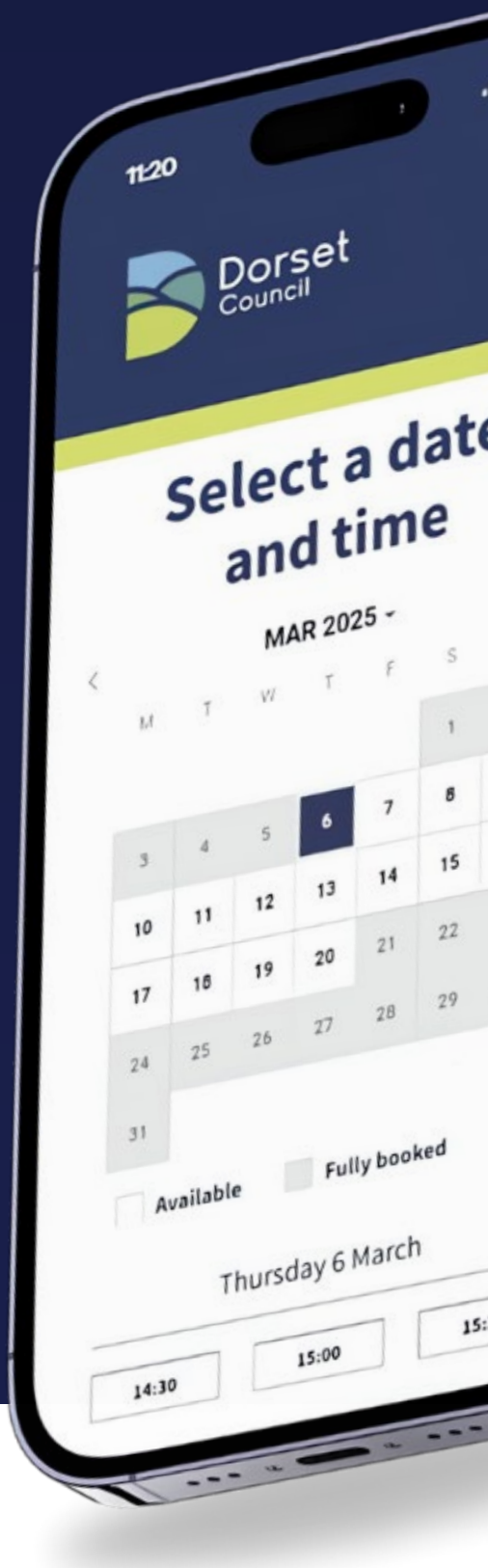
HWRC BOOKING & PERMIT SYSTEM.

Service Definition Document
2026

bookinglab



About bookinglab

We're on a mission to redefine how people interact with public services, building a stronger, future-ready public sector. We power next-generation booking for local government, combining best-in-class UX, intelligent workflows, powerful admin tools, and advanced analytics to cut costs, boost efficiency, and improve service delivery.

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The #1 HWRC Booking Platform

Our platform is trusted by some of the UK's most forward-thinking waste teams.

+ many other pioneering organisations.

Crown Commercial Service *Supplier*

01 Generate huge financial savings

County councils save an average of £450,000 a year with our system. A proven 1,000% return on investment. To find out how, click here.

02 Increase the efficiency of your site(s)

Optimised demand management smooths peaks and lulls, allowing staff to focus on visitors, recycling guidance, and safe site operations. Less congestion. More control.

03 Reduce your environmental impact

Recycling rates are up by 6% across our user base. Automation frees staff to support visitors and improve waste separation, backed by targeted messaging that drives better recycling.

ISO27001 Accredited

We're ISO 27001 accredited, meaning data is protected by the highest security standards.

Data is encrypted at rest and in transit with TLS 1.2 and AES-256.

Secure APIs, role-based access, and multi-factor authentication prevent unauthorised access.

CE and CE Plus Accredited

Security and compliance are foundational aspects of our platform.

Our Cyber Essentials Plus Accreditation demonstrates our commitment to the highest level of verified cybersecurity protection.

