

Report it



Agenda



- Welcome & Introductions
- Note on recording & images
- Report It – journey so far
- Demo – have a go!

Last 6 months



1. Mapping improvements
2. Dockless Bikes journey improvement
3. EV Charging journey added
4. Report It stakeholder page created
5. TFL categories added to Fix My Street
6. New Landing Page
7. Google Search implemented
8. New Noise journey (Live 1st November)

1. Mapping improvements



Before

After

"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

2. Dockless bike journey improvements



- Westminster only deals with hire bikes or scooters causing dangerous obstruction on the highway
- Previously you could only report to Westminster City Council, but we were unable to manage other types of reports leading to frustration that issues were not being managed quickly
- We co-ordinated with the hire bike companies to give details to contact them directly, unless the issue causes a dangerous obstruction

Abandoned electric hire bike or e-scooter

How to report nuisance hire bikes or e-scooters that are parked in Westminster.

Page contents

[Reporting an electric hire bike or e-scooter](#)

[Human Forest](#)

[Lime](#)

[Tier](#)

Reporting an electric hire bike or e-scooter

Bikes are required to be parked in our [designated bays](#) and operators will monitor this to ensure that they are. If you do find a bike that is causing a nuisance, please contact operators in the first instance.

Where dangerous obstructions need immediate attention, please [use our Report it tool](#).

Human Forest

Visit the [Human Forest website](#) or email cs@humanforest.co.uk

Lime

Visit the [Lime website](#) or email london-ops@li.me

Tier

Visit the [Tier website](#) or email support@tier.app

3. EV Charging journey added



- Although this information was previously on the website, it was difficult to find
- Those who wanted to report issues with EV charging points were often coming to the report it page
- We added a link from the Report It landing page to direct to this information so it was easier to find for Reporters

Electric vehicle charging point

How to report a fault with an electric vehicle charging point.

Page contents

- Reporting a fault
- Ubitricity
- BP Pulse
- Source London
- ESB

Reporting a fault

If you find a fault with a charge point in the city, please report this directly to the supplier whose details can be found on the post.

This will ensure that faults are properly logged and tracked all the way to resolution. Please do not attempt to use a charge point if you see any signs of damage.

Ubitricity

The supplier of our residential lamp column charge points.
Tel: 0800 024 6279
Email: support@ubitricty.co.uk

BP Pulse

Operator of fast charge points within Westminster.

Please complete the [contact form](#) on their website, call 0330 016 5126 or email heretohelp@bp.com for the customer care team.

Source London

Operator of fast charge points within Westminster.

Please complete the [contact form](#) on their website or call 0203 056 89 89.

ESB

Operator of rapid charge points within Westminster.

The customer care team is available by phone on 03456090372 or by email at EVsupport@esbenergy.co.uk

4. Report It stakeholder page



The screenshot shows the 'Report it review' page on the City of Westminster website. The page has a white background with a blue header containing the City of Westminster logo, navigation links for 'Residents', 'Businesses', and 'MyWestminster accounts', and a search bar. The main content area is titled 'Report it review' and includes an introductory paragraph, a yellow graphic with the 'Report it' logo and the text 'Have your say on how to report your concerns', a section titled 'What we are trying to achieve', and a section titled 'Recent activities and improvements' with a list of five points and a photograph of a street scene with pink rubbish bags.

City of Westminster

Residents Businesses MyWestminster accounts Search


Home > Report it review

Report it review

Report it is a service provided by Westminster City Council. It allows residents and businesses to report street based issues such as dumped rubbish or faulty street lights.

In October 2022, we started reviewing how the service can better meet the needs of our residents, businesses, partners, and council staff, working closely with people who use the service.

The Report it team has created this page to keep you up to date with our review of this service.



What we are trying to achieve


We want to deliver an outstanding service that enables our communities to report and resolve their problems. This means listening to, understanding, and responding to the needs of our residents, businesses, and partners.

Recent activities and improvements

In October, we started to research the needs of our residents and businesses as well as those of council staff, councillors, and partners. We identified several other areas for improvement including:

1. Making the experience easier and faster for anyone reporting an issue
2. Capturing the right information so that we can successfully resolve the issue
3. Ensuring anyone can receive updates and feedback on their issue
4. Using technology to free up our staff to focus on the human touch
5. Using data to improve how we predict and prevent issues

Our aim is to make valuable improvements, whenever we can. For example, we have recently improved the online map which has made it easier for residents to find the location of their issue when reporting.

