PermiServ

G-Cloud 15

Service Definition

Garden waste permit printing and permit management software

Lot 2b Software as a Service





CONSIDER IT DONE

The right choice for garden waste permit printing and permit management software for local councils

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1. Introduction

Company Overview

Our garden waste permit service was established in 2016. We have more than 100 councils already using our permit management portal and we've delivered more than 10 million garden waste permits to date. We've made garden waste our business, developing specialist knowledge so that councils know they're in safe hands when they entrust their permit deliveries to us.

What the Service Provides

We provide garden waste permit printing and permit management software for local authorities, taking on the administrative burden so councils can deliver efficient and reliable garden waste collection services to residents. We produce all permits at our factory in London and guarantee that every permit we're asked to print is produced, packed and passed securely to Royal Mail.



Easy set-up

Book your free demo – there's no payment obligation or PO needed. We'll talk you through how it works, set you up on the online portal, send you an info pack with sample permit, and help you design your permit artwork



Order your permits

Order your permits by uploading spreadsheets of requests or using API feeds with our bespoke online portal. Through the portal, you have complete visibility and control of your permits and can track them at every stage



Printed, packed and posted

Once printed, your permits are packed and passed securely to Royal Mail or Royal Mail DSA. Our production process is 100% camera-inspected with QR codes, so we can guarantee that every permit we're asked to print is safely delivered to the postal service



Run data analysis and create custom reports

Use the portal to order and track replacement permits, analyse permit usage data and create reports



Consider it done

Once you order your permits, you can consider it done. Our experience, knowledge and ability to solve issues in-house mean that we take on your admin burden when it comes to garden waste permits – leaving you free to focus on delivering resident services.

Associated Services

If you're moving from free garden waste collections to a chargeable service, we can manage the transition for you. And if you're already supplying a chargeable garden waste service, we can help you save time and money. Delivering permits to residents swiftly and securely, we solve all issues in-house – safeguarding your reputation and enabling you to focus on what you do best: providing services for your residents.

Peerless Security

We're trusted by hundreds of councils across the UK to bring commercial waste management to their business customers. To do this, we employ the use of high-performance, UK-based cloud servers with multiple layers of security. We also integrate with well-known third-party cloud services like Google's Sign-in and multi-factor authentication system. Our core system is built in-house, and our team is ready to help should you ever need hand-on assistance.

2. Service Details

Software

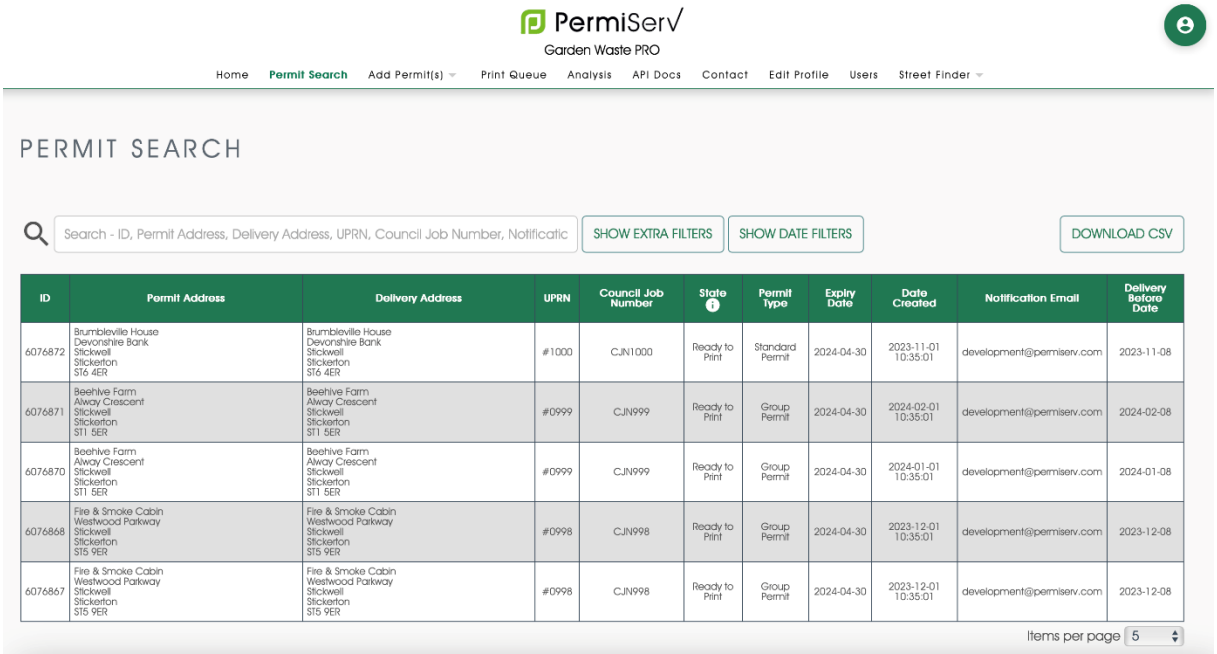
A secure cloud management portal to view and control your Garden Waste permits is real-time.

