

DIGITAL PLACE FOR LOCAL PUBLIC SERVICES

# Low code waste services

UR: Desktop research

UX: Flows & mini-wireframes

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# Content

- **Overview**
- **Waste services**
  - Bin collection days
  - Assisted collection
  - Garden waste
  - Bulky waste
  - Missed bin collection
  - Fly-tipping
  - Waste container request



SECTION ONE

# Overview



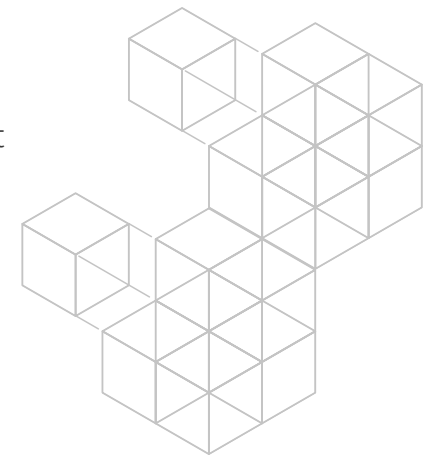
# Overview

## User research approach

- As a Beta phase project, we did not undertake new user research
- The project gathered existing, accessible research from across the council partners and reviewed it to collate key learnings
- The intention is to conduct user testing on the new low-code components once they are developed to ensure they meet user needs.

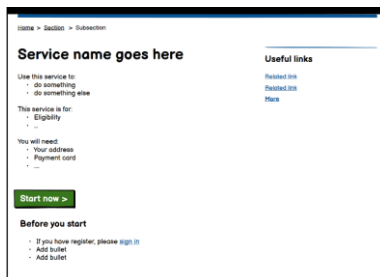
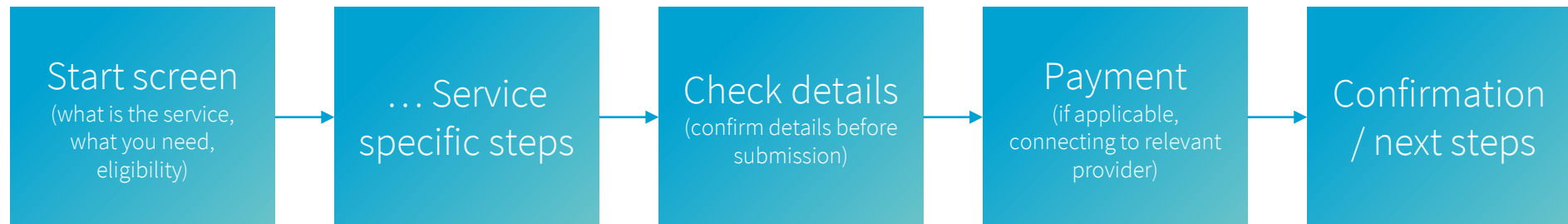
## UX approach

- Review the existing website service patterns for each council
- Review the process flows developed by the Business analyst (Martin Lowe)
- Take forward user research learnings
- Produce simple front-end steps
- Develop guide set of mini-wireframes (please note these are for reference only and are not fully detailed wireframes or UI designed screens)



# Front-end design patterns

The recommendations for the mini-wireframes follow the GDS service patterns developed by Placecube for previous projects.



Home > Section > Subsection

### Service name goes here

Use this service to:

- do something
- do something else

This service is for:

- Eligibility
- ...

You will need:

- Your address
- Payment card
- ...

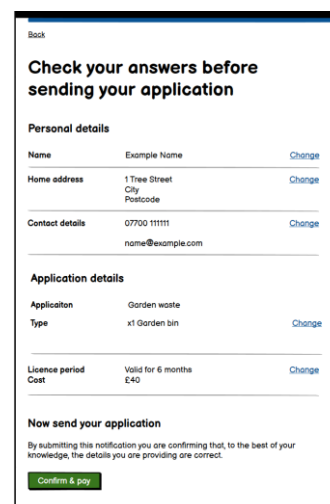
[Start now >](#)

**Before you start**

- If you have register, please [sign in](#)
- Add bullet
- Add bullet

**Useful links**

- [Related link](#)
- [Related link](#)
- [Here](#)



[Back](#)

