

DIGITAL PLACE FOR **LOCAL PUBLIC SERVICES**

Low Code Waste Services: Adoption Playbook

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Introduction

As a DLUHC Local Digital Funded project our aim is to contribute to solving common problems for the whole sector, in a way that can be reused and scaled to more councils and their residents.

This Adoption Playbook aims to provide simple, clear guidance on how councils can access and reuse the Low Code Waste Services built in the Round 5 project led by Rugby Borough Council, in collaboration with Dorset, Northumberland, Kingston and Sutton councils.

It is not intended to be a full technical manual, and assumes that councils who wish to reuse the open source code produced by this project are capable of taking on the technical work themselves, or commissioning an appropriate supplier.

This playbook also documents all the Waste Service pages and Forms currently included in the Local Digital Low Code project, how to configure them to tailor to local policies, and how to enable relevant WMS integration connectors.

This documentation is based on the Rugby implementation of waste services in order to provide a visual overview of the product

Overview: what has the project built?

- Improved and enhanced low code components:
 - New form fields and capabilities including the ability to
 - Refer to the value of fields in other fields and read-only content
 - Add HTML content to forms
 - Add customisable mandatory and validation messages to fields
 - Move fields from page to page, and change order of pages in the form while developing
- A new GUI for Case Management, that can be used for services that do not integrate with a Waste Management System
- Integration connectors for two Waste Management Systems
 - Webaspx
 - Echo
- Front end forms for seven Waste Services that exemplify how to use the components and connectors
 - Find my bin collection days
 - Request assisted bin collection service
 - Subscribe to Garden Waste collection service
 - Report a missed bin collection
 - Book and pay for a Bulky Waste Collection
 - Report fly tipping
 - Request new bins or boxes inc. new household requests

Implementing the Low Code Waste Services

Existing Digital Place Customers

(All steps dependent on customer instances being upgraded to Digital Place v3.x)

Working on your UAT environment first:

1. Enable the appropriate Waste Management System connector
2. Install forms from Forms Manager
3. Configure forms to remove steps that aren't relevant, modify content for local purposes, and connect up the notification, payment etc services relevant to the council
4. Publish new forms and test end to end service works

Then migrate to the production environment.

More detail on these steps can be found in Placecube's Digital Place documentation for customers.

Councils that aren't Digital Place Customers

There are essentially three routes for councils who aren't currently Digital Place customers to gain access to the new Waste Services cubes, the integration connectors and the low code features they are built with. All routes involve costs and effort, but none of these costs are related to "licensing" the code, which is all available under the Affero GPL v3 licence at Placecube's public Bitbucket repository: <https://bitbucket.org/pfiks/>

1. Open Source "DIY" option

The first option is for those councils who do not want to procure the Digital Place for Local Public Services SaaS subscription, and wish to/are capable of running their own Open Source instance.

- a. The council would start by getting their own instance of Liferay 7.4. There are two ways to do this
 - i. Download Liferay Portal Community Edition (<https://www.liferay.com/downloads-community>) and host it themselves, in their own data centre or IaaS hosting service of choice

- ii. Pay for a containerised version of Liferay Portal CE provided from a PaaS provider
 - b. Download the source code for Digital Place which includes the Waste Services forms and connectors
 - c. Build Digital Place from source and install on their Liferay instance
 - d. Configure Digital Place so that they have a branded website to publish digital services
 - e. Follow the steps above to configure forms, connectors etc.

2. Subscribe to Digital Place for Local Public Services (e.g. through G-Cloud)

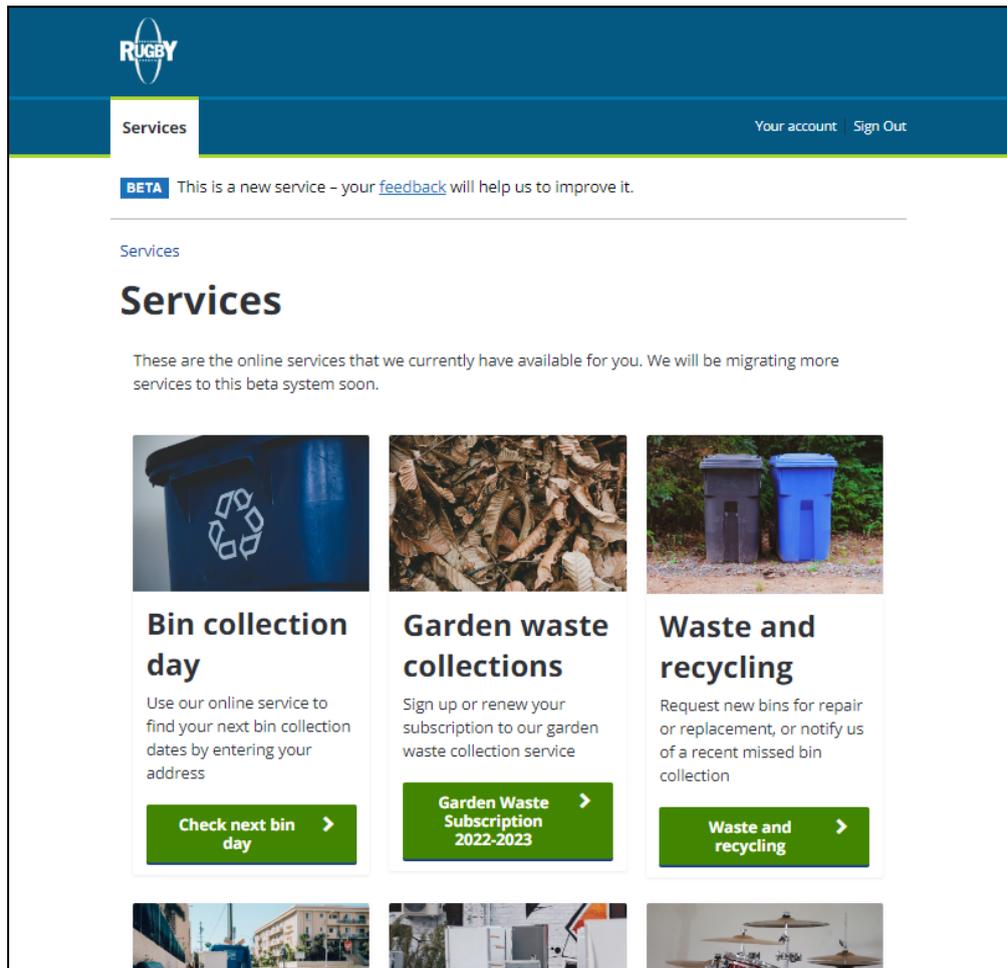
The second option is for councils that do not want to or are not capable of running their own open source instance. New councils get access to all of the cubes developed already as part of the subscription, and all future cubes developed by Placecube and councils, at no additional fee. New customers would follow the steps above to enable them

3. Commission another Liferay hosting/development supplier

Councils that do not wish to run their own platform are not locked-in to Placecube as the only potential supplier of a supported Digital Place instance. Councils could choose to buy the Liferay DXP supported edition from another Liferay hosting provider, and pay them to build Digital Place from source on top of Liferay.

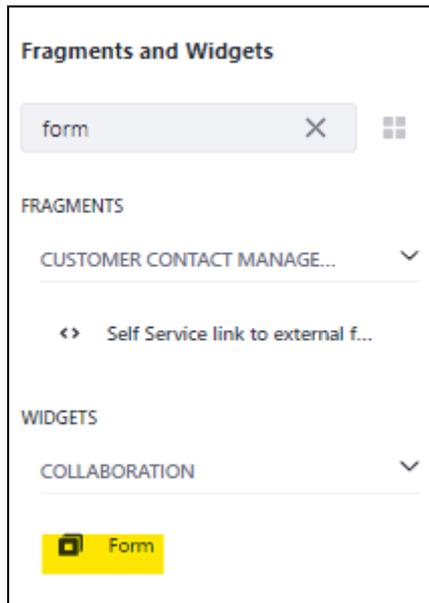
Low Code Waste Services Documentation

The presentation of waste services to residents is down to your local preferences, so all screenshots shown here are illustrations that would be styled and branded according to your design system.

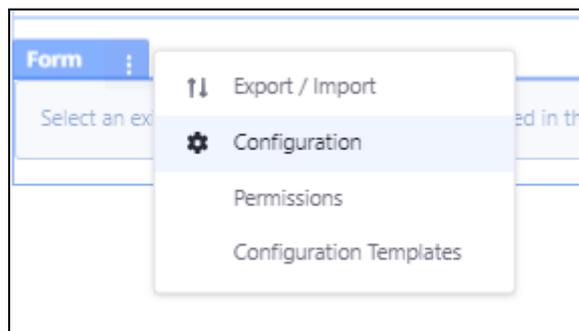


Embedding the form in a Page

All of these services involve the use of a Page that displays the form using the Form widget. This can be added to any page by using the right hand menu and searching for 'Form'



The widget can be dragged onto the Page to where required. Once added, the required form can be added to the Page using the Configuration option, searching for the form, selecting it and saving the selection.



Each service is described in more detail on the following pages

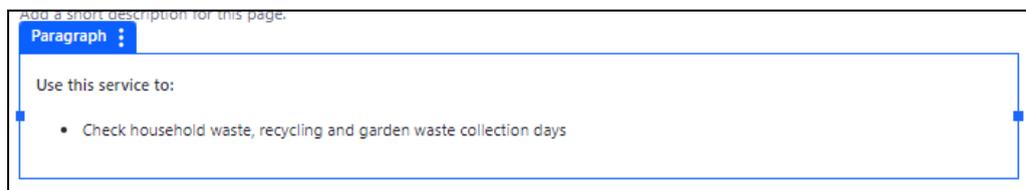
Find my bin collection day

This service is presented on a Page with an embedded form.

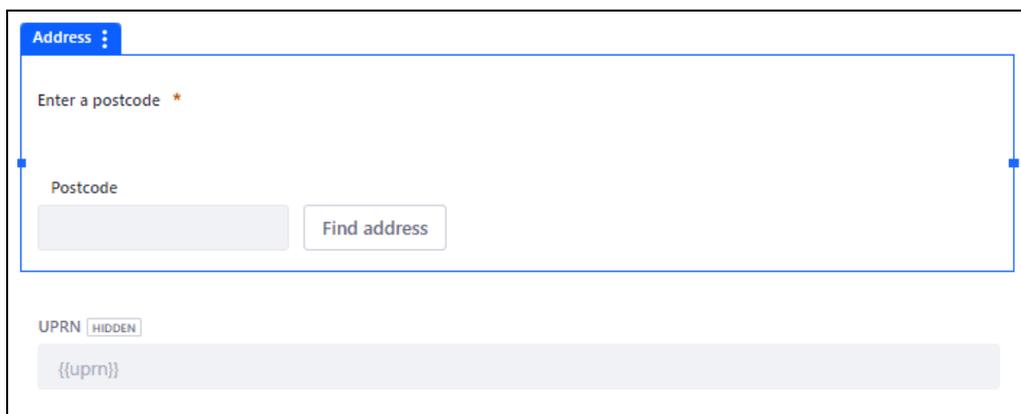


The form used for this service is 'Find my bin collection days'.

