



Highways England FixMyStreet Pro

Request for quotation

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Overview:

The [FixMyStreet Pro Avenue Plan](#) is a highways fault reporting case management tool designed specifically to create savings and bring efficiencies by helping organisations with their channel shift strategies and by reducing duplicate reports of issues.

Highways England (HE) currently receives reports of highways issues such as potholes and defective street lighting via email or by phone to the contact team, National Traffic Operations Centre. Any reports [automatically routed](#) to HE from <https://www.fixmystreet.com/> or the FixMyStreet app are forwarded on to the relevant regional control centre.

HE is exploring ways to improve its customer service and a recent evaluation recommended efficiencies that could be made, notably through shifting contact from mediated (over the phone) to digital channels. A separate project to improve how customers identify and report highways defects has also been undertaken.

As an outcome of this, Highways England has approached mySociety to run a six month trial of [FixMyStreet Pro](#) in the East Midlands region the requirements for which include:

- Customer centric: a system that focuses on usability and is fully accessible across mobile devices
- Reduce duplications whilst raising levels of defect reports to HE
- Closed loop system: achieved by utilising the FixMyStreet Pro stand alone case management system . This will allow staff in the trial regional area to manage reports in a back office admin area through which updates can be sent to the customer via email and directly to the front end site
- Create efficiencies: encourage customers to triage the defect as much as possible with accurate information to help speed resolution

If successful, Highways England will consider extending FixMyStreet Pro nationally. During this process we would discuss integrating with Confirm in all regions (or any other [asset management system of your choosing](#)).

Reasons for choosing FixMyStreet Pro:

Customer Centric: Improved User Experience

Simple web forms are becoming obsolete as user expectations change alongside advances in mobile technology.

mySociety would deliver to HE a branded front end reporting site through which users would be able to report highways defects. The site would be mobile responsive and intuitive for customers to use. Any users choosing to continue reporting through FixMyStreet.com or the mobile app would have the same user experience as the branded site and importantly, all reports made across the three sites would be fully synchronised so as to avoid duplication.

Assets such as street lights, gullies and grit bins can be displayed on the map to help citizens more effectively triage the defect giving as much contextual information on reports helping create a more efficient workflow for staff.

Adopting FixMyStreet Pro, and an experience many HE users are already familiar with, would increase transparency and improve customer satisfaction.

Closed Loop System:

FixMyStreet Pro Case Management System

FixMyStreet Pro features an administrative area so that members of staff can manage, moderate and edit reports and send updates via templates to users and the front end site directly to establish a two way flow of information.

Any highways defects would be categorised on the front end and routed seamlessly through to the correct department or individual. Enquiries raised in the back office administrative system can be shown as a report on the front end, reducing the incidence of duplicate enquiries being raised by members of the public.

A full statistical suite that allows reports to be grouped (e.g. by category and state) can be accessed through the admin area and downloaded as a CSV.

During the trial HE staff will experience a number of permissions and roles (see [FixMyStreet Pro manual](#) for further information):

	Service Delivery Team	Inspectors	Site Administrators
View all reports across the trial area	✓	✓	✓
View a single report	✓	✓	✓
Acknowledge a report	✓	✓	✓
Provide an update on a report		✓	✓
Create reports on another user's behalf	✓	✓	✓
Prioritise a report		✓	✓
Moderate a report	✓		✓
Hide a report	✓		✓
Update a report's status		✓	✓
Ask for more information		✓	✓
Use template responses		✓	✓
Create template responses			✓
Make a shortlist		✓	✓
View reports offline		✓	✓
Manage staff accounts			✓
Set categories			✓
Access dashboard: summary, timeline, stats	✓	✓	✓