04 Deliver a best-in-class user experience

Initial scepticism gave way to strong resident support once users experienced a booking journey designed around their needs. No queues. Clear guidance. Same-day access. Simple self-service. Consistently high satisfaction ratings.

05 Improve data management. Increase service visibility

Turn operational data into action. Understand usage patterns, waste volumes, and user demographics, then adapt resources, refine strategy, and plan ahead with certainty.

06 Communicate clearly with every stakeholder

By switching to digital communications, our users have cut costs and complexity. Site closures are now managed in minutes using block bookings, bulk cancellations, and mass email tools, without the overhead of printed materials or press advertising.

Platform Overview.

Built in partnership with some of the UK's most progressive waste teams, our award-nominated HWRC Booking System delivers average annual savings of £450,000 and generates a 1000% return on investment across more than 130 sites. From single sites to major networks, our approach is tried and tested.

Powerful site management tools. Complete flexibility. A best-in-class user experience. All designed to deliver smarter, safer recycling centres. Built for the next generation of HWRC services. Platform modules include:

Booking Management

Any rule. Any process. Any waste or vehicle type. One site or fifty. A hundred bookings or ten million. Complete flexibility. Total control.

Permit Management

A responsive, user-led process. Smart validation. Flexible document uploads. Reminders. Self-service renewals and changes.

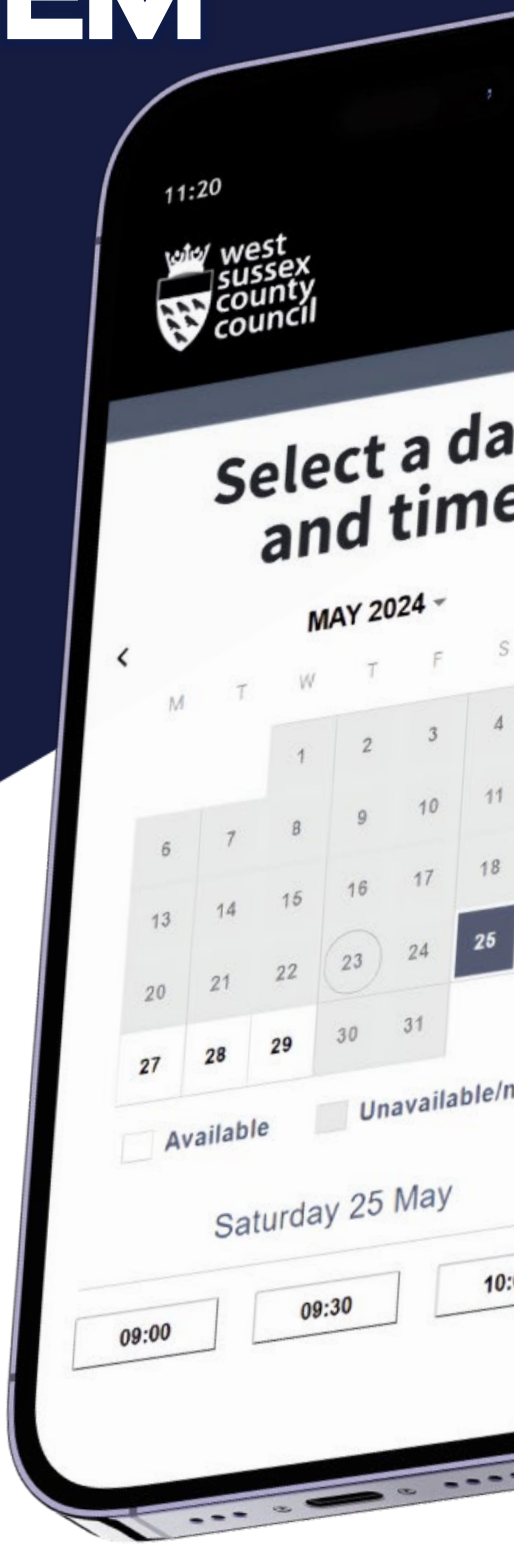
Supporting Tools

A leading site management app. Resident accounts. Tools to manage communications, DIY waste, and more. All built in.