Introduction text is provided by a Paragraph field within the form, which can be changed in the form editor to meet your council's requirements



The address lookup field also has a hidden UPRN field to capture the property value to use for querying your waste management system to find the collection day data



Waste Services Manual

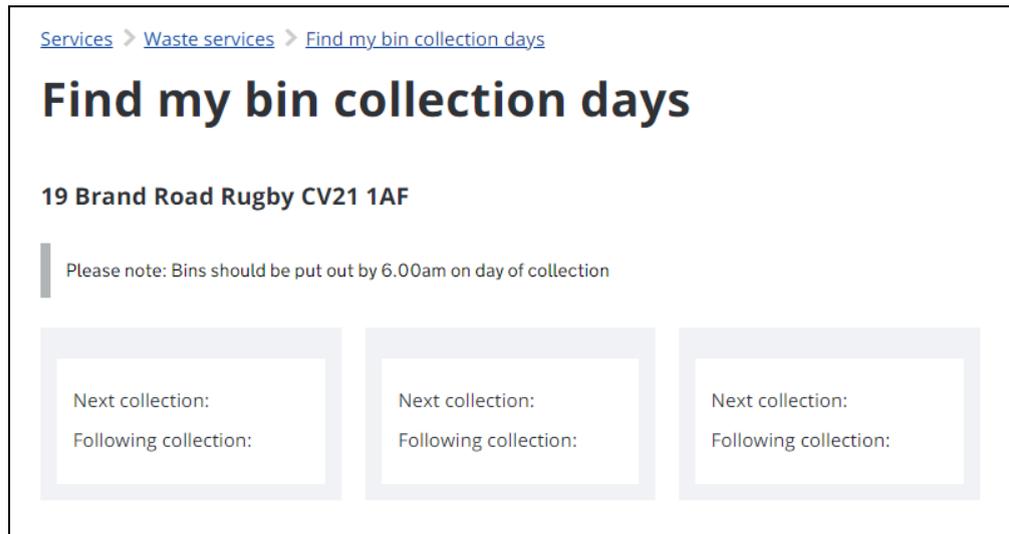
A series of Text fields is used to populate data returned from the Data Provider and store them for display in the form

The screenshot shows a form with seven text input fields, each with a 'HIDDEN' label. The fields are arranged vertically and are currently empty. The labels are: 'Collection date 1', 'Collection label 1', 'Collection following date 1', 'Collection frequency 1', 'Collection date 2', 'Collection label 2', and 'Collection following date 2'. A blue border highlights the top field.

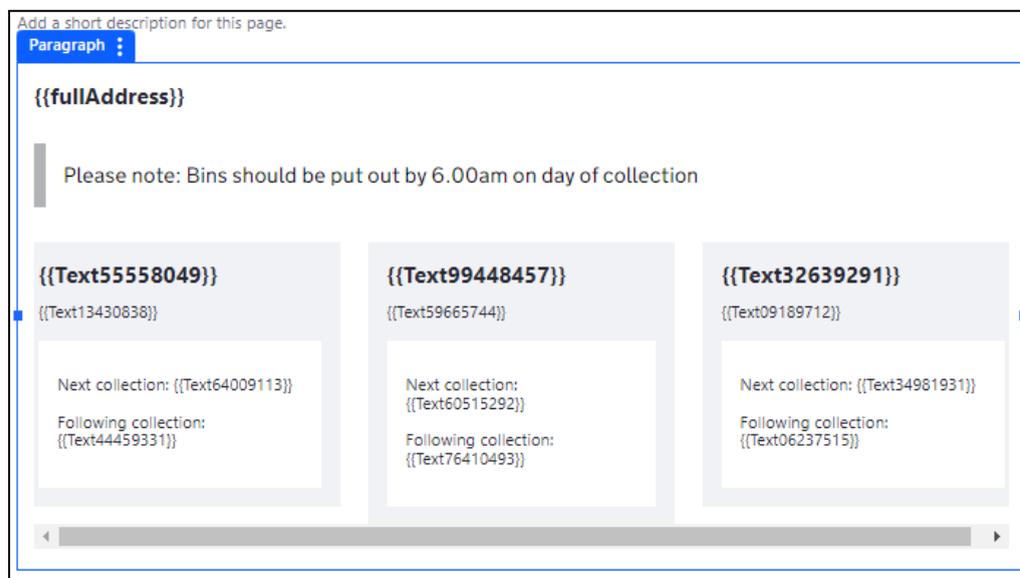
The rule in the Rule Builder is set to populate the fields when the UPRN field is populated by retrieving the collection and frequency dates from your waste management system via the data provider

The screenshot shows a Rule Builder configuration. The rule is set to 'Autofill' and is triggered when the field 'UPRN' is 'is not empty'. The rule populates the following fields: 'Collection label 2', 'Collection date 1', 'Collection frequency 3', 'Collection date 3', 'Collection frequency 1', 'Collection frequency 2', 'Collection following date 1', 'Collection following date 2', 'Collection date 2', 'Collection label 3', 'Collection following date 3', and 'Collection label 1'. The data source is 'Data Provider Bin collection dates'.

Residents are asked to enter their post code and select their address to reveal the collection dates.



The final page of the form is presented using a Paragraph field using placeholders populated from the stored data.



Report a missed bin collection

This service comprises an introductory page, a form page and a form. The introductory page includes a web content display element to show the content

Services CCM Your account 

[Services](#) > [Waste services](#) > [Missed bin collection introduction](#)

Report a missed bin collection

This service is to:

- Report a missed bin collection from your property
- Please report the missed bin after 4pm on the day of your collection

Please note we can not return to collect your bin(s) if

- Your collection was more than X days ago
- Your bins were not put out by 6.30 am on the day of collection
- The container was overflowing
- The container contained incorrect materials

Please note If we are unable to collect your rubbish you will need to wait for your next collection date.

If you have previously reported this issue please contact customer services

[Start >](#)

If you have an account please [sign in](#)

Useful links

- [Order garden bin bags](#)
- [Bin collection dates](#)
- [Report a problem with your bin\(s\)](#)

On the first page, the resident will need to select which bins were not collected, and the date of the normal collection date. The selectable types of waste can be configured within the form to match your local services.

Services > Waste services > Missed bin collection introduction > Missed bin collection

Report a missed bin collection

Which bins were not collected?

Garden

Recycling

Rubbish

Please tell us the date of the missed collection



Next >

The selectable types of waste can be configured within the form to match your local services.

Report a missed bin collection

As a resident I need to tell you that my waste was not collected when I expected

PAGE 1 OF 5

Page title

Add a short description for this page.

Single Selection

Which bins were not collected? *

Garden

Recycling

Rubbish

Help Text

Required Field

Error Message

This field is required.

Options

Garden ×
Field Reference: Grn

Recycling ×
Field Reference: Rec

Rubbish ×
Field Reference: Ref

Enter an Option

Services > Waste services > Missed bin collection introduction > Missed bin collection

Report a missed bin collection

Address for property where bin(s) were not collected

The address lookup field also has a hidden UPRN field to capture the property value to use for querying your waste management system to find the collection day data

