

HWRC BOOKING & PERMIT SYSTEM.

Service Definition Document
G-Cloud 15.





About bookinglab

We're on a mission to redefine how people interact with public services, building a stronger, future-ready public sector. We power next-generation booking for local government, combining best-in-class UX, intelligent workflows, powerful admin tools, and advanced analytics to cut costs, boost efficiency, and improve service delivery.

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The #1 HWRC Booking Platform

Our platform is trusted by some of the UK's most forward-thinking waste teams.



+ many other pioneering organisations.

Crown
Commercial
Service
Supplier

01

Generate huge financial savings

County councils save an average of £450,000 a year with our system. A proven 1,000% return on investment. To find out how, click [here](#).

02

Increase the efficiency of your site(s)

Optimised demand management smooths peaks and lulls, allowing staff to focus on visitors, recycling guidance, and safe site operations. Less congestion. More control.

03

Reduce your environmental impact

Recycling rates are up by 6% across our user base. Automation frees staff to support visitors and improve waste separation, backed by targeted messaging that drives better recycling.



ISO27001 Accredited

We're ISO 27001 accredited, meaning data is protected by the highest security standards.

Data is encrypted at rest and in transit with TLS 1.2 and AES-256.

Secure APIs, role-based access, and multi-factor authentication prevent unauthorised access.



CE and CE Plus Accredited

Security and compliance are foundational aspects of our platform.

Our Cyber Essentials Plus Accreditation demonstrates our commitment to highest level of verified cybersecurity protection.

04 Deliver a best-in-class user experience

Initial scepticism gave way to strong resident support once users experienced a booking journey designed around their needs. No queues. Clear guidance. Same-day access. Simple self-service. Consistently high satisfaction ratings.

05 Improve data management. Increase service visibility

Turn operational data into action. Understand usage patterns, waste volumes, and user demographics, then adapt resources, refine strategy, and plan ahead with certainty.

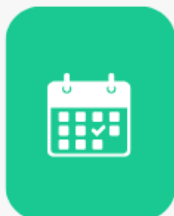
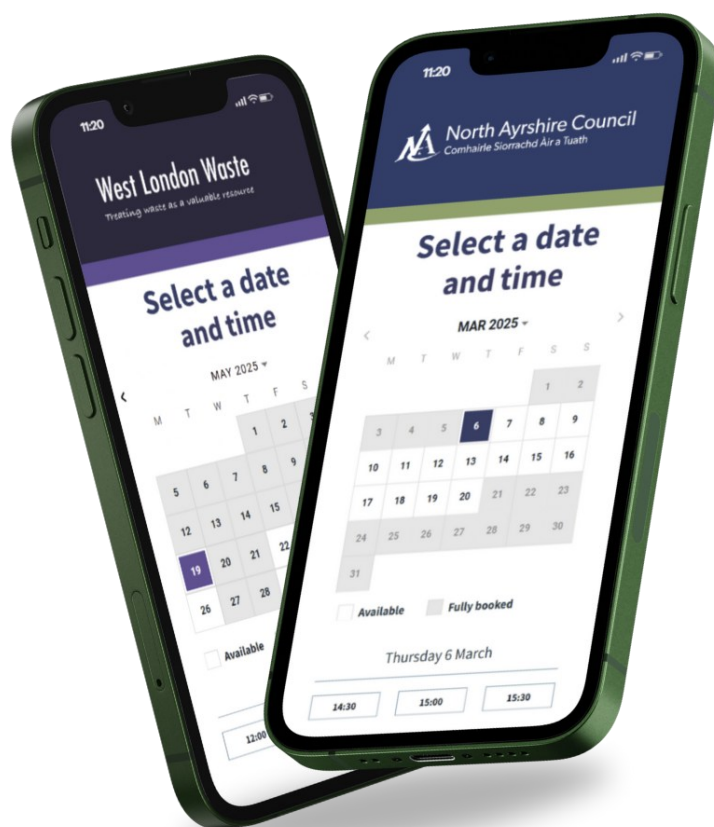
06 Communicate clearly with every stakeholder

By switching to digital communications, our users have cut costs and complexity. Site closures are now managed in minutes using block bookings, bulk cancellations, and mass email tools, without the overhead of printed materials or press advertising.

Platform Overview.