Set priority parameters			✓
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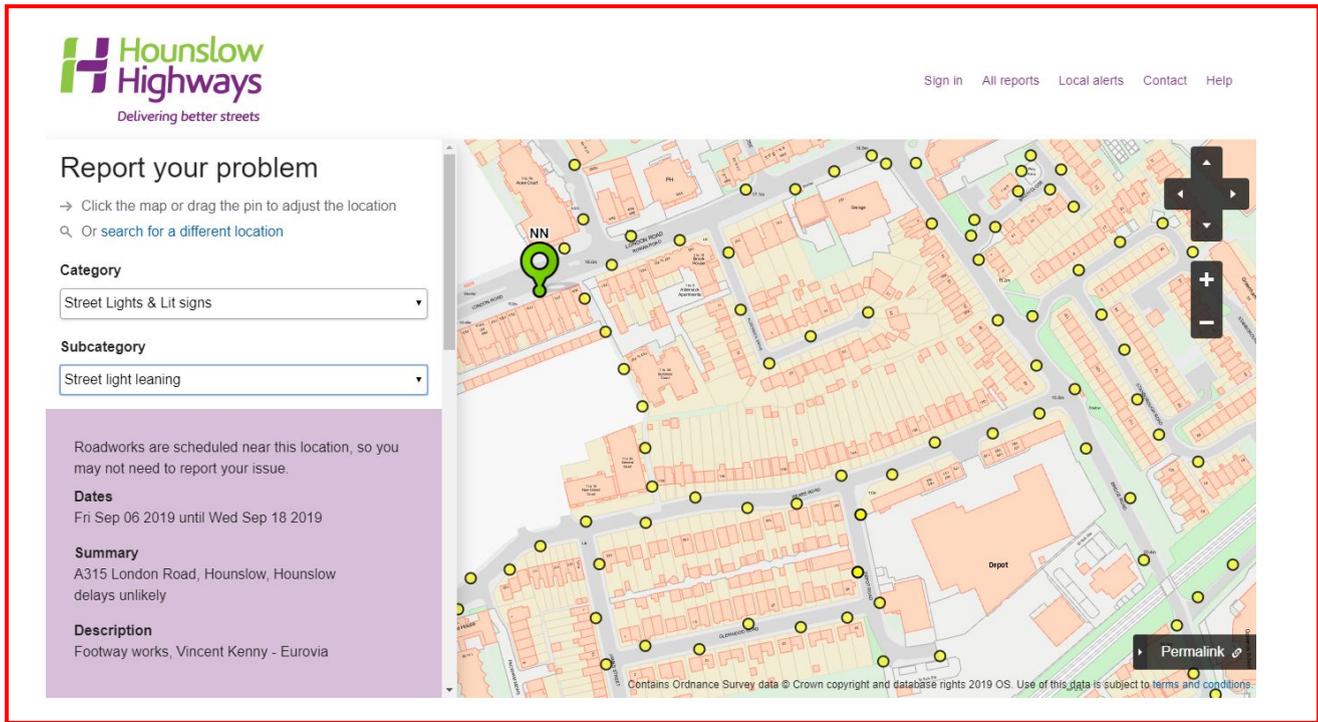
Financial Savings and Creating Efficiencies for Staff

FixMyStreet Pro is an off the shelf product that is highly configurable and quick to deploy. We are able to demonstrate a significant channel shift to self serve from mediated contact **with Bath and North East Somerset Council, and financial savings within the [contact centre operations at Buckinghamshire County Council](#):**

- 13% decrease in calls
- 29% drop on progress updates
- 40% reduction in emails
- 59% crecrease in unnecessary clarification (achieved through better triaging of faults by users).

We are able to encourage better triaging of faults through the use of assets such as roads and street lights laid over the map enabling a user to more accurately pinpoint the fault and correctly describing the issue.

