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### What were we trying to find out?

- 1. Awareness of Report It
- 2. Experiences of Report It
- 3. Pain points in current Report It service
- 4. What users (residents, businesses and staff) need from a reporting service
- 5. What a good reporting service looks like
- 6. What improvements can we make to the service in the short, medium and longer term

### What approaches did we use?





Desk research



Surveys of residents, businesses, WCC staff and councillors (410 replies received).



71 interviews were conducted with residents, BIDs and staff



Observed sessions (8 conducted)



Workshops (43 attended).

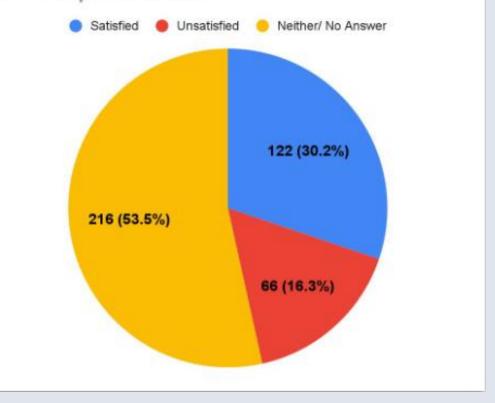
#### 1 - Low awareness of how and what, can and should be reported to the council

Q4. Which of the following best describes your knowledge and experience of Westminster Council's Report It service?

"We need the ability to let our residents know how to do it (Report it)" - Resident living in an apartment block

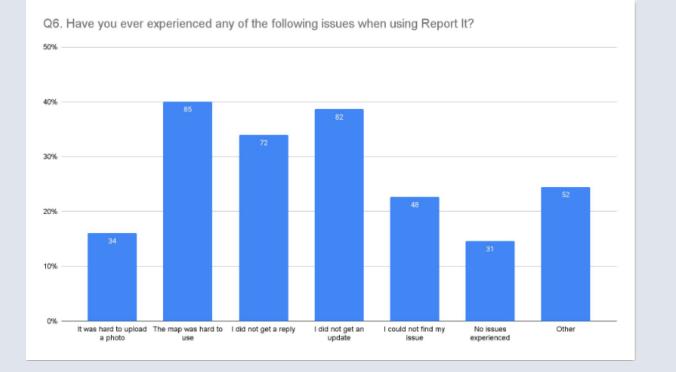
#### 2 - Mixed experiences of using Report it

"Do you ever report noise?" -Researcher "No. That's is just a waste of time." – Resident Q5. How satisfied are you with your experience(s) of the Report It service?





# 3 - There are a number of factors that make reporting difficult



"Sometimes I don't seem to get reception so I wait until I'm home." - Resident

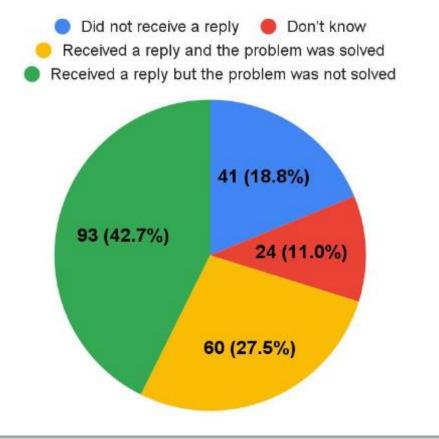
"My friends all have mobile phones and I encourage them to report things... but they still send me photos and ask me to report for them, as they find it too difficult." - Resident



#### 4 - Poor feedback loop

"There's been things I've reported and I just don't know what's happened." - Resident

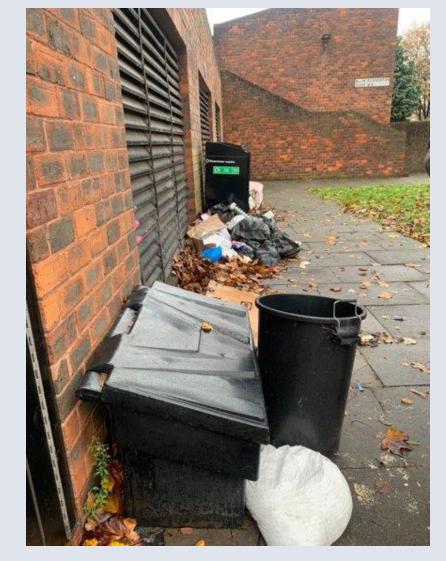
#### Q3. What was the outcome?





#### 5 - Report it data not used strategically

"The most important thing is hearing what is being done to combat the issues." - Survey participant



Part of a resident's estate which has become a fly tipping hotspot.