Address

Enter a postcode *

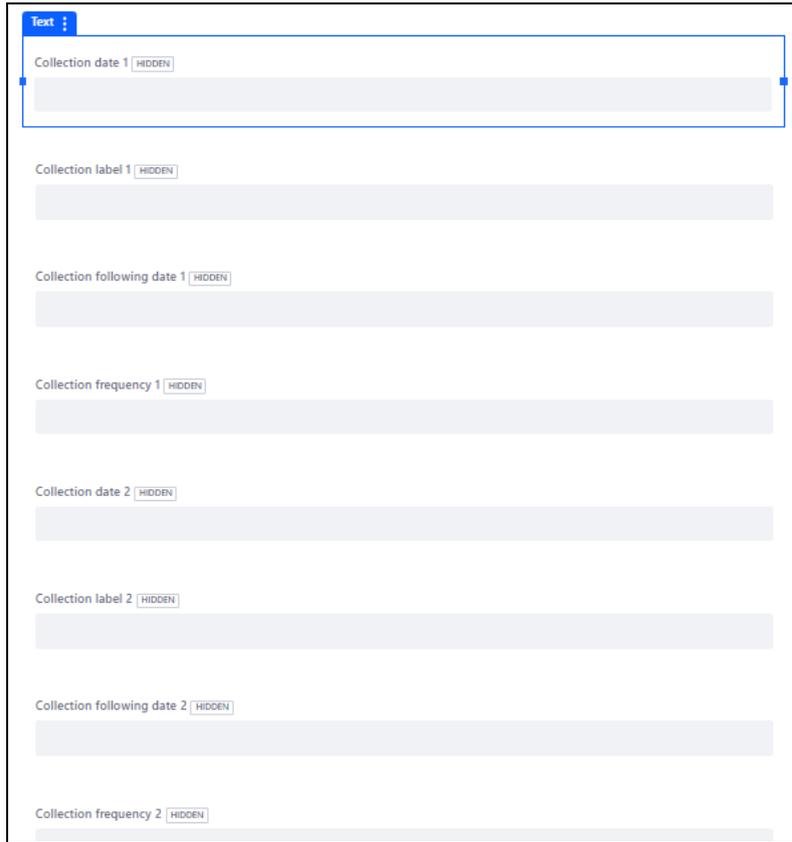
Postcode

UPRN HIDDEN

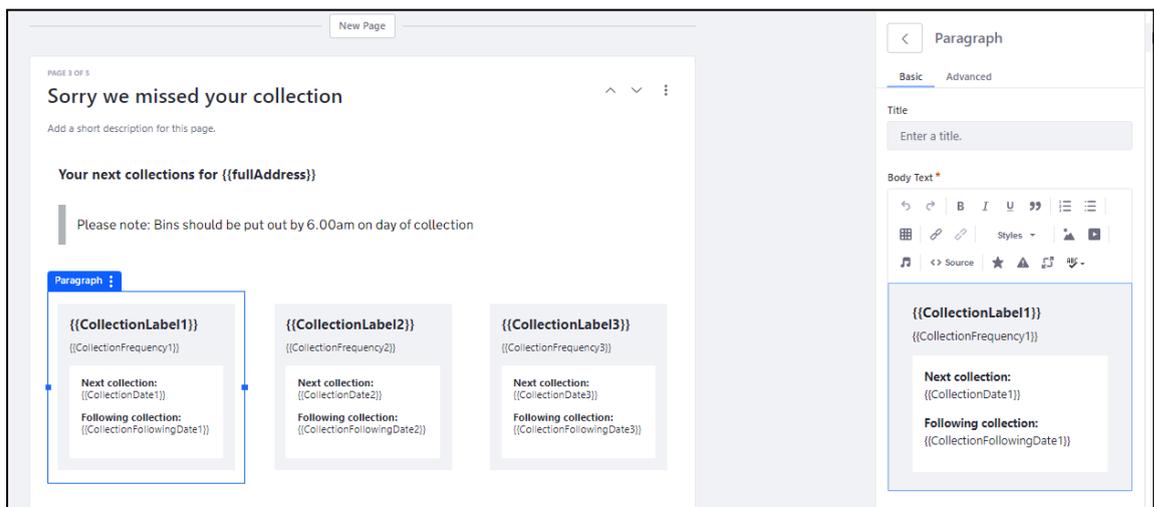
A rule in the Rule Builder is set to populate the fields when the UPRN field is populated by retrieving the collection and frequency dates from your waste management system via the data provider

If Field is not empty

Autofill , , , , , , , , , , , from Data Provider Bin collection dates



The Next Collection page is displayed to the customer, setting out the next collection and collection frequency for each bin type. This is achieved through a set of paragraph fields using placeholder text for field references for the fields populated by the URPN lookup. These can be configured to match the services you use in your council.



The number of boxes displayed is controlled by a set of rules in the rule Builder that assesses if the collection label fields for each bin type are populated

The screenshot shows a rule builder interface with three rows of rules. Each row contains a condition and a 'Show' checkbox:

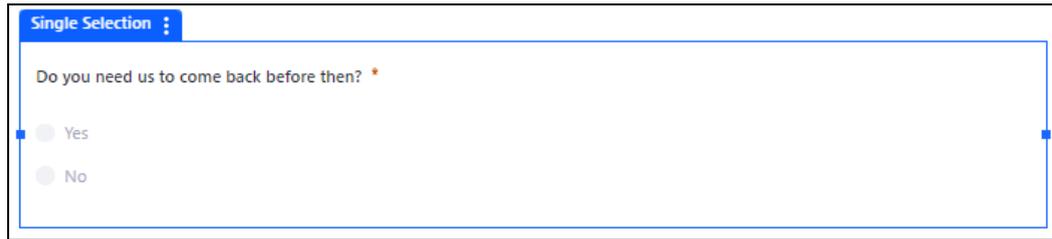
- Row 1: If Field **Collection label 1** is not empty. Show
- Row 2: If Field **Collection label 2** is not empty. Show
- Row 3: If Field **Collection label 3** is not empty. Show

The result appears to the resident as follows:

The screenshot shows a web page titled "Report a missed bin collection" with the following content:

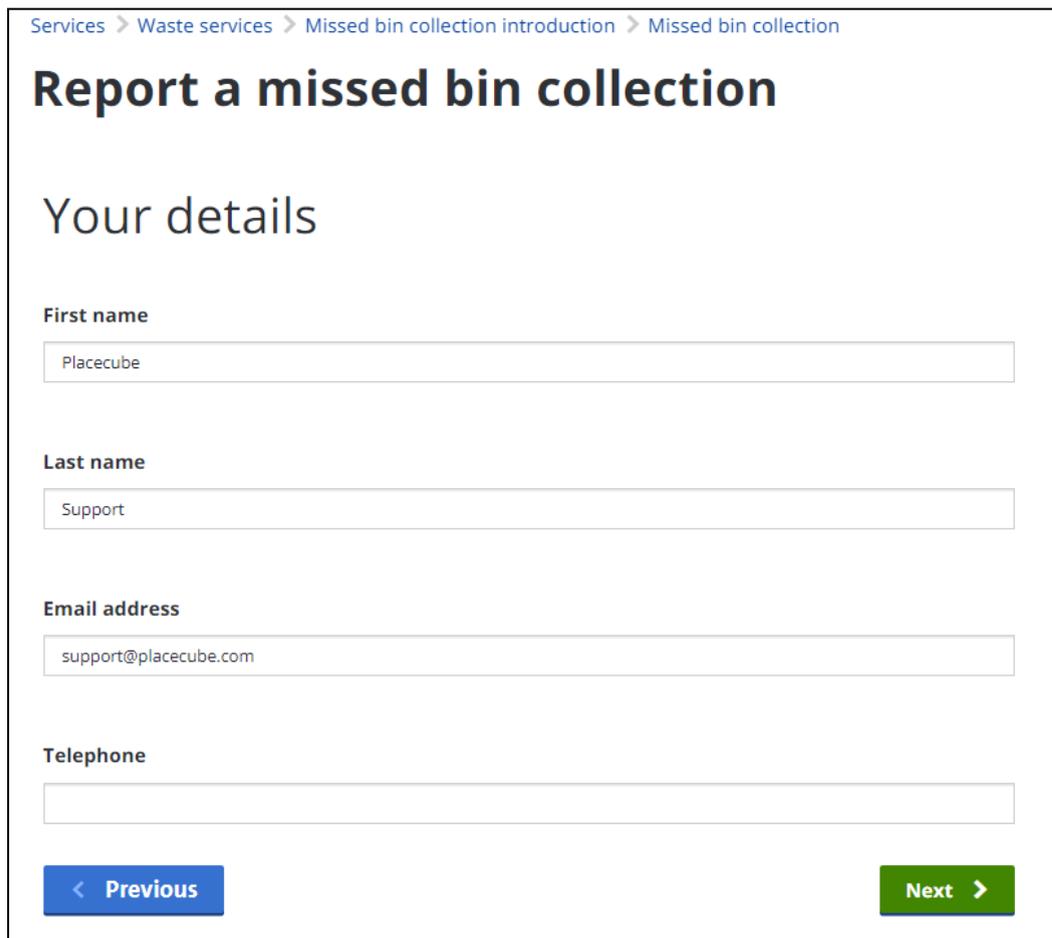
- Breadcrumbs: Services > Waste services > Missed bin collection introduction > Missed bin collection
- Section Header: **Report a missed bin collection**
- Message: Sorry we missed your collection
- Address: **Your next collections for 20 Castle Combe Rugby CV21 1AP**
- Note: Please note: Bins should be put out by 6.00am on day of collection
- Bin Details:
 - 240L RUBBISH BIN**: Every alternate Mon. Next collection: Mon 05 Dec 2022. Following collection: Mon 19 Dec 2022.
 - 180L RECYCLING BIN**: Next collection: Mon 28 Nov 2022. Following collection: Mon 12 Dec 2022.
- Question: **Do you need us to come back before then?**
 - Yes
 - No
- Navigation: [Previous](#) (blue button) and [Next](#) (green button)

A single selection field is used to enable the resident to request an earlier collection than those listed.



A screenshot of a 'Single Selection' form. The form has a blue header with the text 'Single Selection' and a vertical ellipsis icon. Below the header, the question 'Do you need us to come back before then?' is displayed with a red asterisk indicating it is a required field. There are two radio button options: 'Yes' and 'No', both of which are currently unselected.

A 'Your details' page is provided to confirm the name and address for the assisted collection. This will default to the resident's details if they are logged in.



A screenshot of a web page titled 'Report a missed bin collection'. The breadcrumb trail at the top reads: 'Services > Waste services > Missed bin collection introduction > Missed bin collection'. The main heading is 'Report a missed bin collection'. Below this is the section 'Your details'. The form contains four input fields: 'First name' with the placeholder 'Placecube', 'Last name' with the placeholder 'Support', 'Email address' with the placeholder 'support@placecube.com', and 'Telephone' which is currently empty. At the bottom of the form, there are two buttons: a blue button labeled '< Previous' and a green button labeled 'Next >'.

The resident is then shown a summary screen and offered the opportunity to edit any aspect of the form prior to submission

[Services](#) > [Waste services](#) > [Missed bin collection introduction](#) > [Missed bin collection](#)

Report a missed bin collection

Check your answers before submitting

Which bins were not collected?	Recycling
Date of missed collection	
Change	
Name	Placecube Support
Email	support@placecube.com
Change	
Address for missed collection	20 Castle Combe Rugby CV21 1AP
Change	
Do you need us to come back before then?	Yes
Change	

By reporting this issue you are...

[< Previous](#) [Submit >](#)

This is achieved through a paragraph field using field reference placeholders to display captured data from the form

Check your answers before submitting

Add a short description for this page.

Paragraph

Which bins were not collected?	{{WhichBinsWereNotCollected}}
Date of missed collection	{{missedDate}}
Change	
Name	{{firstName}} {{lastName}}
Email	{{emailAddress}}
Change	
Address for missed collection	{{fullAddress}}
Change	
Do you need us to come back before then?	{{DoYouNeedUsToComeBackBeforeThen}}
Change	

By reporting this issue you are...