The screenshot displays the user interface for selecting a fault category and subcategory. On the left, a dropdown menu lists various categories such as 'Bollards, Guardrail & Street Furniture', 'Cleansing', 'Complaint', 'Compliment', 'Drainage', 'General Enquiries', 'Grass & weeds', 'Pavements & Verges', 'Planned Works', 'Roads & Cycleways', 'Signs & Street Name plates (unlit)', 'Skip/Scaffold', 'Street Lights & Lit signs', 'Traffic Parking/ Signals', 'Trees & Shrubs', and 'Other'. The 'Street Lights & Lit signs' category is selected. On the right, a 'Subcategory' dropdown menu is open, showing a list of specific fault types: 'Damage to paintwork/ column', 'Door Missing/ open', 'Lights too bright/ dull', 'Not coming on/ faulty', 'Street light leaning', 'Street light on during the day', 'Street light wiring exposed', 'Subway light faulty', and 'Zebra crossing/ belisha faulty'. The 'Damage to paintwork/ column' subcategory is currently selected.



On-boarding and Support

As part of the implementation our delivery team would run a thorough on-boarding exercise at which we would expect to have all stakeholders present.

Topics covered during the on-boarding include the assets required, styling of the branded website and mapping (a choice of Ordnance Survey, OpenStreetMap or own map tiles). Following this mySociety would generate a scope of work and timing plan to be signed off by HE.

Our aim is to deliver all implementations of FixMyStreet Pro fully remotely as we feel this is the best use of time for our clients. All communications for the project would be made via Basecamp and we would schedule weekly status calls via video conferencing.

Our expectations of the client during the implementation phase are minimal; we would need access to a dedicated project manager who is able to make decisions about the project.

Once the delivery is over and the site has been launched it enters the business as usual phase. The FixMyStreet Pro support levels can be found on [Digital Marketplace](#):

	Severity Level: Critical	Severity Level: Non-Critical
Response time	4 hours	4 hours
Commencement of resolution	1 day	Bugs: 2 days Feature requests: mutually agreed

Problem resolved	3 days	Bugs: 5 days Feature requests: mutually agreed
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Hours refer to Business Hours 9am-5pm and Days refer to Working Days within England and Wales.

Development Roadmap

mySociety is committed to future proofing FixMyStreet.com and FixMyStreet Pro in line with client and user needs and this is a major reason why organisations such as TfL are investing in the product rather than re-creating something which may soon be out of date without continued funding.

Both are supported by a forward thinking [development roadmap](#) that our client base has a shared investment in. Our roadmap is shaped by the product and development team but also by the research our two User Designers regularly conduct. It is also contributed to by clients via feature requests and recommendations made through our customer support software Freshdesk. We are planning to run our first FixMyStreet user group [towards the end of 2019](#).

FixMyStreet Pro Examples:

Examples can be seen below. Case studies at <https://www.fixmystreet.com/pro/>:

- Bath and North East Somerset Council <https://fix.bathnes.gov.uk/>
- Bristol City Council <https://fixmystreet.bristol.gov.uk/>
- Buckinghamshire County Council <https://fixmystreet.buckscc.gov.uk/>
- Lincolnshire County Council <https://fixmystreet.lincolnshire.gov.uk/>
- Northamptonshire County Council <https://fixmystreet.northamptonshire.gov.uk/>
- Oxfordshire County Council <https://fixmystreet.oxfordshire.gov.uk/>
- Rutland County Council <https://rutland.fixmystreet.com/>
- Warwickshire County Council <https://warwickshire.fixmystreet.com/>

Picture upload

The screenshot shows a web interface for reporting a problem. On the left, there is a sidebar with the Buckinghamshire County Council logo and navigation links. The main content area displays a report titled "Potholes" with a timestamp and a user name. Below the text, two photographs of potholes are shown. The right side of the page features a map with a red location pin and various navigation controls. The report text is as follows:

Reported via iOS in the Pothole category by Marta T at 12:19 today
Received by Buckinghamshire County Council moments later



Hello,

I reported this issue before and despite the fact that I received an update that this has been taken a care of unfortunately wasn't and the potholes are still there. I would like to make a point that they have been there for months now. Avoid them is almost impossible as the cars are being parked halfway on the pavement. Driving through that road is damaging the suspensions of any cars using that road as there are more potholes along the road - very unsafe. We had the new surface done where the parking bays are, however new surface should be on the road also.

