



GovBook | Bulky Waste Booking Service.

A Bulky Waste Booking Platform Built For Local Gov.

We've worked with our community to co-create a product that is proven to help councils improve the delivery of their bulky waste collection services by:

- Streamlining admin processes
- Enabling end-to-end self-service
- Providing full visibility & control
- Reducing wasted capacity
- Collecting & visualising data &
- Improving citizen engagement

Streamline admin processes.

Easily manage bookings for multiple service types, waste items, resources & locations in a centralised admin portal.

Improve the citizen experience.

Meet the expectations of modern citizens with 24/7 self-service, real-time service updates & two-way comms.

Increase operational efficiency.

With custom rules, schedules & dashboards, you'll have the tools you need to control your service, increase visibility & automate processes.



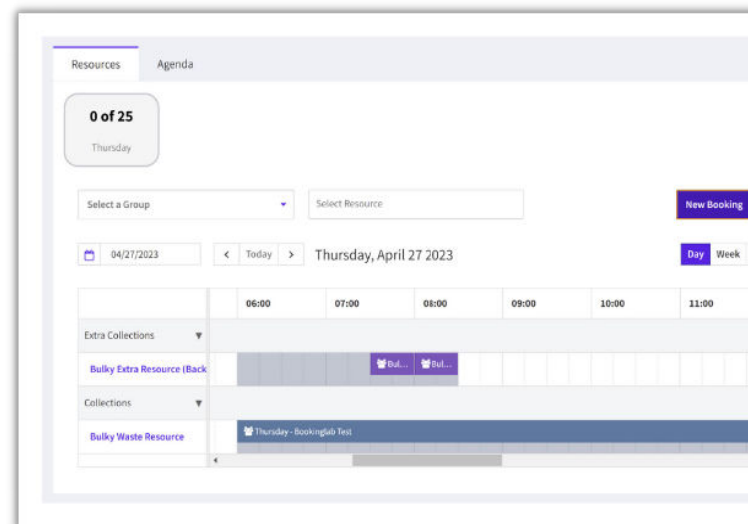
Give your staff the tools they need.

Increase efficiency & cut costs.

Improve processes.

Increase the efficiency of your collection service & reduce the cost to serve with an easy-to-use admin portal that:

- Automates menial admin tasks
- Provides staff with real-time visibility
- Makes it easy to manage multiple services
- Reduces wasted capacity & costs
- Simplifies complex scheduling



Simplify & automate your admin.

Configure collection types & define rules around what can be collected, in what quantity, when & by who. Then, let the system handle scheduling, resourcing, payments & comms.

Simple data, smarter decisions.

Get insight from real-time data to help you match resources with demand, optimise collection schedules, add time buffers, assign variable charges & more.

Increase service efficiency.

Create custom service schedules for multiple waste types & assign staff to specific areas on certain times/days to boost the efficiency of your collection service.

Improve service visibility.

With real-time information on waste types, upcoming collections, scheduled tip drop-offs & more, your staff will have access to all the info they need to maximise productivity.

Meet modern expectations.

A better experience for citizens.

Do more with less.

Meet the expectations of modern citizens with a purpose-built platform that:

- Offers (instant) 24/7 access
- Enables seamless end-to-end self-service
- Reduces failure demand
- Provides real-time service updates &
- Creates two-way comms channels

Improve access to your service.

Citizens can make (or amend) a booking in 60 seconds or less on any device at any time. It's that simple.

Make it easy to self-serve.

With guidance messaging, criteria-based triages & address lookup, your citizens can quickly find, book & pay for the correct service without seeking additional assistance.

The screenshot shows the 'Book a bulky waste collection' page on the Coventry City Council website. The page has a blue header with the council name and navigation links: Home, Services, My Requests, MyAccounts, and Council website. Below the header is a breadcrumb trail: Introduction, Terms of our service, Your details, Items for collection, Book a slot (active), and Review. The main content area is titled 'Your booking' and includes instructions: 'We collect from your area of the city between 8:00am and 5:00pm on a Wednesday. To book a collection, simply select the month you would like to book, and then select from any of the available slots shown to reserve that date and time for your collection. You will need to complete the whole form (including submitting any payment) to confirm your reservation and make your booking. There are no available collections in April so please select May to show the earliest available collection dates.' The form has two sections: 'Select a month *' with radio buttons for May 2023 (selected), June 2023, and July 2023; and 'Select a time *' with radio buttons for four Wednesday slots in May 2023: 8:00 am, 12:00 pm, 8:00 am, and 12:00 pm. At the bottom, there are 'Previous', 'Cancel', and 'Next' buttons.

