

FixMyStreet Pro

Service Definition

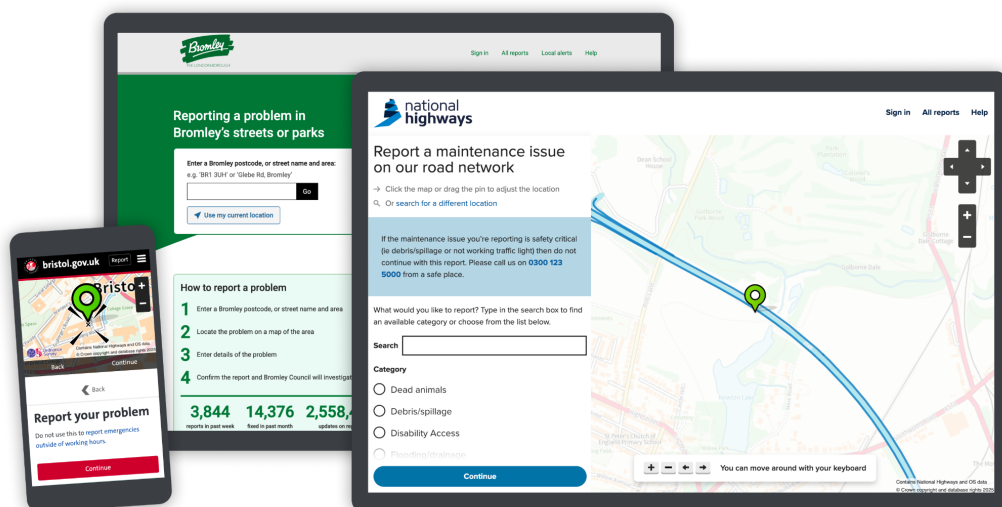
FixMyStreet Pro is a community-centric and map-based digital reporting solution for street, highway and environment faults, and is the **only** one capable of connecting councils and other public authorities together, routing reports between different bodies automatically.

Building on nearly 20 years of best practice experience, FixMyStreet Pro is provided by SocietyWorks, the wholly owned subsidiary of civic technology charity mySociety, which launched the national FixMyStreet service in 2007.

Branded to complement your existing online environment and integrated with whatever combination of existing systems you require, FixMyStreet Pro uses open standards to build trust, increase efficiency and make sure reports always go to the right place.

Trusted by authorities including councils, highways agencies and housing associations across the UK, FixMyStreet Pro is designed as a progressive web app, creating a universal experience for users regardless of the device they use.

Through its interoperable and transparent approach to fault reporting, FixMyStreet Pro helps councils and public authorities to build trust, reduce costs and foster effective engagement with members of the public.



Benefits

A highly specialised solution designed especially for street, highway and environment fault reporting and installed according to your requirements, FixMyStreet Pro gets to work creating efficiencies that start saving you time and money straight away.

Close the feedback loop

Avoid costly follow-up calls and improve customer satisfaction through automated response templates and status updates.

Increase efficiency

Intelligently route reports nationally based on location and category of problem. Triage to neighbouring boroughs, parish and town councils, as well as contractors and external bodies.

Manage expectations

Manage expectations during periods of high or seasonal demand. Prevent unnecessary or unsuccessful contact by educating on your intervention criteria and displaying schedules of upcoming work before reports are submitted.

Generate savings

Drive down the costs associated with inefficient reporting processes by removing duplicate reporting, unnecessary and avoidable contact and the causes of failure demand.

Works with your existing services

Seamless integration into your backend, asset and CRM systems to eliminate manual processes and improve the flow of data between council, citizen and external contractors.

Continual development

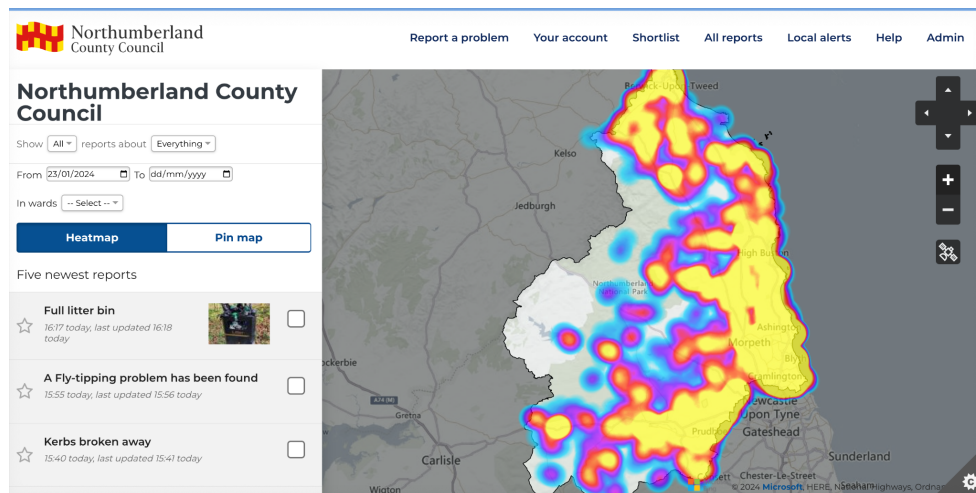
Under continual development in consultation with clients and users, through research, discovery events and user groups.