### Check your answers before sending your application

**Personal details**

Name	Example Name	<a href="#">Change</a>
Home address	1 Tree Street City Postcode	<a href="#">Change</a>
Contact details	07700 111111 name@example.com	<a href="#">Change</a>

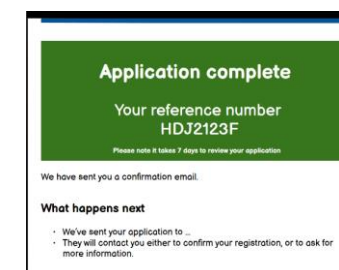
**Application details**

Application	Garden waste	
Type	x1 Garden bin	<a href="#">Change</a>
Licence period	Valid for 6 months	<a href="#">Change</a>
Cost	£40	

**Now send your application**

By submitting this notification you are confirming that, to the best of your knowledge, the details you are providing are correct.

[Confirm & pay](#)



### Application complete

Your reference number  
HDJ2123F

Please note it takes 7 days to review your application

We have sent you a confirmation email.

**What happens next**

- We've sent your application to ...
- They will contact you either to confirm your registration, or to ask for more information.

WASTE SERVICES

# Bin collection days

Service overview & mini-wireframes

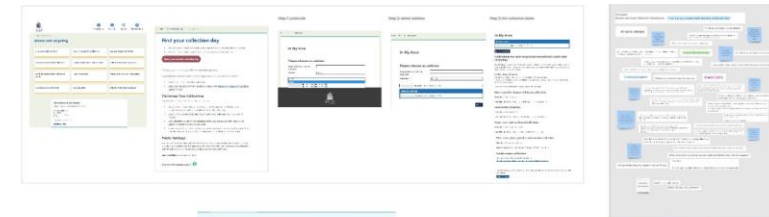
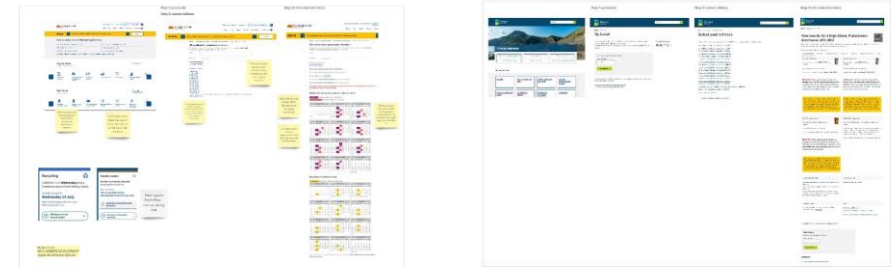


## BIN COLLECTION DAYS

# User research Summary

### Primary task: Find the date for my bin collections

- The dates need to be clear, a calendar view had mixed success, where colour coding was not always fully understood. Users were keen to see future dates not just the upcoming date. A full calendar that can be downloaded and printed should be accessible.
- Users were keen differentiate the different bin types; this could be aided by a visual guide.
- Other information users were seeking included:
  - What time should the bins be put outside
  - How to report a missed bin collection
  - What goes into the different bins
  - Changes for seasonal/bank holiday information



