GovBook Gold | HWRC Booking Service.

* Includes DIY Waste Management Module.

We've worked with staff from over 70 Household Waste Recycling Centres (HWRCs) to co-create a booking product that is proven to:

- Reduce queuing
- Stop service misuse
- Generate cost & efficiency savings
- Streamline DIY Waste management
- Improve the on-site experience &
- Increase recycling rates

Increase site efficiency.

You'll have everything you need to control demand, optimise your slot allocations & streamline visitor access.

Cut costs.

Stop service misuse, encourage positive behaviour change & reduce wasted capacity with purpose-built admin tools.

Streamline DIY Waste management.

Configure automated rules around DIY waste volumes, frequency of visits & waste size per household & stop out-of-borough usage with an address lookup feature.
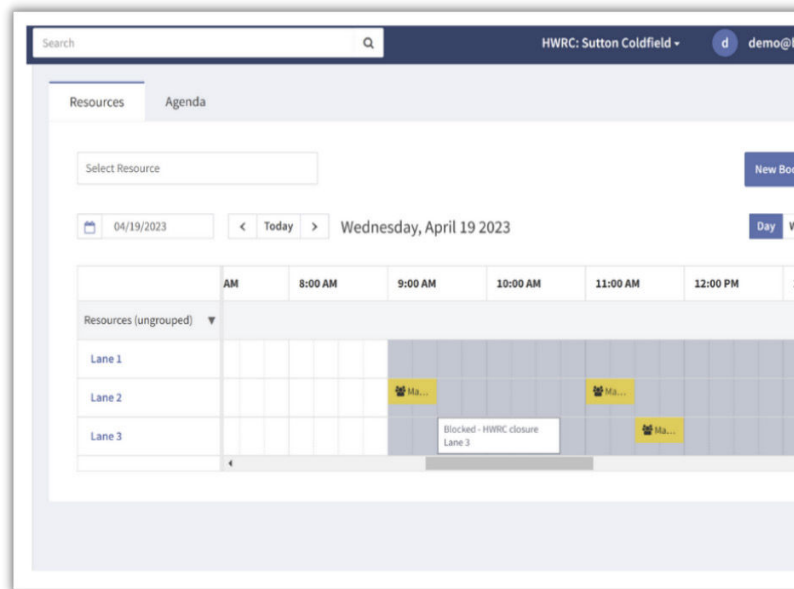
bookinglab

Stop site misuse & easily manage visitors.

Increase efficiency & cut costs.

Improve processes.

Increase site efficiency, save time & reduce the cost to serve with an easy-to-use admin portal that:

- Provides control & visibility
- Automates menial admin tasks
- Collects operational data
- Allows site-by-site management
- Improves communication &
- Includes on-site check-in modules

Simplify & automate your admin.

Easily manage a high volume of bookings & payments for multiple locations, waste streams & vehicle types in a single admin view.

Save money, stop service misuse.

Take control of your site with booking rules, address lookup, out-of-county flags, blocklists, reg checks & permit validation.

Improve recycling rates.

By eliminating queuing & automating admin, you can free up site staff to help visitors correctly segregate waste, reduce waste contamination & increase recycling rates.

Easily manage visitor access.

Streamline the arrival process & enable site staff to provide feedback on the type/ amount of DIY waste disposed of during the four-week rolling period.

Meet the expectations of modern citizens.

A better experience for visitors.

Do more with less.

Meet the expectations of modern citizens by:

- Making it quick & easy to tip
- Eliminating queues
- Offering 24/7 booking access
- Enabling end-to-end self-service
- Communicating regularly &
- Creating two-way comms channels

A simple end-to-end process.

With guidance messaging, same-day bookings & criteria-based searches, citizens can easily find & book a suitable slot in 60 seconds or less.

Accessible. Secure. Reliable.

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

Make short work of long queues.

Spread demand evenly & eliminate queues with pre-defined visitor slots, custom booking rules & an AI-powered scheduling engine.

Keep your citizens in the loop.

Shut your sites at short notice, engage with visitors & collect feedback with our bulk cancellation module & automated reminders, updates & surveys.

Better manage DIY waste & reduce costs.

DIY Waste Management Module.

Following the news from <u>DEFRA</u> that residents will no longer have to pay to dispose of DIY waste, we've worked with our community to develop an add-on module that will help you recoup losses & better manage this legislation change.

When combined with our GovBook HWRC Booking Service, this module is proven to:

- Reduce service misuse
- Generate cost savings
- Improve recycling rates &
- Deliver a better on-site experience

Stop service misuse.

Set rules to limit residents to two 50L rubble sacks per week (or your chosen equivalent). Cap usage at four visits per month & reduce out-of-borough tipping with address lookup.

Improve reporting.

Get detailed reports on the frequency, amount & type of DIY waste disposed of per household. See top users by waste stream, revenues, & much more.

Improve comms & reduce emissions.

Generate automated comms & web journey prompts informing users they have hit disposal limits to stop wasted journeys & reduce carbon emission outputs.

Dynamic visit durations.

Duration options will update dynamically based on the type/volume of waste a user selects. This is to encourage users to visit less frequently but with more waste.
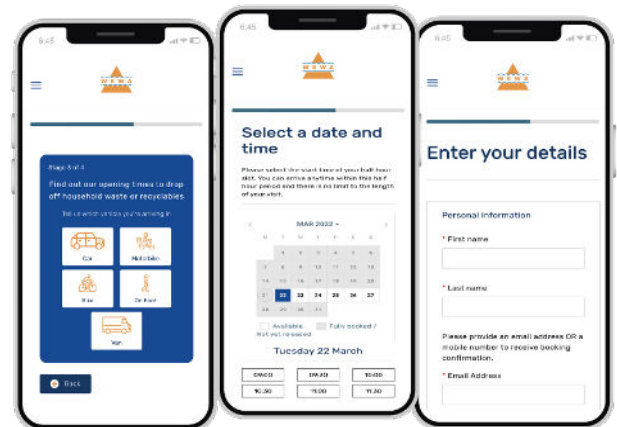
Check out a few of our recent success stories.