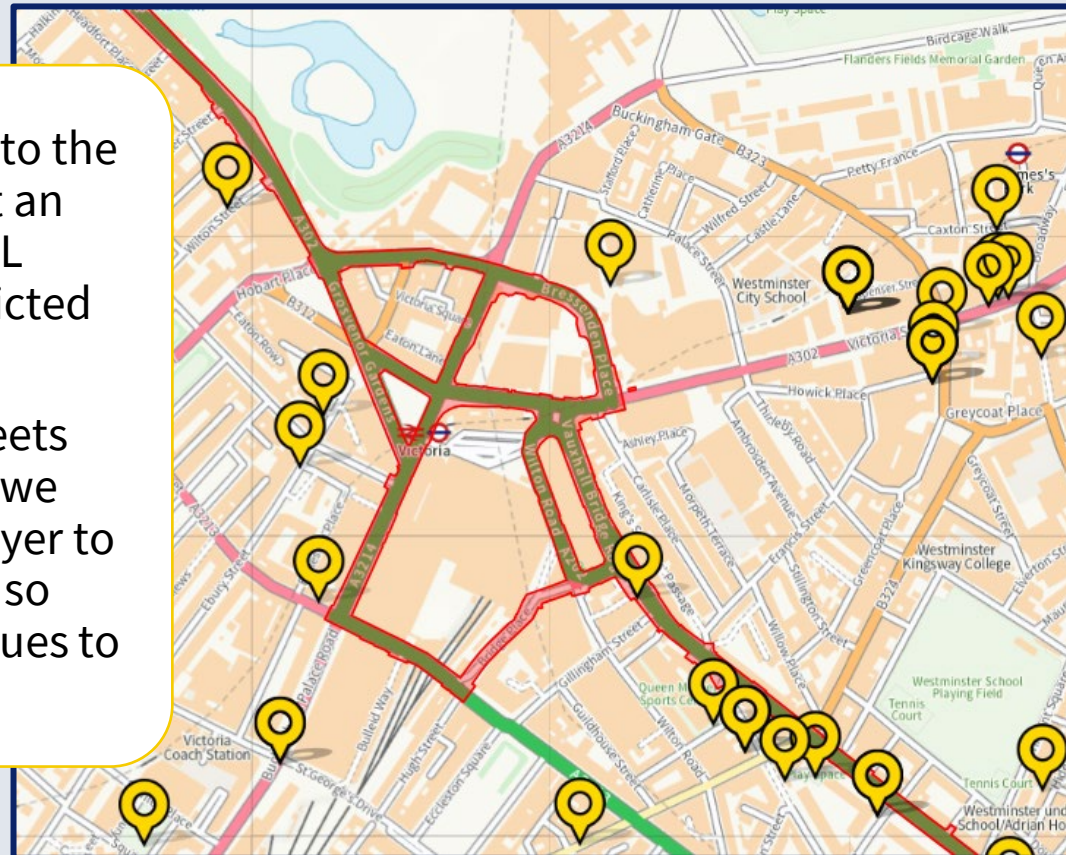


- We wanted to make sure the work we are doing on Report It is transparent and accessible to all that use the service
- We created a webpage to keep stakeholders up to date on what we doing to improve your services
- Our email allows anyone to sign up to updates or take part in user research for the tool