At the bottom of the page, there are links for "Report abuse", "Get updates", and "Problems nearby".

Assets: street lights

Buckinghamshire
County Council

[Sign in](#) [All reports](#) [Local alerts](#) [Help](#)

Report your problem

→ Click the map or drag the pin to adjust the location

🔍 Or [search for a different location](#)

IMPORTANT: If you consider this to be dangerous or an emergency, please call us on: **01296 382416** (09.00 – 17.30 Mon-Thurs, 09.00 – 17.00 Friday) or **01296 486630** (out of hours and weekends). Otherwise, by submitting the report online we will deal with it in line with our agreed timescales.

Category

Street Lights

Subcategory

Street light not working

You can pick a ● street light from the map »

Public details

These will be sent to Buckinghamshire County Council and also published online for others to see, in accordance with our privacy policy. Please do not enter any personal information or private contact details.

Location of the problem

Exact location, including any landmarks

Two way flow of information

Lincolnshire
County Council

Working for a better future

[Report another problem here](#) [Sign in](#) [All reports](#) [Local alerts](#) [Help](#)

damaging the tyres on your car. This has been present for a few weeks now. I understand it is a student area however there should not be this amount of glass on the road and it should not be affecting resident's parking and causing damage to their car.

UPDATES

Thank you for reporting a fault on the highway. We will use the information you have provided to assess and prioritise this fault in accordance with our response times for fault reports which is available at <https://www.lincolnshire.gov.uk/highways-faults> We will contact you again when an update is available.

Posted by Lincolnshire County Council at 17:15, Wednesday

Thank you for reporting a fault on the highway. Unfortunately, this issue cannot be dealt with by the county council as the asset concerned is the responsibility of a third party. You will need to report the fault directly to the organisation responsible. Contact details are available at <https://www.lincolnshire.gov.uk/highways-contacts>

State changed to: No further action
Posted by Lincolnshire County Council at 11:07 today

Report abuse
Get updates
Problems nearby

Signposting reports elsewhere



[Sign in](#) [All reports](#) [Local alerts](#) [Help](#)

Flytipping

Flytipping

Help Aylesbury Vale District Council or Buckinghamshire County Council resolve your problem quicker, by providing some extra detail. This extra information will not be published online.

Is the fly-tip located on

Off the road/on a verge

Public details

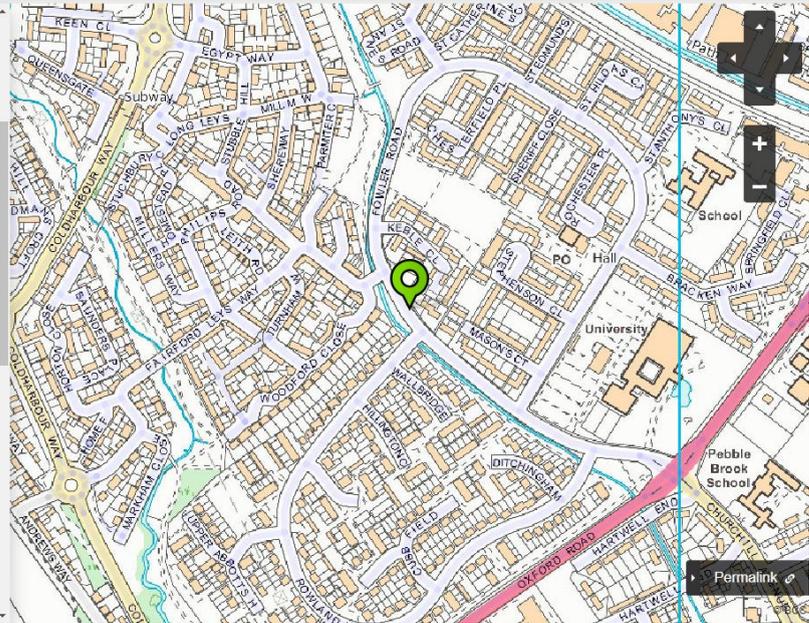
These will be sent to Aylesbury Vale District Council and also published online for others to see, in accordance with our [privacy policy](#). Please do not enter any personal information or private contact details.

