



FixMyStreet - press briefing

A [mySociety](#) project

www.FixMyStreet.com

Contact: press@mysociety.org

Overview

[FixMyStreet](#) helps people to report street problems to local councils, even if they don't know who the report should go to.

Typically, these are problems such as potholes, broken street lights, uneven pavements, etc. reports are also published online, building up a full picture of issues and repairs across the UK.

As a member of the press you may:

- **Browse** reports which have been made by members of the public
- **Subscribe** to an RSS feed of reports to a specific council or postcode
- **Subscribe** by email or RSS feed to an individual report

History

FixMyStreet is an independent website, built by the not-for-profit organisation [mySociety](#), where people can report street problems such as potholes and broken streetlights.

Users don't need to know who's responsible for specific types of issue or areas of the country – a common problem in the UK, where we often have two-tier local government.

So long as they can locate the issue on a map (by automatic geolocation, by postcode, or by address), the back-end of the site does the rest.

An ongoing internal survey of our users consistently shows that **over 50% have never contacted their local council before**. We take this as an indication that the site has an important role in getting citizens to take an active part in their community.

When a user sends a report to the council, it is also published online, so that others can see and discuss it.

[Read more about FixMyStreet in the UK](#) on mySociety's website.

Facts and figures

Launched: February 2007

URL: www.fixmystreet.com

Lead developer: Matthew Somerville

Design: [Supercool](#) and inhouse

Visitor numbers: 68-75,000 per month (as of August 2016)

A basic table of councils and the number of problems reported to them/fixed can be found on [this page](#).

For more in-depth statistics, please contact us, but see the caveats below.

Re-use of the FixMyStreet codebase

As with all mySociety sites, FixMyStreet's [code is open source and may be used or adapted for free](#). FixMyStreet sites are currently running in many countries - see, for example, FixMyStreet in [Norway](#) and the city of [Zurich](#).

FixMyStreet is also a flexible piece of software that can be adapted for other uses, and has already been pressed into use as an [anti-social behaviour reporting tool](#), an [empty homes spotter](#) (tied in with a Channel 4 TV programme) and a [cycling accident data collecting platform](#).

FixMyStreet for Councils

FixMyStreet was built with no commercial intent. It was part of the charity's wider remit to provide online tools that help the average person to access their civic and democratic rights.

mySociety worked independently, without explicit buy-in from councils, and with the intention of simplifying what is often a highly complex procedure.

However, councils were quick to see the potential of this user-centric, easy to use tool, and several have adopted it on their own websites.

[FixMyStreet for Councils](#) is our package that we sell to local authorities. Submitted reports are published on the council websites, and mirrored on the main FixMyStreet site, and vice-versa.

All revenues from FixMyStreet for Councils go back to supporting our non-profit work.

Attribution and formatting conventions

- Please include a link to FixMyStreet and/or mySociety in any article based on information found via the site.
- You may take screenshots of the site for press use, but please obscure user names and details unless you have that user's explicit permission to use them.
- FixMyStreet is written as one word, but note the capitalisations.
- FixMyStreet's logo can be found on [mySociety's press page](#).

Press use of FixMyStreet

Research

Find local reports

- Input a postcode or place name on the [homepage](#) to find reports made in that area.

Use the black controls on the top right corner of the map to zoom out to a wider area, or click and drag to navigate to adjoining areas.

- Or [find all reports to a specific local authority on this page](#).

Find recent reports

A small number of recent reports are linked to on the [homepage](#).

Find reports on a specific subject

FixMyStreet does not have a search function.

However, searching Google like this will help you find all reports containing your keywords:

site:www.fixmystreet.com “*your search term*”

For example, try this: [site:www.fixmystreet.com “abandoned car”](#).

Caveats

Before writing a story about the most and least responsive councils, or the council with the largest number of unfixed problems, please consider the following:

- A problem must be manually marked as fixed by the user or by the council. It is common for a problem to be fixed, but for no-one to mark it as such.
- Councils also have their own channels for reporting street problems, some well-promoted, others less-known. The reports on FixMyStreet do not represent every problem reported.
- Councils cover differently-sized constituencies and populations. Make comparisons with caution.

Subscribe

- Subscribe to an individual report by clicking ‘get updates’ at the foot of the page. You can then select to either receive email alerts, or access the RSS feed ().
- Subscribe to a council by clicking ‘get updates of problems in this council’ at the foot of the council’s page.
- Subscribe to a postcode area by searching for the postcode from the [homepage](#), then clicking ‘get updates’ at the foot of the search results page.

Make contact with a user

If you would like to interview one of our users, please contact press@mysociety.org, and we will pass on your details to the user in question.

In return, we require a press mention or credit for FixMyStreet.

Make contact with the team

We are happy to participate in interviews, or answer questions about the website and its place in society. We cannot give opinions about individual councils, or anything that will compromise our position of neutrality.

In the first instance, please contact press@mysociety.org.

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