5. TFL categories added to Fix My Street



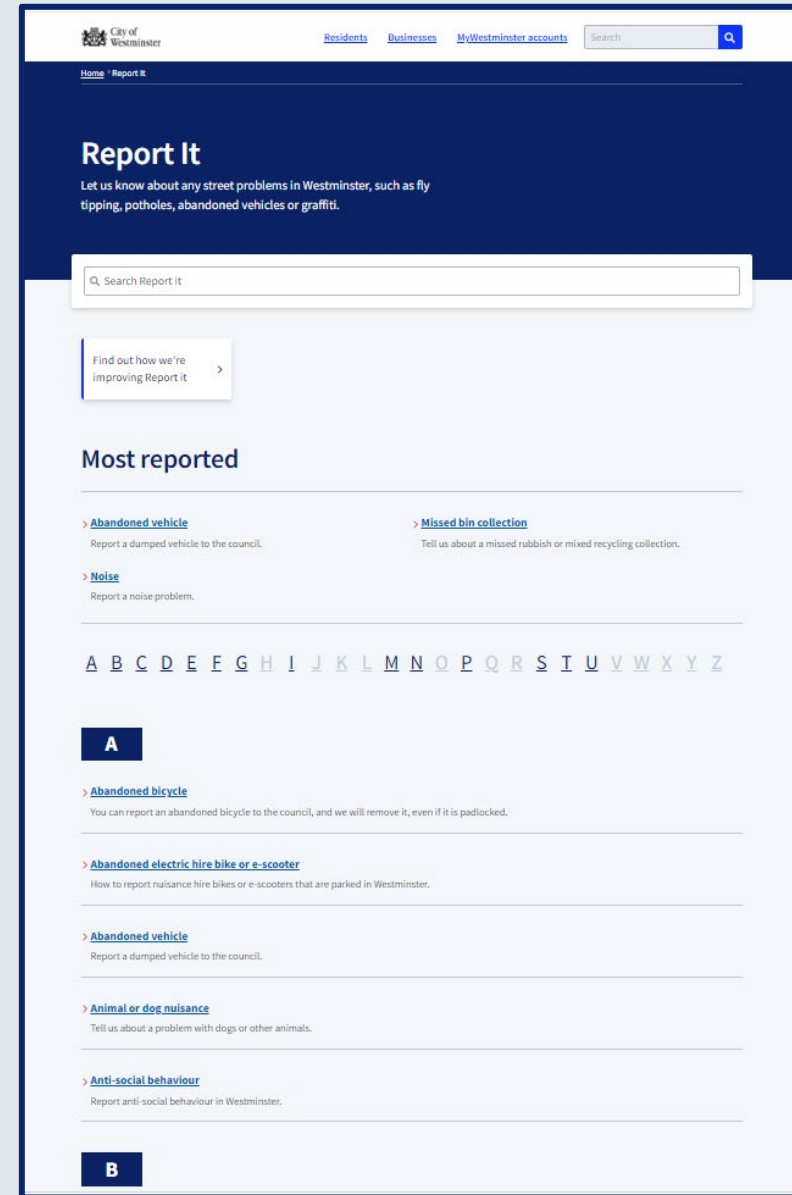
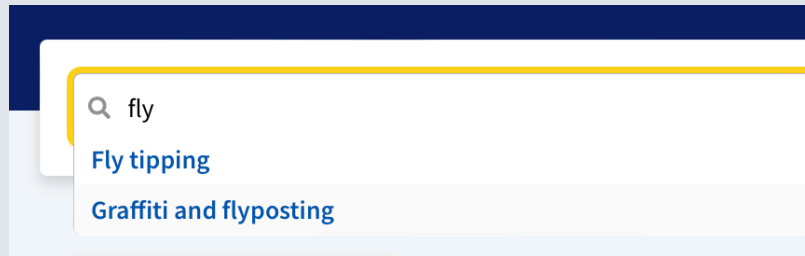
- Often reporters came to the tool wanting to report an issue that was on a TFL route; they were restricted from doing this
- By utilising Fix My Streets partnership with TFL, we have added the TFL layer to our mapping solution so reporters can send issues to TFL directly



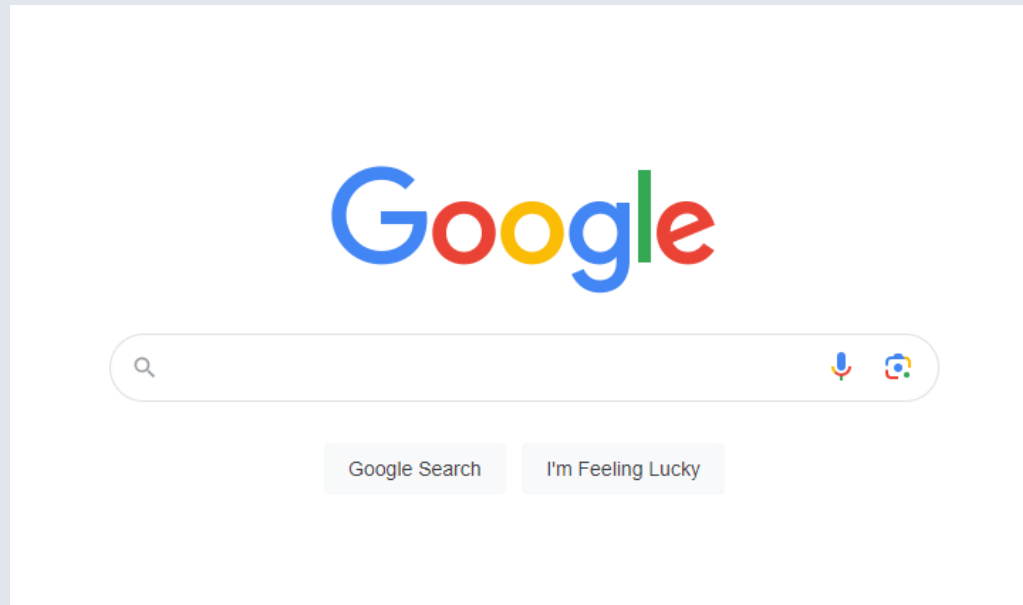
"[The subway] is with TfL but they've got a contract with the council to maintain it. I've got the patience to get my head round it but most others [don't]. All they know is it gets flooded every time it rains." - Resident

