

**Divisions Affected – ALL**

**PLACE OVERVIEW AND SCRUTINY COMMITTEE  
05<sup>th</sup> of December 2025**

**Fix My Street Usage and Satisfaction Report**

**Report by the Director of Environment and Highways**

**RECOMMENDATION**

**1. The Committee is RECOMMENDED to**

Review the information from the officers' report and use as a basis for further discussion within the Scrutiny session planned for 5 December 2025.

**Executive Summary**

2. The purpose of this report is to outline the usage and satisfaction levels associated with the Fix My Street platform in Oxfordshire, summarises areas of dissatisfaction, benchmarking challenges, and details the Council's response to feedback. It also explains prioritisation, repair processes, trend identification, and liability management in the context of highway defect reporting and resolution.

**Background**

3. Since 1 January 2025, the council, (the Council) has received over 37,000 enquiries via Fix My Street. In parallel, nearly 41,000 highway defects have been identified and actioned, with approximately 25% originating from Fix My Street, (FMS) reports.
4. As Fix My Street serves primarily as a public-facing reporting mechanism for highway maintenance issues, satisfaction levels are typically assessed through our annual resident survey, rather than through the platform itself. Once a report is investigated and resolved, it is formally closed within the system, limiting opportunities for direct follow-up feedback.
5. Analysis of escalated feedback received via the Fix My Street platform has identified the following key areas of dissatisfaction among users:
  - a. Delays in Response or Resolution: Users have expressed concerns regarding the time taken to investigate and resolve reported issues. Delays in communication or action can lead to frustration and reduced confidence in the service.
  - b. Enquiries closed down when no action has been taken: Users have noted that in some instances, enquiries have been closed with no action being taken. There are a number of reasons for this including incorrect closure message being given. It is often the case that a case is closed

and reopened with a more detailed explanation to allow contractors to view the actual works required or reassign.

- c. Localised Concerns Not Meeting Intervention Thresholds: Some reports relate to issues that do not meet the intervention criteria set out in the Council's Highway Safety Inspection Policy. This can result in dissatisfaction where residents feel their concerns are not being addressed.

## **Benchmarking**

- 6. While the Fix My Street platform provides valuable operational insights into highway defect reporting and resolution, it is important to recognise that the data generated is not sufficient for robust national benchmarking. Several factors contribute to this limitation:

- a. Variations in Platform Integration: Local authorities differ in their adoption and integration of the Fix My Street platform. For example, some councils utilise the enhanced Fix My Street Pro version, while others operate with the standard platform or alternative systems. This inconsistency makes direct performance comparisons unreliable.
- b. Disproportionate Reporting by Highly Active Users: The dataset may be skewed by a small number of users who submit a disproportionately high volume of reports. This can distort overall usage statistics and affect the representativeness of satisfaction and performance metrics.
- c. Exclusion of Alternative Reporting Channels: The Fix My Street data does not account for reports received through other channels, such as telephone, email, or social media. As a result, the platform's data alone does not provide a comprehensive view of all defect reporting activity within the Council.

## **Service Improvements in Response to User Feedback**

- 7. There has and will continue to be an ongoing review and improvements made to the FMS system itself and processes of use by officers. Working with colleagues from customer contact centre and as part of Improving the Customer Experience Board, the use of automation including Zoom and AI in the future are being explored and developed where appropriate and able to integrate into wider improvement programmes. Relative recent changes over the last 12 months, have been made such as:

- a. Enhanced Categorisation: The council has conducted a comprehensive review of the categorisation structure within the Fix My Street platform. This process has resulted in a streamlined and expanded set of categories and sub-categories, enabling users to more accurately identify and report issues. The revised structure reduces the risk of misclassification and ensures that reports are efficiently routed to the appropriate operational teams for timely resolution.

- b. Improved Visual Guidance: To facilitate more effective reporting, the Council has introduced additional visual aids and guidance within the platform interface. These enhancements include clearer descriptions of issue types and more detailed instructions regarding the submission of photographic evidence. The improved guidance supports internal teams in conducting thorough investigations and contributes to faster resolution of reported defects. By optimising resource allocation and improving response times, these changes are expected to increase public confidence and satisfaction with the service.
  - c. Aerial Mapping Integration: A new aerial mapping layer has been incorporated into the reporting interface, allowing users to pinpoint the precise location of issues. This enhancement supports more accurate inspections and expedites the resolution process by providing operational teams with improved spatial information.
  - d. Expansion of the Super Users Programme: The Council has expanded its network of trained local volunteers, known as 'Super Users'. These individuals play a vital role in inspecting and escalating priority issues, such as potholes and drainage concerns. By leveraging their local knowledge, Super Users help to identify defects that meet intervention criteria and facilitate faster repairs. Additionally, they serve as a conduit between residents and the Council, ensuring that community concerns are effectively communicated and addressed.
  - e. Integration with the National Street Gazetteer (NSG): The Fix My Street platform is now integrated with the National Street Gazetteer, enabling the Council to more accurately determine maintenance responsibilities, particularly in distinguishing between publicly and privately maintained roads. This integration reduces delays in processing reports and enhances transparency in communications with residents.
8. In addition to improvements to FixMyStreet, there has been a new approach and resources allocated to deal with some of the smaller issues that are important locally but may not be classed as a safety defect. This initiative is included within the Council's Strategic Plan.
9. It sets out a strong emphasis on responsive and community-focused highway maintenance. In alignment with the Council's priorities, and the Council has introduced the **Highways Asset Response Team (HART)** initiative to address issues raised through Fix My Street and other reporting channels. See link - <https://news.oxfordshire.gov.uk/hart-of-the-community-new-teams-target-areas-most-in-need-of-highway-work/>

## Prioritisation of Requests

10. The Council prioritises Fix My Street reports through a structured, risk-based assessment framework. Photographic evidence submitted with a report does assist Highway Officers and Customer Service Centre (CSC), colleagues in evaluating

the severity and precise location of a defect, but it is not the primary factor in determining priority.

