

Report No.  
ES20270

**London Borough of Bromley**

**PART ONE - PUBLIC**

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**Decision Maker:** **ENVIRONMENT & COMMUNITY SERVICES PORTFOLIO  
HOLDER**

**For Pre-Decision Scrutiny by the Environment & Community Services  
PDS Committee**

**Date:** **16 March 2023**

**Decision Type:** Non-Urgent                      Non-Executive                      Non-Key

**Title:** **FIXMYSTREET PRO & WASTEWORCS REPORTING SYSTEM  
REVIEW**

**Contact Officer:** Jonathan Richards, Technical Support & Market Manager  
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**Chief Officer:** Colin Brand, Director of Environment and Public Protection

**Ward:** All Wards

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1. Reason for decision/report and options

To provide an update and information on the performance and use of the FixMyStreet Pro and WasteWorks software within Environmental Services.

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**2. RECOMMENDATION(S)**

- 2.1 Members of the Committee are asked to note the use of FixMyStreet Pro by Environmental Services and the direction of travel and FMS Roadmap as outlined in paragraph 3.24.2.2 The Portfolio Holder is recommended to approve the direction of travel and Roadmap of FixMyStreet Pro as outlined in paragraph 3.24.

### Impact on Vulnerable Adults and Children

1. Summary of Impact: FixMyStreet Pro allows for the easy reporting and swift rectification of issues in street and green scenes to ensure the local environment is kept safe and clean so that vulnerable adults and children are not exposed to unnecessary hazards.
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### Corporate Policy

1. Policy Status: Existing Policy
  2. Making Bromley Even Better 2021 to 2031 Priority: Resources and Efficiencies; Safe, Clean and Green.
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### Financial

1. Cost of proposal: Not Applicable: No financial proposal
  2. Ongoing costs: Not Applicable: Within existing contract and budget
  3. Budget head/performance centre: Technical Support Team
  4. Total current budget for this head: £140k
  5. Source of funding: Existing revenue budget
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### Personnel

1. Number of staff (current and additional): N/A
  2. If from existing staff resources, number of staff hours: N/A
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### Legal

1. Legal Requirement: None: No decision or change
  2. Call-in: Not Applicable: No decision required
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### Procurement

1. Summary of Procurement Implications: None within this report
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### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): All Bromley residents
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### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: N/A

### **3. COMMENTARY**

- 3.1 FixMyStreet Pro (FMS) is Bromley Council's primary online reporting software for Environmental Services covering Street Scene and Greenspace: primarily highway faults; street lighting; street cleansing; blocked drains; grounds maintenance and trees. It is provided by software developer SocietyWorks Ltd (the commercial arm of technology charity mySociety). The software is well established in Bromley having launched as a two-way integration with Bromley's CONFIRM (Environmental Services Asset and Enquiry Management System) in 2012.
- 3.2 In 2021 Bromley developed and launched a further module in partnership with SocietyWorks called WasteWorks for the online reporting of missed refuse and recycling bin collections for our Waste Services and to replace the interim reporting solution LBB had in place. The WasteWorks module was also developed to provide a Direct Debit self-service option for our Green Garden Waste subscription service, a long-standing service ambition.

#### ***Background***

- 3.3 In May 2012 Bromley went live with the first two-way integration of FMS in the country, where reports logged on FMS would create an enquiry within CONFIRM and statuses used in CONFIRM would push updates back to FMS. As FMS use grew, in 2014, a host of new statuses and workflows were developed and introduced into CONFIRM to better support the customer journey and returned information to FMS.
- 3.4 Since 2012 SocietyWorks have been developing the software, creating the FMS Pro version for Local Authorities and they now provide the software to a growing number of Councils across the country. Locally, Transport for London utilise FMS Pro for their online reporting and nationally, Highways England use the system to cover their network. This has meant considerable development in the software since Bromley's original go-live, bringing a whole suite of new functionality as standard.
- 3.5 In 2021 the use of FMS Pro was extended within Bromley to include the Customer Contact Centre, taking advantage of the system's existing ability to be used by call centre agents. The use of FMS Pro replaced the CRM Dynamic 2012 system for call centre logging for StreetScene & Greenspace issues and the WasteWorks module for call centre logging for Waste Services.
- 3.6 A longer-term contract with SocietyWorks for FMS Pro and WasteWorks, which better aligns with the contract lengths for the frontline environmental services the system supports and allows for a more considered medium-long term development roadmap to be taken forward, is due to commence from 01 April 2023 as agreed by the Portfolio Holder and supported by the ECS PDS Committee under report reference ES20191 on 21 June 2022.