Built in partnership with some of the UK's most progressive waste teams, our award-nominated HWRC Booking System delivers average annual savings of £450,000 and generates a 1000% return on investment across more than 130 sites. From single sites to major networks, our approach is tried and tested.

Powerful site management tools. Complete flexibility. A best-in-class user experience. All designed to deliver smarter, safer recycling centres. Built for the next generation of HWRC services. Platform modules include:



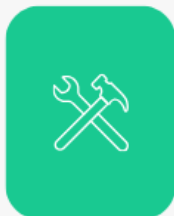
Booking Management

Any rule. Any process. Any waste or vehicle type. One site or fifty. A hundred bookings or ten million. Complete flexibility. Total control.



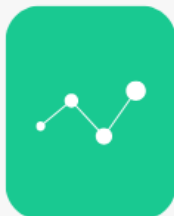
Permit Management

A responsive, user-led process. Smart validation. Flexible document uploads. Reminders. Self-service renewals and changes.



Supporting Tools

A leading site management app. Resident accounts. Tools to manage communications, DIY waste, and more. All built in.



Reporting

All the data you need. One clear view. Visualise, filter, and export custom data to improve site operations and plan strategically.

Product Options.

Booking System

The market-leading HWRC booking system, with all off-the-shelf features and functionality included as standard. The platform provides everything you need to transform how sites are accessed and managed, and is configured to your organisation's requirements, with no usage or location limits. Twenty hours of enterprise-level support are included per annum, alongside regular, user-led product updates.

Permit Management Module

A comprehensive digital permits module, with all off-the-shelf features included as standard. It enables councils to issue, manage, and enforce permits through a secure, resident-friendly service, configured to local rules and approval policies. Applications, renewals, and updates are completed online using automated checks or manual approvals, with full audit trails and real-time status updates to reduce manual effort and repeat contact.

Booking and Permit System

The market-leading HWRC booking and permit system, with all off-the-shelf features and functionality included as standard. The platform provides everything you need to transform how sites are accessed and managed, and is configured to your organisation's requirements, with no usage or location limits. Twenty hours of enterprise-level support are included per annum, alongside regular, user-led product updates.

Product Options.

bookinglab days

bookinglab days can be purchased to customise the product to organisational requirements. They may also be used for additional work, including custom functionality and system integrations. Pricing is based on a day rate, with volume discounts available. Further details are provided in the pricing document.

We chose bookinglab following recommendations from peer authorities. bookinglab got the system up and running in a very challenging timeframe and were always on hand to address queries and advise on all aspects of the trial, drawing on vast experience. The team are extremely helpful and professional, and we have very much enjoyed working with them.

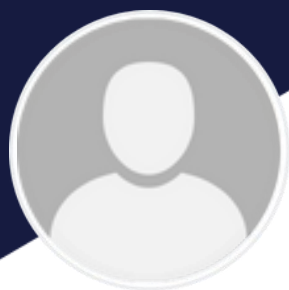
– Alan Horton
Programme Manager,
Surrey County Council



THE #1 BOOKING SYSTEM FOR HWRC TEAMS.

