Love Clean Streets Professional Service

LCS-Pro-S

Professional Service Setup

5,330.00
x 1
5,330.00

- Dynamic Branding of the Love Clean Streets iPhone and Android apps when users are within your boundaries.
- Branded fully responsive website that stays in sync with the apps automatically
- Full back-office functionality including:

  - Complete report management of location, image and data.
  - See full report details and email address of users who made reports
  - Duplicate Report Criteria tools can be used to merge or link duplicate reports or even identify persistent offenders based on the criteria you set
  - Rich creation and customisation of categories for reports
  - Custom messaging and notifications, vary by category for first notification to set user expectations
  - User management for reporters and employees
  - Routing of reports automatically to the correct team or system.
  - Clarity of responsible organisation by category for reporting ie Police, Trolley collection services
  - Create two GIS reporting layers using our map tool and vary report configuration and routing within them (*additional layers, and SHP file import available at additional fee)
  - Full data export of all report data for statistical analysis
  - User analysis report
  - Teams and Job Role features for internal use of app
  - Assign jobs - operatives can see their jobs and update, close or reassign via the app or admin web site
  - Unlimited authority users with different access rights for report management and/or configuration management
  - Full control of what information is publicly visible
  - Automatically create reports from your APSE LAMS AI2 inspections for below-grade categories (for APSE LAMS clients)
  - Automatically create reports from your Keep Britain Tidy AI2 inspections for below-grade categories (for Keep Britain Tidy Network clients)
  - Councillor comments automatically added to reports for wards as required.
  - Dynamic Mobile branding on request - configure logo, text and colours for the apps

- Development and testing of Integration into an *established third-party system
- Online trainer-led training for configuration and management of service and admin setup.
- Ticket based support via https://support.lovecleanstreets.com for general users and employees.
- Status monitoring at https://status.lovecleanstreets.com

*Established system is one we have already integrated into and we can take the same approach again. Other systems or approaches will be price on application for setup cost once we have conducted a technical feasibility. As the list of established systems is increasing all the time, contact us to discuss which system you want to integrate with and we can advise.

FROM

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DATE
22 January 2026

EXPIRY DATE
23 March 2026

LCS-Pro-Y

Professional Service Yearly Subscription

- Support and maintenance of apps, web site & cloud service
- includes unlimited data storage and usage and all features listed in the setup section of quote (LCS-Pro-S)

12,795.00
x 1
12,795.00
per year
(for 1 year)

Love Local Info

Push information to your users through the app and via email and notifications. Data is sourced from external feeds or entered manually through our admin panel.
- Full configuration and customisation of feed data and headings
- Feeds can be a link to web pages such as Facebook or the council website.
- In-app promotion event support
- User configurable feeds from within the app
- Alerts can be sent for timely messages such as road or school closures.

☐ S5
Love Local Info Setup

Push information to your users

535.60
x 1
535.60
Not selected

☐ Y5
Love Local Info

Push information to your users. Requires setup option S5

800.00
x 1
800.00
per year
Not selected

Love Local Info Location Specific

Push information to your users through the app and via email and notifications targeted by Wards

Data is sourced from external feeds or entered manually through our admin panel.
- Full configuration and customisation of feed data and headings
- Feeds can be a link to web pages such as Facebook or the council website.
- In-app promotion event support
- User configurable feeds from within the app
- Alerts can be sent for timely messages such as road or school closures.

In addition, this option provides **Location-specific messages**
- information can be configured to be delivered to users within ward boundaries (please ask for pricing for custom boundaries outside of wards)

☐ S6
Love Local Info (location specific) Setup

Push information to your users targeted by Ward boundaries

536.00
x 1
536.00
Not selected

☐ Y6
Love Local Info (location specific)

Push information to your users targeted by Ward boundaries. Requires setup option S6

1,339.00
x 1
1,339.00
per year
Not selected

Additional Back Office Integration

Add a second (or more) back office system with two-way integration to LCS Reports (or Requests if you have Request IT)

SRQ1
Additional Back Office Integration Setup

Add a second (or more) back office system with two-way integration to LCS requests. Integration cost listed is to an established system, namely one we have already integrated into and we can take the same approach again. Other systems or approaches will be price on application for setup cost once we have conducted a technical feasibility. As the list of established systems is increasing all the time, contact us to discuss which system you want to integrate with and we can advise.