## 6 - Report it data not used for prevention



"You can take a photo and send that in too and hopefully get a response. But also it can hopefully help them identify priorities" -Resident

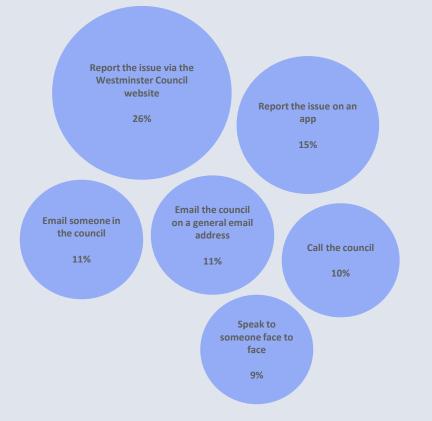


#### 7 - Different systems and services make it difficult to provide a consistent service

"Veolia (provide waste services for the council) uses a system called Echo and we don't know if Veolia has cleaned the area reported because their system doesn't integrate into ours." - Waste services



### 8 - Multiple ways of reporting issues desired

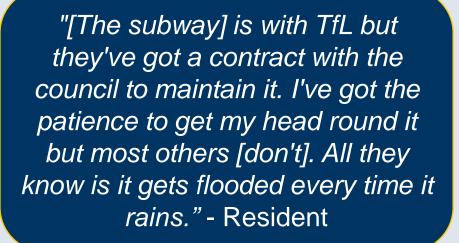


\* Percentages taken from the external survey question: 'In the future, if you experienced an issue on the streets of Westminster and wanted to let the council know about it, what would you prefer to do?'

Report it		
Let us know about any street problems tipping, potholes, abandoned vehicles of		
> Ely tipping	> Street cleaning	> Missed bin collection
Report dumped rubbish.	Tell us about a street cleaning problem.	Tell us about a missed rubbish or mixed recycling collection.
> Noise nuisance	> Busking and street entertainment	> Anti-social behaviour
Report a noise problem.	Report a problem about busking or street entertainment.	Report anti-social behaviour on a Westminster housing estate.
> Faulty street light	> Street works	> Sign and bollards
Report a problem with a lamp post.	Tell us about a road or street works problem.	Tell us about a problem with bollards or street signage.
> Drainage	> Safety fences and barriers	> Potholes
Report a drain or surface water problem.	Tell us about a problem with barriers or safety fences.	Tell us about damage to roads or pavements.
> Privately-rented housing conditions	> Council housing conditions	> Short-term lets
Report poor or unsafe housing conditions in privately rented housing.	Request an appointment for repairs.	Report a property that you think is being let for more than 90 nights a year.
> Smoke and odours	> Illegally parked vehicles	<ul> <li>Traffic contraventions and illegal driving</li> </ul>
Report bad smells, dust or fumes.	Tell us about cars, motorbikes, lorries and vans that you think may be wrongly parked in bays, on yellows lines or in other places where they shouldn't be.	Report illegal driving such as vehicles making banned turns, ignoring no entry signs, driving the wrong way down one-way streets.
> Unnecessary engine idling	> Abandoned vehicle	> Abandoned bicycle
Tell us about a vehicle running its engine unnecessarily.	Report a dumped vehicle to the council.	You can report an abandoned bicycle to the council and we will remove it, even if it is padiocked.
> Graffiti and flyposting	> Dog fouling	> Animal or dog nuisance
Tell us about any graffiti or flyposting in Westminster streets.	Report dog fouling to our street cleaning team.	Tell us about a problem with dogs or other animals.
> Planning breach	> Illegal street trading and advertising	> Parks, open spaces and trees
Report a contravention of planning regulations.	Tell us about illegal street trading or advertising.	Tell us about an issue with parks, open spaces and trees.
> Food safety	> Abandoned hire bike or e-scooter	
Report a food safety problem.	Tell us about an abandoned hire bike or e- scooter which is causing a nuisance or dangerous obstruction.	
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## 9 - Some of the issues reported are outside the remit of the council







10 - The current service results in some inaccurate reporting of issues

"We need to know the exact type of asset (e.g. lamppost/bollard) as we have different contractors that deal with these" - Highways





#### How could we address these issues?





Communication issues e.g. awareness/feedback



✓ Status bar✓ Feedback loop



Experience of using Report it issues e.g. consistency of experience, improving usability