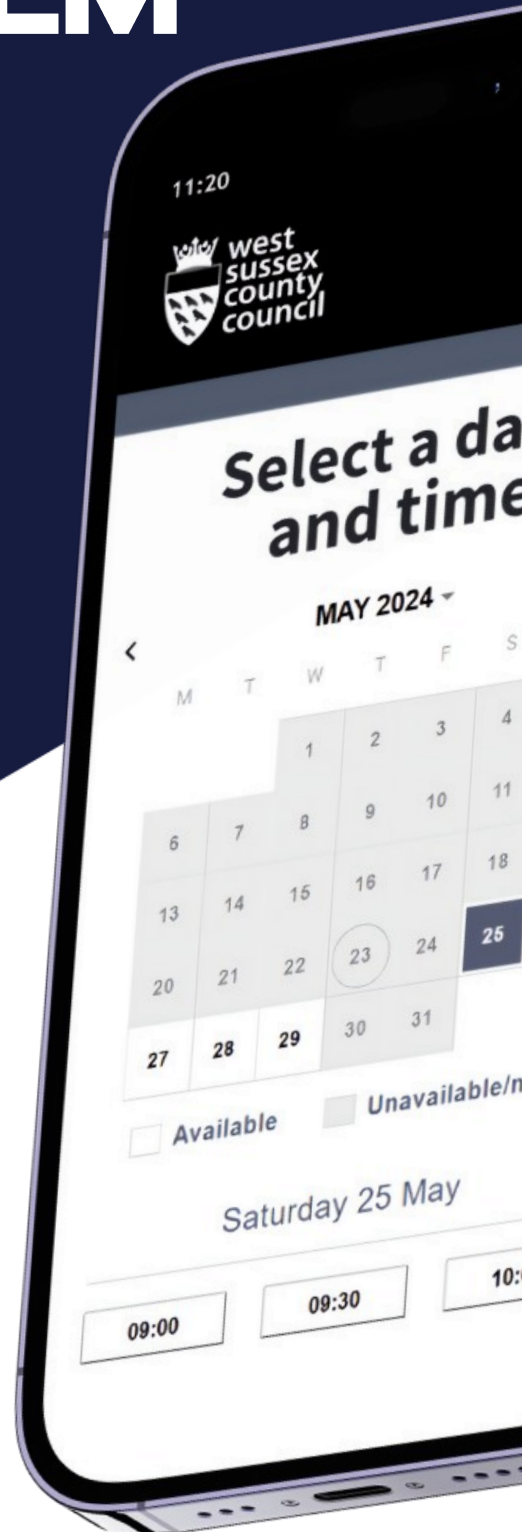
“

24/25 vs 23/24, West Sussex CC will have achieved more than £650,000 in savings. This has smashed the £200,000 per year saving we had previously estimated.”

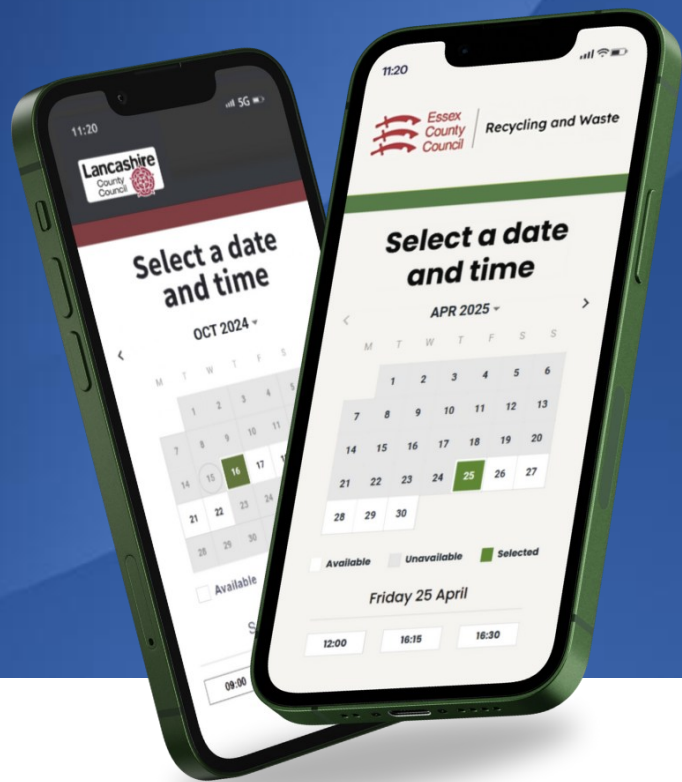


Wayne Howick

Senior Waste Enforcement Officer
West Sussex County Council



Product Overview: Bookings.



More control. Less abuse. Lower costs

Intelligent rules, validators, and blocklists stop misuse at the point of booking. Adaptive journeys guide users in real time. Alerts, focused reports, and an on-site app keep monitoring simple. More control. Less misuse. Lower costs.

The future of site management

Savings. Efficiency. Sustainability. All within reach. With intelligent demand and resource planning, powerful site management tools, and actionable reporting, you can future-proof your service.

The experience users deserve

More time with visitors. Less time managing queues. Fewer confrontations. Lower stress. End-to-end visibility and control. Tools that simplify daily tasks. Data to spot trends and fix issues. That's the experience your team deserves.

Your service. Your rules

Any rule. Any process. Any waste or vehicle type. One site or fifty. A hundred bookings or ten million. We handle it all, so you don't have to. Complete flexibility. Total control.

Make short work of long queues

Our intelligent engine forecasts demand, fine-tunes allocations, and optimises capacity around your on-site processes. No bottlenecks. Less stress. Fewer cars idling on site.