A success page is displayed for the resident on completion

Home > Missed bin collection confirmation

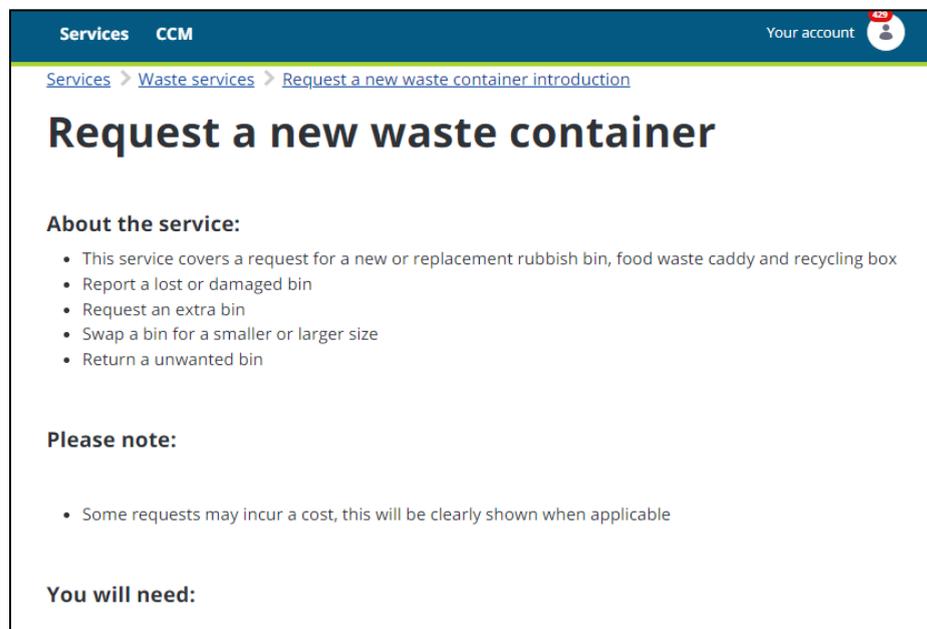
Your report of a missed bin collection has been received and it is being processed

Your reference number is
4416469

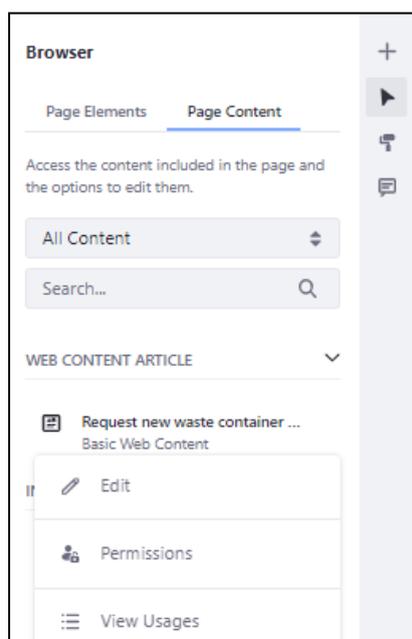
Please note it can take up to X time to process your application.

Request a new waste container

This service comprises an introductory page, a form page and a form. The introductory page includes a web content display element to show the content



This content can be edited in the Content and Data section or with the page editor by selecting the Browser (pointer symbol) in the right hand menu and selecting the edit option next to the web content title.



The form used for this service is 'Request a new container'.

Form

Address to deliver new waste container(s)

Enter a postcode

Find address

Next >

The initial Address field will be configured to use the location service for your area, and return an address for selection

Enter a postcode

CV21 1AF [Change](#)

18 Brand Road Rugby CV21 1AF

Your selected address

18 Brand Road Rugby CV21 1AF

Next >

The second page of the form is used to obtain more information about the waste container needed and the reasons for it

What can we help you with

Please select what the issue is

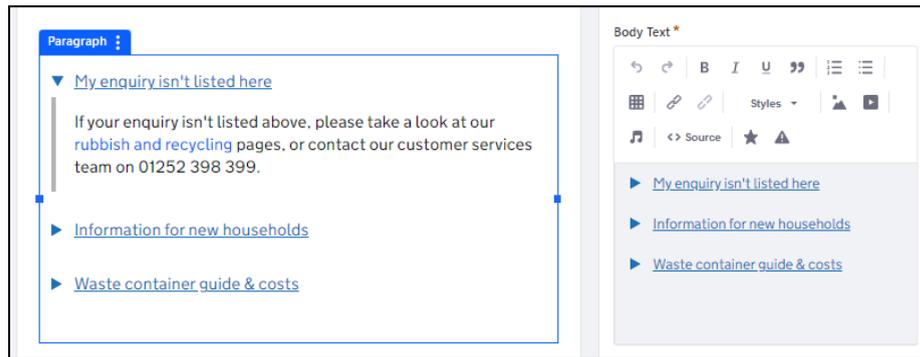
- My bin is missing
- My bin is damaged
- I would like an extra bin
- I would like to return an unwanted bin
- I am a new resident who needs a bin(s)

- ▶ [My enquiry isn't listed here](#)
- ▶ [Information for new households](#)
- ▶ [Waste container guide & costs](#)

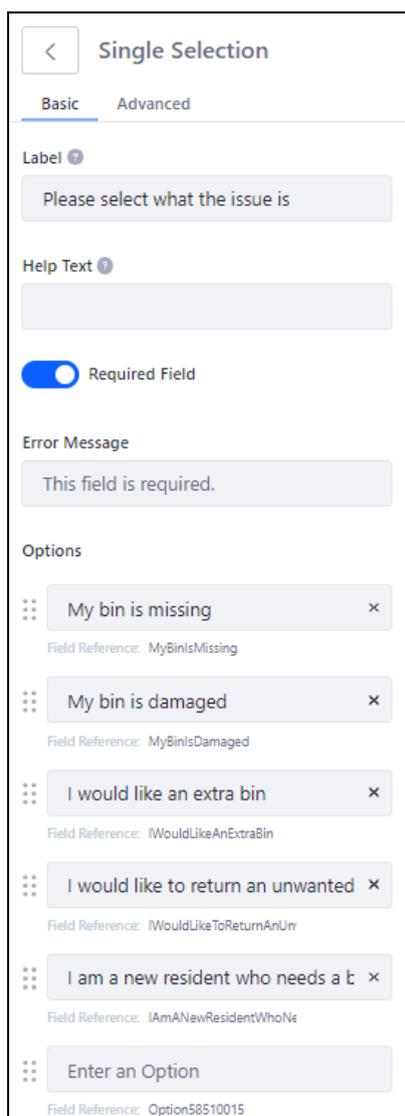
< Previous **Next >**

Waste Services Manual

There are also 3 Details components at the foot of the page that can be edited via the Paragraph field in the form editor



The options for selection are controlled through a Single Selection field, which can be edited to match the particular needs of your council.

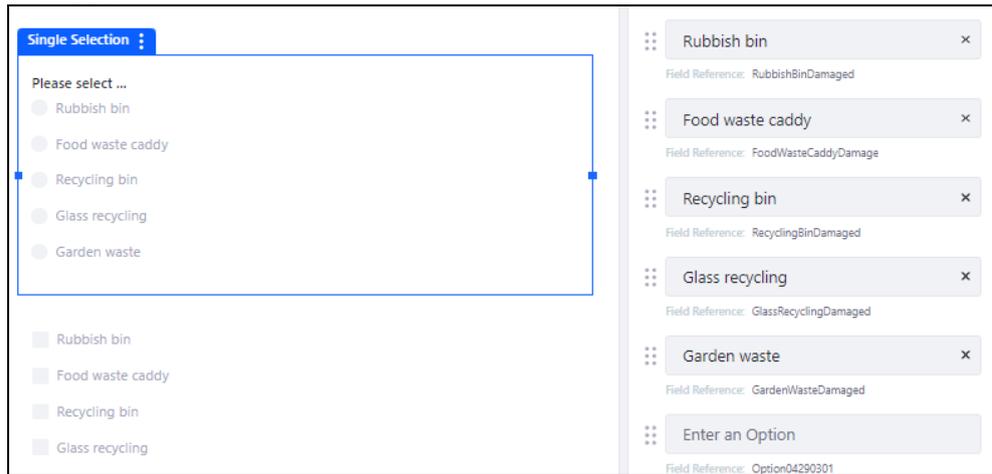


Waste Services Manual

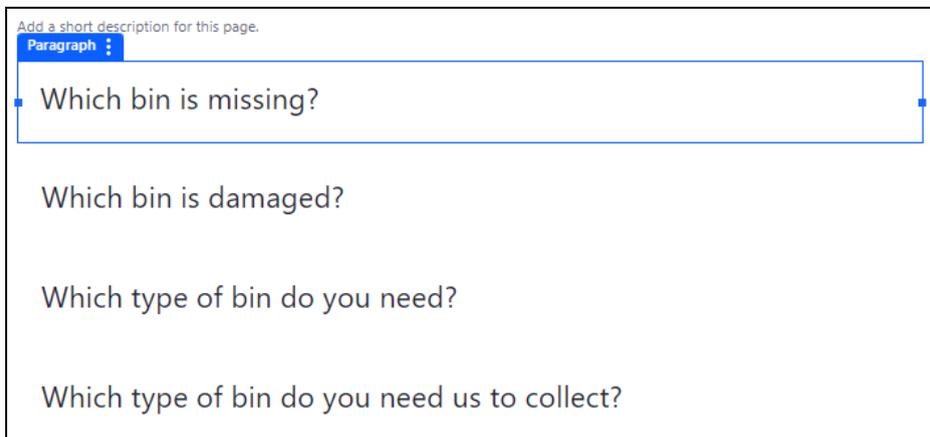
Any of these choices:

- My bin is missing
- My bin is damaged
- I would like to return an unwanted bin

will result in the next form page displaying a choice of bins, which is provided in the form by a Single Selection field and a range of options. These can be edited within the form editor to match your council’s requirements



In addition, the most appropriate heading for the choice is displayed from a number of Paragraph fields within the form, each with its own rule in the Rule Builder



Like missing or returned bins, choosing a damaged bin will display the bin selection field, but also an additional field giving the opportunity to have the damaged item collected.

Do you need us to collect your old bin?

This is controlled by this rule in the Rule Builder

The screenshot shows a Rule Builder configuration with the following settings:

- If Field:** Please select what the issue is
- is equal to Value:** My bin is damaged
- Show:**
- AND Show:** Bin collection checkbox
- AND Show:** Please select ...
- AND Require:** Please select ...

You may see that the rule builder shows blank entries for selected paragraph fields. This is because they are set with blank titles to avoid them displaying (this will be resolved in future releases of the product)

New residents

The 'new resident' option has a rule in place to display an additional question on the form page

The screenshot shows a form with the following elements:

- I am a new resident who needs a bin(s)
- Please provide more details**
- Bin(s) not at property when I moved in
- Existing bin(s) are damaged

This display is controlled by this rule in the Rule Builder

The screenshot shows a Rule Builder configuration with the following settings:

- If Field:** Please select what the issue is
- is equal to Value:** I am a new resident who needs a bin(s)
- Show:** Please provide more details
- AND Show:**
- AND Show:** Multiple Selection
- AND Require:** Multiple Selection

The subsequent form page for new residents displays a multiple selection field for requesting one or more bins required.

Waste Services Manual

Which bin(s) would you like to order?

