

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 (e.g. Alloy, Bartec, Echo and Whitespace Work Software) to simplify access to residential or commercial waste services. Let users check their bin days, report problems with collections (e.g. missed collection, damaged container) and make requests or bookings (e.g. new containers, subscriptions, generate quotes etc). Plus share real-time updates about collections and preemptive 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

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

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

What's included?

	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 (e.g. Alloy, Bartec, Echo, Whitespace)	✓ 1 integration
Accessible design conforming to WCAG 2.2 AA standards and using, citizen-focused, user-friendly language	✓
Training	✓ Online training
Optimised progressive web app design, works perfectly on any device and can be downloaded to homescreens to be used just like an app	✓
Single sign-on integration (e.g. 'My Council' dashboard)	✓ (optional)
Notify integration	✓ (optional)

Features for residents

	Core bin services integrated with in-cab waste system
Simple and intuitive address finder	✓
Allow users to check their bin days	✓
Allow users to report problems with collections (e.g. missed bins, damaged containers and staff conduct)	✓
Allow users to request new or extra recycling containers, or removals of containers	✓
Allow users to download a live collection schedule to their calendars (updates automatically whenever you need to make a change to a collection schedule)	✓
Allow users to view links to pages or PDFs about property specific waste schedules	✓
Show 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)	✓
Keep users updated on progress and completion with emails or text (the latter requires integration with Notify)	✓ (Notify integration is optional)
Allow users to book one-off collections or subscribe to repeat collections for an add-on waste service (e.g. green 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 users to pay for a collection	✓ (only if using an add-on payment provider, with dedicated integration - incurs an additional charge, see summary above)
Optionally allow residents to report without creating an account if preferred (verify via email)	✓ (optional)

Features for commercial waste customers

	Core bin services (residential or commercial) integrated with in-cab waste system
Allow commercial customers to register for collections	✓
Allow commercial customers to assign one or multiple premises to their account, and assign container requirements to each premises	✓
Automatically generate a quote and waste transfer note for commercial waste collections in line with rules associated with types of collections	✓
Allow customers to pay for a one-off or ad hoc collection	✓
Allow customers to access all quotes, invoices and waste transfer notes from one place. All documents are available as PDFs for downloading, saving and printing	✓
Share alerts, reminders and messages preemptively from the in-cab system	✓
Let customers download collection schedules to mobile devices	✓
Allow customers to self-serve reports and requests and stay	✓

updated via automated
templated responses

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	✓
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) with integrated in-cab waste system
Create and edit reports or requests on the customer's behalf	✓
Create and edit a subscription on behalf of the customer	✓ (If using an add-on subscription - incurs an additional charge, see summary above)
View and manage commercial waste quotes, invoices and transfer notes	✓

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)
- Environmental health reporting (private reporting and case management)
- Freedom of Information requests
- Licence applications

Within the G-Cloud 15 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 and scoping programme

Having worked with local authorities for 20 years, we understand the pressures implementing new software or services can create.

We offer a business readiness and scoping programme, designed to support you in achieving manageable transitions throughout and after the implementation of your WasteWorks service.

Our experienced service designers will work with you to design a programme that works with the grain inside your local authority – engaging early with the departments that might be impacted by changes, exploring solutions that work across and between teams, identifying risks to be mitigated ahead of time, and delivering a clear set of requirements for your WasteWorks instance, taking into consideration your specific needs and future service improvements.

We offer two options depending on your requirements:

1. Rapid review (£6,750)

A focused, 5-day evaluative programme to quickly understand your organisation's readiness for digital change. We will help you to identify key risks, gaps and opportunities, and provide clear, prioritised actions that can be taken immediately.

2. Deep dive (£13,500)

An in-depth, 10-day engagement for larger councils or authorities with the most complex needs. Working closely with your teams, we will help you to explore challenges in detail, assess readiness across multiple areas, and support you in shaping a clear and realistic approach to digital transformation.

Ordering

Contact SocietyWorks to order.

mail: enquiries@societyworks.org