Reporting

All the data you need. One clear view. Visualise, filter, and export custom data to improve site operations and plan strategically.

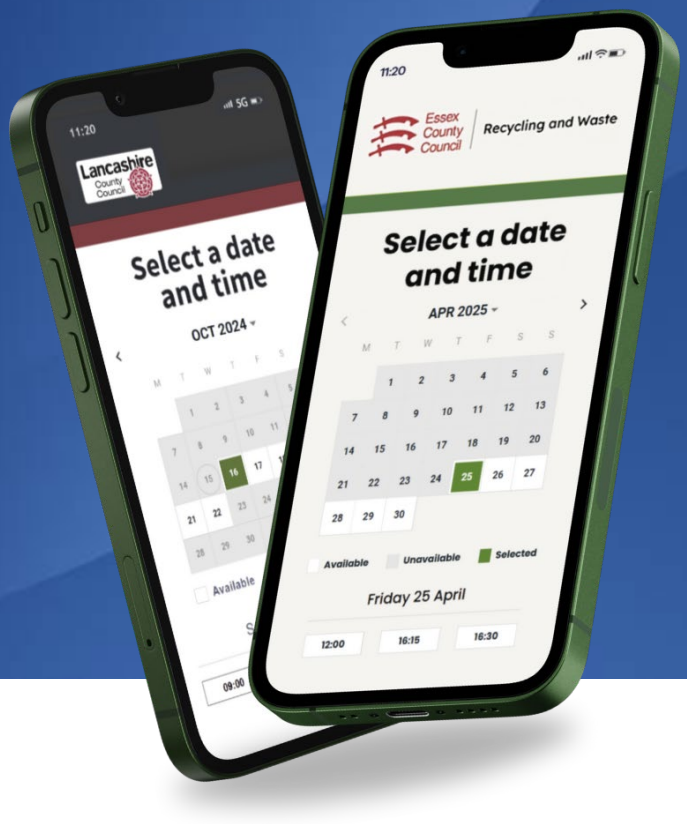
THE #1 BOOKING SYSTEM FOR HWRC TEAMS.



> “24/25 vs 23/24, West Sussex CC will have achieved more than £650,000 in savings. This has smashed the £200,000 per year saving we had previously estimated.”

Wayne Howick
Senior Waste Enforcement Officer
West Sussex County Council

Product Overview: Bookings.



More control. Less abuse. Lower costs

Intelligent rules, validators, and blocklists stop misuse at the point of booking. Adaptive journeys guide users in real time. Alerts, focused reports, and an on-site app keep monitoring simple. More control. Less misuse. Lower costs.

The experience users deserve

More time with visitors. Less time managing queues. Fewer confrontations. Lower stress. End-to-end visibility and control. Tools that simplify daily tasks. Data to spot trends and fix issues. That's the experience your team deserves.

The future of site management

Savings. Efficiency. Sustainability. All within reach. With intelligent demand and resource planning, powerful site management tools, and actionable reporting, you can future-proof your service.

Your service. Your rules

Any rule. Any process. Any waste or vehicle type. One site or fifty. A hundred bookings or ten million. We handle it all, so you don't have to. Complete flexibility. Total control.