- Rubbish bin
- Food waste caddy
- Recycling bin
- Glass recycling

This is controlled by this rule in the Rule Builder

If Field is equal to Value

Show

AND Show

AND Show

AND Require

If the resident has a garden waste subscription, and is trying to use this service to request additional bins, a paragraph field is included to redirect residents to the correct service

Please select ... (optional)

- Rubbish bin
- Food waste caddy
- Recycling bin
- Glass recycling
- Garden waste

! To request an extra garden waste bin please use the garden waste subscription form [here](#)

Paragraph

! To request an extra garden waste bin please use the garden waste subscription form [here](#)

Requests for additional or replacement Rubbish bins or replacement Garden Waste bins will lead to an additional question regarding the size of bin required

What size rubbish bin do you need?

Please select the bin size (optional)

- Standard (180 litre)
 Large (240 litre)

Please note:

Large or additional bins are only available for households of 5 people or more

Selecting 'Large' will result in an additional field being presented in the form

Please confirm that there are 5 or more people resident in your household

This is controlled by this rule in the Rule Builder

If Field is equal to Value
 Show

Depending on the choice of service, the resident will be asked to provide their details. If the user is logged in then their details will be provided

Your details

First name

Last name

Email address

Telephone

▼ [How we will use your information](#)

Lorem Ipsum

< Previous

Next >

Waste Services Manual

For some choices that do not require extra questions, residents will be taken to this screen earlier as no additional questions are required. This is controlled by this rule in the Rule Builder:

The screenshot shows a Rule Builder configuration interface with the following elements:

- Rule 1:** If Field is equal to Value
- Rule 2:** OR Field is equal to Value
- Rule 3:** OR Field is equal to Value
- Action:** Jump to Page

The resident is then shown a summary screen and offered the opportunity to edit any aspect of the form prior to submission

The screenshot shows a 'Check details' summary screen with the following sections and data:

Check details

Waste collector request

Issue	I would like to return an unwanted bin	Change
--------------	--	------------------------

About the bin

Type	Glass recycling	Change
Size	Standard (180 litre)	Change

Your details

Name	Placecube Support	Change
Telephone	012345678	Change
Email	support@placecube.com	Change

Please note:
How we will use this information...

[< Previous](#) [Submit >](#)

This data is presented in the form using field placeholders in a paragraph field

Check details

Add a short description for this page.

Waste collector request

Issue	{{PleaseSelectWhatTheIssues}}	Change
-------	-------------------------------	------------------------

About the bin

Type	{{Field26608973}}	Change
Size	{{PleaseSelectTheBinSize}}	Change

Your details

Name	{{firstName}} {{lastName}}	Change
Telephone	{{mobileNumber}}	Change
Email	{{emailAddress}}	Change

Please note:
How we will use this information...

A GOV.UK styled confirmation screen is presented on submission with the unique ID for the form entry

Your application for a new waste container has been received and is being processed

Your reference number is
4413925

Please note it can take up to 7 days to process your application

What happens next

- We have sent you a confirmation email
- Your application is being reviewed by our team
- They will contact you regarding bin delivery...

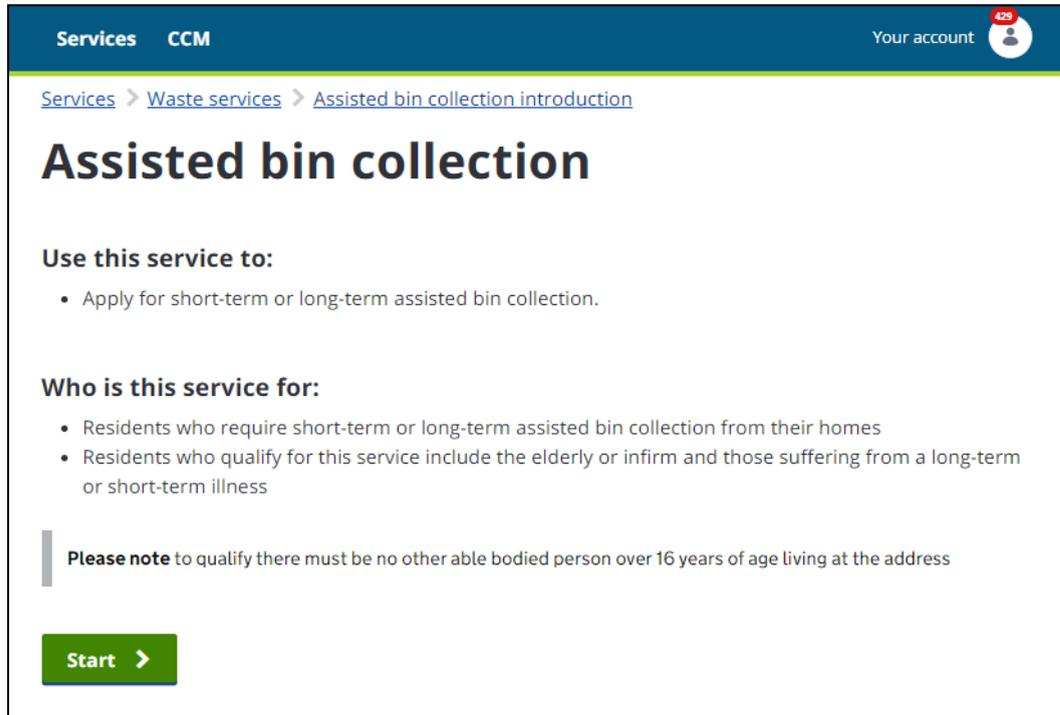
Please note:
If you have an old bin you can dispose of it by

Contact

Customer Services Team
Telephone
Email

Request assisted bin collection

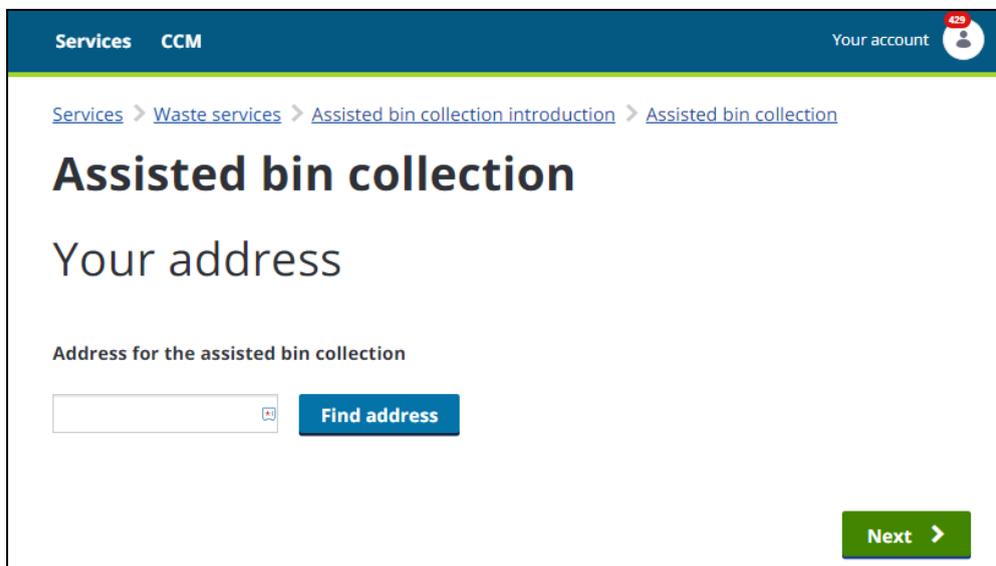
This service comprises an introductory page, a form page and a form. The introductory page includes a web content display element to show the content



The screenshot shows a web page with a dark blue header containing 'Services CCM' and 'Your account' with a user icon. The breadcrumb trail is 'Services > Waste services > Assisted bin collection introduction'. The main heading is 'Assisted bin collection'. Below it, the text 'Use this service to:' is followed by a bullet point: 'Apply for short-term or long-term assisted bin collection.' The section 'Who is this service for:' is followed by two bullet points: 'Residents who require short-term or long-term assisted bin collection from their homes' and 'Residents who qualify for this service include the elderly or infirm and those suffering from a long-term or short-term illness'. A 'Please note' section states: 'to qualify there must be no other able bodied person over 16 years of age living at the address'. At the bottom is a green 'Start >' button.

You can edit this to meet your council's requirements (see [Editing the web content](#) earlier in the documentation)

The form page displays the form in the form Page using the Form widget (see [Embedding the form in a Page](#) earlier in the documentation). Residents are required to enter their address details for the address they wish to set the assisted collection for.



The screenshot shows a web page with a dark blue header containing 'Services CCM' and 'Your account' with a user icon. The breadcrumb trail is 'Services > Waste services > Assisted bin collection introduction > Assisted bin collection'. The main heading is 'Assisted bin collection'. Below it is the section 'Your address'. Underneath is the label 'Address for the assisted bin collection' followed by a text input field and a blue 'Find address' button. At the bottom right is a green 'Next >' button.

A 'Your details' page is provided to confirm the name and address for the assisted collection. This will default to the resident's details if they are logged in.

Services CCM Your account 

[Services](#) > [Waste services](#) > [Assisted bin collection introduction](#) > [Assisted bin collection](#)

Assisted bin collection

Your details

First name

Last name

Email address

Telephone

[< Previous](#) [Next >](#)

The main Requirements page asks residents to give more details about their needs.

[Services](#) > [Waste services](#) > [Assisted bin collection introduction](#) > [Assisted bin collection](#)

Assisted bin collection

Requirements

Reason for assistance

Choose an Option

What period of assistance is required?

Choose an Option

Location of your bins

Choose an Option

[Previous](#) [Next](#)

The choices for 'Reason for assistance' and 'What period of assistance is required' are both provided by a Single Section field with manually added choices. You can access these with the form editor to change them to match your council's requirements.

PAGE 3 OF 4

Requirements

Add a short description for this page.

Select From List

Reason for assistance *

Choose an Option

What is the reason for requiring an assisted bin collection?

What period of assistance is required? *

Choose an Option

How long will you require an assisted bin collection?

Location of your bins *

Choose an Option

Select from List

Label

Reason for assistance

Help Text

Required Field

Error Message

This field is required.

Create List

Manually

Related to age
Field Reference: RelatedAge

Related to a long-term illness
Field Reference: longTerm

Related to a short-term illness
Field Reference: shortTerm

Other
Field Reference: Other

Enter an Option

The 'Other' choices for 'reason for assistance' and 'location of your bins' result in an additional question being displayed. These are both provided through rules in the Rule Builder (shown below)

Assisted bin collection

Requirements

Reason for assistance

Other
▾

What is the reason for requiring an assisted bin collection?