From the portal, users can upload service requests as a spreadsheet or CSV. These will then pass through our proprietary Quarantine Algorithm to ensure all data is valid before it jumps automatically to the live print queues.

As we print and pack permits in house, the 100% inspection cameras pass data back to the portal so that service centre users can see where a permit is in real time, and know EXACTLY when it has been dispatched.

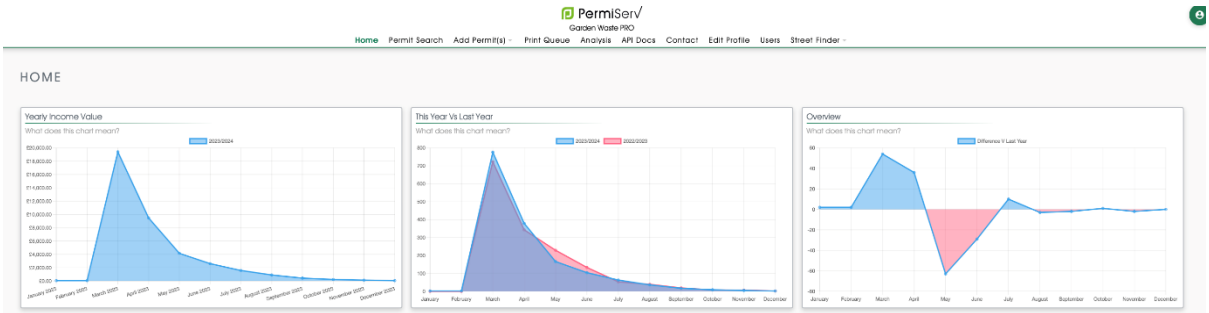
Users can search the portal for addresses or UPRNs to identify the status of a particular permit. In that way, customer service centres can deal with a call while a resident is on the phone. If need be, the Customer Service Advisors can order replacements permits with a single click. As soon as a replacement is generated, it hits the print queue immediately and has the same lightning-fast dispatch time.

We strongly recommend automating the connection to PermiServ. A such, the portal contains detailed technical instructions about our API, tailored to your council.



Reporting

The portal also offers great reporting and analysis tools to see what's going on in a glance.



In-Cab Integration

Through working with the market leaders in In-Cab technology such as Bartec, Whitespace, RouteWare and Echo, we've found that using physical garden waste permits in conjunction with an In-Cab service is the most effective way to deliver chargeable garden waste collections. Physical permits help collection crews work more efficiently – spotting a brightly coloured permit on a bin is much quicker than having to manually check each address. Our systems integrate seamlessly so you will see improvements with:

- Residents will experience a more efficient service from you for happier clients
- Improved response times is effectively managing queries and issues
- A reduction in carbon emissions due to better route planning and less mileage covered
- Reduces your carbon footprint through removing paper forms and having digital software
- The software is simple and easy to use which means fewer errors

- Allows drivers to easily report issues such as bins not being out which has a knock-on effect to the call centre team with them seeing real-time information and being better informed for calls and queries
- Reduces complaints and therefore saves time with the software recording accurate data
- Performance analysis

Printing

Our in-house design team and state-of-the-art printing facilities ensure you get a great-looking and robust permit out to customers quickly. We print your permits on durable, weather-proof and colour-fast materials. Our unique rubber-based adhesive then ensures that they stick strongly to any metal or plastic bin they need to. All you need to do is upload your permit data and the system does the rest.

