

# 'Report a Problem With a Road or Pavement'

## Parish & Town Council update December 2022

Ongoing work to improve our customer journey to [Report a problem with a road or pavement](#) has now commenced with the launch of new online forms in November 2022.

These new forms have enhanced mapping capabilities and are mobile friendly for reporting defects when out and about. We have classified and grouped the types of defect reports previously reported via 'Love West Sussex' and created separate landing pages on our website for the following: [Flooding, blocked drains and gullies](#); [Road and cycle path faults \(including potholes\)](#); [Pavement and verges](#); [Trees, hedges, weeds and grass](#) and [Obstructions on the road, pavement or cycle path](#).

Reports are automatically loaded into our Highways Case Management System (known as 'Confirm') and then assigned to the right team. Customers who historically reported via Love West Sussex are being advised of change in process and redirected to the correct eform for the issue being reported.

We will run the two reporting systems in parallel for a few months through to Spring 2023 to support transition. Then at a date to be confirmed in the New Year, we will cease to subscribe and will end the contract with 'Love West Sussex' provided by Blackburn IT Services trading as BBITS.

From that date onwards, Blackburn IT Services will promote their national Environmental Issue reporting product called '[Love Clean Streets](#)' thereby enabling members of the public to report Environmental Issues. Reports are then sent directly to the relevant District & Borough Council based on the postcode/location of the issue.



**Reminder: WSCC is not responsible for the management of the following issues but currently continues to redirect customers to:**

[District or Borough Council](#) for issues relating to parking, fly tipping, litter or street cleaning, non-highway related graffiti and bus shelters. Where we have partnerships in place for the removal of graffiti from highway assets with our District, Borough or Town Council colleagues, we will redirect to the relevant partner.

### Actions & Next Steps

As part of this change initiative it would be helpful to us if you could:

- Check your website content pages and remove any reference to Love West Sussex including hyperlinks and replace with [Report a problem with a road or pavement](#).
- Promote this change with residents via your local newsletters/magazines and social media channels.

***'Please Note: West Sussex County Council has changed the process for reporting road & pavement issues. If you have bookmarked or saved the Love West Sussex web URL or App to your device then please delete and save [Report a problem with a road or pavement](#)'***



### Communication & Mobilisation

We are implementing a dedicated communication plan to support this change initiative with regular and timely updates being provided to Members, residents, district and borough and town and parish councils via Highways Transport & Planning Newsletters and Autumn Engagement Forums.

To ease the migration to the new ways of working we will continue to subscribe to Love West Sussex for a short while longer as we gradually phase out and decommission our Love West Sussex website and App in Spring 2023. We are now in transition and will continue to notify and promote the new ways of working. Please note that the new online forms capture exactly the same information as the old reports and we are merely changing the process for reporting issues.