

By: Roxanne Jefferies, Business Change Manager

To: Environment Highways and Waste Policy Overview Committee – 15 September 2009

Subject: 'My Kent Highways Online'

Classification: Unrestricted

Summary: This paper is to inform Members of KHS plans for better access to its services through the use of My Kent Highways Online.

1. Background

1.1 The Parish and Member Portal is a key part of Kent Highways Services Transformation initiative and is designed to offer a full range of highways services online and will now be known as **“My Kent Highways Online”**. This will provide the general public, parish representatives, and council members with a number of 'online services' to make access to highways services more convenient to all of our customers.

2. Current Plans

2.1 KHS is proposing to go-live with **“My Kent Highways Online”** for Members during September 2009 which will be preceded by Member roadshows to explain the benefits of the new system. This will be followed by an extension of the service to the parishes.

2.2 Subsequently, a new online fault reporting and tracking website is planned to be launched to the general public during October.

3. Implications

3.1 **“My Kent Highways Online”** will allow all customers to track their enquiries and access real time information on its status. This should reduce the number of calls into the Contact Centre.

4. Extension of “My Kent Highways Online” to District Members

4.1 As described above, the service will be available to the general public in a basic format, with an enhanced version for County Members and Parish Councils. This enhanced version will be made available to District Members as well later in the year.

4.2 This would ensure that elected representatives for urban areas without parishes have the same level of access as the rest of the County.

4.3 There will be a cost to KCC to fund the training and administration for district members of which there are approximately 500 in the County.

5. Recommendations

- 5.1 Members are asked to note the progress of “**My Kent Highways Online**” and to support its implementation.
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