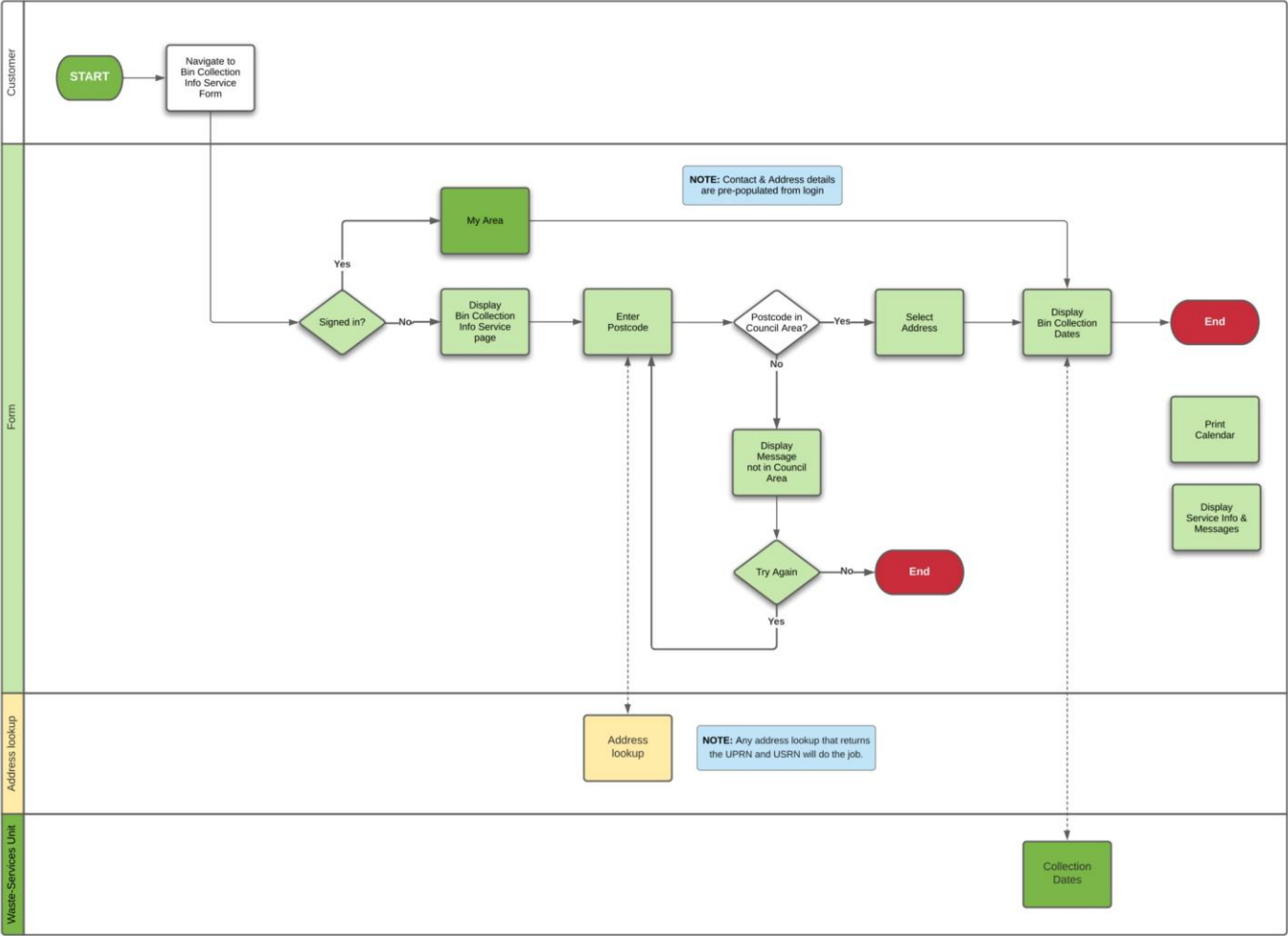
Research available:

- NCC user research report
- Kingston & Sutton user research report & website feedback

BIN COLLECTION DAYS

Process flow

Developed by Business Analyst





BIN COLLECTION DAYS

Key steps  
Front-end journey on website

Find my bin collection days



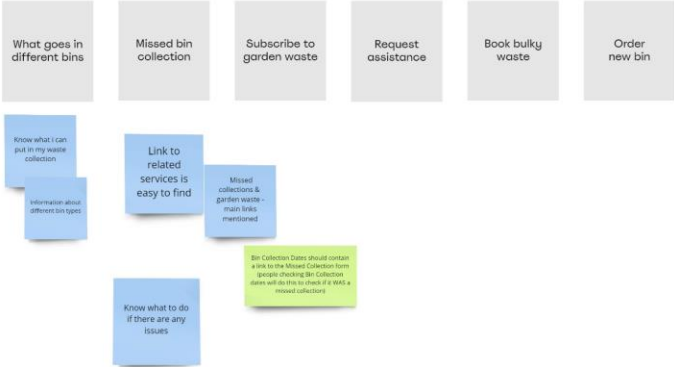
- Clear instructions if collecting house number (NCC)
- Think about accessibility use of drop-downs (NCC)
- Recommendation - Although the calendar view is functional, users reported that other sites presented information in a clearer way. Explore design alternatives (NCC)
- Recommend to "encourage" the user to register and login > this will prepopulate all of the personal info (and it will personalise the experience and

- Notes:
- Notes from: NCC user research reports
  - Notes from Placecube Process flow review
  - Notes from Kingston & Sutton website feedback for waste services

