

FixMyStreet Pro

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.

| | Bronze | Silver | Gold |
|-----------------------|----------------|----------------|----------------|
| Price per year | £10,000 | £25,000 | £38,000 |

Highlights

| | Bronze | Silver | Gold |
|--|----------------------|-----------------------------------|--|
| Achieve channel shift: FixMyStreet at with your council's domain & branding | ✓ | ✓ | ✓ |
| Fully synchronised reporting across your own domain, the FixMyStreet app & FixMyStreet.com | ✓ | ✓ | ✓ |
| Training | Online documentation | Online training for up to 8 staff | Online training for up to 20 staff |
| Signpost reports directly to Highways England and other authorities | ✓ | ✓ | ✓ |
| Integration/s with all back office systems: Alloy, Azure Active Directory B2C, Bartec, Confirm, Echo, Exor, Ezytreev, Mayrise, MS Dynamics, Roadworks.org, Salesforce, Street Manager, Symology, WDM | | ✓ 1 integration | ✓ Up to 3 integrations (with completion picture via API) |
| Reduce duplication by highlighting existing reports to citizens | | | ✓ |
| Display asset layers (such as street lights, bins, UPRN) on map | | | ✓ |

Features for citizens

| | Bronze | Silver | Gold |
|--|--------|--------|------|
| Meets government accessibility requirements | ✓ | ✓ | ✓ |
| 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 | ✓ | ✓ | ✓ |
| Optionally, allow citizens to report without creating an account if preferred (verify via email) | ✓ | ✓ | ✓ |
| Prompt citizens about existing reports near theirs to improve duplicate reporting rates | ✓ | ✓ | ✓ |
| Optionally, allow citizens to report anonymously | | ✓ | ✓ |
| Single sign-on integration (eg 'My Council' dashboard) | | | ✓ |
| Keep citizens updated on progress and completion with text via GOV.UK Notify | | | ✓ |

Features for administrators

| | Bronze | Silver | Gold |
|---|--------|--------|------|
| Analyse and export management information reports via admin dashboard | ✓ | ✓ | ✓ |
| Choice of Ordnance Survey, Open Street Map or your own custom map tiles | ✓ | ✓ | ✓ |
| Use your own custom geocoder for local terminology road name searches | ✓ | ✓ | ✓ |
| Simple role management – quickly assign custom sets of permissions in response to staff changes | ✓ | ✓ | ✓ |
| 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 | ✓ | ✓ | ✓ |
| Provide your own UPRN asset layer to receive UPRN nearest to report | | | ✓ |
| Provide adopted roads as an asset layer | | | ✓ |
| Live heatmap reporting to understand category, seasonal and area-based trends | | | ✓ |
| Street Manager planned works integration | | | ✓ |
| Single sign-on integration for staff accounts (eg Active Directory) | | | ✓ |
| Use selected asset ID to determine which authority to send reports to | | | ✓ |

Features for customer service teams

| | Bronze | Silver | Gold |
|---|--------|--------|------|
| 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

| | Bronze | Silver | Gold |
|---|--------|--------|------|
| 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 | ✓ | ✓ | ✓ |
| Inspectors can add photos showing the job is completed | ✓ | ✓ | ✓ |
| Ability to re-categorise and re-route reports to other teams after inspection | ✓ | ✓ | ✓ |
| Allow a subset of community 'super user' citizens to instruct defects directly | | ✓ | ✓ |

