
FixMyStreet Pro

Service Definition

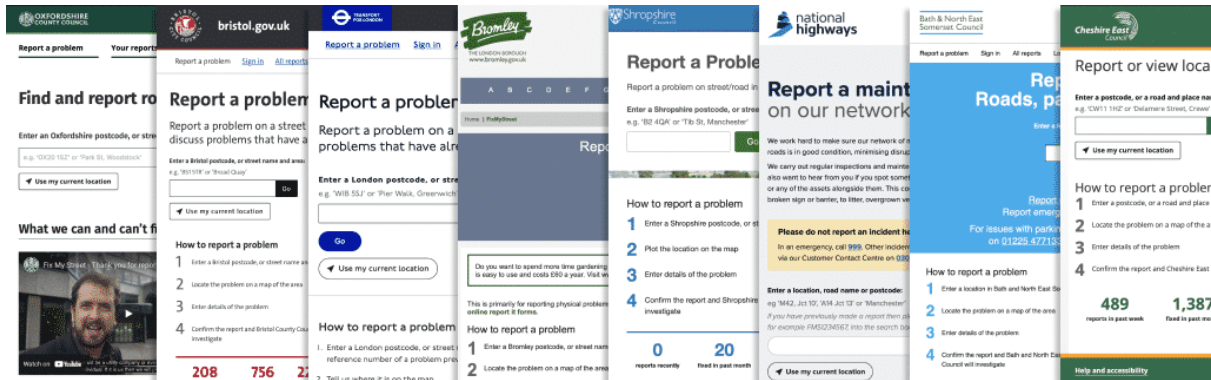
Reliable, map-based fault reporting for councils, local government bodies and highways agencies, based on FixMyStreet, the UK's most popular reporting service for citizens.

FixMyStreet's user-centred design provides an easy, intuitive way for citizens to report place-based, public realm problems within their community online. FixMyStreet Pro has all the benefits of FixMyStreet's focus on usability, which extends to the management interface, fully integrated with your existing asset and case management systems to provide a simple reporting experience for staff as well as for citizens.

- Reduces duplicate reports & removes need for rekeying.
- Integration with any existing mapping, asset, works and customer management systems.
- Intelligent report routing based on category or location.
- End-to-end case management for customer service, inspection and maintenance teams.
- Optional add-ons can handle missed bins, insurance claims, dropped kerb applications and more.
- Delivered by a fully-remote, agile and experienced team.
- Secure UK hosting with fully compliant, fully pen tested data protection and privacy.
- Helps reduce the demand on call centres through channel shift.
- Open and transparent fault reporting service that improves customer journey.
- Add or remove categories and asset layers as the need arises, set templated responses and route each report to the correct team.
- Uses the branding from your existing website and services.
- Meets W3C Web Accessibility Standard and government accessibility requirements.
- Under continual roadmap development in consultation with clients and users, through online and in-person discovery events, user groups & research.

Benefits

FixMyStreet Pro reduces operating costs for councils, helps with channel shift and provides a better citizen experience.



Achieve cost savings with channel shift

Reduce demand on customer service centres with an online reporting system that anyone can use.

Increase efficiency

Route problems to the correct inbox, based on location, category and priority.

Keep citizens updated

Manage expectations and increase transparency with templated responses and automatic updates.

Minimise duplication

Prompts citizens about nearby reports to avoid duplicates.

Work with your existing services

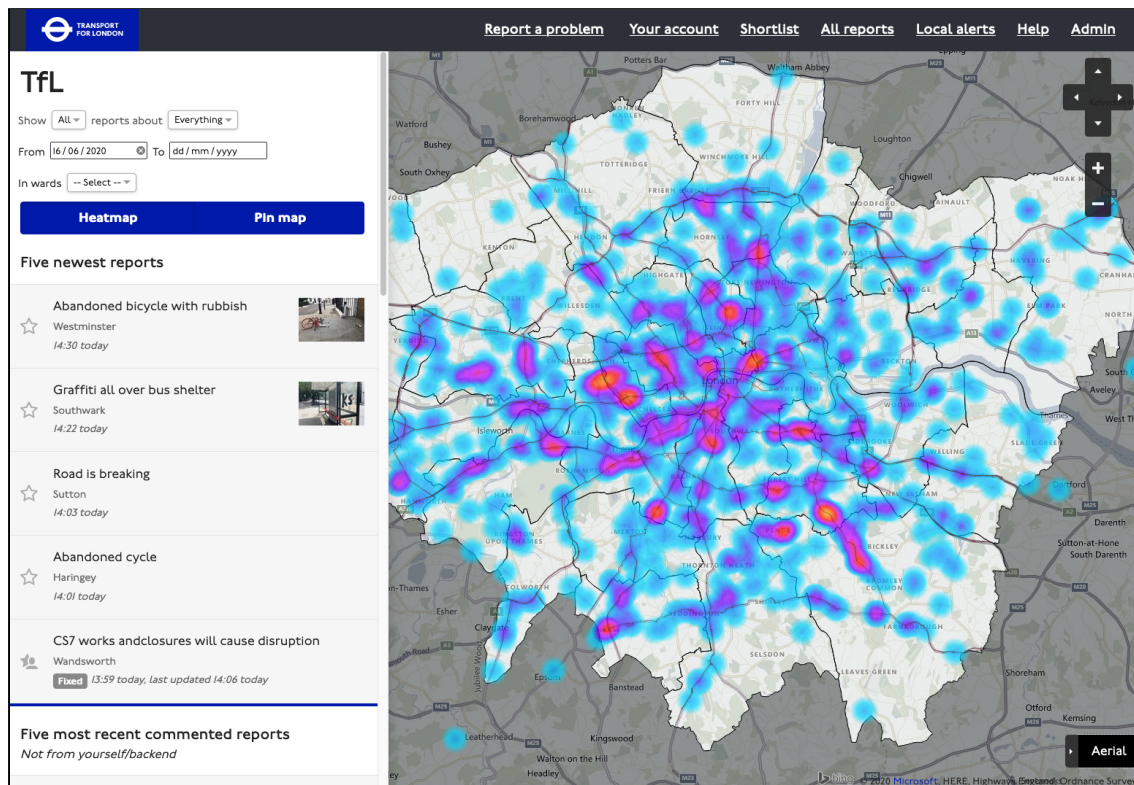
Integration with mapping, asset, customer and case management services.

