

Routeware Resident Engagement

G-Cloud 15 Service Definition Document

Routeware Resident Engagement

Routeware's resident engagement tools are used by local authorities to educate residents on proper recycling process and reduce contamination, inform residents of collection days and issues, promote self-service to reduce call volumes.

Local authorities can reduce contamination, increase recycling rates and lower call volumes by educating and engaging their residents with the industry's most trusted digital recycling communications tools available to citizens on council websites or mobile apps.

Key Solution Benefits

Reduce contamination and wishcycling

Show residents what goes in what bin at the moment they are recycling, on smartphone or tablet, to help them recycle correctly and reduce costly contamination.

Educate with interactive tools

Teach people how to recycle materials properly with interactive educational tools that provide a fun and accessible way to learn about how best to recycle in your area.

Cut missed bins with notifications

Provide automated notifications to remind residents when to put their bin out and reduce the number of missed bin complaints that the council receives.

Lower call volumes and costs

Cut the cost of answering inbound calls by providing citizens with easy to use apps and web tools to search for collection dates and see how to dispose of items properly.

Additional Benefits

- Increase recycling rates
- Communicate waste and recycling programme changes
- Communicate service disruption
- Improve customer service
- Reduce time and cost of printed materials
- Reduce resident complaints
- Connect with citizens using digital channels
- Generate accurate management information and reports
- Increase resident engagement and participation

Key Tools

Waste Wizard

Our digital recycling search tool lets people more quickly find the best way to dispose of materials, giving residents property-specific information on thousands of items at the touch of a button.

Online Collection Calendar

Our digital collection calendar lets residents view upcoming collections and receive weekly reminders, while allowing the council to send out alerts and educational campaigns.

Waste Sorting Game

Our interactive game provides an educational and engaging way for people to test their knowledge of recycling, while providing important data on what citizens get wrong and where they put these items.

Mobile App

And we can make all this more easily available to your citizens on their phones and tablets using our fully-integrated, council-branded mobile app.

Integrated admin and analytics

With one integrated administration portal for all our tools you get detailed data and analysis on how your residents are recycling, so you can plan targeted programmes and interventions and measure improved outcomes.

Key Features

- Recycling education and outreach
- Online collection calendars
- Recycling education games
- Kerbside waste audit
- Bulky waste collections
- HWRC booking
- Mobile resident app
- Recycling item search
- Customer branded
- Data and analytics

Implementation Services

Our solution implementation plans are based on specific customer needs and in particular detailed requirements regarding data preparation, business processes and integrations.

During implementation customers will be assigned an experienced project manager. They will agree a suitable plan for each implementation based on customer requirements and best practice developed over 20 years of working with UK local authorities.

Training

Routeware has a dedicated training & implementation team who are responsible for training customer teams in all aspects of our solutions and assisting with set-up, configuration and testing.

As part of our implementation plans, we will organise comprehensive and specialised training sessions for different customer stakeholders, either delivered virtually or on-site. These sessions will arm users with the knowledge and skills they need to use the solution.

Customer Support

Standard software support and maintenance is offered at no additional cost to the subscription fee. Where users require additional configuration or training on the use of the software then we offer this as a chargeable service.

Technical support issues are logged through our standard support email or telephone number and tracked on our support management platform. Where possible a solution will be provided with the response. Where this is not possible, we will liaise with you to diagnose and resolve the fault.

Pricing and Invoicing

For details on pricing and invoicing please see the G-Cloud 15 Pricing Document associated with this service on the Digital Marketplace.

About Routeware

Routeware is a leading technology company for the waste and environmental services sector. In the UK, our software and services have been used by over 200 local authorities and most of the leading waste and resource management companies, helping save an estimated £100M+ for UK local government.

Standards and Certifications

Routeware is registered with the Information Commissioner's Office (ICO). In addition, we are pleased to confirm that our company holds the following accreditations:

- ISO/IEC 27001
- Cyber Essentials
- Cyber Essentials Plus

Routeware has invested heavily in secure cloud platforms, best practice processes, and specialist partner services to ensure that our customer solutions are protected from incident or attack.

Social Value

Routeware is committed to delivering social value through both good business practice and specific work with customers. For example, Routeware supports a programme that allows staff to participate in paid volunteer days that support good causes.

Our most significant contribution to environmental sustainability is through the development of our software. Our technology supports substantial improvements in the environmental performance of our clients through significant reductions in service vehicle numbers and miles travelled. The optimisation of environmental service routes leads to a reduction in mileage and fuel emissions, helping to reduce our customers' carbon footprints and pollution in their communities.

Contact Information

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