Page content



Related links



## BIN COLLECTION DAYS

# UX: Mini-wireframes

## Guide for front-end screens on website

1: Enter postcode

### Find your bin collection day

Use this service to:

- Check household waste, recycling and garden waste collection days

Enter a postcode  
For example ABC1 2AA

Find address

2: Select address

### Find your bin collection day

Use this service to:

- Check household waste, recycling and garden waste collection days

Enter a postcode  
For example ABC1 2AA

Select address

Next

User may skip this screen if logged in

Postcode finder may vary for authorities

3: Basic view

### Bin collection days

Address [\(change\)](#)

Service disruption alerts

Please note: Bins should be put out by 6.00am on day of collection

#### Household waste

Collection is fortnightly on a Tuesday

Next collection: dd/mm/yyyy

Following collection: dd/mm/yyyy

#### Recycling

Collection is weekly on a Thursday

Next collection: dd/mm/yyyy

Following collection: dd/mm/yyyy

#### Garden waste

Collection is fortnightly on a Tuesday

Next collection: dd/mm/yyyy

Following collection: dd/mm/yyyy

Alternative view / with more content

### Bin collection days

Address [\(change\)](#)

Service disruption alerts

Please note: Bins should be put out by 6.00am on day of collection

#### Household waste

Collection is fortnightly on a Tuesday

Next collection: dd/mm/yyyy

Following collection: dd/mm/yyyy

[Check what goes into your bins](#)

#### Recycling

Collection is weekly on a Thursday

Next collection: dd/mm/yyyy

Following collection: dd/mm/yyyy

[Check what goes into recycling](#)

#### Garden waste

Collection is fortnightly on a Tuesday

Next collection: dd/mm/yyyy

Following collection: dd/mm/yyyy

[Check what goes into garden waste](#)

[Subscribe to this service](#)

[Download full bin collection calendar \(PDF\)](#)

Seasonal or holiday information  
E.g. Christmas tree collections

Useful links:

- [Report missed bin collection](#)
- [Order a new bin](#)
- [Garden waste service](#)
- [Request help putting out bins](#)
- [Book collection for large items](#)

Show alerts if disruption as many check bin dates before reporting missed collection

Provide helpful information for when bins need to be put out

Show visual guide to bins / link to what goes into your bins

Show next & following collection dates

Add easy link to subscribe to a service - garden waste

If available add link to download calendar

Season information on same screen

Quick links to related services

Some sites have option to get bin day notifications

WASTE SERVICES

# Assisted bin collection

Service overview & mini-wireframes



## ASSISTED BIN COLLECTION

# User research Summary

### Primary task: Require help to put out bins for collection

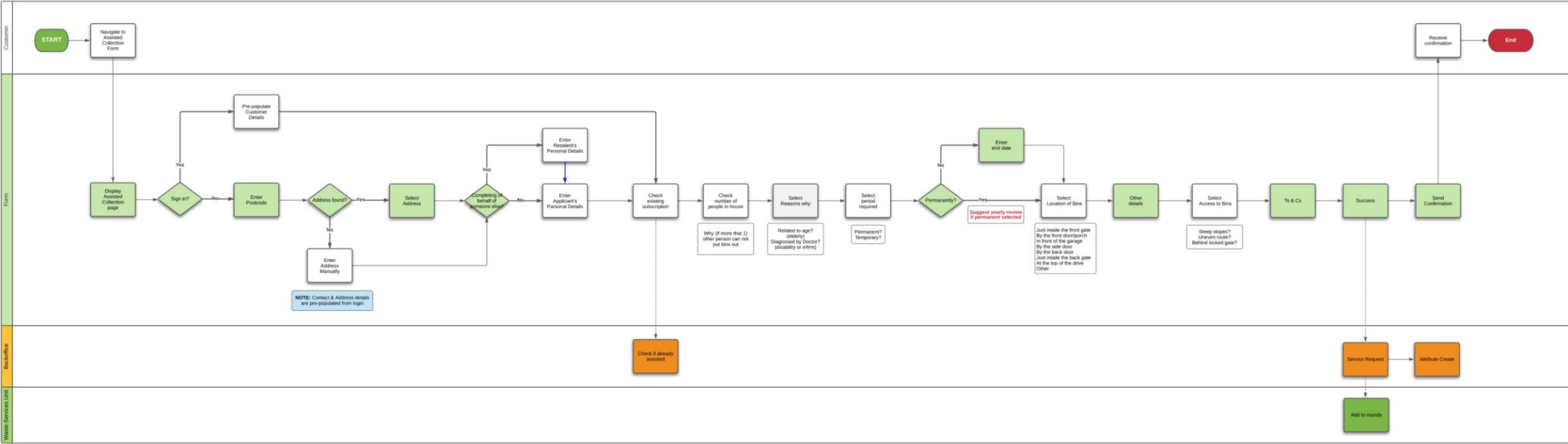
- Reviewing feedback to form submission the following points were taken on board from the NCC user research report profiles
  - Clear eligibility criteria is required upfront. “Was confused as to whether she was eligible for assisted collection and expected assistance to be included as it was a paid for service. Was unhappy with language used for eligibility criteria for assisted collection and unfairly excluded as she believed she would need help”.
  - Providing clear information on what happens once the form is submitted. “Is happy to submit an online form but would like to be told when to expect a response”.