1,865.00
x 1
1,865.00
Not selected

YRQ1
Additional Back Office Integration

Support and maintenance for additional back-office integration.
Requires setup option S1

2,135.00
x 1
2,135.00
per year
Not selected

Scheduled Categories

Configure visibility or messaging on categories subject to criteria based on a static schedule at street (USRN) level ie 'Street needs sweeping' category displays next scheduled date for that street and does not allow reporting or is only visible for 2 days after a sweep has been done or displays the next date and allows reporting if within 2 days after the last date.

SCS-S1
Scheduled Categories Set Up

Configuration of scheduled categories, upload of static schedules for configuration.
Provide via CSV by USRN or Map Layer. Unlimited schedules.

1,290.00
x 1
1,290.00
Not selected

SCS-Y1
Scheduled Categories Annual Support

Maintenance of schedule and updates.

960.00
x 1
960.00
per year
Not selected

Scheduled Services Notifications, Subscriptions & Information

Include all your scheduled services within the app for:
- the ability for residents to subscribe to reminders for personalised scheduled services ie Bin Collections, Grass Verge cutting etc.
- push notifications sent as reminder for all users who have subscribed to that scheduled service
- My Services section within Love Local Information for subscribed and non subscribed services tailored to the individual
- Fully configurable Love Local Information pages for Scheduled Services
- Unlimited Scheduled Services
- Configure your Categories to display for reporting dependant on the schedule ie Missed Bin Category only visible to report against for the specific user for 48 hours after the bin should have been collected.
- Ability for admin users to send alert push notifications immediately with information or warnings based on a Scheduled service by geographical area ie send a message that bins will not be collected as scheduled today due to burst water main preventing access - this can be tailored to be sent by street, town, LA area or service route.

☐ SSN-S1 **Scheduled Services Set Up** Configuration of scheduled services (unlimited) within the app for users to subscribe to. Set up of scheduled service data by CSV or direct integration to pull schedule data. Requires SSN-Y1	2,935.00 x 1 2,935.00 Not selected
☐ SSN-Y1 **Scheduled Services Annual Support** To maintain schedules of services, send all push notifications and support and maintenance on an annual basis. Requires SSN-S1	2,935.00 x 1 2,935.00 per year Not selected

Single Sign on Website pages

Web SSO via OAuth2 or Open ID connect from council website to Add Report/Request page (if you have Request It) and View Reports/Requests page (if you have Request It - logged in users previous reports/requests raised via the app or website).

☐ SSO-1 **Single Sign on set up** Requires annual support SSOY1 below.	1,865.00 x 1 1,865.00 Not selected
☐ SSO-Y1 **Single Sign On annual support** Annual support, requires SSO-1 above.	2,135.00 x 1 2,135.00 per year Not selected

Single Sign On Employee

SSO via OAuth2 or OpenID connect to the Mediaklik Admin Panel and Contact Centre module (if taken)

☐ SSO-1 **Single Sign on set up** Requires annual support SSOY1 below.	1,865.00 x 1 1,865.00 Not selected
☐ SSO-Y1 **Single Sign On annual support** Annual support, requires SSO-1 above.	2,135.00 x 1 2,135.00 per year Not selected

Power BI Reporting

Connect Microsoft PowerBI to your Love Clean Streets Data using a secure data source we can provide. Microsoft PowerBI enables powerful reporting across multiple platforms - see more details here: https://powerbi.microsoft.com/.

BI-1
Live Power BI data source

Live PowerBI data source* for use with Microsoft Power BI. Note: You will need your own account setup on Microsoft PowerBI - our data source will support all versions including the free one (see https://powerbi.microsoft.com/en-us/pricing/)

2,135.00
x 1
2,135.00
per year
Not selected

BI-2
Power BI Bespoke report design

We can produce bespoke report design on the PowerBI Platform using your Love Clean Streets data. Bespoke reports can be hosted on our servers (in the admin panel) or you can view them using the Power BI tools (https://powerbi.microsoft.com). A single report would consists of a chart, a table, a summary, or a map based report.

Requires PowerBI Data Source option BI-1

£450 per report.

