

# FixMyStreet Pro

## Standard plans and pricing

FixMyStreet Pro is provided as a cloud-hosted, managed and maintained service. Prices include onboarding, development, training, hosting, maintenance and second line support. Customers are invited to regular user groups for best practice knowledge sharing and continual product development.

Essential	Advanced	Premium	Premium Plus
<b>£15,000 per year</b>	<b>£30,000 per year</b>	<b>£46,000 per year</b>	<b>£62,000 per year</b>
<p>The essential FixMyStreet Pro service, branded to look like your website, with useful tools to help you manage, moderate, shortlist and respond to reports.</p> <p>‘Essential’ is ideal for service areas transitioning to a paper free process.</p>	<p>Advanced featured FixMyStreet Pro service, with unlimited users, training, and 1 integration.</p> <p>Perfect for councils that may want to freshen up their front end reporting and push all reports through a central CRM.</p>	<p>The complete end-to-end FixMyStreet Pro service, designed for councils committed to changing their relationship with citizens.</p> <p>‘Premium’ creates efficiencies for officers through integration with up to 2 systems, such as Alloy, Echo or Confirm.</p> <p>‘Premium’ also allows you to display up to 10 asset layers on the map to further increase report accuracy and reduce duplication.</p>	<p>Premium Plus brings all of the benefits of the Premium package, with up to 3 integrations with line of business systems and up to 10 asset layers.</p> <p>To ensure you get the best out of FixMyStreet Pro the Premium Plus package includes a Business Readiness Evaluation. Delivered by our Product &amp; Service Design Experts, we provide a collaborative approach to scope out a service that works for the council and its residents.</p>

## Tailored plans and pricing

Building on over 15 years' experience of developing FixMyStreet in conjunction with our local authority clients, we have a strong understanding of what is and isn't needed by councils of all shapes and sizes when it comes to citizen-facing reporting software for street, highways and environmental issues.

As a result, we are in a position to offer tailored plans and pricing for FixMyStreet Pro to suit the needs of different types of organisations while keeping costs to a minimum.

<b>FixMyStreet Pro for District Councils</b>	<b>FixMyStreet Pro for Housing Associations</b>	<b>FixMyStreet Pro for Unitary, Metropolitan District and County Councils with a population &lt;100,000</b>
<ul style="list-style-type: none"> <li>Population &lt;100,000 'Essential' plan = <b>£5,000 per year</b></li> <li>Population &gt;100,000 'Essential' plan = <b>£7,000 per year</b></li> <li>Add 1 integration into a line of business system <b>+£18,750 per year</b></li> </ul>	<p>'Essential' plan = <b>£15,000 per year</b> Bespoke set-up</p> <p>'Advanced' plan = <b>£23,750 per year</b> Stand alone system with no CRM integration. Up to 10 Asset layers</p> <p>'Premium' plan = <b>£30,000 per year</b> 1 integration and up to 10 Asset layers</p>	<p>'Essential' plan = <b>£15,000 per year</b> No integrations, no Asset Data</p> <p>'Advanced' plan = <b>£25,000 per year</b> 1 integration, no Asset Data</p> <p>'Premium' plan = <b>£36,000 per year</b> 1 integration, up to 10 Asset Layers</p>

**Please note:** For clients which set up and run their own Open311 integration, a cost reduction of £18,750 per annum will be applied in the fees quoted (where a package includes an integration).

## Compare standard plans

Compare the features and functionality of our **standard** plans below. For a detailed breakdown of a tailored plan, please get in touch.

	Essential	Advanced	Premium	Premium Plus
<b>Price per year (3+1)</b> <i>Contracts renewed years 5 onwards  subject to 15% discount</i>	<b>£15,000</b>	<b>£30,000</b>	<b>£46,000</b>	<b>£62,000</b>

### Highlights

	Essential	Advanced	Premium	Premium Plus
Achieve channel shift: FixMyStreet Pro with your council's domain and branding	✓	✓	✓	✓
Fully synchronised reporting across your own domain, the FixMyStreet app and FixMyStreet.com	✓	✓	✓	✓
Training	Online documentation	Online training for up to 8 staff	Online training for up to 20 staff	Online training for up to 20 staff
Signpost reports directly to National Highways and other authorities	✓	✓	✓	✓
Integration/s with all back office systems: Alloy, Azure Active Directory B2C, Bartec, Confirm, Exor, Ezytreev, Mayrise, MS Dynamics, Street Manager, Salesforce, Symology, WDM		✓ 1 integration	✓ Up to 2 integrations <i>(with completion picture via API)</i>	✓ Up to 3 integrations <i>(with completion picture via API)</i>
Reduce duplication by highlighting existing reports to		✓	✓	✓

citizens				
Display asset layers (such as street lights, bins, UPRN) on map			✓	✓
Business readiness evaluation				✓