The screenshots illustrate the user journey for requesting assisted bin collection. The process starts with a 'Request' form where users provide their details and confirm their eligibility. This is followed by a 'Confirmation' screen that summarizes the request. The bottom row shows various support and tracking screens, including 'Request help moving your bins', 'Request acknowledgement', 'Request code lookup', and 'Request details'. The interface is designed to be user-friendly and informative, with clear instructions and a logical flow.

ASSISTED BIN COLLECTION

Process flow

Developed by Business Analyst



ASSISTED BIN COLLECTION

Key steps

Front-end journey on website

New application: user has an account



New application: no login



Page content



Assisted bin collection - make it easier to find (site navigation)

"I is happy to submit an online form but would like to be told when to expect a response"

"Anxious about using a contact form online as no confirmation to tell him how long the response would take"

Was confused as to whether she was eligible for assisted collection and expected assistance to be included as it was a paid for service. Was unhappy with language used for eligibility criteria for assisted collection and unfairly excluded as she believed she would need help.

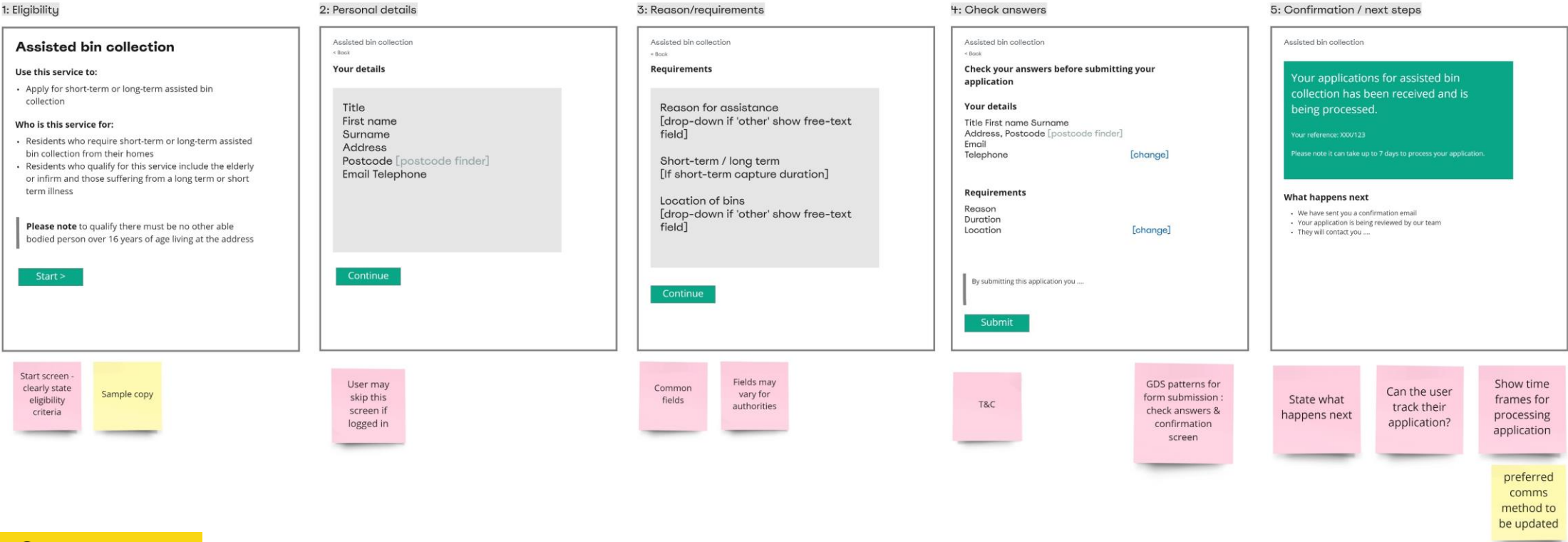
Notes:  
Notes from Placecube  
Process flow review  
Notes from:  
NGC user research reports