Make short work of long queues

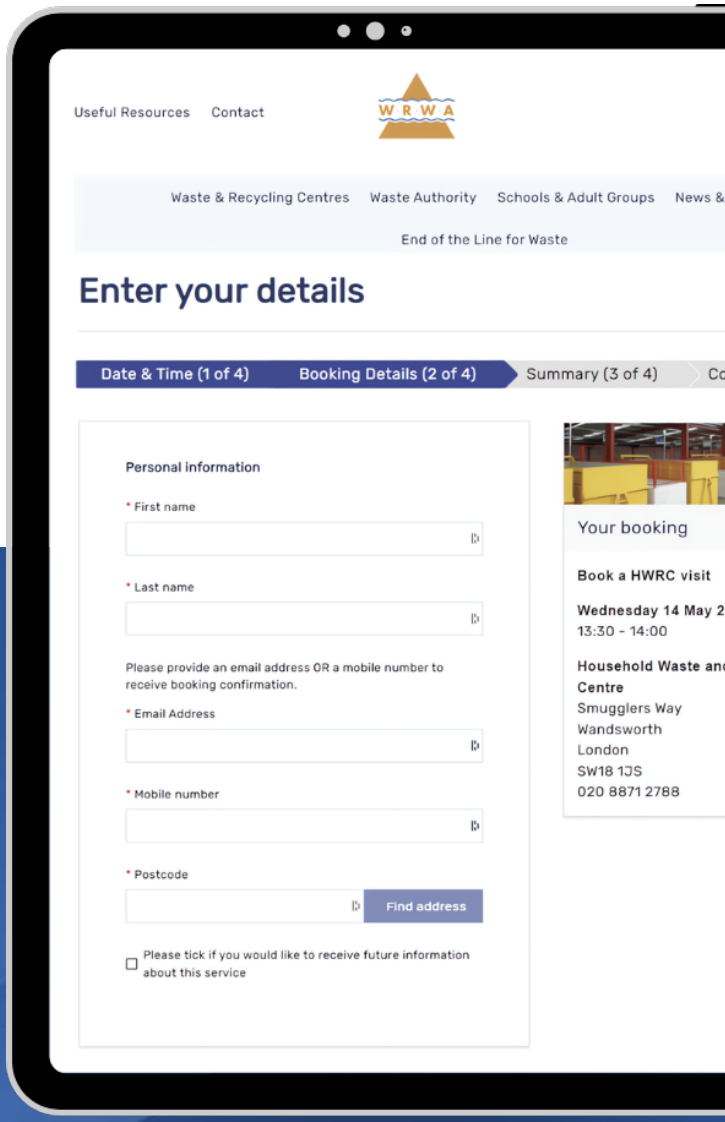
Our intelligent engine forecasts demand, fine-tunes allocations, and optimises capacity around your on-site processes. No bottlenecks. Less stress. Fewer cars idling on site.

Communication, redefined

Automate key event notifications, send custom messages, and manage every interaction through the built-in comms portal. True two-way communication. The modern standard.

Powerful admin tools

Bookings, permits, and analytics in a single platform. Upload documents, send notifications, and check residents in with ease. Smart search, streamlined permit and visitor workflows, and intuitive views keep admin simple. Configure services, locations, resources, availability, questions, guidance, and reports in just a few clicks.