Powerful admin tools

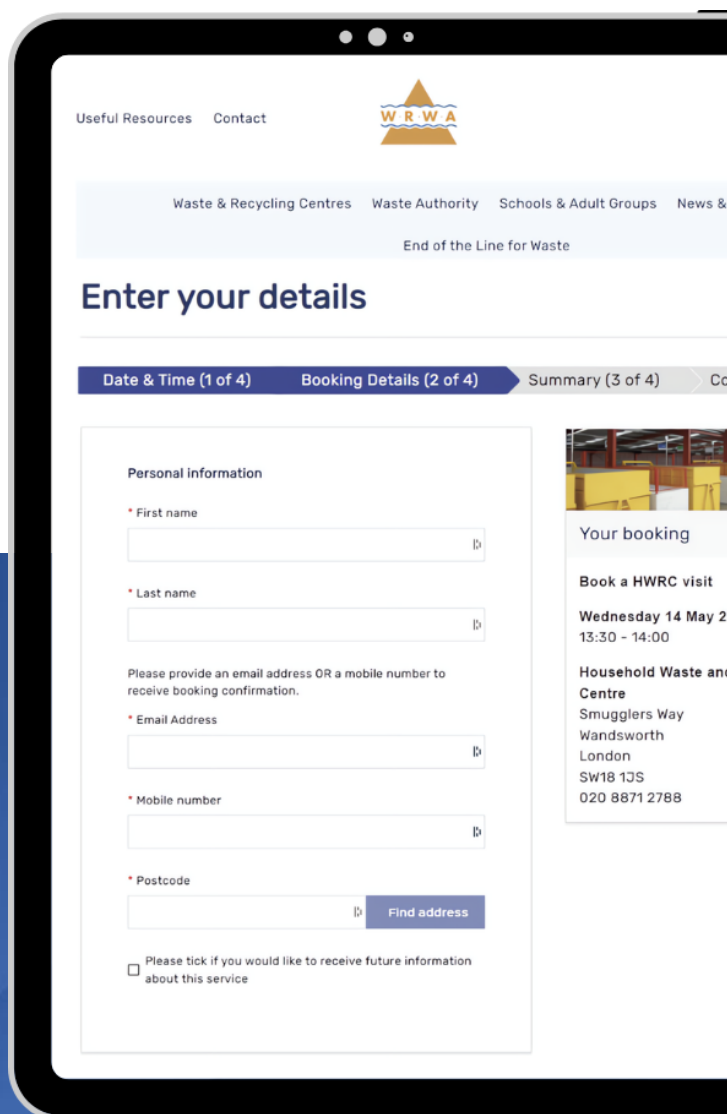
Bookings, permits, and analytics in a single platform. Upload documents, send notifications, and check residents in with ease. Smart search, streamlined permit and visitor workflows, and intuitive views keep admin simple. Configure services, locations, resources, availability, questions, guidance, and reports in just a few clicks.

Communication, redefined

Automate confirmations and reminders. Run targeted campaigns, updates, and feedback requests. Use the built-in mass emailer to send short-notice, real-time updates to selected groups. True two-way communication, the modern standard.

Communication, redefined

Automate key event notifications, send custom messages, and manage every interaction through the built-in comms portal. True two-way communication. The modern standard.



The screenshot shows a tablet displaying the WRWA (Wandsworth Recycling and Waste Authority) booking portal. The header includes 'Useful Resources' and 'Contact' links, along with the WRWA logo. A navigation bar lists 'Waste & Recycling Centres', 'Waste Authority', 'Schools & Adult Groups', and 'News & Events'. Below this is a light blue banner with the text 'End of the Line for Waste'. The main heading is 'Enter your details'. A progress bar indicates the current step: 'Date & Time (1 of 4)', with 'Booking Details (2 of 4)' and 'Summary (3 of 4)' also visible. The 'Personal information' section contains form fields for 'First name', 'Last name', 'Email Address', 'Mobile number', and 'Postcode'. A 'Find address' button is next to the postcode field. A checkbox at the bottom asks if the user wants to receive future information. On the right, a 'Your booking' sidebar shows a confirmation for a 'Book a HWRC visit' on 'Wednesday 14 May 2019' from '13:30 - 14:00' at the 'Household Waste and Recycling Centre', 'Smugglers Way, Wandsworth, London, SW18 1JS', with the contact number '020 8871 2788'.