## Features for citizens

	Essential	Advanced	Premium	Premium Plus
Meets government accessibility requirements	✓	✓	✓	✓
Citizen-focused categories and language	✓	✓	✓	✓
Keep citizens updated on progress and completion with emails	✓	✓	✓	✓
Sign up for alerts on already reported issues	✓	✓	✓	✓
Simple and intuitive location finder to make accurately-placed reports	✓	✓	✓	✓
Let citizens upload photos of an issue for more detailed reports	✓	✓	✓	✓
Optionally allow citizens to send further updates & comments on existing reports	✓	✓	✓	✓
Optionally allow citizens to reopen their own reports	✓	✓	✓	✓
Account dashboard to review all reports that they've made	✓	✓	✓	✓
Allow citizens to report without creating an account if preferred (verify via email)	✓	✓	✓	✓
Prompt citizens about existing reports near theirs to improve	✓	✓	✓	✓

duplicate reporting rates				
Optionally, allow citizens to report anonymously	✓	✓	✓	✓
Keep citizens updated on progress and completion with text via GOV.UK Notify	✓	✓	✓	✓
Single sign-on integration (eg 'My Council' dashboard)			✓	✓

## Features for administrators

	Essential	Advanced	Premium	Premium Plus
Analyse and export management information reports via admin dashboard	✓	✓	✓	✓
Choice of Ordnance Survey or OpenStreetMap tiles	✓	✓	✓	✓
Simple role management – quickly assign custom sets of permissions in response to staff changes	✓	✓	✓	✓
Assign or reassign reports to inspectors from within the case management dashboard	✓	✓	✓	✓
Ability to create email templates per category and status	✓	✓	✓	✓
Two factor authentication (2FA) for added security measures	✓	✓	✓	✓
Ability to add different help text to each category	✓	✓	✓	✓
Disable reporting on emergency categories where you need the citizen to call	✓	✓	✓	✓
Optionally provide your	✓	✓	✓	✓

councillors with access to your dashboard				
Live heatmap reporting to understand category, seasonal and area-based trends	✓	✓	✓	✓
Single sign-on integration for staff accounts (eg Active Directory)	✓	✓	✓	✓
Street Manager planned works integration		✓	✓	✓
Provide your own data to be used as an asset layer on the map (eg street lights, adopted roads, parks, bins and drains)			✓	✓
Use of your own custom map tiles			✓	✓
Use your own custom geocoder for local terminology road name searches			✓	✓
Use selected asset ID to determine which authority to send reports to			✓	✓

## Features for customer service teams

	Essential	Advanced	Premium	Platinum
To help with channel shift, call centre agents can report/edit reports on the customer's behalf	✓	✓	✓	✓
Add other citizens to existing reports to receive email updates	✓	✓	✓	✓
Ability to moderate reports	✓	✓	✓	✓
Ability to close duplicate reports	✓	✓	✓	✓
Additional private categories available to the call centre only	✓	✓	✓	✓

Prevent reports on unadopted roads			✓	✓
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## Features for front-line inspectors

	Essential	Advanced	Premium	Premium Plus
Reduce use of paper notes by letting inspectors build their own shortlists of reports	✓	✓	✓	✓
Inspectors can access and work through shortlisted reports without internet access	✓	✓	✓	✓
Inspectors can add photos showing the job is completed	✓	✓	✓	✓
Ability to re-categorise and re-route reports to other teams after inspection	✓	✓	✓	✓

## Invoicing

The first annual invoice will be issued on commencement of the contract; subsequent invoices on the anniversary of the contract start date.

## Add-on services

Extend your FixMyStreet Pro for more public realm reporting to include missed bins, insurance claims, dropped kerb applications and more.

We collaborate with clients to reduce costs, create efficiencies, and improve the customer experience in all these areas.

As citizens have become used to managing their lives online, simple and effective web-based tools are more vital than ever — our work on allowing citizens to self-serve

common everyday council experiences like reporting missed bins, and checking bin days couldn't have come at a better time.

Within the G-Cloud 13 framework look for the SocietyWorks Suite, which will allow you to combine our products and take a cohesive approach to all of your public realm reporting.

## Business Readiness consultancy

Ensure you're getting the best out of FixMyStreet Pro with our evaluative Business Readiness offering.

### Mapping out the service

The process starts with key stakeholders creating a view of fault reporting for street and highway issues as it stands, looking at the flow of data and communication, highlighting bottlenecks and areas of improvement.

### Making the whole service better

Once the service is documented, we can explore how other customers are tackling issues and improving their services, whether within the confines of FixMyStreet Pro or separate processes. We'll run exercises and activities to help generate other potential solutions and opportunities to really maximise the delivery of your highway services.

### Define FixMyStreet Pro requirements

Finally, at the end of the process, we will have, collaboratively, created a clear set of requirements for your FixMyStreet Pro instance, taking into consideration your specific needs and keeping future service improvements in mind.

### Pricing

Our business readiness programme will allow you to take advantage of our learnings from other local authorities and how they make the best use of FixMyStreet Pro. Our expert Product and Service Design team will help you to carve out a clear path for realising highways service improvements across your authority. £12,000 + VAT.



## Ordering

Contact SocietyWorks to order.

mail: [enquiries@societyworks.org](mailto:enquiries@societyworks.org)