Communication, redefined

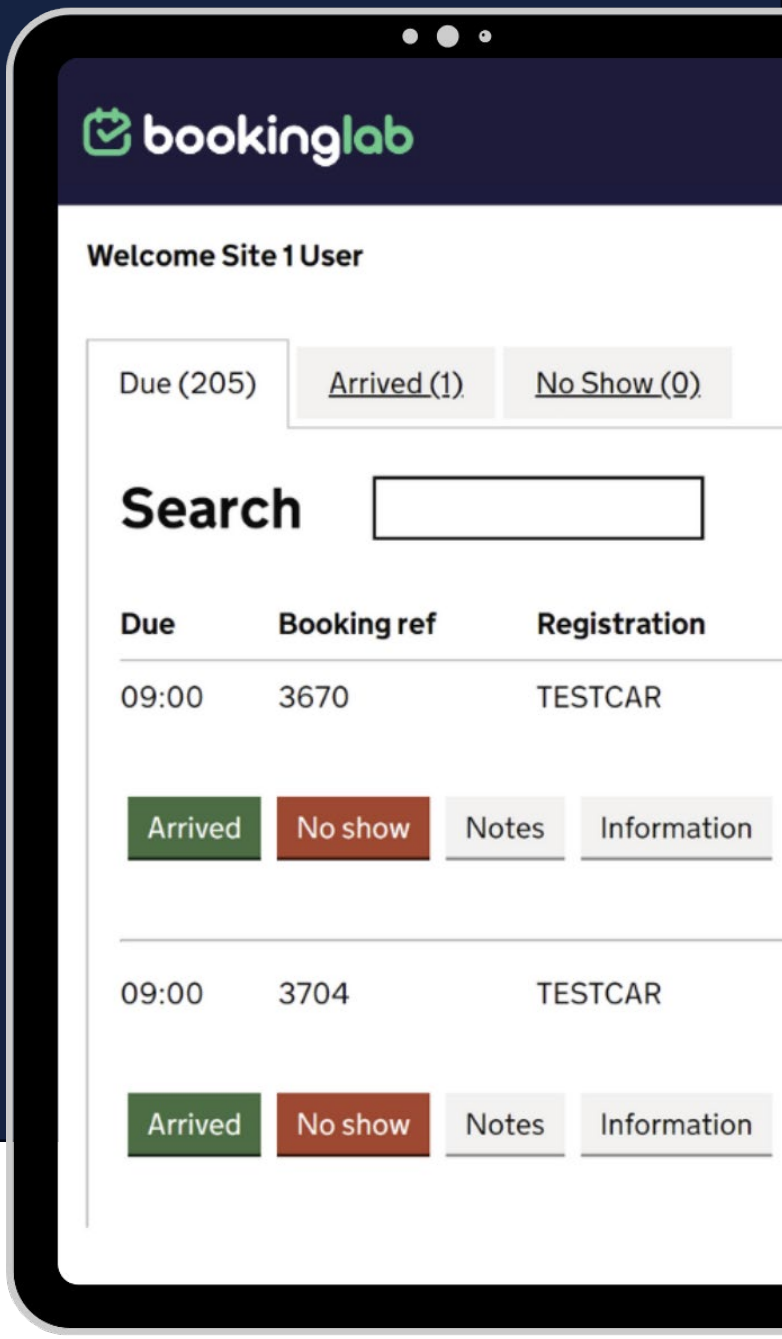
Automate confirmations and reminders. Run targeted campaigns, updates, and feedback requests. Use the built-in mass emailer to send short-notice, real-time updates to selected groups. True two-way communication, the modern standard.

Intelligent visitor management

Everything staff need, right at their fingertips. Check residents in, update bookings, and reconcile data for accurate reporting. Track vehicles of interest with out-of-borough alerts, high-usage flags, banned lists, and clear waste-type breakdowns. More visibility. Less misuse.

All your data. One clear view

From a finger in the air to data-driven. Live dashboards track usage patterns, waste volumes, demographics, utilisation, user behaviour, and unique service KPIs. Filter, export, and visualise the data you need to improve operations, forecast trends, and plan strategically.



DIY waste is complex. Let's simplify it.