#### ***Report Workflow***

- 3.7 When a customer creates a report on FMS it will push through into the CONFIRM system based on the subject category and the placement of the marker pin on the borough map. We repeat certain reporting categories in different areas where the public may look for a subject in multiple places (i.e. flytip reporting under both Street Cleansing and Highway Enforcement). Regardless of where the user may select the category it will transfer through correctly into CONFIRM.
- 3.8 The map marker pin will populate both the road or site name based on where it has been placed and the nearest property postcode to the map pin will create an estimated location in CONFIRM.
- 3.9 For updates back to FMS these are driven either from a status change in the CONFIRM system or a direct update applied by an officer or service provider onto the FMS report. A list of CONFIRM statuses and the associated FMS messages can be found in Appendix 1. Statuses

cover multiple services and scenarios and while applicable in the majority of enquiries, where they may not reflect the necessary context to inform the customer of what is happening we ask that officers use or add a bespoke update on the FMS to provide that information. Internal officer notes within the system do not populate onto the public FMS report.

- 3.10 Reports are closed where an officer or service provider updates the system to mark the enquiry as completed/resolved. Where there is a linked job as in with Highways works the closing of the enquiry is triggered by the service provider selecting the appropriate status and closing the job as completed.

### **Performance**

- 3.11 As a reporting platform, we have no unscheduled downtime with FMSPRO or WasteWorks or performance issues with the software.
- 3.12 Daily internal reports are circulated of any additional comments added to FMS reports and of open FMS reports least recently updated, as well as a bi-weekly RAG conditional status report of all enquiries in CONFIRM where a response SLA is applied to all the different enquiry statuses to assess the issue is progressing through its workflow in an expected timeframe or being updated for the customer.
- 3.13 Over the 13 months of February 2022 to February 2023 there have been 45,227 reports across Highways, Street Lighting, Street Cleansing and Parks, of which 37,393 (83%) were logged by the public themselves directly on FMS. Factoring in reports logged on FMS by the CSC on customer's behalf (42,101 reports) that rises to 93% of all reports coming via FMS Pro.
- 3.14 For the same period across the services through our bi-weekly monitoring reports a RAG performance of 94% was achieved, that is to say that 94% of reports kept within the various status SLA's as they progressed towards resolution.
- 3.15 Over the period 5,393 follow-up comments were received on FMS – this is 13% of all received reports, so 87% of FMS reports were processed with no follow-up. Of those 1,935 (5%) were comments to state that the reported works had not been undertaken as reported. All comments are collated and internally circulated daily as part of the Additional Comments Report for officers and service providers to review, respond or re-attend as necessary.
- 3.16 A monthly breakdown of the key frontline environmental service areas can be found in Appendix 2. Points to highlight from that data would be:
- i) Report volumes and performance across Environmental Services have been consistent on a monthly basis. There is a spike in reports in January 23 driven primarily by highway issue reporting.
  - ii) Street Cleansing services have also seen an increase in report volumes in January and February 23, the service area has one of the highest self-reported rates at around 88%
  - iii) As expected Grounds Maintenance has a very seasonal driven report rate and a high self-reported rate.
  - iv) Trees had a very significant spike in reporting in February 22 due to Storm Eunice. Self-reporting rates for Trees are lower than other sections with a number of reports being logged via the Contact Centre instead.
  - v) Highways – Minor Works saw a threefold increase in reports for January 23.

- 3.17 For Waste Services via WasteWorks there have been 130,787 reports over the 12 month period of February 22 to January 23 covering enquiries; missed collection reports, waste container requests and Green Garden Waste subscriptions.
- 3.18 There is a 90% self-service for missed collection logging and and over 90% self-service for container requests. We're also seeing a gradual increase in self-service enquiry logging also, pushing up around 80%.
- 3.19 Since the introduction of Direct Debits in 2021 for Green Garden Waste subscriptions there has been a steady increase, and in December 22 almost half of the new annual subscriptions being registered were via Direct Debit.