Location of the problem

Exact location, including any landmarks

Photos

Drag and drop photos here or [click to upload](#)



Pricing

Below is pricing for the for the six month trial period.

Item	Breakdown	Cost
Option 1 FixMyStreet case management	<ul style="list-style-type: none"> • Full on-boarding process: <ul style="list-style-type: none"> ◦ Project kick off meeting ◦ Create scoping and technical documentation ◦ Set up project & comms tools • End to end testing (incl bug fixing) • FixMyStreet Pro / Highways England branded website designed & built • Project management • Full user training • FixMyStreet Pro software license • Hosting • Site maintenance • Support 	<p>On a time and materials basis we estimate 25 days at our day rate of £750:</p> <p>£18,750+vat</p>

Payment Terms & Data Sharing Agreement

Payment terms:

mySociety will issue an electronic invoice. The invoice will be issued upon the start date of the project. Highways England will pay mySociety within 30 days of receipt of a valid invoice.

The project will commence on Wednesday 4th March and run for a six month period from an April launch until October 2020. Hosting and maintenance costs until October 2020 are included in this initial fee. This includes the cost to host the application and ensure that the underlying software is up to date and secure along with fixes of any critical bugs. After this date, costs will be supplied for an annual support contract including hosting and maintenance.

Data Sharing Agreement:

This document lays out the responsibilities for data protection under the GDPR, both for mySociety and for FixMyStreet Pro clients.

1. Background

FixMyStreet is a public street fault reporting platform, available across the UK. **FixMyStreet Pro** is a Software as a Service (SaaS) product which will pass problem reports to the client's back office systems either through system integrations or in an email. One of the benefits of FixMyStreet Pro is that it offers a unified reporting platform across the country at the national FixMyStreet site (<https://www.fixmystreet.com>) as well as a branded reporting site for the client, with optional integration on the backend into the client's systems.

2. Roles

Data controller means a person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be processed

Data processor, in relation to personal data, means any person (other than an employee of the data controller) who processes the data on behalf of the data controller.

Processing, in relation to information or data means obtaining, recording or holding the information or data or carrying out any operation or set of operations on the information or data, including—

- a) organisation, adaptation or alteration of the information or data,
- b) retrieval, consultation or use of the information or data,
- c) disclosure of the information or data by transmission, dissemination or otherwise making available, or
- d) alignment, combination, blocking, erasure or destruction of the information or data.

lco.org.uk

These roles impose certain responsibilities on both parties under GDPR and the Data Protection Act 2018.

There are two possible methods for a member of the public to report a street fault to the client via the FixMyStreet platform. The route chosen results in different data controller and data processor arrangements between mySociety and the client.

If a member of the public reports a fault via the client's branded FixMyStreet Pro service, mySociety are acting as a data processor for the client. In this instance the client is then the sole data controller.

If a member of the public goes directly to the national FixMyStreet site and reports a fault the client is responsible for, mySociety will be considered the data controller for this processing. In accordance with the stated terms of the service mySociety will transfer the fault report to the client, but this transfer takes place as a data controller to data controller transfer.

2. Data Controller Responsibilities

- **An online privacy policy which is easy to locate, written in plain English, and which outlines the users' rights and any purpose/s for which the data will be used.**

The client shall take responsibility for informing users who enter their personal data on the branded client site in the form of a privacy policy that covers the necessary information.

All FixMyStreet Pro installations include a Privacy and Cookies page within the Help menu. We advise clients to refer users to both our Privacy Policy and their own from the gateway webpage to their FixMyStreet Pro installation. Clients must provide updated privacy policy text as a pre-launch requirement.

mySociety takes responsibility for informing users who enter their personal data on the national site, with the privacy policy at <https://www.fixmystreet.com/about/privacy>.

