mySociety

Techniques

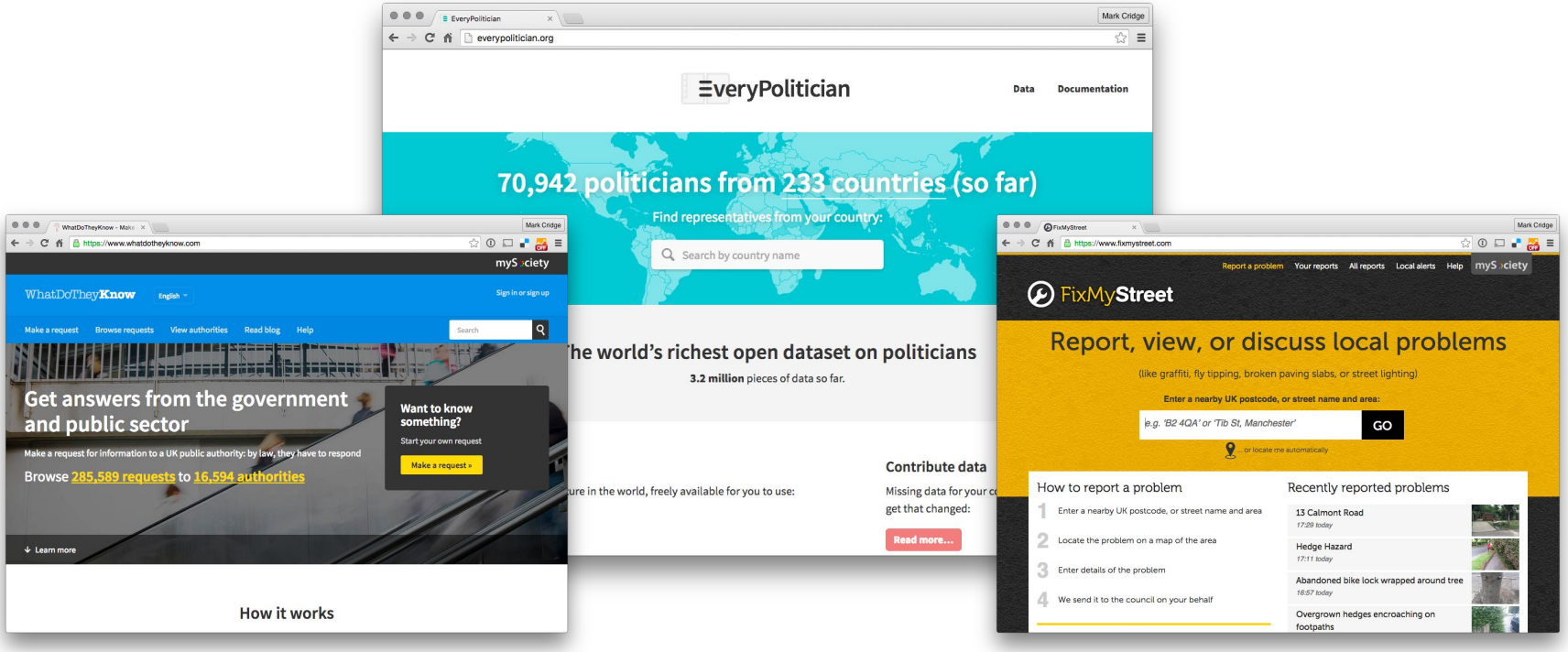
@markcridge

25th January 2017

Our mission

mySociety is a not-for-profit social enterprise
with a mission to **invent** and **popularise** digital tools
that enable citizens to exert power
over institutions and decision makers.