If Field Reason for assistance *is equal to* Value Other

Show What is the reason for requiring an assisted bin collection?

Location of your bins

Other
▾

Whereabouts are your bins?

If Field Location of your bins *is equal to* Value Other

Show Whereabouts are your bins?

The resident is then shown a summary screen and offered the opportunity to edit any aspect of the form prior to submission

Assisted bin collection

Check your answers before submitting your application

Your details

Name	Placecube Support	Change
Address	20 Brand Road Rugby CV21 1AF	Change
Contact details	support@placecube.com	Change

Requirements

Reason for assistance	Related to age	Change
Duration of assistance	Long-term	Change
Location of bins	In front of the garage	Change

[< Previous](#)

[Submit >](#)

PAGE 4 OF 4

Check your answers before submitting your application

Add a short description for this page.

Your details

Name	{{firstName}} {{lastName}}	Change
Address	{{fullAddress}}	Change
Contact details	{{mobile}} {{emailAddress}}	Change

Requirements

Reason for assistance	{{ReasonForAssistance}}	Change
Duration of assistance	{{WhatPeriodOfAssistanceIsRequired}}	Change
Location of bins	{{LocationOfYourBins}}	Change

This data is presented in the form using field placeholders in a paragraph field

Your application for assisted bin collection had been received and it is being processed

Your reference number is
4413930

Please note it can take up to X days to process your application.

What happens next

- We have sent you a confirmation email
- Your application is being reviewed by our team
- They will contact you...

Request a bulky waste collection

This service comprises an introductory page, a form page and a form. The introductory page includes a web content display element to show the content.

Services CCM Your account

[Services](#) > [Waste services](#) > [Request a bulky waste collection introduction](#)

Request a bulky waste collection

About the service:

- Use this service to book an appointment for us to collect your large items for disposal
- The service costs £38 for up to three items
- We can collect up to six items in a single booking
- We may charge more for some bigger items. We will confirm this in the final amount you pay

You will need:

- Your details and address
- Details about the items you want us to collect
- A credit or debit card

On your collection day:

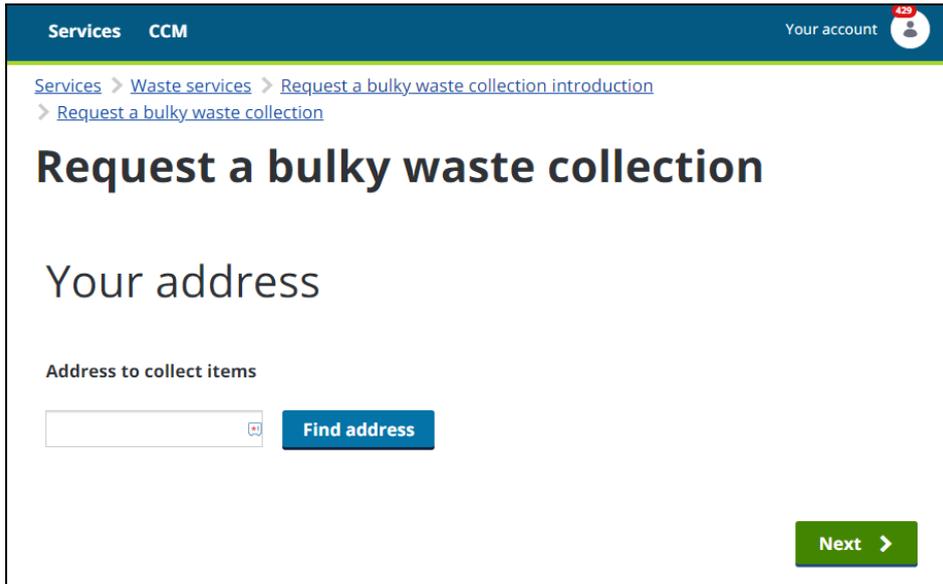
- Your item(s) must be out before 7am at the agreed collection point and be easily accessible
- We will only pick up the item(s) that you have told us about
- [See full terms and conditions](#)

Please note this service is not available for all properties and is a seasonal service.

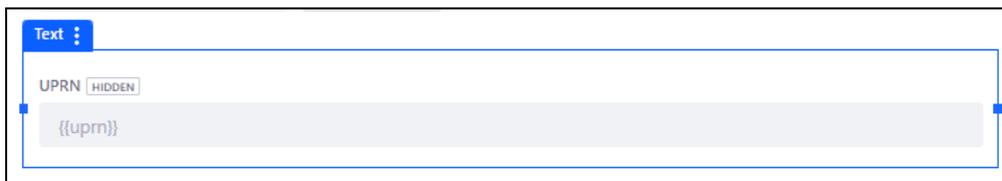
Start >

You can edit this to meet your council's requirements (see [Editing the web content](#) earlier in the documentation)

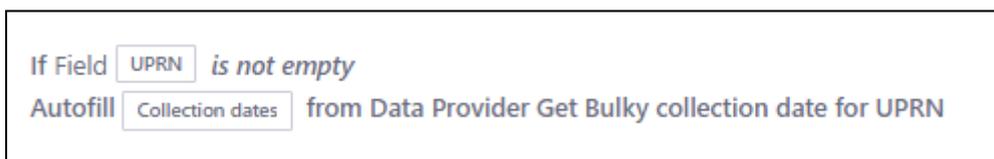
The form page displays the form in the form Page using the Form widget (see [Embedding the form in a Page](#) earlier in the documentation). Residents are required to enter their address details for the address they wish to set the bulky waste collection for.



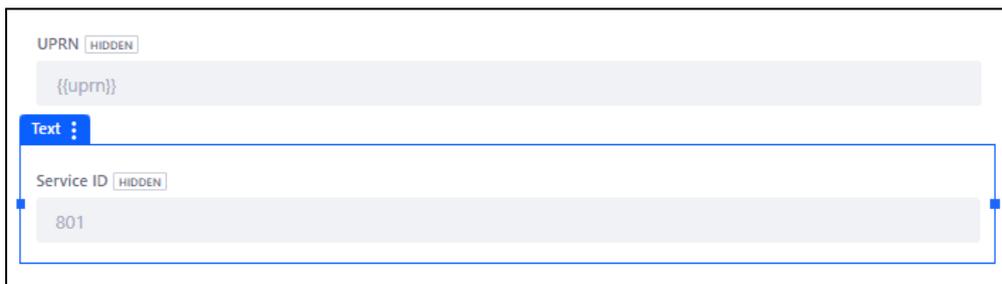
The UPRN for the address is collected for the address selected and stored in a hidden field



The UPRN is then used to retrieve collection dates for bulky waste collections via the data provider



A service ID field is used so that calls made to the data provider will correctly identify which service is being requested. This will vary depending on your waste management system.



The main 'add items for collection' form page lets residents select what they need to have collected.

Request a bulky waste collection

Add items to be collected

- The service costs £38 for up to three items
- We can collect up to six items in a single booking
- We may charge more for some bigger items
- We will confirm this in the final amount you pay

Select item for collection

Choose an Option
▾

Quantity

1

Total items

1

Total cost

38

[▼ My item isn't listed here](#)

We need to know your nationality so we can work out which elections you're entitled to vote in. If you cannot provide your nationality, you'll have to send copies of identity documents through the post.

< Previous

Next >

The introductory paragraph with information about charges. This can be edited within the form editor to match your council's policy on charges and number of items

Add items to be collected

Add a short description for this page.

Paragraph

- The service costs £38 for up to three items
- We can collect up to six items in a single booking
- We may charge more for some bigger items
- We will confirm this in the final amount you pay

Waste Services Manual

The dropdown list for items to be collected is customisable from within the form editor to list the most popular items collected.

The screenshot shows a form editor titled "Select from List". At the top left is a back arrow icon. Below the title is an "Error Message" section with a grey box containing the text "This field is required.". Underneath is a "Create List" section with a dropdown menu currently set to "Manually". Below this are five list items, each in a grey box with a three-dot menu icon on the left and an 'x' icon on the right. The items are: "Bed" (Field Reference: Option64603792), "Curtain rail" (Field Reference: Option61042131), "Drawer" (Field Reference: Option26028067), "Wardrobe (Good condition, disman" (Field Reference: Option21208704), and "Enter an Option" (Field Reference: Option81056875).

Additional collection items can be added by selecting the '+' icon above the Quantity field, which will add a further 'select item for collection' field. Additional fields can continue to be added, or removed by selecting the '-' icon

The screenshot shows a form with two rows of collection items. Each row consists of a "Select item for collection" dropdown menu and a "Quantity" input field. The first row has "Curtain rail" selected in the dropdown and "1" in the quantity field. The second row has "Bed" selected in the dropdown and "1" in the quantity field. A purple '+' icon is located above the quantity field of the first row, and a purple '-' icon is located above the quantity field of the second row.

A javascript field within the form calculates the total items requested and adjusts the total cost as this section of the form is completed. The javascript will need configuration to match your council's pricing policy.

Javascript 

Javascript field - Click here to configure

Select item for collection	Quantity
Curtain rail	1
Select item for collection	Quantity
Bed	3
Total items	4
Total cost	76

A Details component is used at the foot of the page to allow you to add relevant information for the resident should they be unable to select the options they require (e.g. telephone number to book a custom collection). This can be configured in the form editor

Paragraph 

[My item isn't listed here](#)

Please contact our waste team to discuss options for the collection of your items

The next page provides residents with information about collection arrangements and requires them to declare where they will leave items for collection.

Request a bulky waste collection

Location of items to be collected

- Your item(s) must be out before 7am at the agreed collection point and be easily accessible
- We will only pick up the item(s) that you have told us about
- Our crews will not knock on your door or enter your property to collect your item(s)
- There should be no steps, steep slopes or obstacles to access them
- [See full terms and conditions](#)

Where will the item(s) be left for collection? (optional)

Choose an Option ▾

- Choose an Option
- At the side of the property [suitable](#)
- By the kerb
- Next to the gate
- On the driveway

Next >

Again, a details component is available to add any additional information to assist the resident should they not be able to select the relevant option. This can be configured in the form editor.

The date for collection needs to be selected next from a list of available collection dates. These are provided by a rule autofilling collection dates for the given address from the data provider set for the service.

Place City Council

[Council services](#) > [Recycling and rubbish](#) > [Bulky waste collection](#) > Bulky waste collection form

Select date for collection

Please note:

- We collect bulky waste items from **7am, Monday to Friday**. Please choose your collection slot from the available dates below.

