Tuesday, March 10, 2026

ADEPT President's Awards 2026

Entry form

Award category

Deploying Innovation and Technology

Project Title

Connected Data and Systems

Local authority

Northumberland County Council

Partner/s if applicable

N/A

Headline summary (150 characters max.)

Northumberland County Council has delivered a step-change in how residents report and track highways and environmental issues

Please note we need at least one supporting image per award submission. Upload your image/s below.

Deploying Innovation and Technology: How has this project used digital innovation and/or the imaginative use of new or existing technology? (150 words max.)

Northumberland County Council has delivered a step-change in service delivery by integrating FixMyStreet Pro with Alloy, creating a single digital ecosystem for reporting, triage, inspection and resolution of highways and environmental issues. This innovation replaces outdated, multi-channel processes with an intuitive, map-based platform supported by automated routing, real-time status synchronisation and rich mobile data capture. The imaginative use of Open311 technology enables seamless two-way communication between systems, eliminating rekeying, reducing human error and ensuring that residents receive timely updates as soon as inspectors or crews update Alloy. The project also harnesses geospatial intelligence, photo-based submissions and device-agnostic access to radically improve accuracy. Data dashboards unlock trend analysis, enabling earlier interventions and targeted deployments. By blending proven technology with new integrations, the Council has modernised a previously manual, fragmented workflow into a streamlined digital service that is more responsive, transparent and efficient for both residents and staff.

Deploying Innovation and Technology: How has this project shown evidence of improved outcomes for users and communities? (150 words max.)

This project has delivered significant improvements for residents and communities by making it easier, faster and clearer to report local problems. FixMyStreet Pro provides a simple, mobile-friendly journey that

allows users to submit accurate reports in under four minutes, complete with maps and photos. Automatic updates from Alloy mean residents no longer need to chase progress, reducing frustration and building trust. Duplicate reports have fallen dramatically, ensuring issues are resolved more quickly and resources are used effectively. The benefits are more reliable information about responsibilities across partners such as National Highways and the National Park. The improved accuracy and prioritisation enabled by the integrated system mean that high-risk issues are identified sooner and resolved faster, enhancing public safety. Overall, the project empowers residents, strengthens transparency.

Deploying Innovation and Technology: How has this project shown evidence of the transformation of a service/department/organisation by changing behaviours, delivering savings or improving ways of working? (150 words max.)

The project has fundamentally transformed the Council's highways and environmental services by replacing fragmented, labour-intensive processes with a unified, automated digital workflow. Staff no longer rekey reports manually, reducing workload and error rates while increasing capacity for frontline activity. Right-first-time routing ensures operational teams receive accurate information aligned to policies, improving consistency and accelerating resolution times. Inspectors and supervisors now work with real-time data in Alloy, completing updates on the move and triggering automatic communications to residents. This has reshaped behaviours, embedding a digital-first culture across Customer Services, Highways, Local Services and Countryside teams. Leadership benefits from richer management information, enabling proactive planning instead of reactive firefighting. Financially, the project has delivered significant efficiency savings and reduced reactive spend. Overall, it has created a modern, data-driven service model that improves productivity, strengthens cross-team collaboration and supports smarter decision-making at every level of the organisation.

Deploying Innovation and Technology: How can the innovation/technology in this project be applied in multiple sectors/areas? (150 words max.)

The approach taken through FixMyStreet Pro and Alloy (Causeway One) is inherently transferable across multiple sectors that rely on public reporting, asset management or field-based operations. The model—a single digital front door, automated routing, geospatial accuracy, and a real-time feedback loop—can be applied to housing repairs, waste services, environmental health, community safety, parks management and even wider corporate service requests. Any service with distributed assets or mobile teams can replicate the integration pattern, using Open311 or similar APIs to connect customer-facing platforms with operational systems. The transparency and data-rich reporting also support cross-agency collaboration, enabling seamless referrals to partners such as utilities, highways authorities, or district councils. The underlying principles—consistent workflows, accurate data capture, and resident-centred communication—make the solution suitable for regional adoption across combined authorities or partnership networks. This project demonstrates a highly replicable blueprint for improving service efficiency, accountability and user experience in diverse public-service contexts.

Deploying Innovation and Technology: How does this project demonstrate scalability and resilience - the ability to use technology in a wider scope and in a way that encourages longevity of use? (150 words max.)

The FixMyStreet–Alloy integration has been designed for scalability, extensibility and long-term resilience. Built on the open, standards-based Open311 protocol, the system can easily accommodate new service areas, additional categories, or expanded geographic coverage without redesign. Alloy's modular architecture enables future enhancements, such as automated inspections, sensor data, or links to capital works programmes. The digital front door can scale to high volumes, demonstrated during severe weather events when reporting surged but performance remained stable. The use of cloud-hosted platforms ensures robust uptime, security and the ability to flex capacity as demand grows. Governance, data standards and consistent messaging reinforce sustainability by ensuring teams adopt and maintain digital-first behaviours. Continuous monitoring and analytics allow emerging trends to be identified early, supporting long-term planning. Together, these elements create a resilient, future-proof service capable of evolving with organisational needs, technological change and rising user expectations.