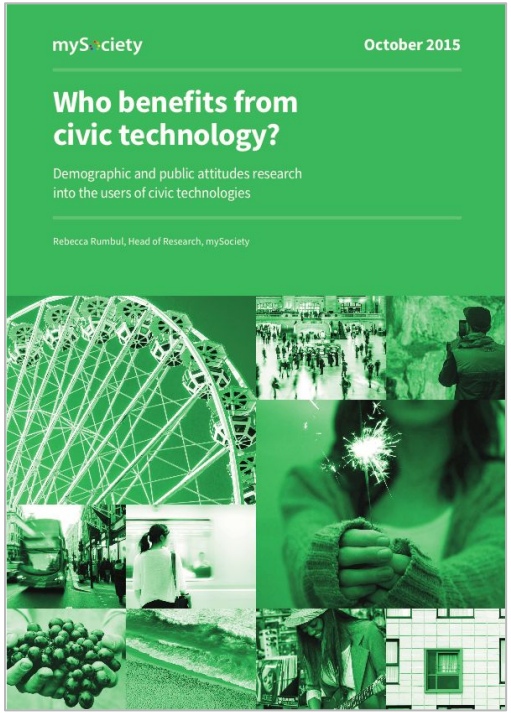
Three practice areas



44 countries worldwide

Questions to answer

Paired with Research



