

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
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. ‘Essential’ is ideal for service areas transitioning to a paper free process.	Advanced featured FixMyStreet Pro service, with all the benefits of the ‘Essential’ plan, and 1 integration with a system of your choice. Perfect for councils that want to freshen up their front end reporting and push all reports through a central CRM system. Includes an integration with Street Manager and GOV.UK Notify if required.	The complete end-to-end FixMyStreet Pro service, designed for councils committed to improving their relationship with citizens. ‘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. ‘Premium’ also allows you to display up to 10 asset layers on the map to further increase report accuracy and reduce duplication.	Ideal for authorities using multiple systems to manage different service areas. This can include co-ordinating reporting for devolved services such as to Town or Parish Councils or for councils needing to incorporate basic application processes* ‘Premium Plus’ enables you to integrate with your choice of up to 3 business systems and display up to 20 asset layers on the map. *FixMyStreet Pro handles simple application processes. Where more complex case management of applications is required please search for ApplyWorks on GCloud 15

Tailored plans and pricing

Building on nearly 20 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 which includes use of up to 5 asset layers = £5,000 per year Population >100,000 'Essential' plan which includes use of up to 5 asset layers = £7,000 per year Add 1 integration into a line of business system +£18,750 per year	'Advanced' plan = £23,750 per year Stand alone system with no CRM integration. Up to 10 asset layers 'Premium' plan = £30,000 per year 1 integration and up to 10 asset layers	'Essential' plan = £15,000 per year No integrations, no asset data 'Advanced' plan = £25,750 per year 1 integration, up to 5 asset layers 'Premium' plan = £36,000 per year Up to 2 integrations, up to 10 asset layers

Please note:

- For principal authority clients which set up and run their own Open311 integration into FixMyStreet Pro, a cost reduction of £18,750 per annum will be applied in the fees quoted (where a package includes an integration).
- For authorities wanting to integrate with [FixMyStreet.com](https://www.fixmystreet.com) only, and where that integration is set up and managed by us, the cost is £18,750.

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	✓	✓	✓	✓
Meets WCAG 2.2 AA government accessibility standards	✓	✓	✓	✓
Fully synchronised reporting across your own domain, the FixMyStreet app and FixMyStreet.com	✓	✓	✓	✓
Training	Online training	Online training	Online training	Online training
Allow users to start reports with a photo, auto-filling the location using geo-tag data	✓	✓	✓	✓
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 / Scottish Roadworks Register 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 contractors and external bodies			✓	✓
Triage to parish and town councils				✓
Access to FixMyStreet Forms, enabling applications for related services (eg. claims)*				✓
DVLA feed for checking abandoned vehicle status*				✓

* Can be applied to other packages at an additional fee, to be discussed depending on the requirement.

Features for citizens

	Essential	Advanced	Premium	Premium Plus
Easy-to-understand user interface and simple categories using localised language	✓	✓	✓	✓
Optionally create an account to be able to view all reports made	✓	✓	✓	✓
Receive updates on progress and completion via email	✓	✓	✓	✓
Sign up for alerts on already-reported issues	✓	✓	✓	✓
Simple and intuitive location finder to make accurately-placed reports	✓	✓	✓	✓
Option to start a report with a photo, auto-filling the location using geo-tag data	✓	✓	✓	✓
Optionally upload up to three photos with a report	✓	✓	✓	✓
Update and comment on existing reports (only if permitted by the authority)	✓	✓	✓	✓
Reopen reports (only if permitted by the authority)	✓	✓	✓	✓
Report without creating an account if preferred (requires verification by email)	✓	✓	✓	✓
Report anonymously (only if permitted by the authority)	✓	✓	✓	✓
View reports on the map and be suggested potential duplicates	✓	✓	✓	✓
Receive updates on progress and completion with text via GOV.UK Notify		✓	✓	✓

Single sign-on integration (e.g. 'My Council' or mygov.scot)		✓ (if selected as one of your integrations)	✓ (if selected as one of your integrations)	✓ (if selected as one of your integrations)
Complete application forms relating to service area covered by FixMyStreet Pro *				✓

* Can be applied to other packages at an additional fee, to be discussed depending on the requirement.