# ASSISTED BIN COLLECTION

## UX: Mini-wireframes

Guide for front-end screens on website

Assisted bin collection



WASTE SERVICES

# Garden waste

Service overview & mini-wireframes



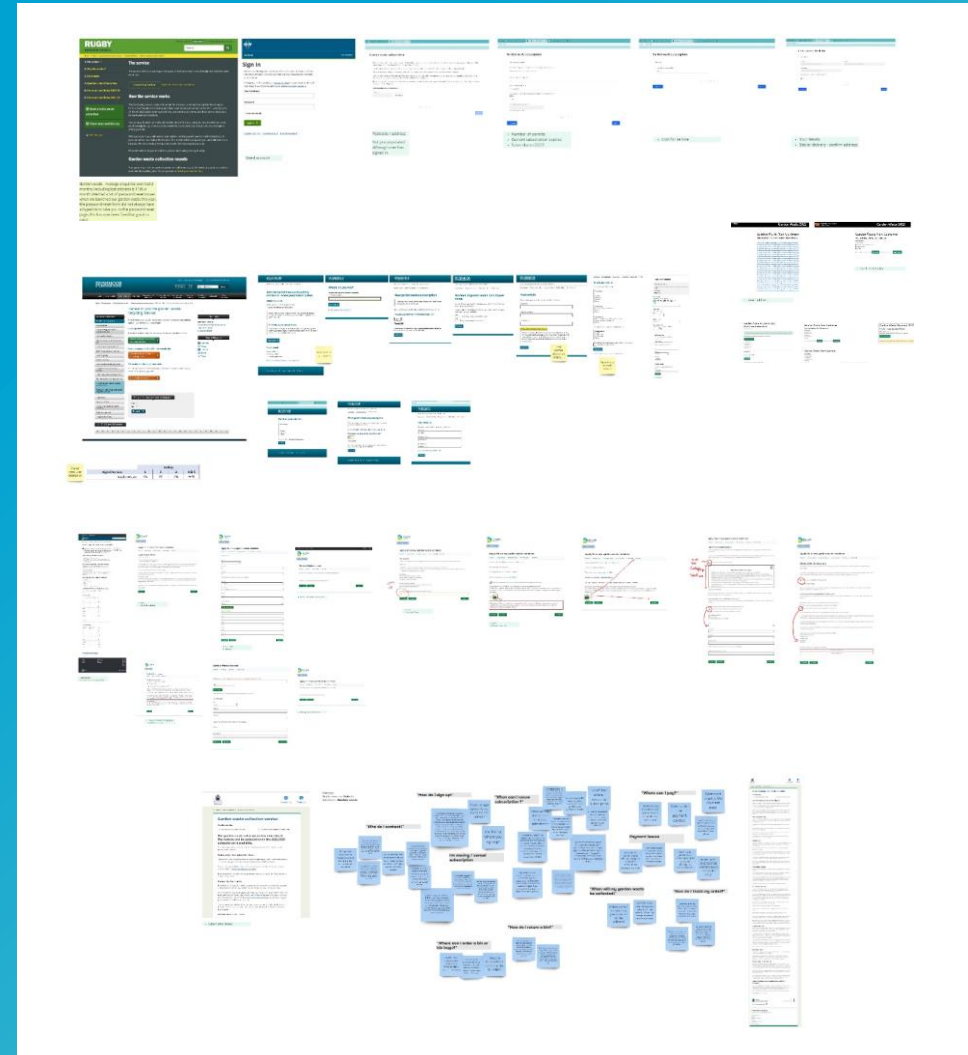


## GARDEN WASTE

# User research Summary

**Primary task:** Subscribe and make payment for garden waste collection

- Key points from previous research and the website feedback:
  - Pricing should be upfront
  - Clearly state the subscription period
  - Check eligibility for the service early in the process
  - When the subscription period is closed, inform users when this will reopen, and the steps involved to re-apply
  - Show related links e.g., cancelling a subscription
  - Inform users of next steps and delivery timings for garden bins