Intelligent visitor management

Everything staff need, right at their fingertips. Check residents in, update bookings, and reconcile data for accurate reporting. Track vehicles of interest with out-of-borough alerts, high-usage flags, banned lists, and clear waste-type breakdowns. More visibility. Less misuse.

All your data. One clear view

From finger in the air to data-driven. Live dashboards track usage patterns, waste volumes, demographics, utilisation, user behaviour, and unique service KPIs. Filter, export, and visualise the data you need to improve operations, forecast trends, and plan strategically.

DIY waste is complex. Let's simplify it.

Stress-free DIY waste management

Limits on visits and volumes? Covered. Communications? Automated. Guidance, reporting, and payments? Built in. Generate revenue, protect key services, and reclaim your time.



Welcome Site 1 User

Due (205)

Arrived (1)

No Show (0)

Search

Due	Booking ref	Registration
09:00	3670	TESTCAR

Arrived

No show

Notes

Information

09:00	3704	TESTCAR
-------	------	---------

Arrived

No show

Notes

Information

Make it yours

From white-label branding and personalised notifications to custom rules, reports, and processes, you get a HWRC booking system shaped to your service.

THE EXPERIENCE THAT TURNS SCEPTICS INTO SUPPORTERS.

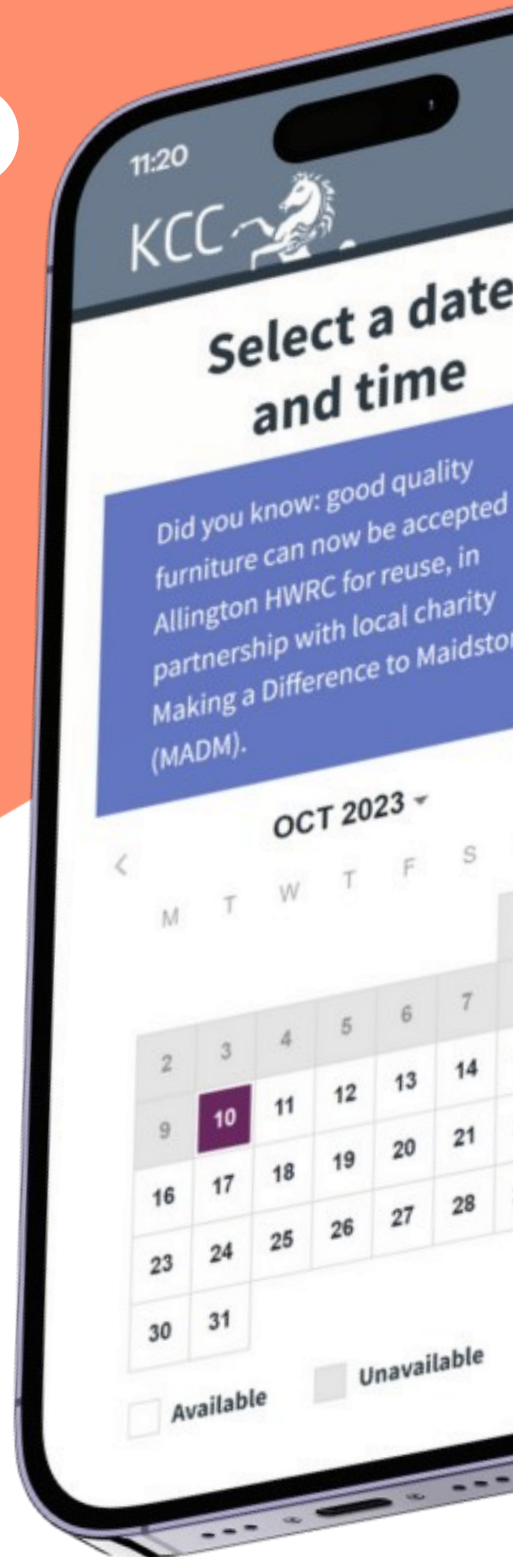
“

I had expressed reservations in the consultation about changing to bookings for the future. However, now that I've visited using the system I have become a complete convert.”



Kent Resident

User Feedback Survey
2024



One Platform. Everything You Need.



Private Public sector experience

Beautifully designed. Intelligently built. Seamlessly connected. Responsive journeys with assistive features and same-day availability make booking effortless. Guidance messaging, real-time updates, and self-service accounts keep residents informed and in control.