Wednesday 25 May 2022
 Thursday 26 May 2022
 Monday 30 May 2022
 Tuesday 31 May 2022

Previous
Next >

Next the resident would need to add their contact details. A logged in resident would not have to do this as their details would be pre populated.

Place City Council Search...

[Council services](#) > [Recycling and rubbish](#) > [Bulky waste collection](#) > Bulky waste collection form

Your details

First name

Last name

Email address

[Previous](#) [Next >](#)

A summary screen is displayed with the data or choices selected by the resident, with the option to edit any of the data prior to submission

Place City Council Search...

[Council services](#) > [Recycling and rubbish](#) > [Bulky waste collection](#) > Bulky waste collection form

Check your answers and confirm you accept the terms and conditions

Your details

Name	Placecube Support	Change
Email address	support@placecube.com	Change

Address for collection

Address	3 Oulton Road Rugby CV21 1AE	Change
----------------	------------------------------------	------------------------

Items to be collected

Items	1 Curtain rail 1 Wardrobe (Good condition, dismantled)	Change
Cost	£38	
Location of items	At the side of the property	Change
Collection date	Wed 25 May 2022	Change

[See full terms and conditions](#)

Please confirm you accept the terms and conditions *

[Previous](#) [Submit >](#)

Waste Services Manual

A notification field is used to handle email confirmations to the resident (by using the emailAddress supplied within the form), but can also be used to alert your service team about a new bulky waste collection by adding an address into the ‘Additional email recipients’ field.

- Your item(s) must be out before 7am at the agreed collection point and be easily accessible
- We will only pick up the item(s) that you have told us about
- Our crews will not knock on your door or enter your property to collect your item(s)
- There should be no steps, steep slopes or obstacles to access them
- [See full terms and conditions](#)

Please confirm you accept the terms and conditions *

Notification ⌵

Notification field - Click here to configure

Payment field - click here to configure

New Page

SUCCESS PAGE

Thank you.

Notification

Basic Advanced

Label ⓘ

Notification

Notification Type ⓘ

Email ⌵

Email Address ⓘ

emailAddress

Additional email recipients ⓘ

Attach PDF

?

Template ID ⓘ

906628

The payment field enables residents to make payments via your chosen payments connector

- Our crews will not knock on your door or enter your property to collect your item(s)
- There should be no steps, steep slopes or obstacles to access them
- [See full terms and conditions](#)

Please confirm you accept the terms and conditions *

Notification field - Click here to configure

Payment ⌵

Payment field - click here to configure

New Page

SUCCESS PAGE

Thank you.

Your information was successfully received. Thank you for filling out the form.

Payment

Basic Advanced

Label ⓘ

Payment

Account ID ⓘ

11

Amount ⓘ

Amount field ⓘ

Numeric79225431

Sale description ⓘ

Sale payment

Item reference ⓘ

1403REF01OTHR

For the payment field (under the basic tab), there are several fields that need configuring:

- **Account ID** - (mandatory field) Insert the Account id. You can use any number you want, this is only to identify the account in your processes. If you take payments for several services (from other

forms) for the same payment connector this will identify what the payment was for (e.g. Account ID 11 = Bulky Waste Collections)

- **Amount** - as the payment is a variable amount this is left blank
- **Amount field** - the field reference for the calculated cost is used here to ensure that the correct value is sent via the payment connector
- **Sale description** - (mandatory field) Description of the sale. For example 'Bulky waste collection'
- **Item reference** - (mandatory field) Reference number for the payment. You can set this to any value that you require

A confirmation screen with the request reference number is shown with additional information for the resident, which can be edited as required within the form editor.

Your application for a bulky waste collection had been received and it is being processed

Your reference number is
1347508

What happens next

- We have sent you a confirmation email
- Your application is being reviewed by our team
- They will contact you...

Please note if you want to amend or cancel an existing booking, please phone our customer services team by 4.30pm, the working day before your collection is due. We cannot give refunds if we receive your request after this time.

Contact

Customer Services Team
Telephone
Email

Subscribe to garden waste collection

The landing page provides information about what the garden waste subscription is for and what information you will need before starting.

It contains the link to the Subscribe to a garden waste collection Form.

You can customise the page by adding text and associated links such as Find out what goes into your garden waste bin and Order bin bags, to suit your council's needs.

The screenshot shows a web page for 'Place City Council' with a search bar in the top right. The breadcrumb trail is 'Council services > Recycling and rubbish > Subscribe to a garden waste...'. The main heading is 'Subscribe to a Garden waste collection'. Below this, there are sections for 'This service is for:', 'You will need:', a 'Please note' section, a 'Start >' button, a section for existing subscribers to 'sign in to', and a 'Useful links' section.

Place City Council Search...

Council services > Recycling and rubbish > **Subscribe to a garden waste...**

Subscribe to a Garden waste collection

This service is for:

- A new customer who requires regular bin collection for their garden waste
- This is an annual service starting April 2022
- This costs £X per year per bin
- [Find out what goes into your garden waste bin](#)

You will need:

- Your details & address
- A credit/debit card

Please note this service is not available for all properties and is a seasonal service.

Start >

If you have already subscribed please [sign in](#) to

- Renew Garden waste subscription
- Cancel Garden waste subscription
- Update Garden waste subscription

Useful links

- [Order garden bin bags](#)
- [Bin collection dates](#)
- [Report a missed bin collection](#)
- [Report a problem with your bin\(s\)](#)

On the first page residents will need to enter a Postcode (a logged in customer would not have to do this as their postcode would be pre populated).

This would need to be configured to search for postcodes in your specific council area.

Once the Postcode has been entered a list of addresses associated with that Postcode will become available in a dropdown.



Place City Council

Search...

[Council services](#) > [Recycling and rubbish](#) > [Subscribe to a garden waste collection](#) > Garden waste collection

Subscribe to a garden waste subscription

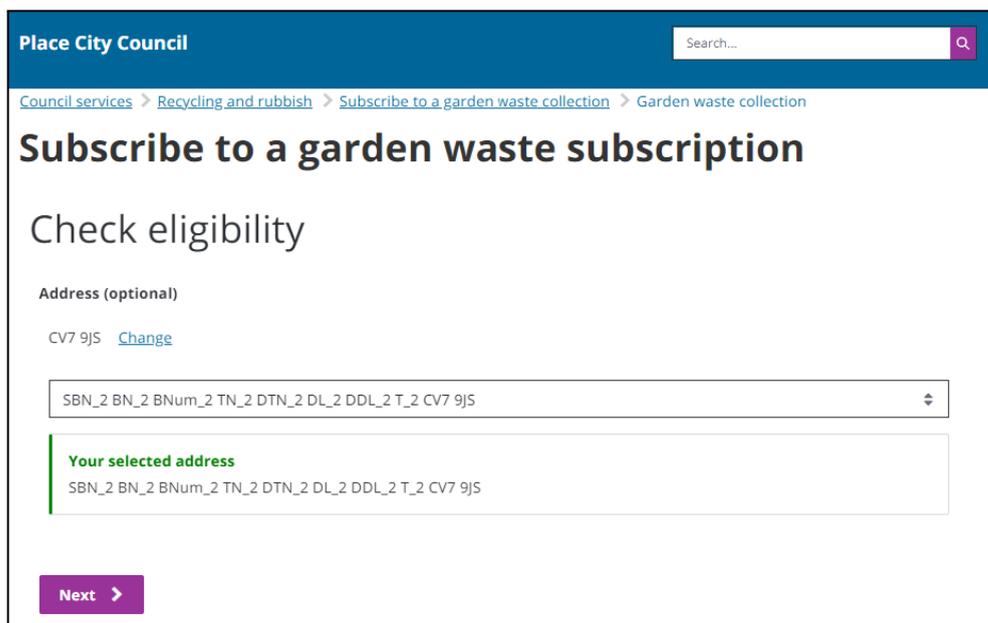
Check eligibility

Address (optional)

Find address

Next >

Once the Postcode has been entered a list of addresses for that Postcode will become available in a dropdown to select from



Place City Council

Search...

[Council services](#) > [Recycling and rubbish](#) > [Subscribe to a garden waste collection](#) > Garden waste collection

Subscribe to a garden waste subscription

Check eligibility

Address (optional)

CV7 9JS [Change](#)

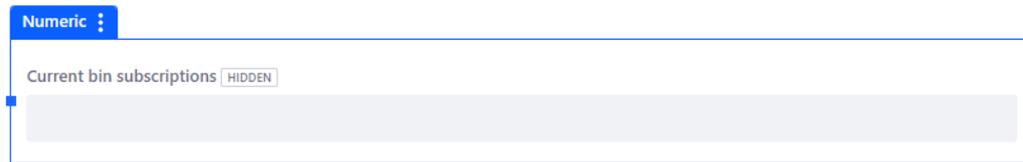
SBN_2 BN_2 BNum_2 TN_2 DTN_2 DL_2 DDL_2 T_2 CV7 9JS

Your selected address
SBN_2 BN_2 BNum_2 TN_2 DTN_2 DL_2 DDL_2 T_2 CV7 9JS

Next >

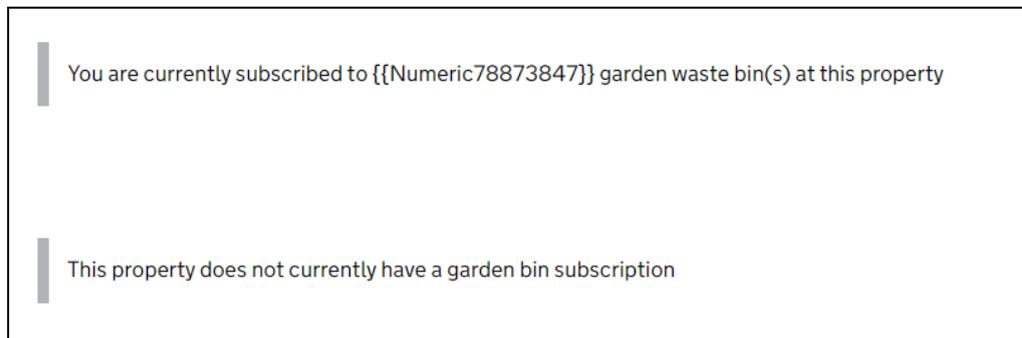
Waste Services Manual

Once the Address has been selected, eligibility for that address will be checked. This is achieved using the UPRN for the address and matching it to your data records. The number of bins subscribed to by a property is returned in a hidden field within the form



The image shows a form field with a blue border. At the top left, there is a blue tab labeled 'Numeric' with a vertical ellipsis icon. Below the tab, the text 'Current bin subscriptions' is followed by a small box containing the word 'HIDDEN'. The main area of the form is a light gray rectangle.