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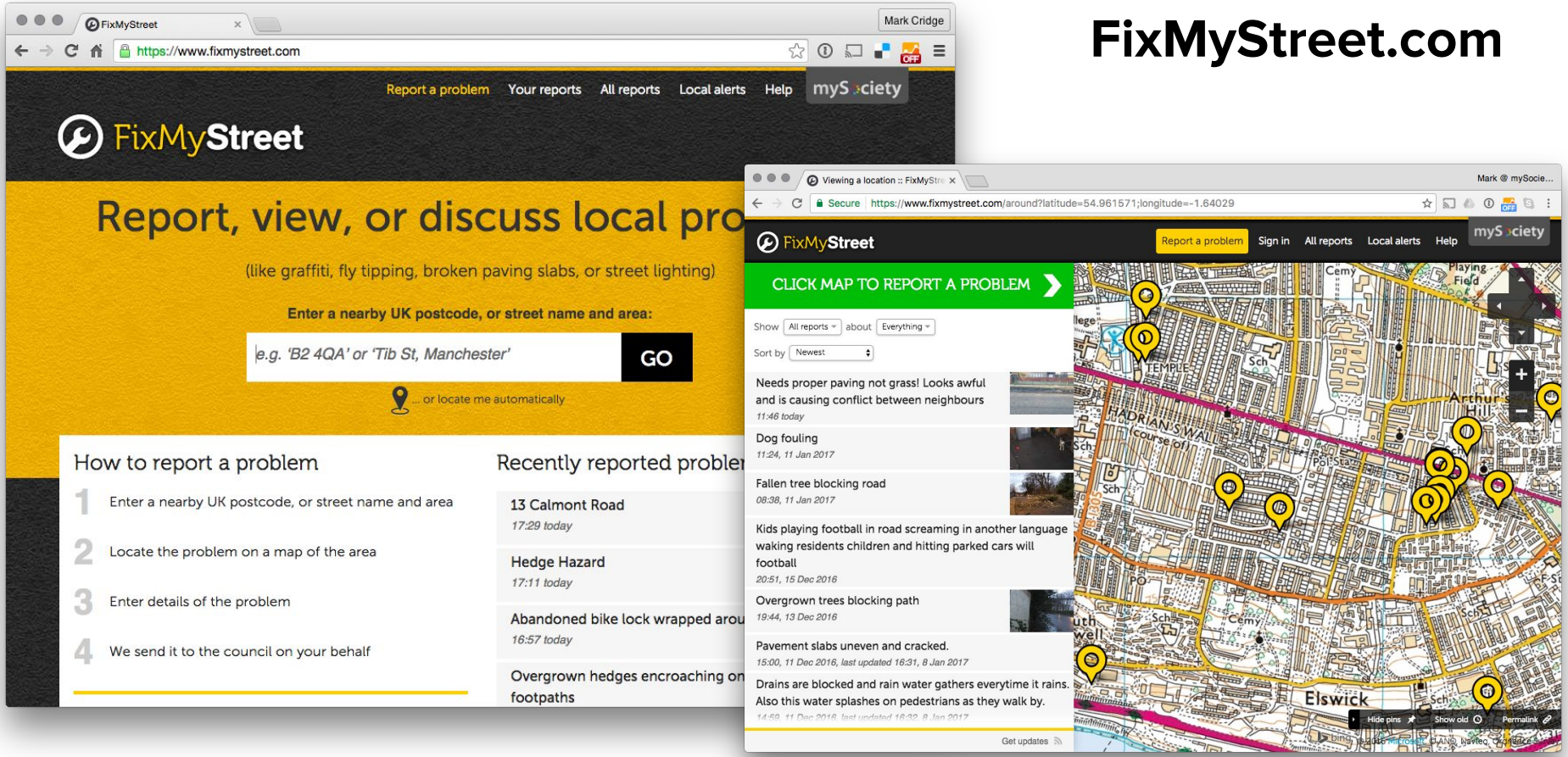
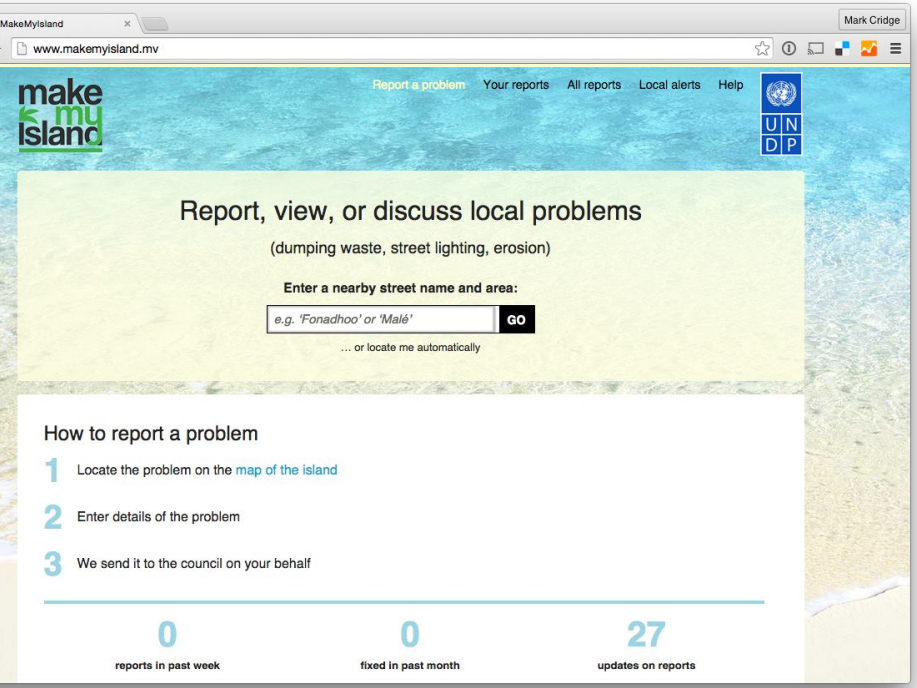
FixMyStreet