Stress-free DIY waste management

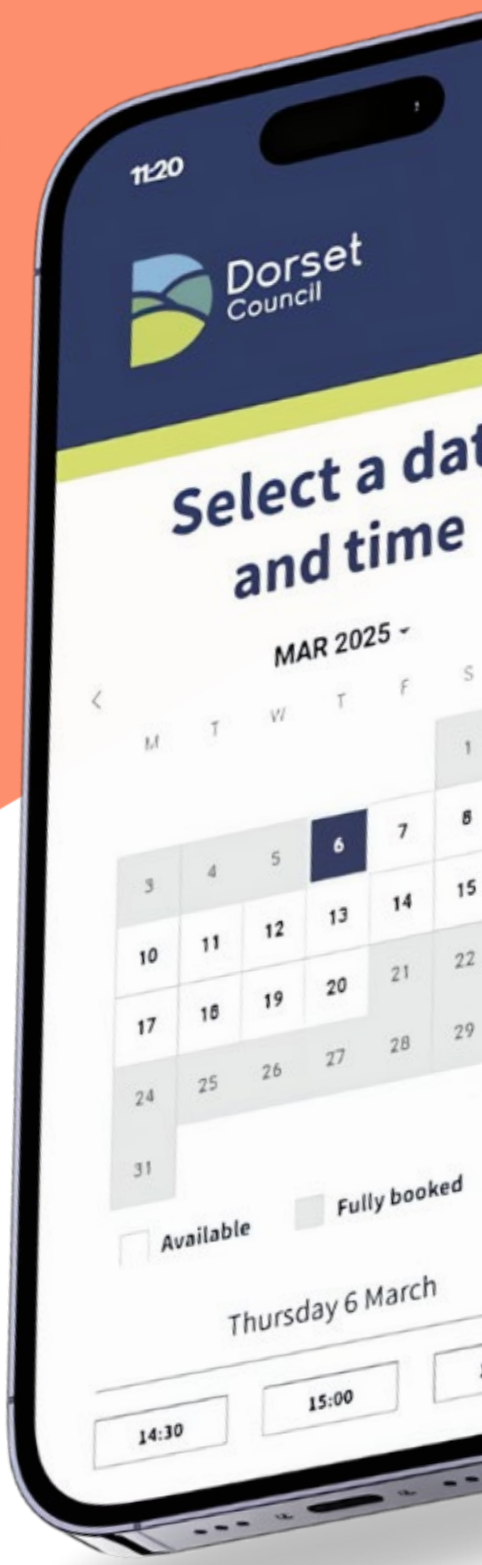
Limits on visits and volumes? Covered. Communications? Automated. Guidance, reporting, and payments? Built in. Generate revenue, protect key services, and reclaim your time.

Make it yours

From white-label branding and personalised notifications to custom rules, reports, and processes, you get a HWRC booking system shaped to your service.

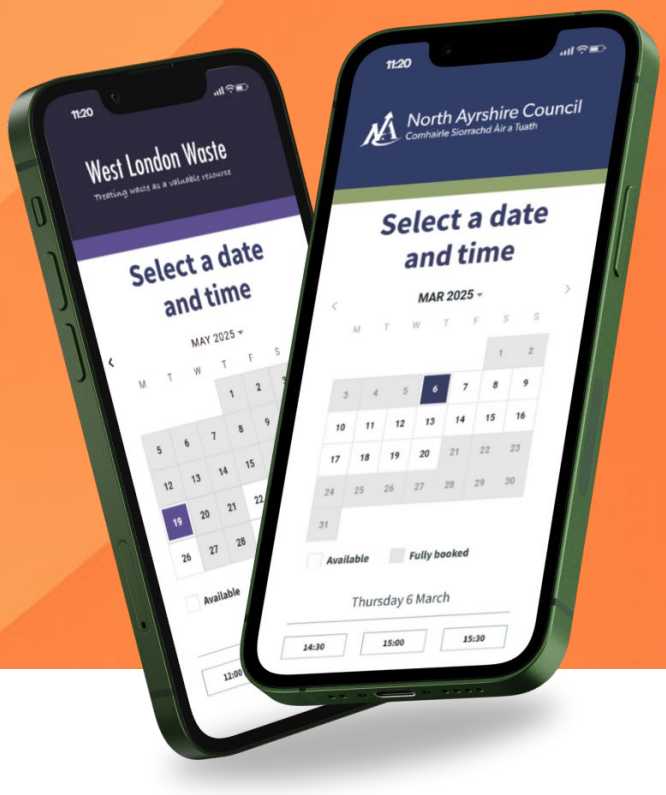
THE EXPERIENCE THAT TURNS SCEPTICS INTO SUPPORTERS.

“I had expressed reservations in the consultation about changing to bookings for the future. However, now that I’ve visited using the system I have become a complete convert.”



Local Resident
User Feedback Survey 2024

One Platform. Everything You Need.



~~Private~~ Public sector experience

Beautifully designed. Intelligently built. Seamlessly connected. Responsive journeys with assistive features and same-day availability make booking effortless. Guidance messaging, real-time updates, and self-service accounts keep residents informed and in control.

Booking systems aren't created equal

Confusing. Static. Full of dead ends. Form-based systems don't cut it. Residents expect journeys that guide and adapt in real time, not clunky forms. Our system gathers feedback, helps you act on it, and evolve with residents. User-led design isn't optional. Get it wrong once and trust is gone.