- **To record the purposes for processing data** and to be clear, open and honest about that purpose.
- **Data must not be used** for purposes beyond that covered by the lawful basis (see 'lawful basis for processing', below), without consent from the users, a clear basis in law, or a purpose that is compatible with the original purpose.
- **An internal data processing policy** which is accessible to all staff, and which includes details of retention periods, privacy expectations and subject access protocols.
- **Security measures** to ensure that users' personal data is not compromised.
- **Notification of any notifiable data breaches** to the ICO. The [Working Party Guidelines](#) on breach notification recommend that the contractual arrangements between joint controllers include provisions that determine which controller will take the lead on, or be responsible for, compliance with the GDPR's breach notification obligations.
- Creation of a **Data Protection Officer** role (this applies to public authorities only; mySociety is exempt due to the limited extent of its personal data processing).

3. What personal data is collected and shared

When a user submits a report through FixMyStreet, the following personal data is collected:

- ▣ The user's name
- ▣ The user's email address
- ▣ Optionally, the user's phone number
- ▣ Occasionally, the body of the report may also contain personal data such as a postal address, although this is not recommended use of the site.

4. Who has access to personal data

At mySociety, some members of staff have access to this data (see below under Security for details of access control). During any period of time, 1-3 members of mySociety staff may be actively moderating the site. They are trained to protect personal data, not sharing it with anyone outside the direct FixMyStreet team other than in exceptional circumstances (for example, if required by law to hand it over to police; if serious abuse of the site prompts them to escalate to the wider team of developers; or if concerns for a user's safety causes them to seek advice from mySociety's Chief Executive or trustees).

Clients also have access to the FixMyStreet admin function, giving them access to reports within the authority boundaries. The authority's own data protection policies apply when this data is accessed by their employees.

5. How the data is used

mySociety only use FixMyStreet users' personal data for the purpose of sending their report to the relevant authority; and to send them follow-up emails to ask if their issue has been fixed.

Clients should use this data only to action and respond to the reported issue, and should not add it to any other database, eg a newsletter list.

6. Security

All passwords on FixMyStreet must meet minimum complexity requirements, and login attempts are throttled, mitigating against remote brute-forcing. All passwords are stored in the database encrypted with a one-way bcrypt hash, mitigating against local brute-forcing. mySociety administrator accounts must adhere to mySociety's own strict security policies, plus have two-factor authentication (whereby a changing code on a device needs to be input in addition to a password in order to log in).

mySociety servers are hosted by Bytemark. Their data centres employ CCTV, 24 hour security and biometric sensors, and their operator is certified to ISO27001:2005. Every mySociety server runs a host based firewall to restrict inbound and outbound access of traffic. All servers and the packages on them are regularly and routinely patched to minimise the potential for vulnerabilities. mySociety maintains a least-permissive access control model to reduce potential cross-contamination of access in the event of a security compromise.

Privileged credentials are only transmitted to mySociety servers via encrypted protocols (HTTPS or SSH). Credentials are only exchanged in person or out-of-band with manual integrity checking.

A summary of our security measures will be maintained on the FixMyStreet Pro website here: <https://www.fixmystreet.com/pro/features/hosted-secure/>

7. Lawful basis for processing

mySociety's lawful basis for processing is legitimate interests - we have an interest in running our problem reporting service for the benefit of the users and for society, and process personal data in a way that has a minimal impact on privacy and in ways they would reasonably expect. We take the submission of a report on FixMyStreet to be consent to the processing of the user's personal data as described on this page and in the privacy policy.

FixMyStreet's submission form clearly states how different types of users' data (personal and public) will be processed, and we can make this explicit, both on the page and on the confirmation email. We believe that no other active consent is required from the user since, as the ICO says, there is "a positive action that makes it clear someone is agreeing to the use of their information for a specific and obvious purpose".