We have the capacity to print, pack and dispatch 100,000 permits per day, and no matter the size of the print run, we treat every job with the same level of meticulous care. From very high volumes to extremely small numbers, we can deliver your permits quickly – our average lead time is 3 days.



Design

Our in-house team of designers will take your designs, branding, or even just your ideas and turn them into print-ready proofs



Proof

Before ink hits paper, a meticulous proofing system checks for potential problems. Amend your design as many times as you like – we don't print until you're 100% happy



Print

Our state-of-the-art printing facilities will promptly print your order to your exact specifications. We offer UV Inkjet, Solvent Inkjet, web-flexo printing, and more



Consider it done

You can rest assured that your labels, permits and tags will be printed to the highest standard and dispatched promptly

Transition Planning

If you're planning to introduce a chargeable garden waste service, we can manage the transition for you from start to finish. From helping you determine the number of permits you'll need, to guiding you through set-up and permit design, we support you throughout the process with in-depth knowledge and industry expertise. This service is included within our listed price.

API and spreadsheets

It's all about ease for the Council. If it suits a council to simply run an export from your In-Cab provider or finance system, then that will work immediately on PermiServ. We don't even specify

how data should be formatted. Instead, we train our importer function to your data. It's guaranteed to work and is always there as a fall-back option.

Where possible, we always recommend automated data exchange to reduce admin. The portal contains a very detailed technical manual to connect with our (RESTful) API. This works in both directions so that data can be pushed, as well as inspected or searched. Our engineers can help integrate (no costs from our side).

3. Using the service

Ordering

Following contract completion, will set up a secure cloud portal for your council which we'll show you as part of the demo. You can then either upload your permit data as spreadsheets or automate the process using API feeds.

Availability of Trial Service

We offer a free demonstration and training with no financial commitment or PO needed to access our demo materials. You can try the online portal before you commit, which has been designed to give you full visibility and control over your permits.

On-Boarding

We have a well-established process and are able to move quickly for you – we've previously moved from a new sign-up to permit dispatch within 10 days which includes portal deployment, stationary print, AND training.

At the beginning of the contract, we assign a dedicated Account Manager. It will be their responsibility to ensure the success of your garden waste permit management. They will agree deadlines and milestones with customers, then work backwards to make sure we have everything in place when needed. The Account Manager will coordinate all training with customer stakeholders and organise our engineers to assist your technical staff if integration is required.

Training

The portal is extremely easy to use, and full training is generally delivered in less than 1 hour. The training will be delivered by the Account Manager, and is not limited or charged. Customers are invited to have as much training as they require. This is delivered over video meeting.

Service Constraints

Service available 24x7. Support hours Monday-Friday 9am-5pm. 2 weeks' notice for any maintenance downtime.

Service Levels

Our service level agreement is 5 days from receipt of data to dispatch. Our in-house printing facilities mean we can move quickly, and last year we dispatched 98% of permits within 3 days,

with 100% inspection. The current industry lead time varies between 10 and 21 days – so we are the fastest and most reliable in the industry.

Outage and Maintenance Management

Multiple layers of engineering redundancy so that the server is redeployable within 1 hour in the event of complete failure. Data backups taken every 8 hours.

Multiple duplicate print kit available at factory to prevent equipment downtime causing issues.

4. Provision of the service

Customer Responsibilities

Our service is so simple, we really just need permit and letter artwork from the Council – and we can even help generate that!

Technical Requirements and Client-Side Requirements

All our system requires is a standard, contemporary java-script enabled browser (Google Chrome, Apple Safari, Mozilla Firefox, Microsoft Edge etc).

After-sales Account Management

We pride ourselves on having the very best customer service in the industry. We truly believe in being there to support our clients and partners. Every council has a dedicated Account Manager. That Account Manager will remain there as the council's partner at PermiServ thought the duration of the contract.

Termination Process

At the end of the service, data is typically deleted fully from our central SQL database. If needed, data can be encrypted and repatriated. There is no outboarding or termination charge. There is no minimum period of service, and no minimum service quantity.

