



Annex H

Defects reported by the public



1.0 Document Control

1.1 Version Control

Version	Date	Author	Details	Purpose
1.1	April 2018	Michael White	Original document	Original Document
1.2	19/10/2023	Kirstie Williams	Update to include Love clean streets	To update the information on the public access portal

1.2 Distribution

Version	Date	Name	Title / Role
1.3	19/10/2023	Published to website	n/a

1.3 Review and Acceptance

Version	Accepted By	Title / Role	Date
1.3	John Davies	Head of Service - Highways	19/10/2023

1.4 Data Sensitivity

Classification	Description	Tick as Appropriate
Official	Treat all routine public sector business, operations and services as Official. Handle all information with care to prevent loss or inappropriate access and deter deliberate compromise or opportunist attack.	√
Sensitive	As per Official category but requires special handling by staff.	
Secret	Very sensitive information that justifies heightened protective measures to defend against determined and highly capable threats.	
Top Secret	The most sensitive information requiring the highest levels of protection from the most serious threats.	

Introduction

Management of the highway network is a high profile public service and the county council receives and processes a considerable number of reports by the public in relation to highway defects. The speed and manner in which we respond to these reports along with how we communicate our decisions and actions plays a major factor in how the public perceive the authority and the efficiency and effectiveness of the service we deliver.

Reports of dangerous defects by the public assist the county council in carrying out its maintenance objectives and defects that are reported will be classified according to the information provided and repaired or actioned in accordance with the processes set out in this policy.

How the public report defects

There are three main ways in which members of the public can report a highway defect and these are explained below. The preferred method is the **Love Clean Streets** website.

1. Love Clean Streets

This reporting tool allows customers to report highway defects and is available on the Lancashire County Council Website. Customers can also access Love Clean Streets on the go using the mobile application.

Customers are required to register for an account with Love Clean Streets using an email address and password.

When reporting defects customers are then asked to plot the location of the defect on a digital map to allow an accurate location to be identified, to select a defect category and provide a detailed description of the defect with an option to add photos of the defect. Customers using the on-the-go mobile application can use the available GPS / mapping function to plot the location of the defect.

Because customers have registered with their contact details, this allows fixed messages to be provided to the customer updating them on the progress of the defect report.

Defects logged via **Love Clean Streets** feed directly into the authority asset management system which means they can be directed to the correct teams to respond promptly.

Once the defect has been logged and recorded in the asset management system it will be validated by the highways team and appropriate action taken. Defects that meet the criteria set out in the Highway Safety Inspection Policy and associated annexes will be actioned.

2. Email (highways@lancashire.gov.uk)

Customers are also able to report defects via a dedicated email address. This is monitored by our customer access service. Customers will need to provide the name of the street, city/town/village, location and a full description of the defect including size and depth if applicable. The customer access centre will need to



manually enter all the information provided by the customer into the authority asset management system. Once it has been recorded in the system it will be validated by the highways team and appropriate action taken.

3. Telephone (0300 123 6780)

Customers are able to report defects by telephoning the customer access service. Customers will need to provide the name of the street, city/town/village, location and a full description of the defect including size and depth if applicable. The customer access centre will need to manually enter all the information provided by the customer into the authority asset management system. Once it has been recorded in the system it will be validated by the highways team and appropriate action taken.

4. Validating defects reported by the public

To ensure consistency and efficiency in how we assess and action defects it will be important for defects to be validated before any action is taken. For non-emergency reports received over the weekend or on a bank holiday or out of hours the validation period will commence on the next working day.

A validation period of 2 working days for reports received by the county council through any of the above reporting channel will be applied before the repair response times detailed in annex B are triggered.

5. Emergency and urgent defects

Emergency defects reported by the public during working hours should be reported by telephone to the customer access service. These will be made safe or repaired within 4 hours of being reported. Over the weekend or on a bank holiday or out of hours emergency defects should be reported via the 101 service. In this instance they will be made safe or repaired within 4 hours of being reported.

Urgent defects reported by the public during working hours will be made safe or repaired within 2 working days. Urgent defects reported over the weekend or on a bank holiday or out of hours will be made safe or repaired within 2 working days which will commence on the next working day.