



GovBook Silver | HWRC Booking Service.

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
- 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.

Improve the visitor experience.

Deliver a hassle-free tipping experience with same-day bookings, reduced wait times & 24/7 self-service booking capability.

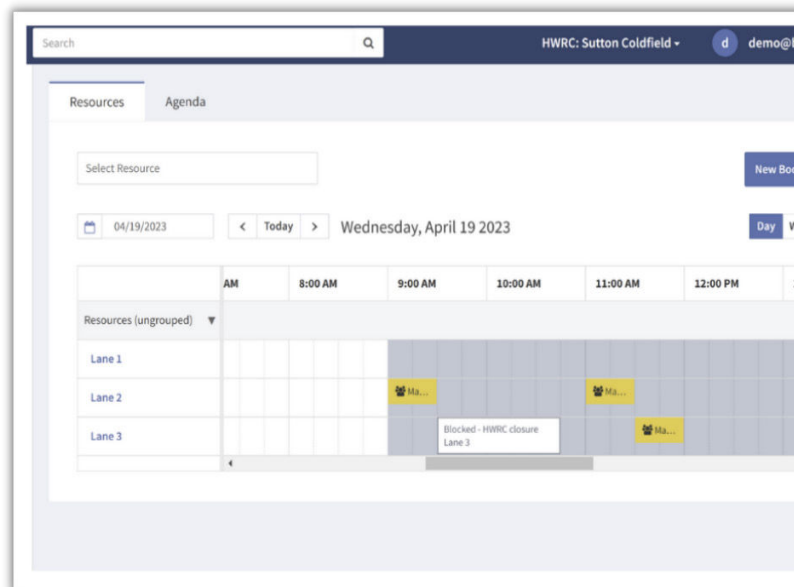
Stop site misuse & easily manage visitors.

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.

Simple data, smarter decisions.

You'll have all the data you need to align resources with demand, track waste streams & cut costs.

Save money, stop service misuse.

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

Easily manage visitor access.

Automate vehicle access with integration to ANPR or easily manage visitors with our on-site check-in app — the choice is yours.

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

The screenshot shows a web form for Kent County Council. At the top, there is a header with the council's name and logo. Below the header, the main heading is 'Enter your details'. The form is divided into two main sections: 'Personal information' and 'Your booking'. The 'Personal information' section contains four input fields: 'First name', 'Last name', 'Email Address', and 'Postcode (please select the address the waste is coming from)'. Each field has a small 'ID' icon to its right. Below the 'Postcode' field is a purple button labeled 'Find address'. The 'Your booking' section is a summary box containing the following information: 'Recycling centre booking', '30 minutes', 'Friday 3 March 2023', '12:00 - 12:30', 'Ashford HWRC', 'Ashford HWRC', 'Brunswick Rd', 'Ashford', 'Kent', and 'TN23 1EL'.

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.

Make short work of long queues.

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

Accessible. Secure. Reliable.

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

Keep your citizens in the loop.

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

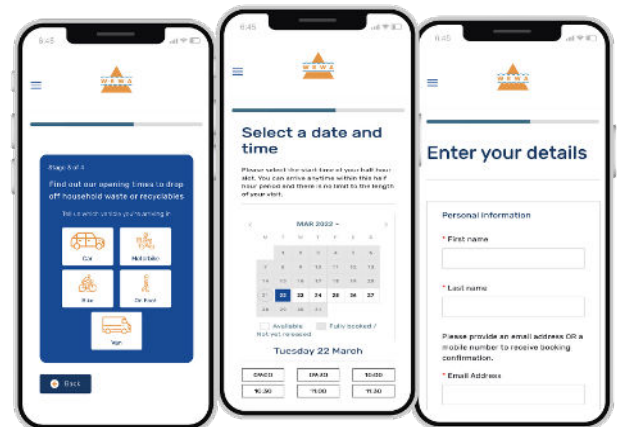
Check out a few of our recent success stories.

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:

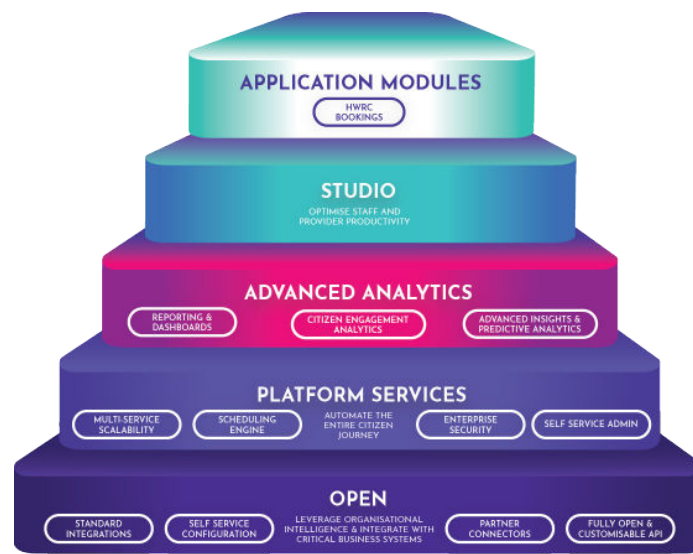
Feature	Description
Address Lookup	Ability to look up and select an available address provided by the Ordnance Survey API.
Booking Limiter	Limit service misuse with booking rules that restrict access to your sites based on the number of bookings made, vehicle registration, email address, postcode, vehicle type & more.
Limit Back-to-Back Bookings	Ability to stop users making back-to-back bookings
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.
Custom CSV Reporting	Access custom CSV reports on specific customer and/or booking data.

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.
*DIY Waste Module (Add-on)	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.

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 & deliver a better user experience.

DIY Waste Module.

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

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](https://twitter.com/bookinglab)

 [/bookinglab](https://www.linkedin.com/company/bookinglab)

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