Bookings that work for everyone

From multi-channel access and assistive features to adaptive journeys and automated guidance delivered by email, text, and phone, every step is designed to support every resident.

Booking systems aren't created equal

Confusing. Static. Full of dead ends. Form-based systems don't cut it. Residents expect journeys that guide and adapt in real time, not clunky forms. Our system gathers feedback, helps you act on it, and evolve with residents. User-led design isn't optional. Get it wrong once and trust is gone.

Resident accounts: a one-stop-shop

Auto-filled details, end-to-end self-service, real-time usage tracking, and simple voucher management. It's easy to see why residents love it. No account? No problem. Guest booking is just as easy.

Never out of the loop

Keep residents informed with reminders, live service updates, tailored guidance, feedback loops, and targeted campaigns. No confusion. No wasted trips.

Fast and simple, any channel

No online access? No problem. Residents can book by phone through an intelligent automated service that guides them step by step. Each booking is made and logged automatically. Seamless integration. No extra work.

A stress-free experience

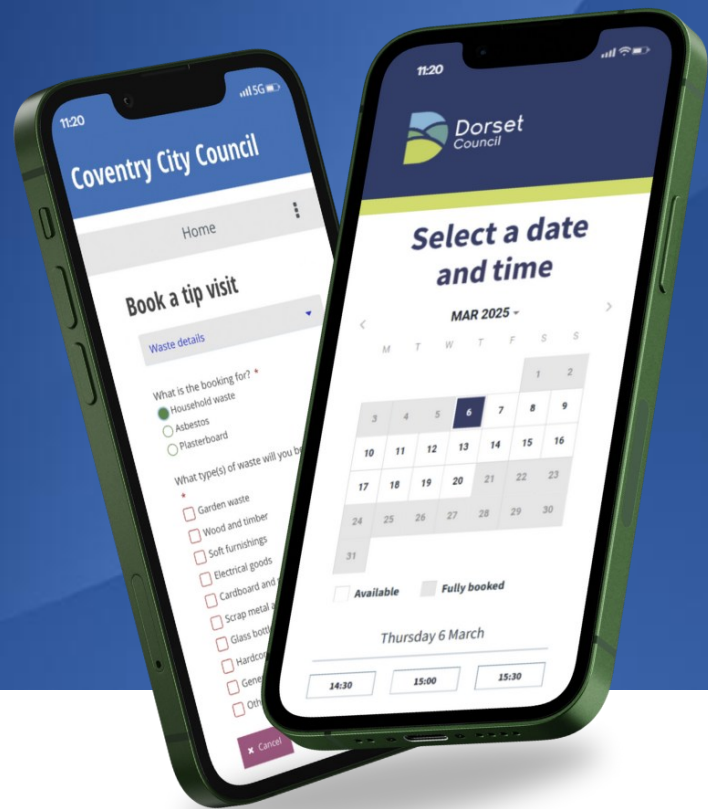
Data-optimised footfall. Flexible bookings. Real-time comms. Streamlined visitor management and informed staff. The result? No queues. No confusion. Safer visits and 24/7 self-service. The modern service standard.

Accessible. Secure. Reliable

WCAG 2.2 AA compliant. ISO 27001, Cyber Essentials Plus, and data retention schedules come as standard. 99.95% uptime or higher, guaranteed. Accessibility, security, and reliability is built into everything we do.

**SEE THE MARKETING-LEADING
HWRC BOOKING SYSTEM
IN ACTION.**

Product Overview: Permits.



A smarter way to apply

Responsive permit applications that work on any device. Intelligent validation checks details as residents go, reducing errors and drop-outs. Clear prompts guide each step, making applications quick, accurate, and stress-free.

Simple document management

Secure document uploads capture proof exactly when it's needed. Clear requirements remove guesswork. Files attach directly to each permit, creating a complete audit trail without emails, paper, or follow-ups.

Flexible approvals

Configurable approval routes adapt to your rules and policies. Automatic checks handle straightforward cases, while exceptions route to the right team instantly. Faster decisions. Less manual effort. Full control.

End-to-end self-service

Residents renew, amend, or update permits online. No calls. No forms. Real-time status updates keep them informed, while councils reduce admin and repeat contact. Simple for residents. Efficient for teams.

Product Features.

Below is a snapshot of key product features. The platform evolves continuously, shaped by user feedback. Book a [no-strings demo](#) to explore the latest updates in action.