FixMyStreet.com

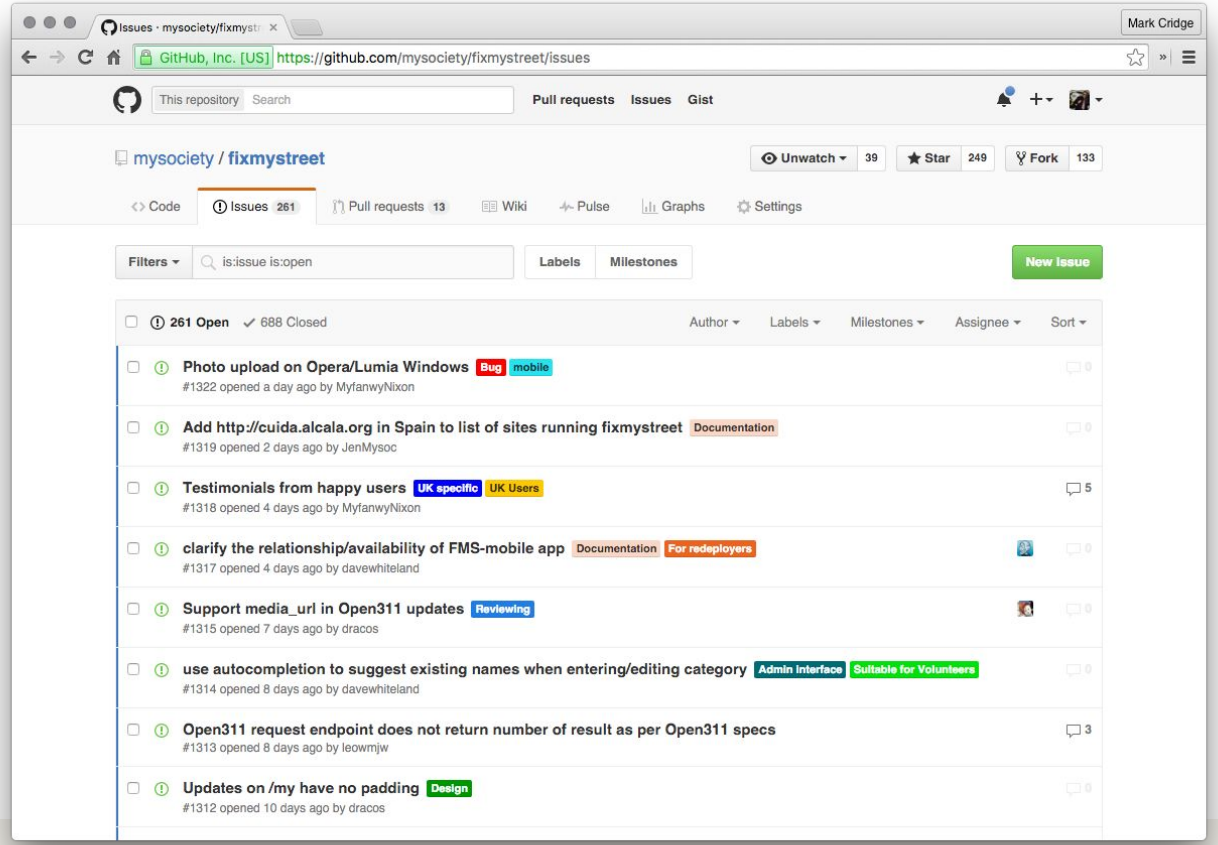


MakeMyIsland Mauritius



FiksGataMi Norway

FixMyStreet on GitHub



Reliable fault-reporting and case management for councils, based on the nation's most popular street reporting service, FixMyStreet.com

FixMyStreet
FOR COUNCILS

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For Local Authorities of all shapes and sizes