800.00
x 1
800.00
Not selected

Geofencing with GIS Report Boundaries (unlimited layers and areas)

Expand the GIS reporting boundaries to unlimited layers and areas.
Note: for highly complex layers additional setup fee may be required - please contact us for details

S4
Geofencing with GIS Report Boundaries (unlimited layers and areas) Setup

Expand the GIS reporting boundaries to unlimited layers and areas. Note for highly complex layers additional setup fee may be required - please contact us for details

536.00
x 1
536.00
Not selected

Y4
Geofencing with GIS Report Boundaries (unlimited layers and areas)

Expand the GIS reporting boundaries to unlimited layers and areas. Requires setup option S4. Note for highly complex layers additional yearly fee may be required - please contact us for details

4,275.00
x 1
4,275.00
per year
Not selected

Asset Reporting

Supply your asset details by ESRI data feed (see alternate add on for configuring and maintenance of this) or static data import annually via CSV.
Supplied asset layers are then available to be linked to the Category for reporting against.
Can also be used in the shortly available 'Find my nearest' function within the app.

ARep-S1
Asset Layers Setup

Import your assets.
Assets display on map for mandatory selection by user on website and app.
Asset ID/Unit Number passed into existing integration or available on the API.

2,135.00
x 1
2,135.00
Not selected

☐ ARep-Y1 **Asset Layers Annual** Requires ARep-S1.	2,135.00 x 1 2,135.00 per year Not selected

ESRI Data Feed

Provide your Map and/or Asset data layers via direct ESRI Data Feed

☐ ESRI-S1 **ESRI Data Feed Set up** Set up of individual data feeds and update frequency of either weekly, monthly or annually.	1,066.00 x 1 1,066.00 Not selected
☐ ESRI-A1 **ESRI Data Feed Annual support and maintenance** Automatic updating of your map/asset layers on a weekly, monthly or annual basis. Requires ESRI-S1	1,650.00 x 1 1,650.00 per year Not selected

Find My Nearest

Use an asset layer to display fixed items directly to the user within the Love Clean Streets app.

User can tap to find the nearest one on the map and get walking directions to it.

Supports up to 3 Find My Nearest layers (e.g. Toilets, Bins, Leisure Centres)

☐ FMY-s **Find My Nearest Setup** Setup for up to 3 Find My Nearest asset layers Requires Asset Reporting	360.00 x 1 360.00 Not selected
☐ FMN-y **Find My Nearest Yearly Fee** Annual support and maintenance fee for Find My Nearest functionality within the Love Clean Streets App. Supports up to 3 Find My Nearest layers (e.g. Toilets, Bins, Leisure Centres) Requires FMN-s and Asset Reporting.	775.00 x 1 775.00 per year Not selected

Hot Spot Mapping

Add hot spot mapping to you admin panel.

Configure by category/ward and date range
Setup multiple reports for easy access and view map full screen

HSpot-S1 **Hot spot map reporting set up** Set up ability within the admin panel for Authority Admins to create Hot Spot maps by category/ward/date range	1,035.00 x 1 1,035.00 Not selected
HSpot-Y1 **Hot spot map reporting annual support** Requires HSpot-S1	1,550.00 x 1 1,550.00 per year Not selected

Report uploads

Upload bulk reports in Love Clean Streets

RU-S1 **Report Upload via CSV** Ability to upload limited report data on bulk from CSV file in the Admin Panel To allow you to import reports from external systems for reporting.	775.00 x 1 775.00 Not selected
RU-Y1 **Annual support for Report Upload via CSV** Requires RU-S1	550.00 x 1 550.00 per year Not selected

Unlimited Media Extra Questions

Included in the professional service is the use of 3 Video, 3 Extra Image and 3 Other file (audio/PDF/Document) across all categories.

Upgrade to unlimited use of these media EQs for an annual storage fee.

MEQ-S1 **Set up of unlimited Media EQs** Requires MEQ-Y1	360.00 x 1 360.00 Not selected
MEQ-Y1 **Annual Storage for unlimited Media EQs** Requires MEQ-S1	775.00 x 1 775.00 per year Not selected

Contact Centre Module

Separate module allowing contact centre users to:
- Raise reports (or requests if you have Request IT) on behalf of callers/contact
- Add updates to reports
- Take customer not present payments on Requests if you have Request It
- Book slots on Requests if you have Request It
- Visibility of all report/request (if you have Request It) history
- Search all requests based on category, user email, partial or full address, job code, integration code etc
- Contact Centre Extra Questions for capturing call details
- Contact Centre account creation notification.

