10 working days.

Please be aware, our response times to problem reports may vary during periods of extreme weather conditions. We will continue to review, update and inform our customers of any changes.

Suggested response to email communications to encourage reporting through the system

Dear [Insert Name],

Thank you for taking the time to raise your Highways report.

Cumbria County Council Highways Service delivers a consistent approach where all Highways reports must be made through the new highways online reporting Form or the Highways Hotline. I am therefore unable to report this on your behalf.

Please navigate through the online form that will take you approximately 3 minutes to complete or if you prefer, call the Highways Hotline on 0300 303 2992.

By using this method to report, Cumbria County Council's Highways service guarantees acknowledgement email within 24 hours and aims to provide you with a further update on your problem report within 5 working days or enquiry within 10 working days.

If you would like an update on your report, I would suggest contacting the Highways Hotline can provide you with the necessary information.

If you have any further queries, please let me know.

Kind Regards,

Suggested response to email communications if you wish to report on behalf of a key stakeholder

Thank you for taking the time to raise your Highways enquiry.

Cumbria County Council Highways Service delivers a consistent approach where all Highways reports must be made through the Highways Reporting Form or using the Highways Hotline.

On this occasion, I will report this on your behalf. However, it is important to note that I will be unable to progress this through the system any quicker than if you were to report the problem yourself.

For me to report this problem, please could you provide me with the following information:

- First name and surname
- Email address
- Location of the problem or enquiry (if necessary)
- Detailed description of the problem or enquiry

Since June 2021, Cumbria County Council's Highways service guarantees acknowledgement email within 24 hours and aims to provide you with a further update on your problem report within 5 working days or enquiry within 10 working days.

Next time you come across a problem on Cumbria Highways Network, I would strongly encourage you to use the online reporting form.

Kind Regards,
[Insert Name]