Since 2007, FixMyStreet's user-centered design has given UK citizens an easy, intuitive way to report street issues.

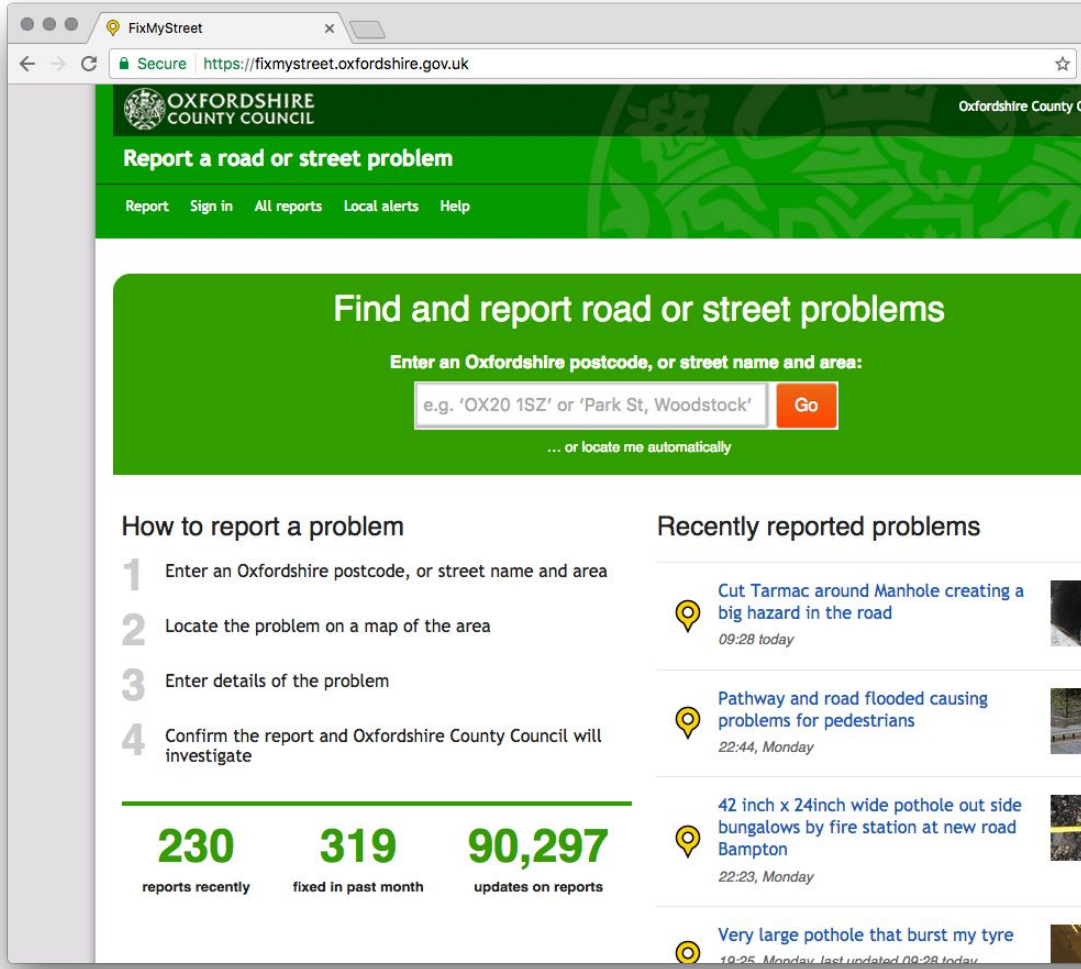
That same focus on usability is reflected in the management interface for council staff, working in tandem with each of your existing systems.