Accessible. Secure. Reliable.

Your system will meet the WCAG 2.1 AA, comply with PCI DSS, GDPR, & ISO27001 & have a guaranteed up-time of 99.95%.

Keep citizens in the loop.

Improve how you interact with citizens with automated comms for trigger events like pre-and-post collection updates, booking reminders, instructions & more.

These are just a few of the features you'll have access to.

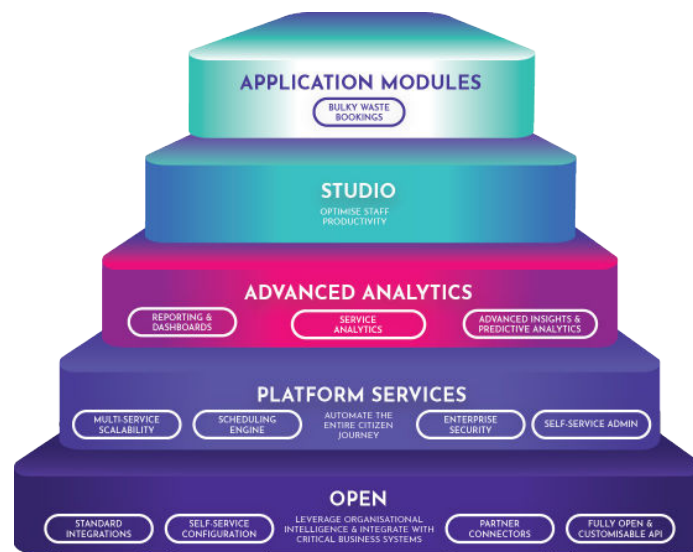
System features:

Feature	Description
AI-powered Scheduling Engine	Our AI-powered scheduling engine manages the availability of staff, resources, and services to ensure all bookings are made effectively. Flexible booking rules enable users to control elements such as the booking timeframe, cancellation timeframe, and max bookings – all within a simple interface.
Create New Bookings	Citizens and staff can create an appointment slot, add (compliant) information, select availability, and confirm a booking from within the Admin Portal or the front-end booking journey.
Reschedule and Cancel Bookings	Both citizens and staff can reschedule or cancel an existing booking from within the Admin Portal or via a unique booking link. The other party will be automatically notified of any changes made to a booking.
Staff Schedules	Staff schedules are input for each staff profile, enabling the scheduling engine to provide accurate availability for when staff can be booked. This can be manually driven, uploaded in bulk or controlled from a workforce management tool using the API.
Multiple Waste Types	Manage bookings for multiple waste types & assign different rules to each type of waste. For example, only two mattresses can be collected at any one time.

Booking Rules	Set rules around service availability, booking limits & more.
Address Lookup	Users can lookup and select an available address from the Ordnance Survey database.
Eligibility Questions	The booking journey will include an information and service eligibility page providing a custom decision tree on which service users should proceed.
Mass Email Notification Panel	Staff can send an ad hoc email to all users who have a booking on a specific day to inform or update them. For example, to notify them that there are no collections due to extreme weather.
Scheduled Reports	Ability to send custom reports to admin email addresses as per a daily schedule.
Check-in App (Add-on)	A tablet-ready check-in app is provided to staff members so that they can take photos of collections for evidence and mark the collection as complete with a timestamp.
GOV Notify Integration (Add-on)	Send email and SMS notifications via your GOV. Notify account.
Google Translate (Add-on)	Integrate bookings with Google Translate to make accessing your services quick & easy for everyone.

Connect your workflows.

Integrations & add-ons.



Platform Architecture

We've worked with our local government community to develop a range of off-the-shelf integrations that help councils improve the delivery of their bulky waste collection services.

Connect with payments.

Integrate your booking system with payment gateways like Capita, Civica, GovPay & more to connect your workflows & save staff time.

Service Check-in App.

Enable staff members to take photos of collections for evidence & mark pick-ups as complete with a timestamp.

Connect with notification services.

Connect your system with notification services like GOV. Notify to automate the process of communicating with citizens.

Integrate with Google Translate.

Integrate your system with Google Translate to increase first-time resolutions & make your service more accessible.

We've facilitated ~20 million bookings & helped ~60 council departments improve the citizen experience, increase efficiency & cut costs with an all-in-one citizen engagement platform.

To find out more, check out our listings on **G-Cloud**.

Let's talk bookings:

 info@bookinglab.co.uk

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