

WasteWorks

Service Definition

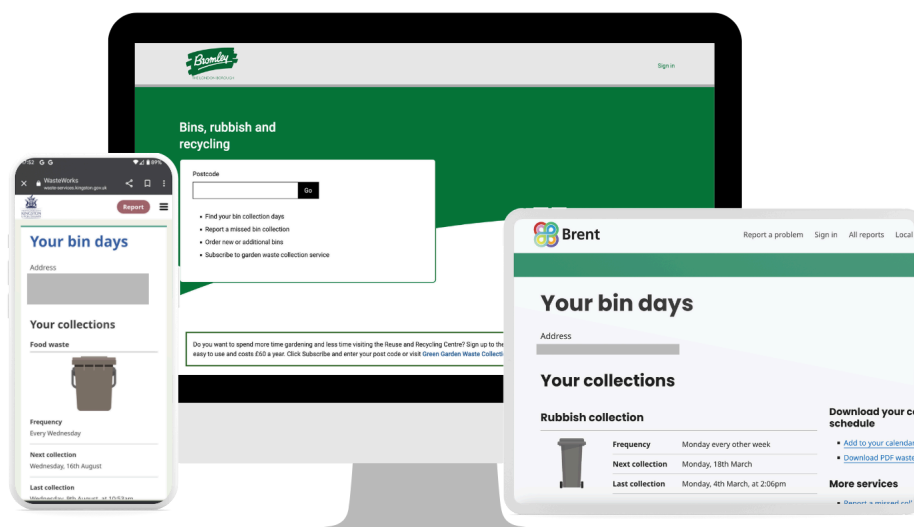
WasteWorks is a front-end waste portal designed to simplify online access to local authority waste services, including both residential and commercial waste.

Originally designed in partnership with Bromley Council, WasteWorks is provided by SocietyWorks, the wholly owned subsidiary of civic technology charity mySociety.

WasteWorks integrates flexibly with any combination of systems—including in-cab systems, CRM systems and payment providers—to enable councils to adapt to ever-changing requirements, improve service reputation and reduce avoidable contact.

With a focus on self-service, real-time updates and on-demand online access, WasteWorks enables users to check their bin days, download live collection schedules straight to mobile/desktop device calendars, report missed collections, and make payments or set up subscriptions for green, bulky and other subscription waste services all from the same place.

Since its launch in 2021, WasteWorks' growth has happened at pace with the changing requirements of our customers as they navigate new waste regulations and legislation. In whatever way requirements continue to change, we will be there to support our local authority clients along the journey.



Benefits

Reduce unnecessary contact

By integrating with your in-cab systems WasteWorks enables you to close the feedback loop between you, your contractors and your residents/commercial customers, including the ability to stop users reporting bins as missed while crews are still out on their routes.

Alleviate demand on customer services

Free up time for your customer services teams to focus on residents who need more support or are not able to access the internet. Staff enjoy the same user-friendly experience as residents when making requests or reports on behalf of users.

Helps you manage expectations

Improve customer satisfaction with templated responses and automatic updates, including support for integration with government services like Notify. Display bespoke, time-sensitive messaging to handle delays, bank holidays or other changes to normal service with ease.

Improve perceptions

With no forced sign-ups and timely, relevant data available to self-serve, WasteWorks' easy, frictionless process is not only better for accessibility, but builds trust through ease of experience and reduces GDPR/data protection responsibilities.

Generate savings

Eliminates the administration costs associated with unnecessary contact and diverts users who are able to use digital channels away from making costly phone calls or sending emails.

Integrate with existing systems

Seamless integration with any and all of your in-cab software, enabling you to share with users real-time data from your on-the-ground crews. Integrates with payment providers too, to keep all waste contacts under one roof.

Understand service use

Track service levels and identify trends with internal dashboards and visual heatmaps. View commercial waste history per client. Export data from the dashboard to be analysed within any of your other existing software.

Adapt to changing waste requirements

WasteWorks is a scalable solution, designed to grow with and around your needs. It gives councils the freedom and flexibility to adapt workflows in a way that using a non-specialised system, or one attached to a specific in-cab system will not easily enable you to do.

“The WasteWorks platform provides the digital infrastructure that enables residents to easily schedule collections, track their requests, and access information, ensuring a smooth and efficient process for all users.”

- Paul Brockwell, Head of Waste and Street Cleaning at London Borough of Sutton

Features for residential waste

Bin day checks

Residents can self-serve up-to-date information about all waste collections associated with their property's address, including upcoming collections, previous collections and planned changes to schedules.

Structured reporting windows

Allow users to report a problem with a waste collection to you within time frames specified by you (e.g. lock the missed collection reporting form until your crew has completed its round).

Take booking and payments online

Enable users to pay for, renew or cancel a waste subscription (including bulky, garden, small items, etc) all from within the same workflow, facilitated by integrations with your in-cab and payment systems.

Real-time updates and preemptive messaging

Templated responses update users about reports or requests via text or email. Real-time updates from in-cab systems can be displayed on the resident interface, and changes to collection schedules pushed automatically to users' devices.

Download collection schedules

Collection schedules can be downloaded to any device's calendar or viewed via links to pages or PDFs. The calendar schedule will automatically update whenever you make any changes, such as for bank holidays.