✓ Picture reporting

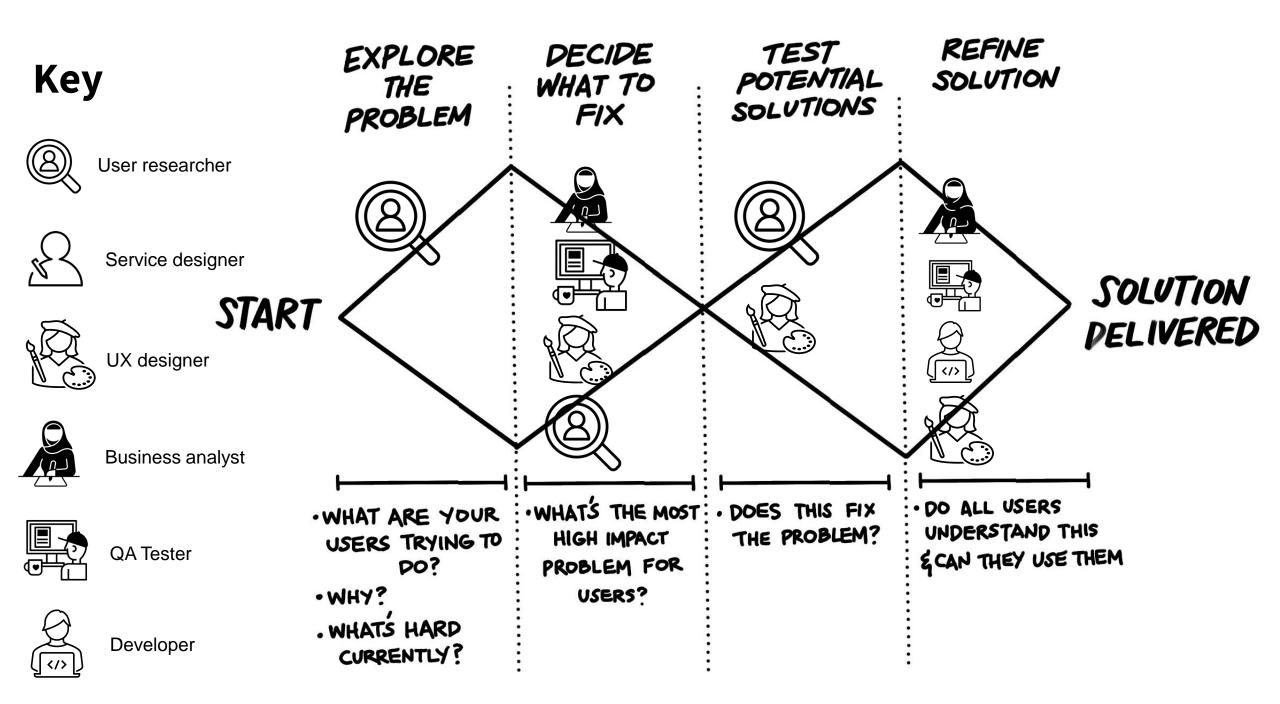
- ✓ Single sign on
- ✓ Map improvements



Strategic issues e.g. prevention, targeting hot spots



✓ Group up-voting





# What happens next? - Develop & agree roadmap

- Agree the areas to focus on
- Work out what specifically needs to be done and allocate staff and money to pay for it
- **Prioritise** what we can/should do
  - now,
  - next,
  - later
- **Prepare** a timeline for the activities
- Communicate project progress regularly and clearly

### **The Team**



Sarah Williams Head of CED swilliams3@westminster.gov.uk



**Rebecca Gordon Digital Lead** gordon1@westminster.gov.uk



**Neil Samson** Senior User Researcher nsamson@westminster.gov.uk



Alasdair Maclean **Delivery Manager** amaclean@westminster.gov.uk



**Catalina Mellar** Project Manager catalina@zoocha.com



Will Huggins CEO, Digital Strategy will@zoocha.com



**Dasha Veysey** UX Researcher, Research lead dasha@zoocha.com



**Rachel Parker UX** Designer rachel@zoocha.com



**Carolyn Williams** Data Analyst carolyn@zoocha.com









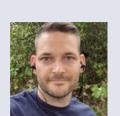
**Brian Merttens** Account Manager brian@zoocha.com



Lyndia Richards **Business Analyst** richards@westminster.gov.uk



Farah UX Designer flaskar@westminster.gov.uk



**Kathrin Enenkel** 

User Researcher

kenan kel@westminster.gov.uk

Oliver K QA Test Lead okhalil@westminster.gov.uk



**Oliver Dawson** User Researcher odawson@westminster.gov.uk



Naga Lavanya Service Designer lavanya@westminster.gov.uk