

Environment, Roads & Facilities

Digital Transformation Project

Sophie Birchall

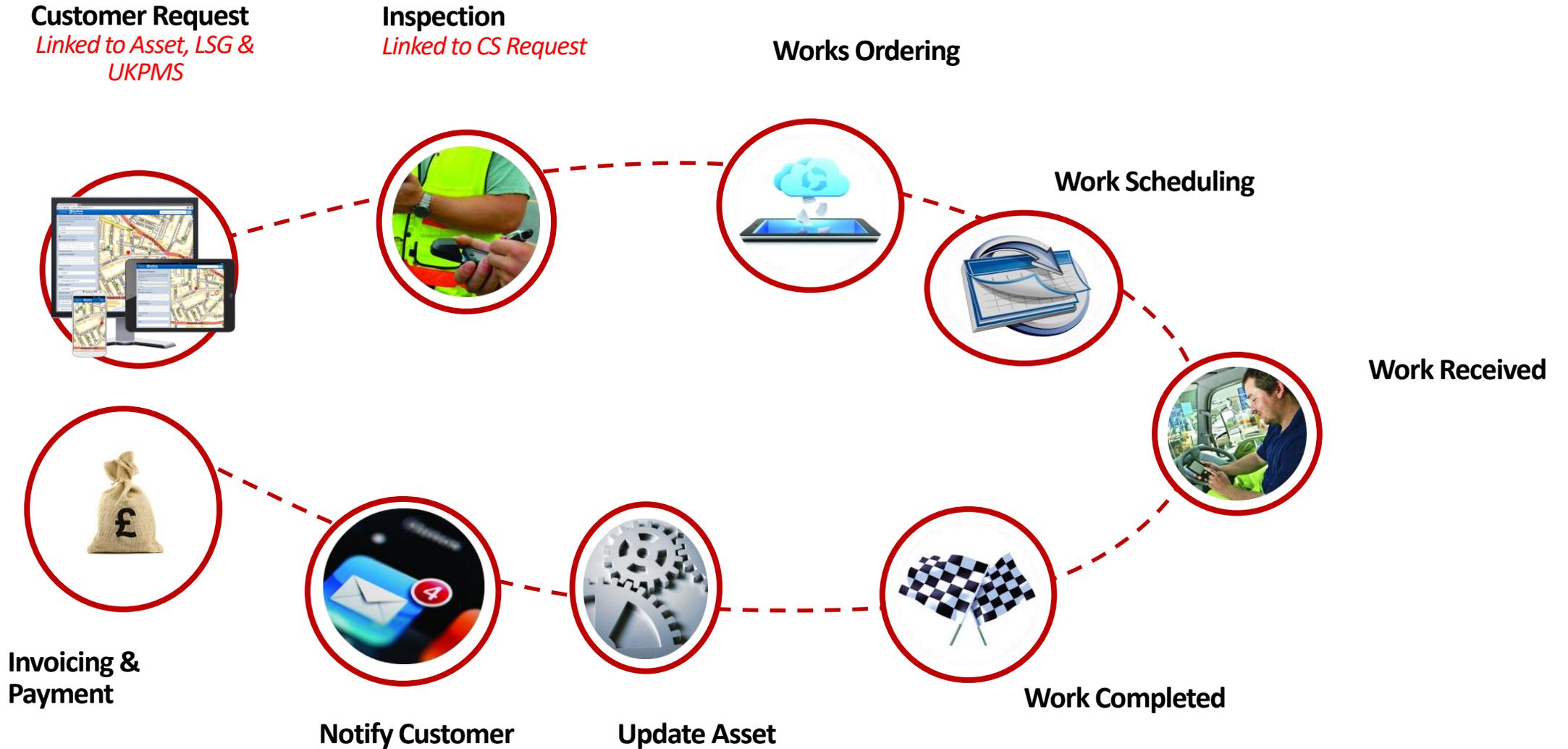
Senior Management Information Systems Officer

Environment, Roads & Facilities - Est. 2013



A desperate need to rationalise systems and align working methods and data!

Asset Lifecycle - Reactive Maintenance



Report It Customer Interface portal

Transparency and Improved Communication



Report It Environment, Roads & Facilities

Enter road name, parish, postcode or customer reference number

Report It

Please select a request sub-type from the list below

- Select a request type
- Potholes
- Street Lights, Lit Signs and Lit Bollards
- Bridges & Retaining Walls
- Cycle Paths
- Dog / Litter Bins
- Flooding
- Fly Tipping
- Graffiti
- Grass Cutting
- Litter / Dog Fouling
- New Memorial Benches
- Parking
- Planning Advice
- Playgrounds
- Public Rights of Way
- Road Sweeping
- Roads & Pavement
- Signs & Lines
- Snow, Ice & Gritting
- Streetworks
- Trees & Hedges

70 Characters left

Name* sophie

Email Please enter your email

Phone Number* Please enter your phone number

Upload a photo Select file...