6. New Landing Page

- The Report It landing page was confusing to navigate with no logical order or quick search
- We added a search function to find your issue quickly
- We added quick links for most frequently reported
- We added an A to Z as an additional option to find the correct category



7. Google Search Implemented



- The Report It work indicated that people generally found it difficult to find what they needed on the Westminster City Council website
- The search function was not intuitive, and users often did not find it useful
- We replaced the search site wide with Google; users should now find it easier to navigate the Council website, whatever they are looking for

8. New Noise journey



- Noise issues were often complex to report with no transparency as to how the council deals with issues and no SLA given
- We have been working with the service area to re-design how the council responds to noise issues
- As of early November, a new intuitive form will be available to support a new service delivery that includes quicker responses to high priority noise and clarity on how the council manages issues

Report a noise problem

To report noise, you will need to provide your location and contact details. This will help our officers assess the noise.

We never share your personal details with anyone outside of the council. This includes the person making the noise.

[Start now >](#)

How to make your report

We need to know:

- Where you were/are when you heard the noise
- The location of where the noise is coming from
- What the noise is or sounds like
- Your contact details

Our officers need to witness the noise to be able to make an assessment. This is why we need to know where you heard the noise and your contact details.

Can I share evidence?

You do not need to share any evidence of the noise, such as a video or audio recording. This is because an officer needs to witness the noise themselves.

Help and advice

There is more information on our website about noise problems:

- [The noise complaints we can or can't deal with](#)
- [What happens after I make a noise complaint](#)

What happens next?



- The new noise journey is launching early November
- We are working on productionising the chatbot you will shortly get to test; this will be released in the early new year for Waste
- A new Waste form will go alongside the chatbot, for those who prefer to use traditional reporting methods
- We are reviewing communications and what improvements we can make quickly
- We will be continually testing our new feedback with users, so your support and engagement on this would be most welcome

Key



User researcher



Service designer



UX designer



Product Manager



QA Tester



Developer

EXPLORE THE PROBLEM

DECIDE WHAT TO FIX

TEST POTENTIAL SOLUTIONS

REFINE SOLUTION

START

SOLUTION DELIVERED

- WHAT ARE YOUR USERS TRYING TO DO?
- WHY?
- WHAT'S HARD CURRENTLY?

- WHAT'S THE MOST HIGH IMPACT PROBLEM FOR USERS?

- DOES THIS FIX THE PROBLEM?

- DO ALL USERS UNDERSTAND THIS & CAN THEY USE THEM

Working with our services



The team have been working with WCC services to re-design the future Report It solution. The work you see is a collaboration between the Report It team and the services you engage with day to day when you interact with the council.



Demonstration of a new way to report issues

A screenshot of a chatbot interface titled "Report it Chatbot". The interface has a purple header with a refresh icon on the left and a close icon on the right. Below the header is a white input field with a yellow location pin icon and the text "What would you like to report?". Below the input field is a large dashed rectangular box containing an "Upload photo" button with an upward arrow icon. Below the box, it says "We'll predict your problem" and "Reports with photos get fixed quicker". Below this are "Popular suggestions:" with three buttons: "Graffiti & flyposting", "Street cleaning", and "Signs & bollards". At the bottom is a text input field with the placeholder "Type your message..." and a blue send button with a white arrow.