A set of rules within the Rule Builder will display a response based on the number of bins subscribed already; any value above zero will display the first message, with a zero return displaying the second message



The image shows two messages in a list, each preceded by a vertical gray bar. The first message reads: 'You are currently subscribed to {{Numeric78873847}} garden waste bin(s) at this property'. The second message reads: 'This property does not currently have a garden bin subscription'.

If eligible, a resident can then select how many bins they need. This will calculate and display the total cost.

Subscribe to a garden waste collection

The following address is eligible for this service

20 Brand Road Rugby CV21 1AF [change](#)

Subscription period: April 2022 : March 2023
Each garden waste subscription costs £40 annually per bin.

How many garden waste bins would you like collected from your address?

Choose an Option

Total costs (£)

Please note if you would like to buy more than X bins then contact XXX XXXX

[Previous](#) [Next](#)

The cost of the bins is held within page 2 of the form on a hidden numeric field, which can be edited to match your council's charges via the Form Editor. This value is displayed on the form using a form field placeholder

Numeric

Bin cost HIDDEN

40

The charge information is displayed by a Paragraph field which references the Bin cost field via a placeholder

Paragraph

Subscription period: April 2022 : March 2023
Each garden waste subscription costs £{{Numeric89804512}} annually per bin.

Calculation of the total charges is achieved through a set of rules in the Rules Builder which multiplies the number of bins by the bin charge value and displays this in the Total costs field.

Rule Builder

If Field	How many garden waste bins would you like collected from your address?	is equal to Value	1	⋮
Calculate	{Bin cost}*1	into	Total costs (£)	
If Field	How many garden waste bins would you like collected from your address?	is equal to Value	2	⋮
Calculate	{Bin cost}*2	into	Total costs (£)	
If Field	How many garden waste bins would you like collected from your address?	is equal to Value	3	⋮
Calculate	{Bin cost}*3	into	Total costs (£)	
If Field	How many garden waste bins would you like collected from your address?	is equal to Value	4	⋮
Calculate	{Bin cost}*4	into	Total costs (£)	
If Field	How many garden waste bins would you like collected from your address?	is equal to Value	5	⋮
Calculate	{Bin cost}*5	into	Total costs (£)	

Next the resident needs to enter their contact details. A logged in resident would not have to do this as their details would be pre populated.

[Services](#) > [Waste services](#) > [Subscribe to a garden waste collection introduction](#)
> [Subscribe to a garden waste collection](#)

Subscribe to a garden waste collection

Your details

First name

Last name

Email address

[← Previous](#) [Next →](#)

For councils that use stickers to identify their garden waste bins as being within a current subscription, the form has two pages relating to this feature



Place City Council

Search...

[Council services](#) > [Recycling and rubbish](#) > [Subscribe to a garden waste collection](#) > Garden waste collection

Subscribe to a garden waste subscription

Garden bin stickers

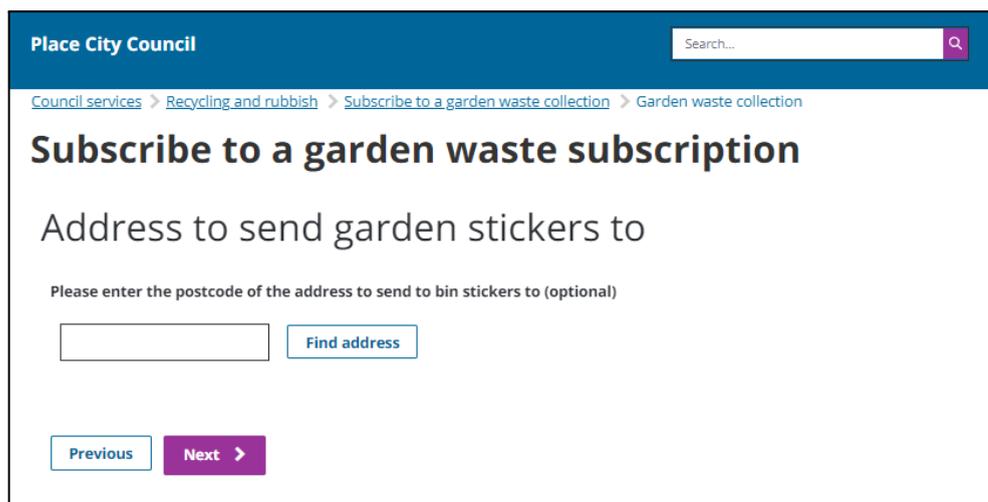
Do you want your garden bin stickers sent to a different address?

Yes

No

[Previous](#) [Next >](#)

If “No” is selected then the stickers will be sent to the default address provided by the resident. If “Yes” is selected, then a second form allows a new address to be entered.



Place City Council

Search...

[Council services](#) > [Recycling and rubbish](#) > [Subscribe to a garden waste collection](#) > Garden waste collection

Subscribe to a garden waste subscription

Address to send garden stickers to

Please enter the postcode of the address to send to bin stickers to (optional)

[Find address](#)

[Previous](#) [Next >](#)

A summary page is presented to enable any changes to be made to the form details prior to submission.

[Services](#) > [Waste services](#) > [Subscribe to a garden waste collection introduction](#)
> [Subscribe to a garden waste collection](#)

Subscribe to a garden waste collection

Check your answers before submitting

Your details

Name	Placecube Support
Email	support@placecube.com

[Change](#)

Address for garden waste collection

Address	20 Brand Road Rugby CV211AF
---------	-----------------------------

[Change](#)

Subscription

Subscription	1 garden waste subscription
Bins	3 garden bin(s) ordered

[Change](#)

By submitting this application you...

[< Previous](#) [Next >](#)

This is achieved through a paragraph field using placeholders for data submitted in the form

PAGE 6 OF 7

Check your answers before submitting

Add a short description for this page.

Your details

Name {{firstName}} {{lastName}}

Email {{emailAddress}}

[Change](#)

Address for garden waste collection

Address {{fullAddress}}

[Change](#)

Subscription

Subscription 1 garden waste subscription

Bins {{HowManyGardenWasteBins}} garden bin(s)
ordered

[Change](#)

Address to send garden waste stickers

Address {{GardenStickersFullAddress}}

[Change](#)

Next, a summary of the service and cost will be displayed.

[Services](#) > [Waste services](#) > [Subscribe to a garden waste collection introduction](#)
> [Subscribe to a garden waste collection](#)

Subscribe to a garden waste collection

Payment

Garden waste collection: 1 subscription

Collection period: April 2022 to March 2023

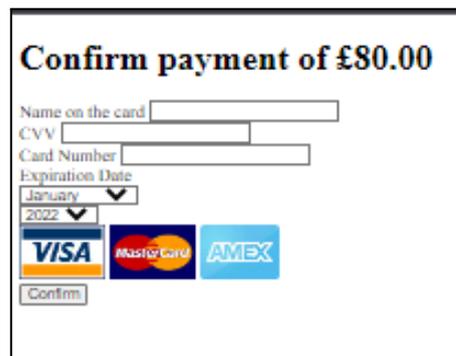
Amount to pay: £120

[← Previous](#) [Pay now →](#)

A payment field will need to be configured within the form editor to connect to your council's preferred payment gateway.



This will enable a Payment provider screen to be displayed, with the total amount to be paid. (the most common providers used are GOV.UK Pay and Capita)

A screenshot of a payment confirmation screen. The title is 'Confirm payment of £80.00'. Below the title are several input fields: 'Name on the card', 'CVV', 'Card Number', and 'Expiration Date'. The 'Expiration Date' field is a dropdown menu showing 'January' and '2022'. Below these fields are three logos for payment providers: VISA, MasterCard, and AMEX. At the bottom left of the form is a 'Confirm' button.

Once payment is completed, a success page will be displayed to the resident

[Home](#) > [Garden waste collection confirmation](#)

**Your application for a garden
waste subscription had been
received and it is being processed**

Your reference number is
4416555

Please note it can take up to X days to process your application.

Waste integration connectors

Integration connectors for using waste services have been set up for three waste management systems:

- Webaspx
- Echo
- Whitespace (created outside the Local Digital funded project)

If you are looking to use a different waste management system please contact us for a discussion on the work needed to create this.

Documentation on the technical aspects of integration will be provided on separate manuals.

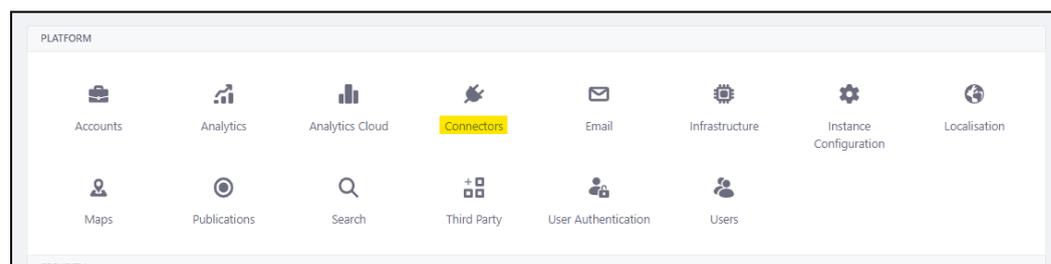
Enabling integration connectors

You will need to enable your waste integration connector in order for some of the services to work correctly

To do this, navigate to the Control Panel by using the global navigation icon in the top left of your screen

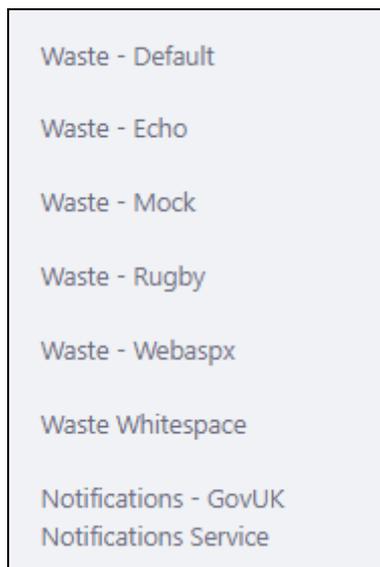


Select 'Instance settings' and then 'Connectors'



Waste Services Manual

You will see the connectors listed halfway down the left hand menu



To enable your connector, select from the left hand menu and ensure the ‘enabled’ checkbox is ticked