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

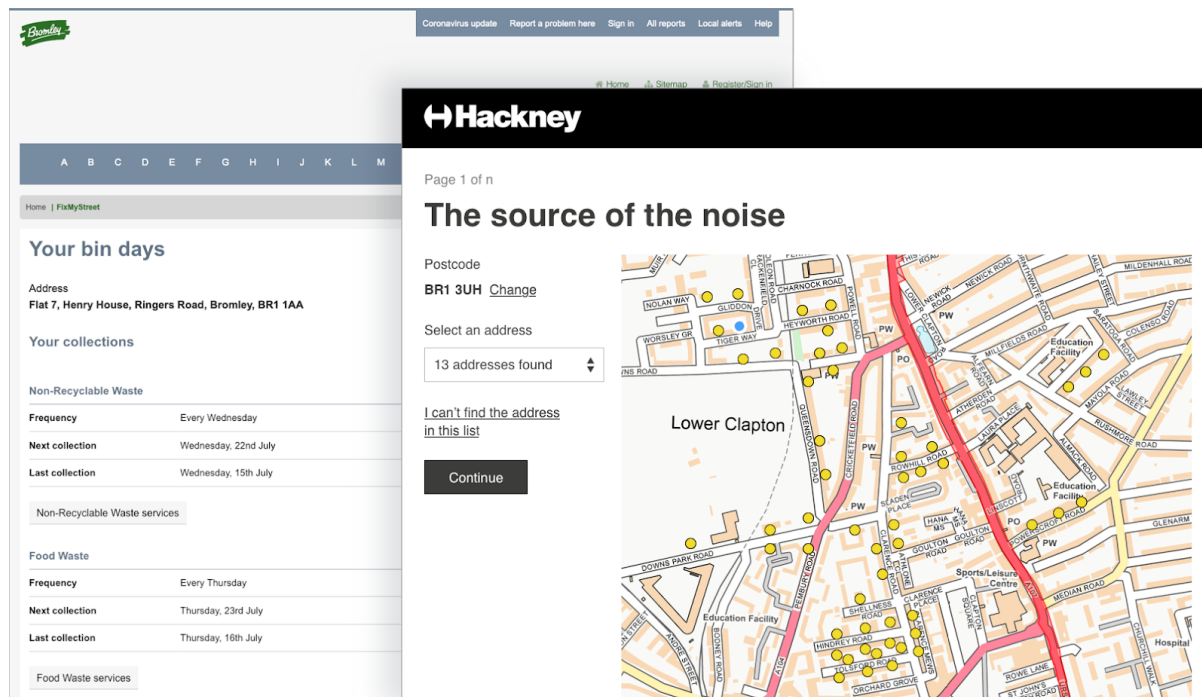
Extend your FixMyStreet Pro for more public realm reporting to include missed bins, noise complaints, insurance claims, dropped kerb applications and more.

We collaborate with clients to reduce costs, create efficiencies, and improve the customer experience in all these areas.

As citizens have become used to managing things online thanks to lockdown, simple and effective web-based tools are more vital than ever — our work on allowing citizens to self-serve common everyday council experiences like reporting missed bins, and checking bin days couldn't have come at a better time.

And if lockdown has increased your volume of noise complaints, you'll be interested to know we've developed a noise reporting service that handles location-based reporting, using UPRNs, which treats reports privately and separately to street and environment issues.

Price on application.



Service Discovery Workshop

A short, but intense work package to design a new service, or vastly improve an incumbent service or process.

We'll work with your teams to discover, design and prototype a new service, or refine, improve, or reinvigorate an existing one. Our service discovery programme can find efficiencies, expand responsibilities or support the delivery of adjacent programmes in a fixed amount of time at a fixed cost.

What happens

Once you've decided to employ our services we'll work with your teams to run a combination of discovery exercises to find out:

- What is the process?
- Who are the users, and what do they need to do?
- What are the external systems and processes and how do they need to interact?
- What are the constraints?
- What are the elements of success?

This can either be at a day-long on-site workshop, or conducted remotely with the assistance of industry-standard collaborative software. In attendance with our service design team can be council officers, citizens, senior and middle management, elected representatives or a combination.

We use the product of the workshop exercises to inform our recommendations and findings.

Recommendations and findings

We deliver our findings according to your preference, this could be

- A demonstration of how the service will work in a working, or semi-working prototype;
- A written report of findings and recommendations ;
- A presentation to senior management or council;

Or a combination of the three.

Whatever you choose, these are yours to take away and use how you wish. They are technology agnostic and delivered in clear, concise, transferable format.

Pricing

Our discovery programmes usually involve ten working days to complete. This includes the pre-workshop preparation, on-site or remote workshop and follow up prototyping and report writing. £7,500 + VAT.

Ordering

Contact SocietyWorks to order.

mail: enquiries@societyworks.org