		In-house	Competitors
Custom Rules, Limits, Workflows, and Statuses	✓	x	Limited
Address Lookup and Validation	✓	x	✓
Intuitive Site Management App	✓	x	Limited
Intelligent Self-Service Booking Journey	✓	Limited	Limited
Mass Email Notification Panel	✓	x	✓
Powerful Admin Suite	✓	x	Limited
AI-Powered Scheduling and Resourcing	✓	x	x
Complete Reporting Suite and Data Service	✓	x	Limited
Full External and Internal Communication Suite	✓	x	Limited
Advanced Permit Management	✓	x	Limited
Registration and Vehicle Validation	✓	x	✓
Self-Service Resident Account Functionality	✓	✓	Limited
Integration with ANPR (Add-on)	✓	x	Limited
DIY Waste Management Module	✓	x	Limited
Customisable Page Notification Banners	✓	✓	✓
Additional Assistance Flags	✓	✓	x
Banned, Observe, and Alert Visitor Lists	✓	x	Limited
Automated Telephony Bookings (Add-on)	✓	x	x
Custom Schedules, Resources, Slots, and Services	✓	Limited	Limited
Manage any Waste Stream or Vehicle Type	✓	Limited	Limited
Data Management for GDPR Compliance	✓	✓	✓
Multi-Lingual Booking Journey	✓	x	Limited
Full White-Labeling	✓	✓	✓

Product Integrations.

Below is a snapshot of potential integrations. Don't see what you're after? Reach out and we'll help tailor the platform to your integration requirements using our open APIs.



ANPR

Integrate with your preferred ANPR solution to cross-reference bookings, whitelists, and permits, update visitor records, and improve site efficiency.



DVLA

Seamless integration with DVLA Basic and Advanced services to validate vehicle details, tax status, and MOT information using official DVLA data.



Notifications

Integrate with your chosen notification service to send automated, secure, and cost-effective email and SMS updates. We recommend Gov.Notify.



Payment Integrations

Integrate with your preferred payment gateway to take online payments for chargeable waste streams and out-of-county bookings.



Microsoft Enterprise Apps

Seamless integration with Microsoft Azure for SSO (included), Power BI for data analytics, Outlook for enhanced visibility, and more.



Telephony Bookings

No online access? No problem. Enable self-service phone bookings through a fully integrated, automated service. Multiple providers available.

What makes this the **market-leading** HWRC Booking System?

Advanced tech

Our feature set is unmatched. We built the tools the sector relies on, and we still set the standard for sophistication, scale, and reliability.

Proven impact

£450k average savings and 10x ROI.
94%+ resident satisfaction, a 6% uplift in recycling, and smoother site flow for 90% of residents. Trusted by 130+ sites, we power over 30 million bookings a year. Can any other system match that?

We built the standard

We didn't hitch a ride. We built the route. From the first purpose-built system to 130+ sites, we've worked with councils to shape the processes and standards that define service delivery.

User-led

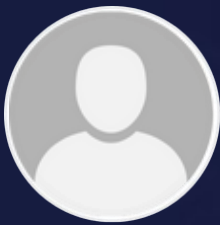
Through user groups and surveys, we listen and build what you actually need. If it benefits everyone, it ships as standard. Our community meets through webinars and shared channels to share ideas, collaborate, and drive innovation. The result? A user-led platform built for what's next.

Service knowledge

From the first purpose-built system to 130+ sites, we've helped councils define the service standard. It's more than technology. It's consultancy, guidance, and the insight of the UK's largest HWRC community. We know what works. That's why councils trust us.

“

We're so proud of this product. It has transformed the service we deliver to our residents. If you're thinking about it, I would encourage you to try and get the system in. ”



Hannah Allard

Insight and Development Manager
Kent County Council

Kent County Council's industry-leading HWRC booking system has delivered a 700% return on investment, earning them a Digital Impact Award nomination.

Kent's story in numbers:

£1.4m

Since going live, Kent has saved over £1.4million.

96%

Kent has achieved a 96% visitor satisfaction rate.

5%

Kent has seen a 5% increase in monthly recycling rates.

How We Work.

Overview

Staging and production environments are setup by bookinglab, and access is provided to the client. Following this initial setup, the platform is configured by bookinglab, typically following the below steps.

