**Really Useful Day**

**Model User Journey**

**Report a noise nuisance to your council**

**LGSL / IL = 412/0**

Really Useful Days are **free, practical training days for local authorities**, aimed at helping councils improve their digital services.

They involve a mixture of workshops, inspiring talks (often from other councils who talk about their experiences) and the chance for councils to network with each other

They are run regularly across the UK (see a list of future events at [www.localdirect.gov.uk/events/calendar/](http://www.localdirect.gov.uk/events/calendar/)) on different themes, including “Social Media for councils” and “Improving user journeys”.

At the “Improving user journeys” event, local authorities work together in groups, looking at different user journeys. They critique 3 examples of the journey and come up with their own ‘model’ version.

**This is a collection of all the praise, criticism and model journeys**

**groups have come up with for the user journey: “Report a noise nuisance to your council”.**

**Council pages looked at =**

Stirling, Oldham, Powys

**Report a noise nuisance to your council**

This model journey was worked on in **Leeds on 28 September 2012**

**The Good – what local authority sites should be trying to include**

**Craven**

* Initial information well presented and useful
* Includes variety of noise issues

**Powys**

* Layout is good/content is concise
* Top tips are useful – includes mediation links to advice
* Everything on one page

**The Bad – the pitfalls local authority sites should try to avoid**

**Oldham**

* Download diary in PDF format
* Order of page not so great
* Official complaint to court as secondary information page includes entirety of court procedure - not immediate action.

**Craven**

* Overkill on information – written articles regarding different types of noise nuisance are aimed at perpetrators, not at victims of noise nuisance

**Powys**

* Contact details are missing

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**A mock-up of a good customer journey:**

GOV.UK

Form within GOV.UK

Email to dept at LA or integration

Should:

* Avoid info overkill
* Cater for immediate use in cases

of high disturbance at night time

* Be concise and relevant copy
* Contact details at the front/top
* Be clear on audience
* Be factual copy

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**The Dream…!**

GOV.UK

Form on LA website

Email/integration to LA department

* Smart question to establish if

reporting is correct procedure to take.

* Answer takes to report or information

Must include links to additional information and out of hours numbers/advice