CCM-S1 **Contact Centre Module Setup** Configuration of module and service Requires CCM-A1	1,865.00 x 1 1,865.00 Not selected
CCM-A1 **Contact Centre Module Annual Support** Requires CCM-S1	2,135.00 x 1 2,135.00 per year Not selected

LCS-RQ-S

Request It Service Setup

- Dynamic Branding of the Love Clean Streets iPhone and Android apps when users are within your boundaries.
- Branded fully responsive website that stays in sync with the apps automatically
- User profile allows address setting (UPRN) for all requests
- Full back-office functionality including:

  - Complete request management.
  - Calendar/booking slot management configuration by category with Exception Calendars available to link in ie English Bank Holidays.
  - See full request details, slots booked, request made and payment if applicable.
  - Restriction configuration to restrict visibility of Requests by UPRN, Number of service type requests in set timescale, availability of request product.
  - Rich creation and customisation of categories, status, notifications, data collected for requests
  - Custom messaging and notifications fully configurable by category
  - User management for requesters and employees
  - Routing of requests automatically to the correct team or system.
  - Full data export of all request data for statistical analysis
  - Job Role features for internal use of app or contact centre (if taken)
  - Assign jobs - operatives can see their jobs and update, close or reassign via the app or admin web site
  - Unlimited authority users with different access rights for request management and/or configuration management
  - Dynamic Mobile branding on request - configure logo, text and colours for the apps

- Development and testing of Integration into your Report It integrated system for requests to be actioned, obtaining booking slots and confirming slots.
- Development and testing of integration into an *established third-party payment system for taking payments.
- Online trainer-led training for configuration and management of service and admin setup.
- Ticket based support via https://support.lovecleanstreets.com for general users and employees.
- Status monitoring at https://status.lovecleanstreets.com

*Established system is one we have already integrated into and we can take the same approach again. Other systems or approaches will be price on application for setup cost once we have conducted a technical feasibility. As the list of established systems is increasing all the time, contact us to discuss which system you want to integrate with and we can advise.

5,330.00
x 1
5,330.00
Not selected

LCS-RQ-Y

Professional Service Request It Yearly Subscription

- Support and maintenance of app and web functionality to support Requests
- includes unlimited data storage and usage and all features listed in the setup section of quote (LCS-RQ-S)

6,396.00
x 1
6,396.00
per year
Not selected

SERV-Mig **Service Migration** Combine two existing services into one. Charge for migration of one service, historic data and users to another.	3,000.00 x 1 3,000.00 Not selected
LSC-Annual **Layer Site Code Lookup for Confirm Integrations** Layer Site Code Lookup - Annual Support Support and maintenance of the shape file when supplied by a council, site code table for the layer and integration inclusion on an annual basis. Requires GIS Layers	per year Not selected

Options selected	0 of 18
Subtotal	0.00
Total GBP	**£0.00** **per year**

Subtotal	12,795.00
VAT 20%	2,559.00
Total GBP	**£15,354.00** **per year** (for 1 year)

Options selected	0 of 18
Subtotal	5,330.00
VAT 20%	1,066.00
Total GBP	**£6,396.00**

Payment Terms

Setup fees will be invoiced on acceptance of this quote.
Subscription fees are invoiced yearly in advance or via monthly or quarterly direct debit.
Strictly 30-day terms for payment
The minimum term is 3 years, and discounts available for longer term
Please note that in line with the Late Payment of Commercial Debts (Interest) Act 1998, we charge interest on overdue invoices at a base rate + 8%. This is accrued daily, and this interest payment invoice will be issued separately using the same PO.
By accepting this quote or paying the subsequent invoice, you agree to the terms available here: https://lovecleanstreets.info/terms (unless all parties have agreed upon changes in writing elsewhere)

Notes

Internal access means for use by client employees directly on internal systems

Reviews See all reviews ↗

★★★★★
Very popular method of reporting with our residents and has helped us speed

★★★★★
Excellent is the only way i can describe the work that bbits do.

★★★★★
We really appreciate the time and effort that has gone towards helping us

up our response to issues. Customer service is always good.

by Paul Shucksmith

by Beverley Rodger

improve the experience for our residents. Our questions are always responded to quickly and in detail, you go above and beyond, and it's clear that…

by Victoria Hunt