Reports and requests

Take reports of problems with collections, such as missed bins and damaged containers, or requests, such as for new or extra containers — all adapted to your required criteria.

Assisted collection requests

Take requests for assisted collections from residents who need support from your waste crew to wheel their bins to and from the kerbside.

Single sign-on

Integration with an authentication method such as My Account, Active Directory or Google gives residents (and staff) the option to sign in using existing council credentials.

“The ability to adjust and tweak customer messaging and templates through the administration area allows us to respond quickly and keep the customers informed as we take them through the process, which helps us drive down those avoidable contacts and queries.”

— Jim Cowan, Waste Services Contract Manager at Bromley Council

Features for commercial waste

Register for collections

Customer centred design ensures excellent usability and accessibility when handling the registration process for all types of new Commercial Clients. Sync account numbers with Council systems and keep people in the loop where necessary to allow for sales calls or site visits.

Book collections

In line with rules associated with types of collections, allow for regular collection dates and schedules to be set in order to generate quotes and waste transfer notes for approval. WasteWorks allows for regular invoiced collections as well as one-off purchases with card payments where required for sack purchasing etc.

Alerts, reminders and messages

Customers can stay on top of their collections with handy alerts, reminders and messages shared preemptively from the in-cab system. They can download their collection schedule which updates automatically when you make a change.

Premises and container requirements

Once registered, customers can assign one or multiple premises to their account according to their types of Commercial Waste needs. You can also assign container requirements to each premises and book site visits when needed.

Manage quotes

Giving the Council and Customer a single view of client account history with access to live and historic contracts, quotes, invoices and waste transfer notes from one place. Documents are available as PDFs to allow for downloading, saving and printing. WasteWorks supports simple approval processes for Waste Transfer Notes as well as integrations with digital signature software tools.

Reports and requests

From missed collections to new containers, customers can self-serve reports and requests all from the same place and stay updated via automated templated responses.

Other features

Progressive web app

Designed for optimal display on desktop, tablet and mobile browsers. Users can quickly 'Add WasteWorks to Home Screen' on their mobile device to use the service as an app.

Integrations

Support for industry standard in-cab systems (e.g. Alloy, Bartec, Whitespace and Echo) and payment

Performance dashboard

Council staff can view and export report data by ward, status, category and date as a CSV as well as analyse data in a real time heatmap.

Flexible and scalable

Particularly useful for councils navigating local government reorganisation (LGR), include new

providers (e.g. Capita Pay360, Barclaycard and Stripe). Integrate with multiple back office systems at the same time.

Synchronised services

If you also use FixMyStreet Pro to manage reports of street, highway or environment faults, your staff users will be able to manage all reports and requests from the same administration dashboard.

Open standards compliant

Adhere to [government guidance](#) on being open and using open source tech with WasteWorks.

Co-designed with councils

Designed in collaboration with Bromley Council, we are committed to ensuring WasteWorks reflects user requirements. We involve all of our clients in future product developments.

or modify existing waste service workflows as and when you need to, launch all-at-once or in phases - whatever works best for you.

Our experience, your brand

Branded to slot in seamlessly with your existing online services and website, using your domain and style guidance.

Accessible as standard

WasteWorks is optimised to work smoothly on any device and is WCAG 2.2 AA compliant, making it as simple to use as possible for everyone.

GDPR & Security

Fully compliant, pen tested, with [data protection and privacy](#). See our website for our [Business Continuity and security policies](#).

Getting started

Once you're signed up, we'll contact you to arrange a project kick off call where you'll be introduced to your dedicated project team. During this meeting we'll run through a project overview and what is to be delivered, discuss how we will work together, and outline what we will need from you to get things started, which will include:

- Access to the systems you want to integrate with, including for payments where applicable, and related documentation
- Any licensed fonts and preferred logos so that the site aligns with your branding on your existing website, including bin images
- Rules for the different waste services available

The project kick-off call will be closely followed by a scoping session during which we will ensure stakeholders understand the core functionality of WasteWorks and agree on what is in scope for delivery and whether the rollout needs to be phased.

Training

SocietyWorks provides online training sessions as part of any project. Each session covers:

- How a resident or business uses the product
- How customer services teams can create reports/requests on behalf of users
- Administrative functions to export statistics, manage templates and users
- Providing first line support to residents
- How to get the most out of your new product
- Accessing post go live client support
- How to play an active part in future development
- The training session can be recorded with full supporting documentation available
- How other SocietyWorks products such as FixMyStreet work with your WasteWorks service

Support and maintenance

Following training, your staff will have the tools to easily provide first line support to users in the knowledge that our SocietyWorks client support team are on hand to answer any questions and fix any technical issues.

Except in the event of emergency maintenance, SocietyWorks will give notice to the customer at least 48 hours prior to any planned system downtime, which will normally be expected to take no more than three hours to perform. The service is load-balanced for resilience, reducing the likelihood of any disruptive maintenance. The status of WasteWorks and any third party integrations can be monitored live by looking here: <https://status.societyworks.org/>

Please see terms and conditions for more information.

Ending the contract

The contract's start date, notice and extension periods will be agreed in the Order Form.

At the termination of the agreement the customer may choose to issue a transfer request which grants sufficient data and rights to operate the service yourself or with a third party.

See terms and conditions for more information.