Understand pattern and trends

Track service levels, identify reporting patterns and trends with dashboards and visual heatmaps.

Features

Whatever your existing set-up, FixMyStreet Pro will fit right in. We'll hook it up to do everything you need — without adding unnecessary complexity to your workflow.



Unitary and two-tier authorities

Handle any type of location and category specific report within the nominated county, borough or whole city.

Email updates

Templated responses triggered by status changes in the council back office environment update the reporter and anybody subscribing to alerts.

Our experience, your brand

Branded to complement your existing online services and website.

Responsive web app

Designed for optimal display on desktop, tablet and mobile browsers. Citizens can quickly 'Add FixMyStreet to Home Screen' on their mobiles.

Display assets

Fixed assets such as streetlights, gulleys and trees can be displayed on the map to help residents better triage issues.

Photos

Help officers more efficiently identify and respond to an issue with photos attached to the report.

Pinpoint location accuracy

Geolocation, UPRN, asset layers and photo metadata all aid the user's assessment of the issue's location, ensuring you receive the precise coordinates.

Intelligent routing

Send the problem to the correct individual, team or another authority based on location, category or a combination of both.

Mobile app

Companion mobile app for Android and iOS, so your customers can report issues on the go.

End-to-end case management

A complete case management solution for customer services, inspection and front line maintenance teams.

Inspection service

Offline-capable service allowing inspectors and officers to manage their workload from a list of reports and provide updates to citizens.

Open standards compliant

Support the landscape of service providers through one open interface, using Open311.

Optional bolt-on services

Provide easy online services around waste, dropped kerbs/HBar applications, skips/scaffold licences and insurance claims.

Meet changing demands

Manage your categories for temporary pop up pedestrianisation and cycle widening requests and get them routed to the most relevant department.

Single sign-on & anonymous reporting

Single sign-on for citizens and officers is available together with allowing anonymous reporting on specific categories.

Synchronised with FixMyStreet.com

Extend your reach and reduce duplicate reports by synchronising with the nation's most popular reporting service, FixMyStreet.com.

Automated instruction

Route problems to contracted providers based on category, location or metadata.

Performance dashboard

Extract report data by ward, status, category and date as a CSV as well as analyse data in a real time heatmap.

Fully integrated

Support for industry standard mapping, asset management systems, and the ability to integrate with multiple back office systems at the same time with intelligent triaging, to ensure the report is sent to the correct team or system.

Integration with government tools

Incorporates government services such as GOV.UK Notify and Street Manager

Customer contact operatives

To help with channel shift, a CRM workflow is available to manage & moderate calls taken by phone or email.

GDPR & Security

Fully compliant [data protection & privacy](#). See our website for our [Business Continuity and security policies](#).

Getting started

Once you're signed up, we'll contact you to arrange a kickoff call where you'll be introduced to your dedicated project team. During the meeting you'll be taken through an onboarding exercise where we can learn more about the problems you're trying to solve and how we can help. We will cover, amongst other things:

- The systems you want to integrate with
- Templates and/or style guides so that FixMyStreet can adhere to your website's existing look and feel
- The reporting form categories and fields that will best fit into your set-up
- Your preferred notification methods
- Contact email addresses for report recipients
- Example addresses and postcodes for testing the service prior to launch
- Any specific content that needs to be added to the FAQs for your installation
- Access to test systems

Training

SocietyWorks provides online training sessions (depending on the tier purchased) as part of any FixMyStreet Pro project. Each session covers:

- The FixMyStreet Pro report lifecycle
- How a member of the public uses FixMyStreet Pro
- How customer services teams can create & moderate reports on behalf of citizens
- Administrative functions to export statistics, manage templates, categories & users
- Providing first line support to residents
- How to get the most out of FixMyStreet Pro
- Accessing post go live client support
- How to play an active part in future development
- The training session can be recorded with full supporting documentation available

Support and maintenance

Following training, your staff will have the tools to easily provide first line support to citizens. And we at SocietyWorks give second line support to you, fixing any technical faults and guiding staff who need help with the interface.

Except in the event of emergency maintenance, SocietyWorks will give notice to the customer at least 48 hours prior to any planned system downtime , which will normally be expected to take no more than three hours to perform. The service is load-balanced for resilience, reducing the likelihood of any disruptive maintenance.

Please see terms and conditions for more information.

Ending the contract

The contract's start date, notice and extension periods will be agreed in the Order Form.

At the termination of the agreement the customer may choose to issue a transfer request which grants sufficient data and rights to operate the service yourself or with a third party.

See terms and conditions for more information.