Appendix 1 – List of proposed improvements and associated updates

The following improvements have been fully implemented:

1. Report an issue – the following text has been removed 'You can use this form to report issues that the Council deals with on the streets or in Watford's parks. First you need to tell us what you want to report, then tell us where the issue is. Depending what the issue is we may ask you for more information about it. If it is an issue that the Council doesn't deal with we will tell you so that you don't spend time filling the rest of the form.'

2. Describe the dumped rubbish you are reporting if it is other electrical item – text has been edited to '*What are the items?*'

3. Geolocation (current location) has been enabled.

4. A button question asking whether a park or on the street has been added. The map is revealed upon answering.

5. Informative in 'Tell us about the issue' amended to 'Click on the map to tell us where the problem is. Place the pin as accurately as possible. Move around the map using your mouse, keyboard or finger.'

6. Duplicate second box asking for additional information on dumped rubbish removed.

7. Duplicate stating of file types removed from upload question.

8. Informative around '*Do you want to report who dumped the flytip'* replaced with just yes / no. If yes selected, more details are provided.

9. Information on wording about the incident has been changed to:

    - Name of person or organisation who dumped the rubbish (if known).

    - Address of the person or organisation (if known).

    - Registration of vehicle involved (if relevant and / or known).

10. Reports of Public / Private land layer not working investigated and no issues found.

11. Map base reviewed and updated, key added.

12. Confirmed that overflowing rubbish should be picked up when the bin is emptied. The issue has been raised at operations meetings.

13. The blue background be removed from the new map layer.

The following improvements have been partly implemented:

14. The map is now as wide as is technically possible within the software, although is still some white space so not quite the entire page.

15. Responses sent to customers have been reviewed with the aim to ensure they provide full information (i.e. Issue reported, location, next steps and timescales

for next steps). In some cases such as trees, solutions are too bespoke and the contractor may not know when they will be implemented. Messages in the system are accordingly generic. Further testing is to take place alongside new members of staff.

16. Text on the Firmstep login page is core system functionality and cannot be amended. It does allude to the benefits of logging in, but not in a particularly user-friendly way. This has been raised with the software provider.

17. The Digital Team will continue to work with Veolia and the contract manager to ensure that incorrect codes are not used. The risk of a wrong code being used and the 'resolved' email being sent remains, although it is reduced.

18. For journeys we know are not quite correct (such as some street lighting in parks), we are assured that numbers are very small and that Veolia always forward them to HCC straightaway, or vice versa. In the majority of cases, we are directing through web content to HCC.

19. Bins now appear on the map when the relevant enquiry type is selected. A data exercise needs to be completed before benches can be uploaded.

20. Adding street cleansing as a form option was investigated by officers, but it is believed that the category would be too broad and anything that falls within it is already included.

The following improvement suggestions have not been implemented:

21. Large number of personal details questions. These are often useful to the services when provided, but are optional.

22. It would be significant development work to add advice messages within the map after a pin drop. The same message is in text above the map.

23. Unfortunately, it is not possible for a user to log in after or during the filling out of the form. It has to be done initially.