

WasteWorks

Pricing

WasteWorks 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.

Core bin services (residential or commercial) integrated with in-cab waste system
£22,000 per year*
The essential WasteWorks service, branded to look like your website and integrated with your in-cab system (eg. Alloy, Bartec, Echo and Whitespace Work Software) to simplify access to waste services. Let users check their bin days, report problems with collections (eg. missed collection, damaged container) and request new or extra containers. Plus share real-time updates about collections and pre-emptive messaging to help manage expectations and reduce failure demand. Optional integrations with a single sign-on service or with GOV.UK Notify are available if required.

Add ons

One-off payment and subscription services	Payment provider integration
First add-on £10,000 per year* Additional add-ons charged at £5,000 per add-on, per year*	£5,000 per payment provider integration, per year*
Add a one-off payment or subscription service to your WasteWorks plan. Standard services* include: • Green garden waste • Bulky waste • Assisted collections • Medical waste • Small items (eg. batteries, coffee pods, textiles, etc) • Purchases for Commercial Waste clients *One-off payment and subscription services require an integration with a relevant waste management system.	Create a truly seamless customer experience by incorporating payments (one-off and subscription) directly into your WasteWorks service workflow.

Please note:

*A 10% discount on the total WasteWorks annual fee will be applied for local authorities with a population of <200,000. A 20% discount will be applied for local authorities with a population of <100,000.

**For the development of any subscription services not listed here, an additional one-off development fee may be required in line with our SFIA rate card.

Contact enquiries@societyworks.org for more information.

	Core bin services (residential or commercial) integrated with in-cab waste system
Price per year (3+1) <i>Contracts renewed years 5 onwards subject to 15% discount</i>	£22,000

Highlights

	Core bin services (residential or commercial) integrated with in-cab waste system
WasteWorks with your council's domain and branding	✓
Integration with in-cab system (eg. Alloy, Bartec, Echo, Whitespace)	✓ 1 integration
Allow residents to check their bin days	✓
Allow residents to report problems with collections (eg. missed bins, damaged containers)	✓
Allow residents to request new or extra recycling containers/larger capacity containers	✓
Allow residents to download a live collection schedule to their calendars (updates automatically whenever you need to make a change to a collection schedule)	✓

Share preemptive messaging with residents about their collections to manage expectations (e.g. inform of expected delays or changes to schedules)	✓
Keep residents updated on progress and completion with emails or text (the latter requires integration with GOV UK Notify)	✓ (Notify integration is optional)
Allow residents to book one-off collections or subscribe to repeat collections for an add-on waste service (eg. green garden waste, bulky waste, assisted collections, etc)	✓ (only if using an add-on subscription service, with dedicated integration - incurs an additional charge, see summary above)
Allow residents to pay for a collection	✓ (only if using an add-on payment provider, with dedicated integration - incurs an additional charge, see summary above)
Training	✓ Online training

Features for residents

	Core bin services (residential or commercial) integrated with in-cab waste system
Meets government accessibility standards	✓
Simple and intuitive address finder	✓
Citizen-focused language	✓
See up-to-date information about all waste services associated with a property (e.g. next and previous collection dates, and pre-emptive messaging about delays or	✓

changes to schedules)	
Account dashboard to review all reports/requests associated with a property address	✓
Optimised progressive web app design, works perfectly on any device and can be downloaded to homescreens to be used just like an app	✓
Stay updated on progress and completion with emails or text (the latter requires integration with GOV UK Notify)	✓ (Notify integration is optional)
Optionally allow citizens to report without creating an account if preferred (verify via email)	✓ (optional)
Single sign-on integration (e.g. 'My Council' dashboard)	✓ (optional)

Features for administrators

	Core bin services (residential or commercial) integrated with in-cab waste system
Analyse and export data and management information reports via admin dashboard	✓
Simple role management – quickly assign custom sets of permissions in response to staff changes	✓
Ability to create, edit and delete response templates	✓
Two factor authentication (2FA) for added security measures	✓
Live heatmap reporting to understand category, seasonal and area-based trends	✓

Single sign-on integration for staff accounts (e.g. Active Directory)

✓
(optional)

Features for customer service teams

	Core bin services (residential or commercial) w/ integrated in-cab waste system
To help with channel shift, call centre agents can report/request and make edits to reports/requests on the customer's behalf	✓
Create a subscription on behalf of the user	✓ (If using an add-on subscription - incurs an additional charge, see summary above)
Share preemptive messaging with residents about their collections	✓

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

We can also help you transform the way your residents interact with you in relation to other public realm services, including:

- street, highway and environment issue reporting (e.g. potholes, fly-tipping and street lighting)
- Freedom of Information requests
- licence applications

and more.

Within the G-Cloud 14 framework look for the SocietyWorks Suite, which will allow you to combine our citizen-centred products and take a cohesive approach to your interactions with residents for your statutory duties.

Business readiness consultancy programme

Having worked with local authorities for over 17 years now, we understand the pressures implementing new software or services can create. Our team will be there to support you in achieving manageable transitions throughout and after the implementation of your WasteWorks service.

We offer an evaluative business readiness programme for authorities who would benefit from support with preparing for the implementation of WasteWorks to further help enable a smooth transition.

Expected outcomes

1. Early engagement with impacted departments, staff and contractors
2. Space for stakeholders to air their concerns and explore the solution for their particular situation
3. Review of your shared understanding of your waste process mapping to help you identify any gaps and close them ahead of the commencement of the project
4. Identification of likely changes to workflows and processes, consequence scanning and mitigation to help ensure the transition doesn't create unintended disruption
5. Group session on what to expect from the rest of the project and best practice sharing based on experiences of other WasteWorks clients
6. A clear set of requirements for your WasteWorks instance, taking into consideration your specific needs and keeping future service improvements in mind

Pricing

Our business readiness programme is designed to help you make the best use of WasteWorks. Our expert Product and Service Design team will help you to carve out a clear path for implementing WasteWorks successfully. £12,000 + VAT.

Ordering

Contact SocietyWorks to order.

mail: enquiries@societyworks.org