Bookings that work for everyone

From multi-channel access and assistive features to adaptive journeys and automated guidance delivered by email, text, and phone, every step is designed to support every resident.

Resident accounts: a one-stop-shop

Auto-filled details, end-to-end self-service, real-time usage tracking, and simple voucher management. It's easy to see why residents love it. No account? No problem. Guest booking is just as easy.

Never out of the loop

Keep residents informed with reminders, live service updates, tailored guidance, feedback loops, and targeted campaigns. No confusion. No wasted trips.

A stress-free experience

Data-optimised footfall. Flexible bookings. Real-time comms. Streamlined visitor management and informed staff. The result? No queues. No confusion. Safer visits and 24/7 self-service. The modern service standard.

Fast and simple, any channel

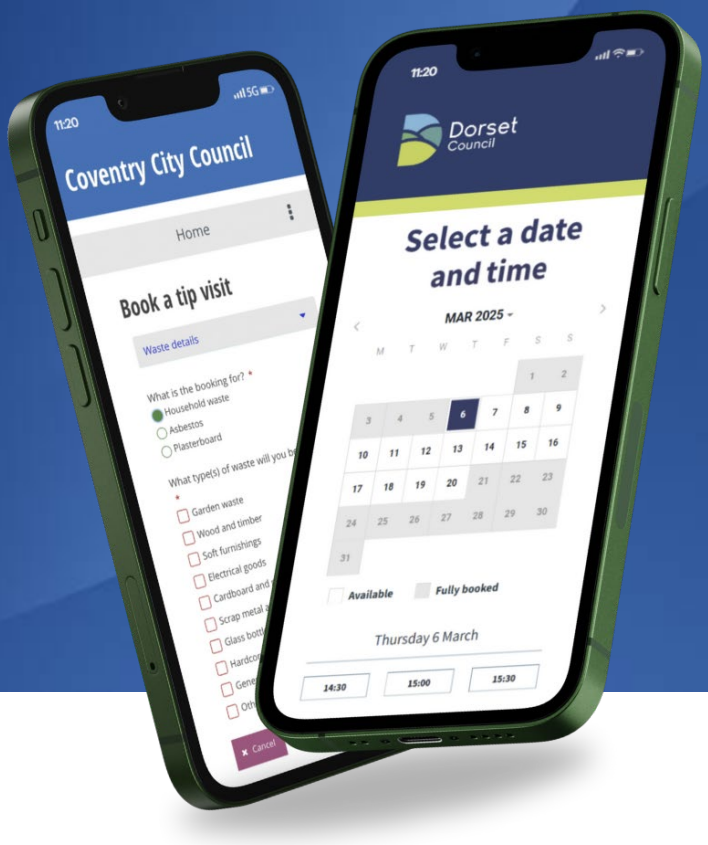
No online access? No problem. Residents can book by phone through an intelligent automated service that guides them step by step. Each booking is made and logged automatically. Seamless integration. No extra work.

Accessible. Secure. Reliable

WCAG 2.2 AA compliant. ISO 27001, Cyber Essentials Plus, and data retention schedules come as standard. 99.95% uptime or higher, guaranteed. Accessibility, security, and reliability is built into everything we do.

SEE THE MARKET-LEADING HWRC BOOKING SYSTEM IN ACTION.

Product Overview: Permits.



A smarter way to apply

Responsive permit applications that work on any device. Intelligent validation checks details as residents go, reducing errors and drop-outs. Clear prompts guide each step, making applications quick, accurate, and stress-free.

Flexible approvals

Configurable approval routes adapt to your rules and policies. Automatic checks handle straightforward cases, while exceptions route to the right team instantly. Faster decisions. Less manual effort. Full control.

Simple document management

Secure document uploads capture proof exactly when it's needed. Clear requirements remove guesswork. Files attach directly to each permit, creating a complete audit trail without emails, paper, or follow-ups.