“To demonstrate the value that an automated public facing platform presents to the County Council, if the reporting method did not exist and needed to revert back to traditional methods [...] the cost to the authority would be in the region of £300,000 per annum.”

— Jonathan Evans, Head of Highways at Lincolnshire County Council, speaking about FixMyStreet Pro at a Highways and Transport Scrutiny Committee meeting ([read the case study](#))

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.



Map-based reporting interface

Handle any type of street, highway or environment report, all facilitated via a simple and intuitive map-based interface. Aerial view can be displayed if available.

Report updates

Templated responses triggered by status changes in the council backend environment keep report-makers updated. Optionally allow users themselves to update reports within certain timeframes to help you monitor a problem's progression.

Pinpoint location accuracy

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

Progressive web app

Designed for optimal display on desktop, tablet and mobile browsers. Users can quickly 'Add FixMyStreet to Home Screen' on their mobile device to use the service as an app.

Display assets

Fixed assets such as streetlights, bins and trees can be displayed on the map to help users make accurate reports. Where possible, you can also display assets which are not your responsibility to have them triaged directly to the correct place, without entering your workflow.

Photos in reports

Users can upload photos within their reports to help officers more efficiently identify and respond to an issue. Reports can also be **started** with a photo using geotag data to automatically identify the locations for faster and more accurate reporting.

Intelligent routing

Send the problem to the correct team, external contractor, parish and town councils or another authority based on location, category or a combination of both. Where direct routing is unavailable, you can signpost using site messages.

Forms and applications

Create simple forms or application processes where required using FixMyStreet Pro's interface. For more complex application and licensing case management, look for ApplyWorks on G-Cloud 15.

Extra text and site-wide messaging

Display information to users in a variety of places to, for example, inform of seasonal changes, educate on intervention criteria and divert emergencies.

End-to-end case management

Using the admin interface, reports can be managed by customer services, inspection and front line maintenance teams, including offline support and CRM workflow for staff to make reports on behalf of residents.

Single sign-on

Allow users (both residents and/or staff) to use single sign-on functionality when logging in.

Synchronised with FixMyStreet

FixMyStreet Pro's connection to the national FixMyStreet service provides a unified approach to public reporting for authorities.

Open standards compliant

FixMyStreet Pro is built upon the open source FixMyStreet Platform, which has been used independently in the UK and internationally throughout the last 19 years.

Duplicate report suggestion

Suggest potential duplicate reports within a customisable radius and display scheduled works on the map to eliminate the need to report problems you're already aware of and/or where remedial works are already planned.

Hidden categories

Hide categories and/or subcategories from the public, to be used only by internal staff, for triaging purposes or for staff/contractor only reporting categories.

Offline reporting

Ideal for users in areas where connectivity is poor. Start reports offline, save them and submit them later on when connected to the internet.

Integrations

Supporting industry standard mapping, asset management and CRM systems. Integrate with multiple back office systems at the same time. And incorporate government services such as GOV.UK Notify, mygov.scot, Street Manager and Scottish Road Works Register.

Performance dashboard

Analyse report data by ward, status, category, or date, with heatmaps and CSV export.

GDPR & Security

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

User friendly interface

FixMyStreet Pro is optimised to work smoothly on any device and is WCAG 2.2 AA compliant, making it as simple to use as possible for everyone.

Getting started

Once you're signed up, we'll contact you to arrange a project kick off call where you'll be introduced to your dedicated project team. During this meeting we'll run through a project overview and what is to be delivered, discuss how we will work together, and outline what we will need from you to get things started, which will include:

- Access to the systems you want to integrate with and related documentation
- Any licensed fonts and preferred logos so that the site aligns with your branding on your existing website
- Your site configuration preferences, including any assets you want displayed
- Categories and data mapping information for your specific reporting purposes

The project kick-off call will be closely followed by a scoping session during which we will ensure stakeholders understand the core functionality of FixMyStreet Pro and agree on what is in scope for delivery and whether the rollout needs to be phased.

Training

SocietyWorks provides online training sessions as part of any FixMyStreet Pro project. These sessions are recorded for future use. Each session covers:

- The FixMyStreet Pro report lifecycle
- The resident experience
- Staff user accounts
- Administrator tasks
- Navigating FixMyStreet Pro as a staff user
- Keeping the report maker informed
- Administering staff accounts
- Viewing statistics and heatmaps
- Displaying different site messages and emergency message configuration
- How customer services teams can create and moderate reports on behalf of citizens
- Administrative functions to export statistics, manage templates, categories & users

Support and maintenance

Following training, your staff will have the tools to easily provide first line support to users in the knowledge that our SocietyWorks client support team are on hand to answer any questions and fix any technical issues.

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. The status of FixMyStreet Pro and any third party integrations can be monitored live by looking here: <https://status.societyworks.org/>

Please see our 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 our terms and conditions for more information.