File types accepted: .gif, .png, .jpeg, .jpg, .pdf
Maximum allowed file size is: 10 MB

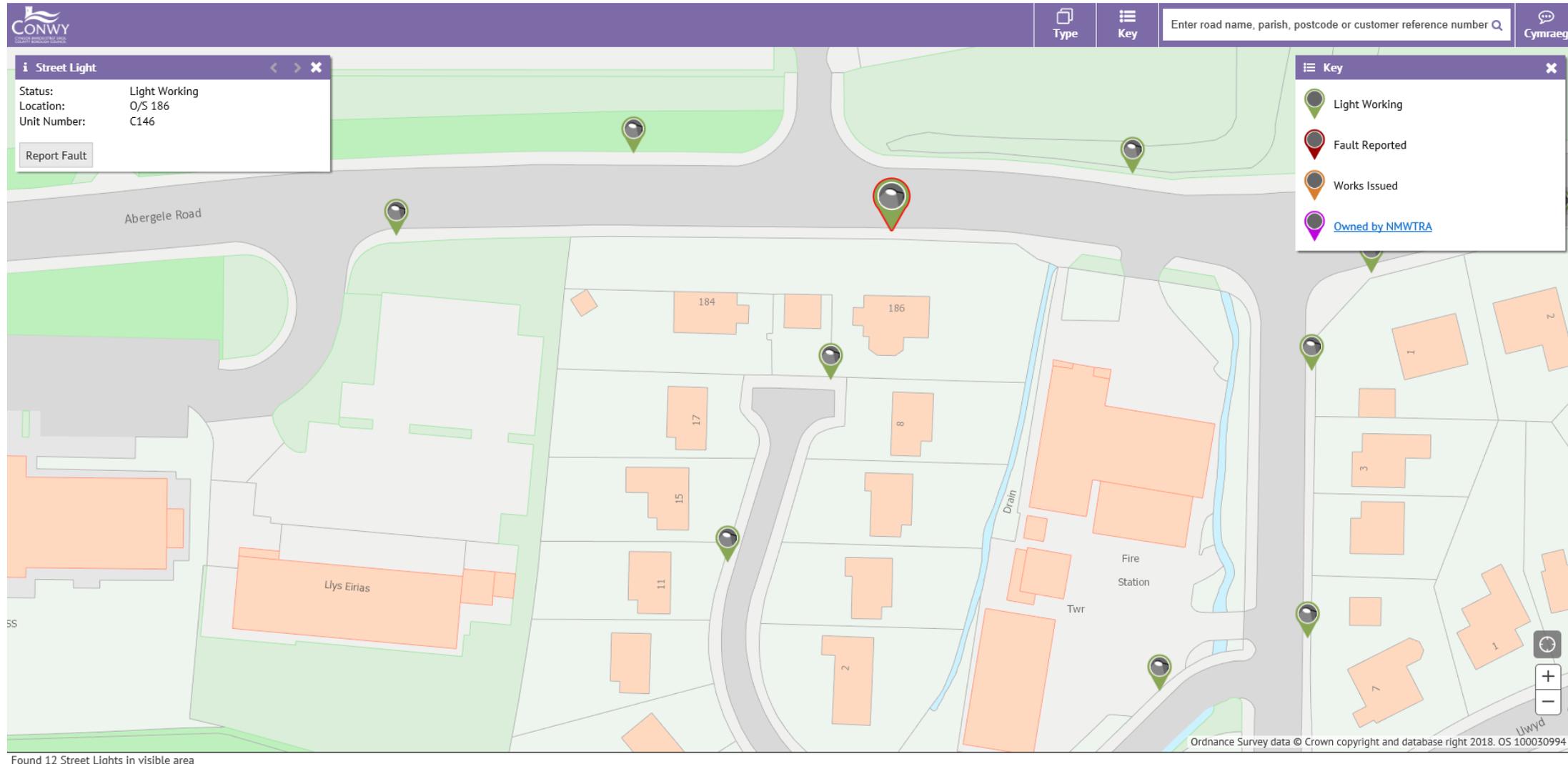
Clear Details Submit

Map showing residential area with request markers. Labels include: All Weather Courts, Post, Greenfield Road, Path, New House, The Chalet, Tudno Villa, Ponds, SM, 83, 89, 1, 7, 9, 11. Ordnance Survey data © Crown copyright and database right 2018. OS 100030994

Found 6 requests in visible area

Bringing Street Lighting Location to Life

Street Lighting Asset based portal , shows all street lighting units themed by their operational status



The screenshot displays a web-based interface for managing street lighting assets. At the top, there is a search bar with the text "Enter road name, parish, postcode or customer reference number" and a "Cymraeg" language toggle. Below the search bar, a map shows a residential area with buildings and a road labeled "Abergele Road". Twelve street light locations are marked on the map with colored pins. A pop-up window titled "Street Light" provides details for a selected unit: "Status: Light Working", "Location: O/S 186", and "Unit Number: C146", with a "Report Fault" button. A "Key" window on the right explains the pin colors: a green pin for "Light Working", a red pin for "Fault Reported", an orange pin for "Works Issued", and a purple pin for "Owned by NMWTRA". The map also shows a "Fire Station" and a "Drain". At the bottom left, it says "Found 12 Street Lights in visible area". At the bottom right, it says "Ordnance Survey data © Crown copyright and database right 2018. OS 100030994".

Benefits



CHANNEL SHIFT

- 2016/17 100% of customer service requests via email/phone
- 2017/18 52.8% recorded via email/phone
- 2019/20 1x Customer Communication Officer Post removed - Saving of £25,420.20.

KPI's

Average No. taken to repair street lamp

- 2014-15 - 4.75 days
- 17/18 2.56 days

OTHER BENEFITS

- £100,000 + savings dedicated Admin roles
- Good Asset Management - Informed decisions, transparency, communication
- Accurate Geospatial Information – How can we manage if we don't know where it is!

Conclusion...

- USRN is cornerstone to delivering location and asset based public services
- Achievable within every Authority – determination, resource and correct data structure (LSG)!

Thank You

Sophie.Birchall-Rogerson@Conwy.gov.uk

01492 574158