11. The initial triage of the enquiry is carried out by colleagues in the CSC. The use of photographs vastly improves the ability for enquiries to be correctly categorised and assigned to the appropriate party. If there is any uncertainty, CSC colleagues can assign to the operations team colleagues within the Highways Service.
12. The location and context of the defect play a critical role in prioritisation. For example, issues situated near schools, on junctions, roundabouts, or on high-speed or strategic routes are assessed as higher risk due to their potential impact on public safety and traffic flow. Where there is a higher level of pedestrian activity, these locations are also prioritised.
13. Each report is reviewed in line with the Council's Highway Safety Inspection Policy, which outlines the criteria used to assess and respond to defects. For further details on how pothole risk is evaluated, please refer to the Council's guidance here: <https://www.oxfordshire.gov.uk/transport-and-travel/street-maintenance-z/road-repairs>
14. We aim to investigate Fix My Street reports within 10 working days which aligns the county council's enquiry response policy requirements.

## **Repair Delivery and Quality Assurance**

15. The Council's highway maintenance services are delivered in partnership with MGroup, who operate a mixed delivery model comprising both direct labour crews and approved subcontractors. All defect repairs are carried out in accordance with the Council's Highway Safety Inspection Policy and associated standards.
16. To ensure the quality and consistency of repairs, the Council conducts post-completion inspections on 20% of all works. These inspections are selected randomly and are designed to assess both the completeness and workmanship of the repair. Where a repair is found to be substandard or incomplete, it is recorded as a non-chargeable defect, requiring rectification at no additional cost to the authority.
17. This process provides a structured opportunity for both the council and MGroup to review, challenge, and evaluate the methods and materials used at each location of concern. It also supports continuous improvement by identifying trends in poor practice and ensuring corrective actions are taken.
18. Where recurring issues or poor performance are identified, this can result in financial adjustments to the overall contract value and may negatively impact the contractor's Key Performance Indicators (KPIs). This performance-linked approach ensures accountability and reinforces the Council's commitment to delivering high-quality, safe, and cost-effective highway maintenance services.

## **Trend Identification and Liability Management**

19. The Council adopts a multi-layered approach to highway defect identification and resolution, combining reactive reporting through Fix My Street with proactive inspection and asset management strategies.
20. When investigating a Fix My Street report, Highway Officers routinely assess the surrounding area for additional safety-related defects. However, certain issues may be missed due to temporary obstructions such as parked vehicles or adverse weather conditions. To mitigate this, our delivery partner, MGroup, plays a critical role in identifying and addressing further defects while on site. Through a “**find and fix**” approach, crews are empowered to repair additional issues not originally specified in the initial instruction. These are documented with before-and-after photographs and uploaded to our internal systems for audit and quality assurance.
21. In line with our commitment to value for money and long-term asset resilience, Highway Officers also have the authority to escalate sections of carriageway for future surface treatment consideration. These referrals are assessed by our Highway Schemes Team for inclusion in planned maintenance programmes.
22. Furthermore, the Council utilises advanced technologies such as road scanning vehicles, which detect subsurface and surface-level deterioration before defects become visible (prevention better than cure). This enables a targeted and cost-effective approach to maintenance, optimising operational efficiency and reducing long-term costs.

## **Financial**

23. Financial: Maintenance funded from the Highway Operations revenue budget; costs vary with weather and growth rates. The current annual subscription for FMS is funded through revenue budgets and equates to £31,500
24. Comments checked by Filipp Skiffins Assistant Finance Business Partner, [filipp.skiffins@oxfordshire.gov.uk](mailto:filipp.skiffins@oxfordshire.gov.uk)

## **Legal**

25. The activities described above comply with the highway authority's rights and duties under Highways Act 1980 and associated policies such as The Highway Safety Inspection Policy.
26. The use of Fix My Street and MGroup and other third parties such as the Super Users is lawful under the general power of competence in Section 1 of the Localism Act 2011.
27. Comments checked by: Jennifer Crouch, Principal Solicitor, [jennifer.crouch@oxfordshire.gov.uk](mailto:jennifer.crouch@oxfordshire.gov.uk)

**Staff**

28. Staff: Managed within existing resources.

**Equality**

29. Equality & Sustainability: No discrimination identified; maintenance regime supports biodiversity and climate action.

Paul Fermer  
Director of Environment and Highways

Annex:

<https://www.oxfordshire.gov.uk/transport-and-travel/transport-policies-and-plans/highway-maintenance>

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