End-to-end self-service

Residents renew, amend, or update permits online. No calls. No forms. Real-time status updates keep them informed, while councils reduce admin and repeat contact. Simple for residents. Efficient for teams.

Product Features.

Below is a snapshot of key product features. The platform evolves continuously, shaped by user feedback. Book a no-strings demo to explore the latest updates in action.

	bookinglab	In-house	Competitors
Custom Rules, Limits, Workflows, and Statuses	✓	×	Limited
Address Lookup and Validation	✓	×	✓
Intuitive Site Management App	✓	×	Limited
Intelligent Self-Service Booking Journey	✓	Limited	Limited
Mass Email Notification Panel	✓	×	✓
Powerful Admin Suite	✓	×	Limited
AI-Powered Scheduling and Resourcing	✓	×	×
Complete Reporting Suite and Data Service	✓	×	Limited
Full External and Internal Communication Suite	✓	×	Limited
Advanced Permit Management	✓	×	Limited
Registration and Vehicle Validation	✓	×	✓
Self-Service Resident Account Functionality	✓	✓	Limited
Integration with ANPR (Add-on)	✓	×	Limited
DIY Waste Management Module	✓	×	Limited
Customisable Page Notification Banners	✓	✓	✓
Additional Assistance Flags	✓	✓	×
Banned, Observe, and Alert Visitor Lists	✓	×	Limited
Automated Telephony Bookings (Add-on)	✓	×	×
Custom Schedules, Resources, Slots, and Services	✓	Limited	Limited
Manage any Waste Stream or Vehicle Type	✓	Limited	Limited
Data Management for GDPR Compliance	✓	✓	✓
Multi-Lingual Booking Journey	✓	×	Limited
Full White-Labelling	✓	✓	✓

Product Integrations.

Below is a snapshot of potential integrations. Don't see what you're after? Reach out and we'll help tailor the platform to your integration requirements using our open APIs.

AXIS COMMUNICATIONS (Example)

ANPR

Integrate with your preferred ANPR solution to cross-reference bookings, whitelists, and permits, update visitor records, and improve site efficiency.

DVLA Driver and Vehicle Licensing Agency

DVLA

Seamless integration with DVLA Basic and Advanced services to validate vehicle details, tax status, and MOT information using official DVLA data.

GOV.UK (Example)

Notifications

Integrate with your chosen notification service to send automated, secure, and cost-effective email and SMS updates. We recommend Gov.Notify.

access PaySuite (Example)

Payment Integrations

Integrate with your preferred payment gateway to take online payments for chargeable waste streams and out-of-county bookings.

Microsoft

Microsoft Enterprise Apps

Seamless integration with Microsoft Azure for SSO (included), Power BI for data analytics, Outlook for enhanced visibility, and more.

VOICE CONNECT (Example)

Telephony Bookings

No online access? No problem. Enable self-service phone bookings through a fully integrated, automated service. Multiple providers available.

What makes this the market-leading HWRC Booking System?

Advanced tech

Our feature set is unmatched. We built the tools the sector relies on, and we still set the standard for sophistication, scale, and reliability.

Proven impact

£450k average savings and 10x ROI. 94%+ resident satisfaction, a 6% uplift in recycling, and smoother site flow for 90% of residents. Trusted by 130+ sites, we power over 30 million bookings a year. Can any other system match that?

User-led

Through user groups and surveys, we listen and build what you actually need. If it benefits everyone, it ships as standard. Our community meets through webinars and shared channels to share ideas, collaborate, and drive innovation. The result? A user-led platform built for what's next.

Service knowledge

From the first purpose-built system to 130+ sites, we've helped councils define the service standard. It's more than technology. It's consultancy, guidance, and the insight of the UK's largest HWRC community. We know what works. That's why councils trust us.

We built the standard

We didn't hitch a ride. We built the route. From the first purpose-built system to 130+ sites, we've worked with councils to shape the processes and standards that define service delivery.

The industry-leading public sector booking platform.

GovBook | HWRC Booking and Permit System.

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Any Questions?

Feel free to reach out to your bookinglab account manager

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