15 March 2010 - Overview and Scrutiny Question – IT systems and pot hole feedback

Asked of Resources in response to supplementary question on report on work of Insurance team.

The issue of providing a response to customers who have reported a pothole to tell them when the pothole repair is completed.

At present the CONFIRM system automatically acknowledges receipt of the reported problem but it cannot provide an update when an inspector has inspected and categorised the defect, or when it has been completed by the contractor. However, because of councillor demand urban environment (UE) have, up until recently been providing this feedback on completions manually for councillors only.

UE now have the software in place on CONFIRM to provide all the updates, but they now need to do the process management and training of both inspectors and the contractor staff in updating it accurately so that the system provides accurate updates to the customer. It had been hoped to get this in place by the end of the financial year, but the extra work on potholes has meant that this has slipped and it will now be operational from the end of May.
It will be piloted with reports from the Street Enforcement inspectors.

Meanwhile, because of the demands on the team, UE are not able to provide the manual updates for councillors.