The result? Satisfied residents and happy council colleagues.

Four simple steps

1. Enter a postcode
2. View the map
3. Make a new report or see existing reports
4. Reports are sent to the correct council department

Residents are kept up-to-date on their report until it's resolved

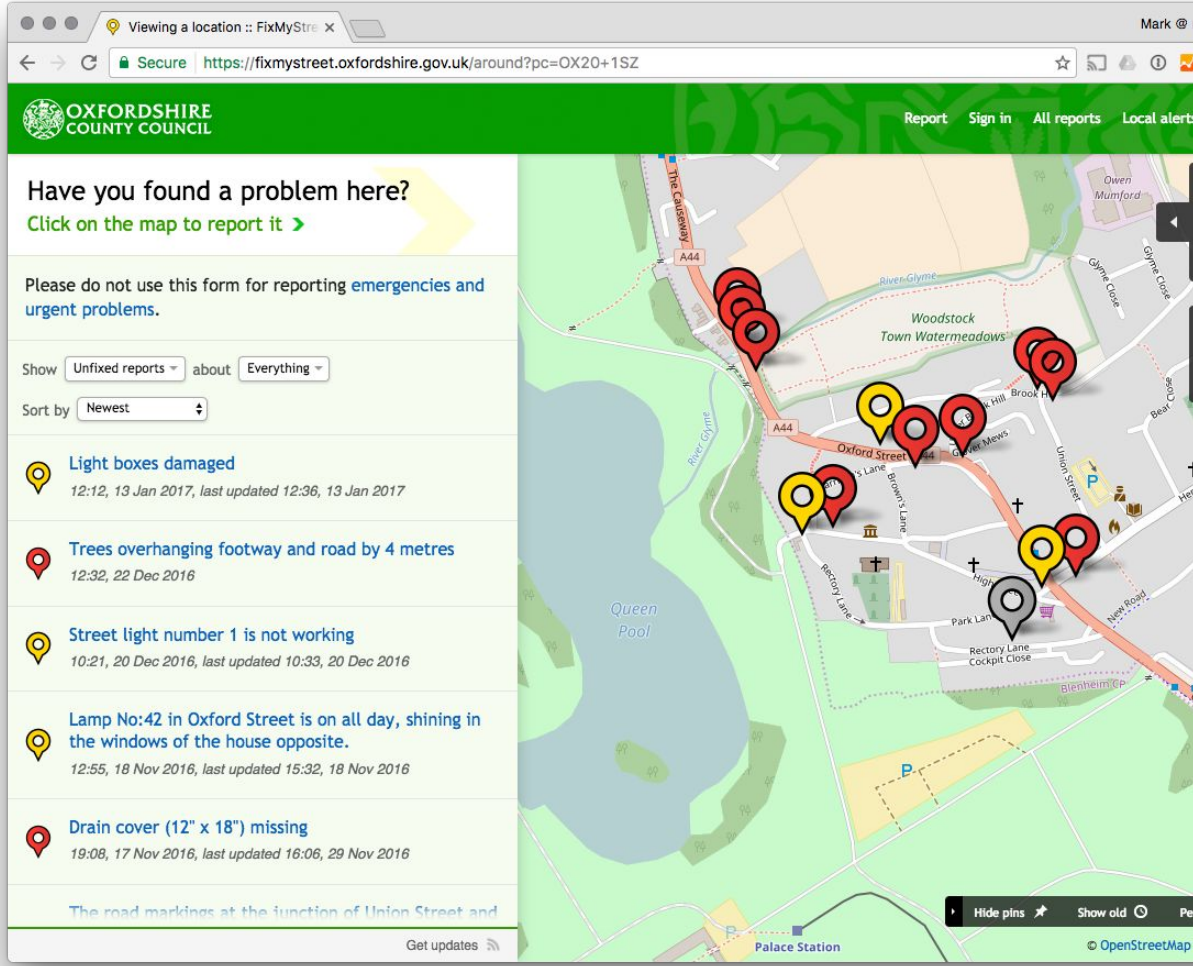


See all the reports in your local area

If an issue has already been reported you will see it immediately on the map.

Residents receive real time updates on what is being done to rectify the issue.

This makes it quick and easy for you to keep the whole community up to date.



Available on the move

The web service is responsive and works across desktop, tablet and mobile as standard.

We hava a branded mobile application currently available for both iOS and Android.

Most people use the website, but in some cases up to a third of all reports are reported via our mobile apps.

Works with all common Customer and Asset services

FixMyStreet for Councils fully integrates with existing systems.

We work councils IT team to connect FixMyStreet with your CRM, CMS and Case Management services.

Integration for all of these services comes out of the box, and as we use the industry standard Open311 will stay connected as services evolve.

