**REPORT THE PROBLEM USING**

**FixMyStreet**

FixMyStreet is a national map based website and app that helps people in the United Kingdom inform their local authority of problems needing their attention, such as potholes, broken streetlamps, etc. Shropshire Council is working to adopt FixMyStreet as its main reporting system, but in the meantime, residents can use this software to report problems.

The website has a strong focus on usability, with an interface that practically anyone can use and understand.

No knowledge is required as to which council is responsible for a report: the website sends reports to the correct authority based on the category and location selected

Reports are published online, building up a picture of issues in the area, so it’s easy to see recurrent problems and resolution rates.

Because reports are published online, residents can easily see if an issue has been reported before. However, it is the case that the more an issue is reported, the quicker it will be dealt with so always add your report of a problem to any others on the website which are already there.

The site gives residents an insight into the work the council has been doing to improve neighbourhoods and communities.

Access the website at [www.fixmystreet.com](http://www.fixmystreet.com)