How We (Typically) Work

Onboarding kick-off

1. Commencement call to confirm scope, timelines, and success criteria
2. Agree configuration approach and select best-fit workflows
3. Formal sign-off from key stakeholders

Build

1. Core system configuration aligned to agreed processes
2. Custom development, where required, to meet approved requirements
3. Data setup and environment preparation
4. Regular review calls to track progress and validate direction

Testing

1. User Acceptance Testing (UAT) cycle one
2. Issue triage, fixes, and configuration refinements
3. Final UAT and end-to-end validation
4. Formal sign-off from key stakeholders

Handover and Support

1. Go-live planning, deployment, and user training
2. Handover documentation and system guides produced
3. Support onboarding and Service Level Agreement activation
4. IT audit support and Quality Assurance review

Product Support.

Hours of Operation

Standard support hours are 8:30 – 5:00 GMT, excluding weekends and public holidays. However, in business-critical cases, we offer a 24/7 telephone helpline

Types of Support

Support is provided from our UK-based offices via the following channels:

Ticketed Support Helpdesk

Log issues, track progress, and receive timely responses from our UK-based support team.

Dedicated Account Manager

A named contact for guidance, reviews, and ongoing support tailored to your service

User Manual

Clear, step-by-step guidance covering key features, tasks, and workflows.

Community Forum

A shared space to ask questions, exchange ideas, and learn from other users.

Service Level Agreement (SLA).

SLA Explained

Available on all Enterprise Tiers, our Service Level Agreement (SLA) is our commitment to providing you with the highest standard of customer service, support and care. The following page displays the targets for initial follow-up and resolution targets for issues with different severities. Our Technical Support team will attempt to make contact within the response time goals described in the table on the following page.

Response Time

Priorities are assigned to issues reported via the ticketing system, based on the following guidelines. All issues reported electronically receive an immediate automated email confirmation and a tracking number. Technical Support will respond to the reporter by phone or email. As bookinglab cannot guarantee less than 24-hour response on issues tracked electronically, you should report Severity 1 issues by phone.

Resolution Time

Due to the complex nature of software development and operating environments, bookinglab cannot guarantee the time that it will take to resolve a ticket. In addition, our response times may be affected if a customer fails to provide requested information. We make our best effort to resolve issues as expeditiously as possible and while we attempt to provide fixes for serious issues, there might be cases where it is impractical or impossible to generate a fix, due to compatibility issues or the potential for introduction of unwanted side effects.

Service Level Agreement (SLA).

SLA Continued

Our Technical Support team will attempt to make contact within the response time goals described below:

Priority One (P1)

We respond within four hours, complete updates and basic fixes within one business day, and deliver code changes within ten business days.

Priority Two (P2)

We respond within one business day, complete updates within two business days, and agree resolution times case by case based on operational needs.

Priority Three (P3)

We respond within one business day, with update and resolution times agreed case by case between bookinglab and the customer.

Priority Four (P4)

We respond within one business day, with update and resolution times agreed case by case between bookinglab and the customer based on operational needs

Hosting, Security, and Accessibility.

Hosting

bookinglab offers flexible hosting options, including a dedicated multi-tenant platform built to public sector security standards. It is secure by design, quick to deploy, and flexible enough to meet the needs of different use cases. Each department has its own dedicated portal and database engine, running on shared, security-hardened application servers. This allows individual departments to adopt the system quickly and cost-effectively. All servers are used exclusively by UK public sector organisations, with data protection and GDPR requirements fully embedded.

Open Architecture

This is a flexible platform with extensive APIs for integration and further development. All data is fully exportable and transferable. bookinglab does not impose lock-ins or proprietary barriers that restrict access to your data.

Accessibility and Security

Our solutions comply with key regulations and standards, including the Data Protection Act (2018), Cyber Essentials Plus, UK GDPR, ISO 27001, ISO 27017, ISO 27018, NHS IGT/N3, PCI DSS, and WCAG 2.2 AA. Data is hosted in AWS and encrypted both at rest and in transit using TLS 1.2 and AES-256. Access is protected through secure APIs, role-based permissions, and multi-factor authentication to prevent unauthorised use.

The **industry-leading** public sector booking platform.

GovBook | HWRC Booking System.



Any Questions?

Feel free to reach out to your
bookinglab account manager

www.bookinglab.co.uk

0333 444 0203

info@bookinglab.co.uk

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