Customer Management

Lagan
Sharepoint
Jadu
Archimed Elise
MS Dynamics
Salesforce
Agilisys

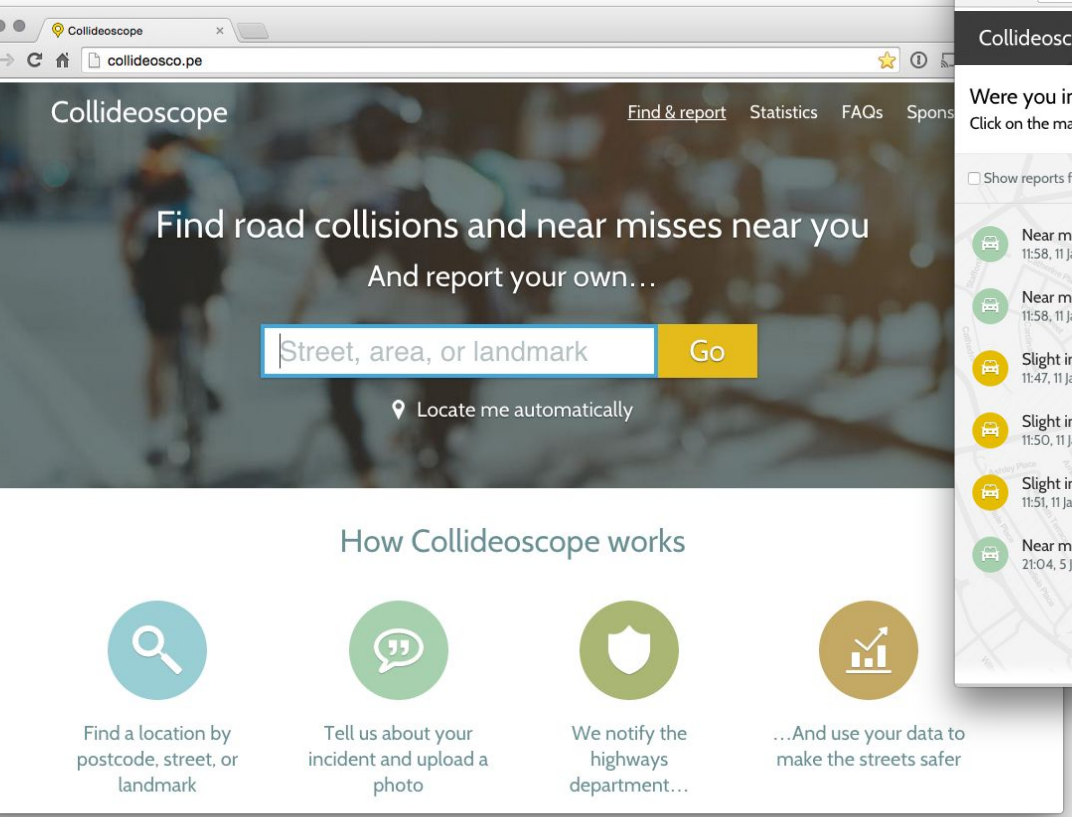
Asset management

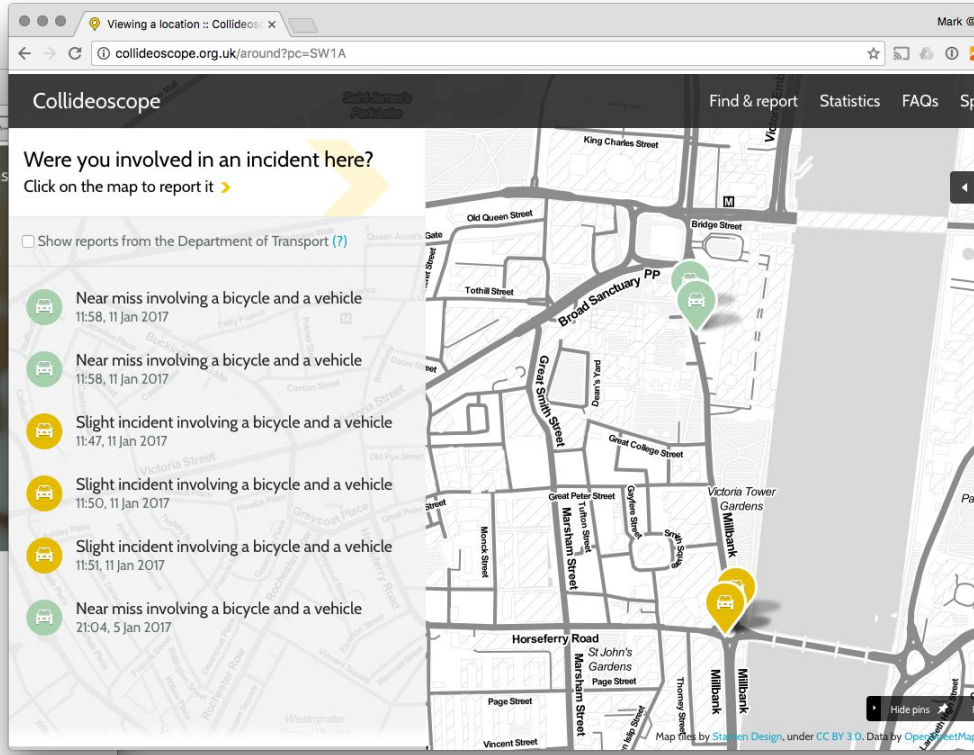
Confirm
SAP EAS
IFS
Exor
IBM Maximo

Geographic Information Systems

ESRI ArcGIS

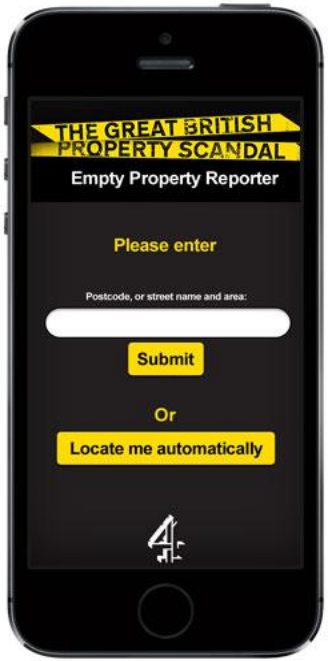
Collideosco.pe



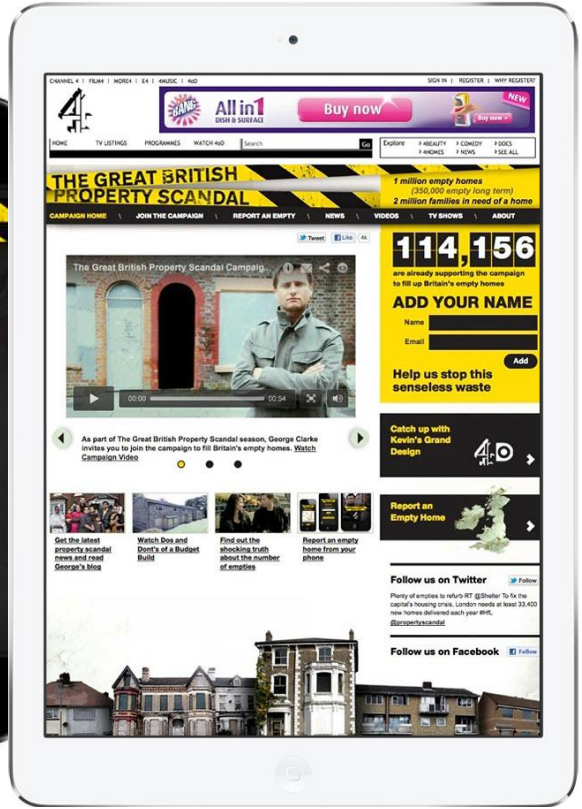


EmptyHomes

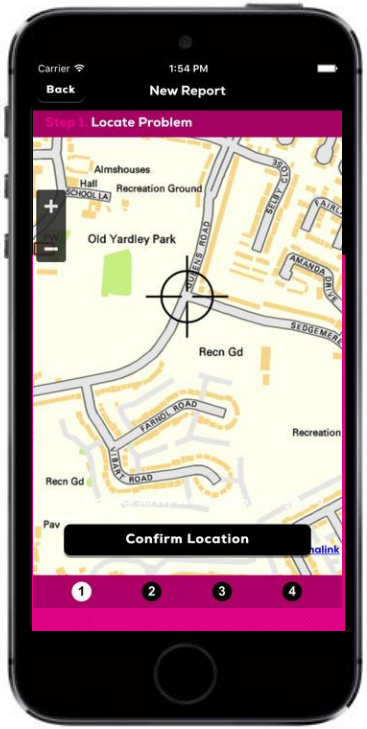
EMPTY HOME SPOTTER
2 million empty homes.
million families in need of a home.
Stop this senseless waste.
Report an empty home
to the local council now.
Next

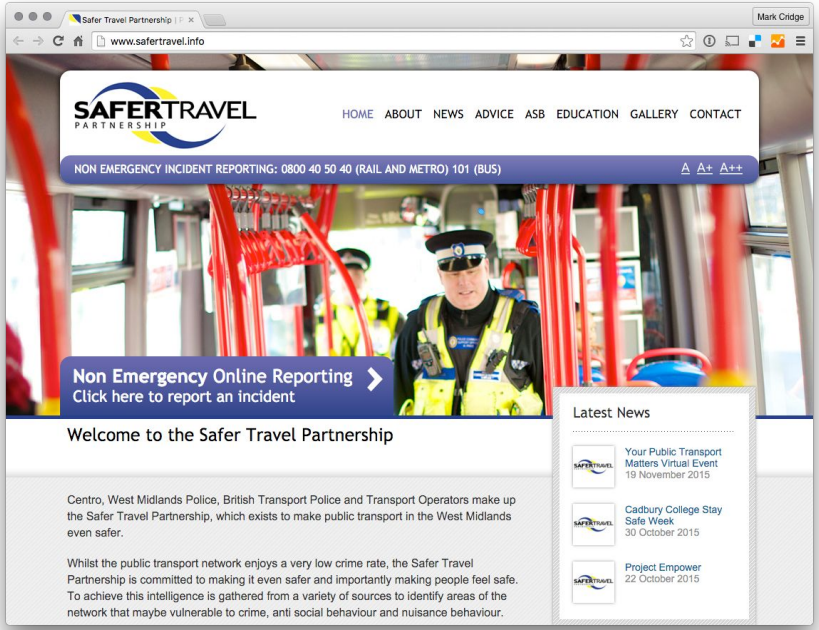

THE GREAT BRITISH PROPERTY SCANDAL
Empty Property Reporter
Please enter
Postcode, or street name and area:
Submit
Or
Locate me automatically

EMPTY HOME SPOTTER
Take or upload a photo
if you can.
Upload a photo:
Take photo
Or
Choose existing
Next


All in 1
Buy now
THE GREAT BRITISH PROPERTY SCANDAL
1 million empty homes
(350,000 empty long term)
2 million families in need of a home
114,156
are already supporting the campaign to fill up Britain's empty homes
ADD YOUR NAME
Help us stop this senseless waste
Catch up with Kevin's Grand Design
Report an Empty Home
Follow us on Twitter
Follow us on Facebook

SeeSomethingSaySomething





Ask Me Anything