We're trusted by over 70 HWRCs.

Western Riverside Waste Authority.

Here are some headline stats from our recent project with WRWA:

- Saved ~£200,000 per year
- Reduced general waste tonnage by 7%
- 98% of visitors found it easy to book
- 88% of visitors prefer booking ahead
- 97% of visitors did not need to queue

WRWA's booking journey on a mobile device

re3 Waste Partnership.

In a recent survey, re3 found that since implementing booking tech:

- 88% of visitors experienced less queues
- 75% of visitors found it easier to recycle
- HWRCs are perceived to be more efficient
- Recycling rates have improved
- Air quality has improved &
- User behaviour has changed (positively)

Kent County Council.

Since rolling out our HWRC booking platform, Kent County Council has:

- Saved ~£150,000 per year
- Increased its recycling rate by 5%
- Achieved a 98% visitor satisfaction rate
- Reduced queuing on public highways
- Improved communications with citizens
- Reduced its environmental impact

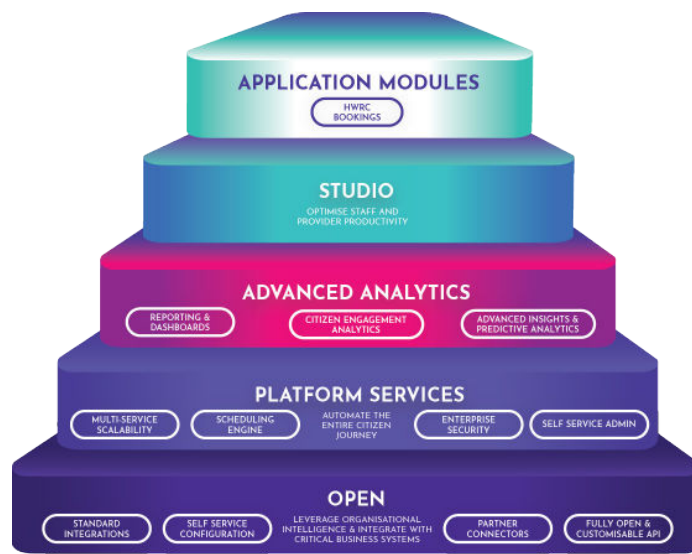These are just a few of the features you'll have access to.

System features:

Feature	Description
Address Lookup	Ability to look up and select an available address provided by the Ordnance Survey API.
Booking Limiter	Limit service misuse with booking rules that restrict access to your sites based on the number of bookings made, vehicle registration, email address, postcode, vehicle type & more.
DIY Waste Module	Better manage DIY waste with automated rules & limits around waste volumes, frequency of visits & waste size, send automated comms to users that have exceeded limits, get detailed usage reports & enable staff to give feedback on waste types with an on-site check-in app.
Out-of-County Flag	Ability to notify the user if their selected address is out-of-county with guidance messaging and email notifications.
Page Banners	A customisable notification banner displayed at the top of each page of the booking journey to highlight any relevant information about the service and/or location.
Limit Back-to-Back Bookings	Ability to stop users making back-to-back bookings

Mass Email Notification Panel	Ability to send all users who have a booking on a specific date an ad-hoc email notification (e.g., that the site is closed today).
Scheduled Reports	Ability to send custom reports to admin email addresses as per a daily schedule.
Locations	Ability to manage up to 5 locations. Additional locations can be added for an extra cost.
Volumes	Ability to manage up to 300,000 bookings per annum. Additional capacity can be added for an extra cost.
Notifications	Automated emails & texts can be sent to citizens to confirm or remind them of a booking. The content of each notification is customisable & can include an embedded link to cancel or amend the booking.
AI-powered Scheduling Engine	Our AI-powered scheduling engine manages the availability of slots, resources, and services to ensure all bookings are made effectively. Flexible and comprehensive booking rules enable users to control elements such as the booking timeframe, cancellation timeframe and max bookings within a simple interface.
Google Translate (Add-on)	Ability to translate the entire booking journey using the Google Translate integration. (customer to provide Google Translate API).
GOV Notify Integration (Add-on)	Send email and SMS notifications via your GOV. Notify account.

Vehicle of Interest (Add-on)	Ability to capture 'vehicles of interest' on the system and notify admins by email if they make a booking at any of their sites.
Vehicle Registration and Permit Check (Add-on)	Ability to check for valid permits and vehicle registrations in a 3rd party database to allow them to make a booking.
ANPR Integration (Add-on)	Ability to push booked vehicle registrations to an ANPR system to automate the arrival and check-in of bookings on site.
ANPR Tables (Add-on)	Capture vehicle registrations using different statuses & notify the user if they are banned or notify site staff of an alerted vehicle to inspect.
CSV Reports	Access custom CSV reports on specific customer and/or booking data.

Connect your workflows.

Integrations & add ons.

Platform Architecture

We've worked with our community to develop a range of off-the-shelf integrations that help councils & waste operators increase the efficiency of their HWRCs.

Connect with payments.

Integrate bookings with your existing payment gateway to take pre-payments for trader waste & out-of-borough customers.

Connect with ANPR cameras.

Push booked vehicle registrations to an ANPR system to automate the arrival and check-in of bookings on-site.

Connect with notifications.

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

Add translations.

Integrate bookings with Google Translate to make accessing your waste services quick & easy for everyone.

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

🌐 www.bookinglab.co.uk

🐦 @bookinglab

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