Features for administrators

	Essential	Advanced	Premium	Premium Plus
Analyse and export data for reports via admin dashboard	✓	✓	✓	✓
Choice of Ordnance Survey or OpenStreetMap map tiles	✓	✓	✓	✓
Search for and edit reports	✓	✓	✓	✓
Search for and edit user accounts	✓	✓	✓	✓
Assign custom sets of permissions to staff in different roles	✓	✓	✓	✓
Assign or reassign reports to inspectors from within the case management dashboard	✓	✓	✓	✓
Create email templates per category and status	✓	✓	✓	✓
Two factor authentication (2FA) for added security measures	✓	✓	✓	✓
Add different help text to each category	✓	✓	✓	✓
Disable reporting on emergency categories where you need the	✓	✓	✓	✓

citizen to call				
Allow or disable the ability for users to comment on or update reports with certain categories and timeframes	✓	✓	✓	✓
Optionally provide councillors with access to your dashboard	✓	✓	✓	✓
Live heatmap reporting to understand category, seasonal and area-based trends	✓	✓	✓	✓
Hide categories and/or subcategories from the public to be used only by internal staff	✓	✓	✓	✓
Moderate reports where necessary (e.g. image redaction)	✓	✓	✓	✓
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 (e.g. 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			✓	✓
Prevent reports on unadopted roads			✓	✓
Access to FixMyStreet Forms, enabling applications for related services (e.g. claims)*				✓

* Can be applied to other packages at an additional fee, to be discussed depending on the requirement.

Features for customer service teams

	Essential	Advanced	Premium	Premium Plus
Create and edit reports on behalf of citizens	✓	✓	✓	✓
Add citizens to existing reports to receive email updates	✓	✓	✓	✓
Close duplicate reports	✓	✓	✓	✓
Access private categories available to the call centre only	✓	✓	✓	✓

Features for front-line inspectors

	Essential	Advanced	Premium	Premium Plus
Build and view shortlists of reports	✓	✓	✓	✓
Access and work through shortlisted reports without internet access	✓	✓	✓	✓
Re-categorise and re-route reports to other teams after inspection	✓	✓	✓	✓
Add photos to reports to show works have been completed		✓	✓	✓

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 service areas, including:

- Waste (residential and commercial bin day checks, bulky/green waste subscriptions, missed collection reports, etc.)
- Environmental health reporting (private reporting and case management)
- Freedom of Information request management
- Licence applications
- and more

Within the G-Cloud 15 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 and scoping programme

Having worked with local authorities for over 20 years, we understand the pressures implementing new software or services can create.

We offer a business readiness and scoping programme, designed to support you in achieving manageable transitions throughout and after the implementation of your FixMyStreet Pro service.

Our experienced service designers will work with you to design a programme that works with the grain inside your local authority – engaging early with the departments that might be impacted by changes, exploring solutions that work across and between teams, identifying risks to be mitigated ahead of time, and delivering a clear set of requirements for your FixMyStreet Pro instance, taking into consideration your specific needs and future service improvements.

We offer two options depending on your requirements:

- 1. Rapid review (£6,750)**

A focused, 5-day evaluative programme to quickly understand your organisation's readiness for digital change. We will help you to identify key risks, gaps and opportunities, and provide clear, prioritised actions that can be taken immediately.

2. Deep dive (£13,500)

An in-depth, 10-day engagement for larger councils or authorities with the most complex needs. Working closely with your teams, we will help you to explore challenges in detail, assess readiness across multiple areas, and support you in shaping a clear and realistic approach to digital transformation.

Ordering

Contact SocietyWorks to order.

Mail: enquiries@societyworks.org