### ***Support, Training and Review***

- 3.20 FMS Pro is used by a large number of LBB Officers and our service provider's Officers and internal training across Environmental Services is ongoing so that a consistent approach across the services and team can be applied to FMS. We also have guidance notes (e.g. FAQ's) and documentation to assist colleagues and partners in how to best process FMS reports and provide templates for bespoke updates. Training and support is an ongoing process and where errors or incorrect updates are applied we seek to use those as training opportunities for staff and teams.
- 3.21 Bromley do not seek to utilise FMS for the discussion of policy or as a general question and answer forum. While Officers will seek to address and respond to certain follow-up comments, any more detailed requests or enquiries into policy and background will be managed as appropriate through alternative channels.
- 3.22 The workflows and processes that operate within the back office system and generate the updates within FMS are reviewed as processes and policies change and where we can identify aspects where we could improve the experience, information and response given to a user. The information being feedback via Members on behalf of their constituents and their own experiences form part of the review consideration.

### ***Development***

- 3.23 The following ambitions and developments have been met in the previous 12 months:
- LBB FMS integration sub-category re-coding to unlock system standard functionality such as much greater control over permissions and workflows at the sub-category level
  - Use of FMS Pro for the Out of Hours call centre to remove the need for manual input of reports and ensure any complex issues are in the system ready for the In-Hours teams to take forward.
  - New Wards updated on FMS Pro.
  - All Councillors set up on FMS with dashboard access defaulted to their Wards.
  - Functionality to allow Assisted Collections to be requested via WasteWorks.
  - Scheduled out of hours messaging where users submitting reports outside of working office hours are advised of the Out of Hours service and contact number for urgent or dangerous issues.
  - CONFIRM Statuses and associated FMS Update Text reviewed and updated to reflect information updates and workflow changes.

- Drainage assets have been added as a asset GIS layer.
- The selected asset ID by the user now visible on submitted reports.
- Progressive Web App functionality live; enables the webpage <https://fix.bromley.gov.uk/> to be saved on an Apple or Android phone as a LBB branded app button.

### ***FMS Pro LBB Roadmap***

3.24 A summary of the key aspects LBB is looking to take forward to improve the use of FMS Pro for both residents and officers:

- Development to include the FMS Report Title to be added to the LBB notification email subject heading.
- Integration with our Street Cleansing service provider’s back office system to improve the deployment of reported issues to their crews.
- Improved signposting and sub-category steer text to help inform customer reporting selection and reduce the likelihood of them reporting against the wrong category.
- Inclusion of Roadworks data into mapping to highlight known LBB and utility works.
- Temporarily exposing ‘storm event’ special reporting to better capture and direct the spike in reporting which typically follow such events.
- Additional mapping layers to inform customers of assets and responsibilities including ‘invisible layers’ which while not visually displayed can steer integration/signposting. Examples would be Boundary Agreements with neighbouring boroughs, and areas maintained by Housing Associations.
- Exploration of FMS Pro’s new triaging functionality to see if improved redirection options within FMS Pro for services outside of its remit to the correct channels/organisations can be undertaken.

## **4. IMPACT ON VULNERABLE ADULTS AND CHILDREN**

4.1 FixMyStreet Pro and WasteWorks provide a platform for issues within the public street and green scenes to be reported to and rectified swiftly by Bromley, to ensure the local environment is kept safe and clean so that vulnerable adults and children are not exposed to unnecessary hazards and that everyone can achieve a good quality of life in their local area.

## **5. POLICY IMPLICATIONS**

5.1 The continued use of FMS Pro and WasteWorks aligns with the Council desires to improve and enhance the customer journey and a key Council ambition ‘to manage our resources well, individually and collectively, providing efficient and effective services and excellent value for money for Bromley’s residents.’

## **6. FINANCIAL IMPLICATIONS**

Not applicable

## **7. PERSONNEL IMPLICATIONS**

Not applicable

**8. LEGAL IMPLICATIONS**

Not applicable

**9. PROCUREMENT IMPLICATIONS**

Not applicable

<b>Non-Applicable Sections:</b>	Financial, Personnel, Legal, Procurement
Background Documents: (Access via Contact Officer)	[Title of document and date]