8. Retention periods

We remove user accounts and anonymise open problem reports that have been inactive for a period of 2 years. Except in exceptional circumstances, we do not delete problem reports or updates made through FixMyStreet. The ICO states that requests for erasure may be turned down when personal data is processed for archiving purposes in the public interest, scientific research, historical research or statistical purposes.

Historic FixMyStreet reports provide an invaluable resource for researchers into the quantity and type of street problems made across the UK during the years the site has been running. This research can help inform civic planners, developers, coders, historians and social scientists, among others.

Therefore, if a user asks for a report to be removed, in most cases we will instead invite them to anonymise it (which they can do themselves when logged in to the site), so that there is no personal data present, or public connection between the content and the user's name.

9. Users' rights

All controllers remain responsible for compliance with individual rights. The contact point for data subjects entering their data on the branded client site should be the client, and the contact point for data subjects entering their data on the national site should be mySociety. mySociety and the client agree to communicate swiftly to resolve any issues of joint concern. This agreement does not alter mySociety's responsibility as a data processor to report any data protection issues to the client.

a) The right to removal

i) Reports If a user contacts us to ask that a report they have made in the past be removed, in most cases we will offer to anonymise it, removing the personal data from the database, but retaining the report's content, thus effectively removing any link between the report and the user's online profile.

We take this course in preference to deleting reports, because we consider them to be important historic data which allows researchers to understand trends in street faults across the country for the lifetime of the site. See below for more details about retention periods.

There are some circumstances in which we will unpublish reports: if they are abusive or contain sensitive information. Clients' staff with the relevant access permissions can also action this, or moderate the report. In such cases the user's personal data remains in our backend system, accessible through the admin interface. There is also the ability to edit the report, which will remove such data from the backend.

ii) Personal details FixMyStreet is a site on which users must register in order to send a report or make an update. Like most sites offering registration, we retain users' details until they terminate their account or it is inactive for a certain period of time (see below for more details on data retention periods). This allows users to see their entire history of reports under a single log-in. On request by users, we will terminate a user's account.

b) The right to access Users may contact us at any time to ask to see what personal data we hold about them.

c) The right to object We are prepared to handle objections to our processing of personal data. If a user is unsatisfied with our handling of an objection, they have the right to lodge a complaint with the Information Commissioner's Office.

d) The right to opt out All FixMyStreet emails allow users to opt out of future communications.

10. Research

mySociety sometimes shares anonymised data with researchers, and sometimes performs its own research on data generated by our websites. In the case of reports sent through FixMyStreet, this data will never include the user's name, address, email address or any other identifying information. Data is only looked at in aggregate, for example to see how many reports were made in a specific area or within a specific category.

11. Client checklist

We advise clients to check the following:

- That you have an accessible plain English privacy policy in place and that this is easy for users to find. It is likely that this policy will cover your site as a whole.
- You may wish to include a clause that points those residents who have privacy concerns regarding FixMyStreet reports to contact mySociety via support@fixmystreet.com (ideally, also note that users can anonymise their own reports directly, since this is a common concern).
- Please let us know if you would like to include a Privacy link within your FixMyStreet installation, which would refer back to our own page at <https://www.fixmystreet.com/about/privacy>.
- Once we have passed users' data on to the authority, it should be handled according to their own data protection protocols. The authority should have internal data-handling policies which all staff are aware of and may access easily. These should include requirements for security and privacy of data, how to handle subject access requests, retention periods, and limitation of data use (ie using it solely for the purpose understood by the user when submitting the report, that is, the resolution of the reported issue).
- You may also wish to include (or link to) instructions on how and when to moderate FixMyStreet reports; plus an email contact for the mySociety team who can assist with any issues that arise.
- That the authority has a policy for reporting any notifiable data breaches to the ICO and that staff know how to recognise a breach. In case of any data breach affecting FixMyStreet users, please also report it to mySociety.
- That the authority has appointed a Data Protection Officer.

Proposal sign off

On behalf of mySociety

Role: Sales Director

Signed by: David Eaton

Signature: _____

On behalf of Highways England

Role

Signed by _____

Signature _____