

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
£15,000 per year	£30,000 per year	£46,000 per year	£56,000 per year
<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, including the ability to suggest potential duplicate reports to users to prevent unnecessary reporting.</p> <p>'Essential' is ideal for service areas transitioning to a paper free process.</p>	<p>Advanced featured FixMyStreet Pro service, with all the benefits of the 'Essential' plan, and 1 integration with a system of your choice.</p> <p>Perfect for councils that want to freshen up their front end reporting and push all reports through a central CRM system.</p> <p>Includes an integration with Street Manager and GOV.UK Notify if required.</p>	<p>The complete end-to-end FixMyStreet Pro service, designed for councils committed to changing their relationship with citizens.</p> <p>'Premium' gives you all of the advanced features of FixMyStreet Pro and creates efficiencies for officers through integration with up to 2 systems, such as Alloy, Bartec, Confirm and Symology, or a Single Sign On system of your choice.</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>Ideal for authorities using multiple systems to manage different service areas.</p> <p>'Premium Plus' enables you to integrate with your choice of up to 3 business systems and display up to 15 asset layers on the map.</p>

Tailored plans and pricing

Building on over 17 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 environment 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.

FixMyStreet Pro for District Councils	FixMyStreet Pro for Housing Associations	FixMyStreet Pro for Unitary, Metropolitan District and County Councils with a population <150,000
Population <100,000 'Essential' plan = £5,000 per year	'Essential' plan = £15,000 per year Bespoke set-up	'Essential' plan = £15,000 per year No integrations, no asset data
Population >100,000 'Essential' plan = £7,000 per year	'Advanced' plan = £23,750 per year Stand alone system with no CRM integration. Up to 10 asset layers	'Advanced' plan = £25,000 per year 1 integration, no asset data
Add 1 integration into a line of business system +£18,750 per year	'Premium' plan = £30,000 per year 1 integration and up to 10 asset layers	'Premium' plan = £36,000 per year 1 integration, up to 10 asset Layers

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
Price per year (3+1) <i>Contracts renewed years 5 onwards subject to 15% discount</i>	£15,000	£30,000	£46,000	£56,000

Highlights

	Essential	Advanced	Premium	Premium Plus
FixMyStreet Pro with your authority's domain and branding	✓	✓	✓	✓
Fully synchronised reporting across your own domain, the FixMyStreet app and FixMyStreet.com	✓	✓	✓	✓
Training	Online training	Online training	Online training	Online training
Automatically route reports nationally based on location and category of problem	✓	✓	✓	✓
Suggest potential duplicate reports to users within a customisable radius and encourage them to subscribe to the existing report instead of re-reporting	✓	✓	✓	✓
Integration/s with back office and single sign on systems, e.g.: Abavus, Alloy, Azure Active Directory, Bartec, Confirm, Continental Landscapes, Echo, Esri, EvoClaim, Exor, Ezytreev, Jadu, Kaarbontech, Mayrise, MS Dynamics, One Network, Salesforce, Symology, WDM		✓ 1 integration	✓ Up to 2 integrations	✓ Up to 3 integrations

Street Manager planned works integration (if required)		✓	✓	✓
GOV.UK Notify integration (if required)		✓	✓	✓
Display asset layers (such as street lights, bins, UPRN) on map			✓ Up to 10 asset layers	✓ Up to 15 asset layers
Integrate with parish and town councils, as well as contractors and external bodies				✓

Features for citizens

	Essential	Advanced	Premium	Premium Plus
Meets government accessibility standards	✓	✓	✓	✓
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)	✓	✓	✓	✓
Show existing reports on the map and suggest potential duplicates to prevent unnecessary reporting	✓	✓	✓	✓
Allow users to subscribe to existing reports	✓	✓	✓	✓
Optionally, allow citizens to report anonymously	✓	✓	✓	✓
Keep citizens updated on progress and completion with text via GOV.UK Notify		✓	✓	✓
Single sign-on integration (e.g. 'My Council' dashboard)			✓ (if selected as one of your integrations)	✓ (if selected as one of your integrations)

Features for administrators

	Essential	Advanced	Premium	Premium Plus
Analyse and export management information reports via admin dashboard	✓	✓	✓	✓
Choice of Ordnance Survey, OpenStreetMap or Bing map 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	✓	✓	✓	✓
Forms and applications for basic reporting and application processes	✓	✓	✓	✓
Hide categories and/or subcategories from the public to be used only by internal staff	✓	✓	✓	✓
Street Manager planned works integration (if required)		✓	✓	✓
Single sign-on integration for staff accounts (e.g. Active Directory)			✓ (if selected as one of your integrations)	✓ (if selected as one of your integrations)
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			✓	✓
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Features for customer service teams

	Essential	Advanced	Premium	Premium Plus
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			✓	✓

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	✓	✓	✓	✓
Ability to re-categorise and re-route reports to other teams after inspection	✓	✓	✓	✓

Inspectors can add photos showing the job is completed		✓	✓	✓
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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

We can also help you transform the way your residents interact with you in relation to other public realm services, including:

- Residential waste (e.g. bin day checks, bulky/green waste subscriptions, missed collection reports, etc.)
- Freedom of Information requests
- Licence applications
- and more

Within the G-Cloud 14 framework look for the SocietyWorks Suite, which will allow you to combine our citizen-centred products and take a cohesive approach to your interactions with residents for your statutory duties.

Business readiness consultancy programme

Having worked with local authorities for over 17 years now, we understand the pressures implementing new software or services can create. Our team will be there to support you in achieving manageable transitions throughout and after the implementation of your FixMyStreet Pro service.

We offer an evaluative business readiness programme for authorities who would benefit from support with preparing for the implementation of FixMyStreet Pro to further help enable a smooth transition.

Expected outcomes

1. Early engagement with impacted departments and staff
2. Space for stakeholders to air their concerns and explore the solution for their particular situation

3. Identification of likely changes to workflows and processes, plus ways to smooth the transition based on experiences of other clients
4. Group session focussing on potential consequences and mitigations, and what to expect from the rest of the project
5. 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 is designed to help you make the best use of FixMyStreet Pro. Our expert Product and Service Design team will help you to carve out a clear path for implementing FixMyStreet Pro successfully. £12,000 + VAT.

Ordering

Contact SocietyWorks to order.

Mail: enquiries@societyworks.org