5. Data Protection

Data Usage



We comply with GDPR and all other relevant data protection legislation and guidance as the security of your data is paramount. In GDPR terms, we are the Data Processor, but councils are the Data Controllers and retain ownership of the data they share with us. We only ever share data with organisations that have been approved by the relevant council and we never sell data to any third parties.



We keep up-to-date with best practices in data protection and hold Cyber Essentials Certification (plus) – a Government-supported scheme that protects us from a range of common cyber-attacks. We use multiple layers of security software that constantly monitor our systems and alert us immediately of any

suspicious activity, and we review our security logs on a regular basis as per our ISO27001 system.



Your data is stored on secure servers in London and protected by multi-layered security and TLS encryption. We make daily encrypted backups, which we store safely and delete at the termination of your contract, upon your request, or after an agreed-upon term.



Access to the data shared with us is restricted and carefully monitored. We operate a least-privilege policy: our staff members only have access to the data they need. Your data is protected by multi-factor authentication, and passwords and other sensitive data are encrypted in line with industry standards and never stored as plain text.

Our permit management portal has been built to provide tight security and peace of mind, and offers different levels of access that can be tailored to your organisation.

Data Back-Up and Restoration

Infrastructure and server snapshots are taken every 24 hours at 2 different logical levels. There are no user controls as everything is backed up.

Data is backed up, encrypted, and stored in a remote location every 8 hours.

Restoration tests are carried out 4 times a year at the same time as server instance resizing.

Business Continuity Statement

The scope of our business continuity plan covers all items relating to the continuity of the Garden Waste Permit Service. Key business areas include print, pack and IT services.

A more detailed plan can be provided to buyer on request.

Privacy by Design

Our system is GDPR Compliant. The Council is always the Data Controller. PermiServ is the Data Processor.

Data is kept securely on our server. The Controller (Council) can edit and update data as required. Every aspect of server and process design is built around security. Data storage is only permitted in a single restricted database for each council, separated by logical divisions, with individual authentication and IP restrictions. Data serving only permitted to authenticated sessions.

Data is typically retained for 18 months, then deleted or repatriated. Data controller sets this period.

6. Our experience

Awards

In 2022 and 2023, PermiServ won the prestigious Zero-Waste award from Lets-recycle following a complete overhaul of our cleaning products, materials and stationery used across our sites to recycled materials.



Case Studies

We have implemented Garden Waste Permit Systems for over 100 council.

Cheshire West Council

The council needed a Garden Waste Pemit System which integration to Bartec (In-Cab provider). We worked with the council to make sure this was a seamless and efficient service. The council request approximately 100,000 permits each year and the service runs very efficiently.

Dudley Metropolitan Borough Council

This council used our standard Garden Waste Permit System but needed an extremely quick turnaround. We managed the process and delivered the project within 10 days.

Fenland District Council

We provide a Garden Waste Permit System for Fenland. This council have really engaged with our desire to continuously improve our software. They have requested and suggested many different improvements and enhancements to improve the service. We can then deliver those improvements to all the councils whom we serve.

North Yorkshire Unitary Council

We assisted with the change from several district council, to a single unitary council. This involved harmonising tenders and assisting councils who did not have a Garden Waste permit management prior to the change. Each council has its own portal with a “super-portal” overview for the unitary council.

Testimonials

South Ribble Borough Council

"Without Fault, the service from PermiServ has been without fault, from initial conversations when setting up the service in 2017, to design and proofing of the permit pack every year and finally to the printing and dispatch of permits, whether in bulk uploads of thousands or single replacements.

The web based database has not only allowed South Ribble Borough Councils Waste Management Team easy management of the permit system, but also provided access for our contact centre to quickly access permit status information when residents have made enquires, saving time for both officers and residents."

South Staffordshire Council

"Our chargeable garden waste service has exceeded expectations. We have received a number of calls/enquiries from other councils regarding our garden waste collection project and have no hesitation in citing the use of PermiServ system as a key contributor to the positive results that we're currently seeing."

East Renfrewshire Council

"Through the whole process I have not had to worry about any area with yourselves, from start to finish we have been provided with excellent service and guidance.

I really appreciate everyone's help on this, it has been a successful process and hope to continue working with you.

Contact Details

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