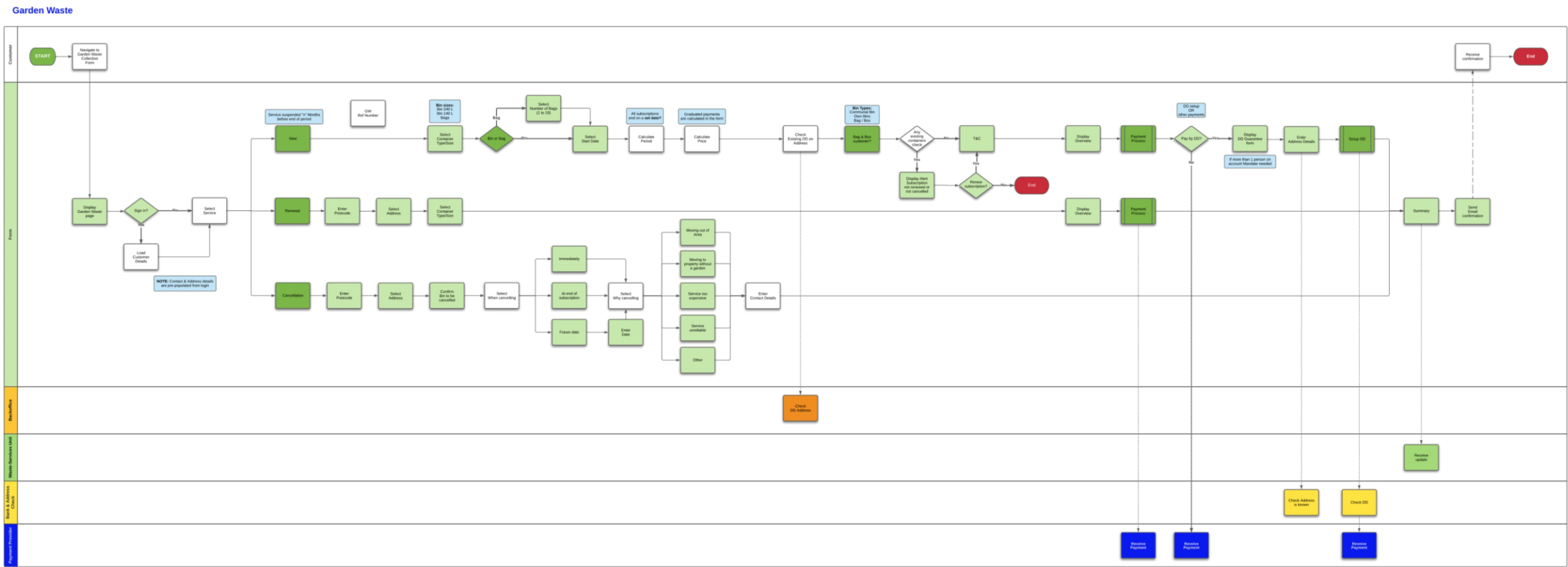
Research available:

- NCC user research report
- Kingston & Sutton user research report & website feedback
- Rushmoor website user satisfaction statistics

GARDEN WASTE

Process flow

Developed by Business Analyst



GARDEN WASTE

Key steps  
Front-end journey  
on website

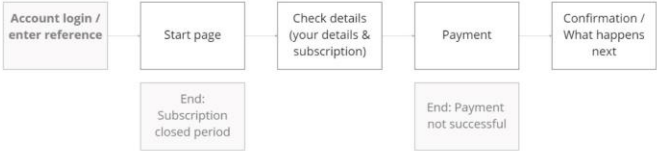
New subscription: user has an account



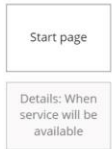
New subscription: no login



Renew subscription



Subscription not active



Related links

[Renew subscription](#)

[Cancel subscription](#)

[Update subscription](#)

[Order garden bin bags](#)

[Report a problem with bins](#)

[Report missed bin collection](#)

[Collection dates](#)

[What goes into garden waste bin](#)

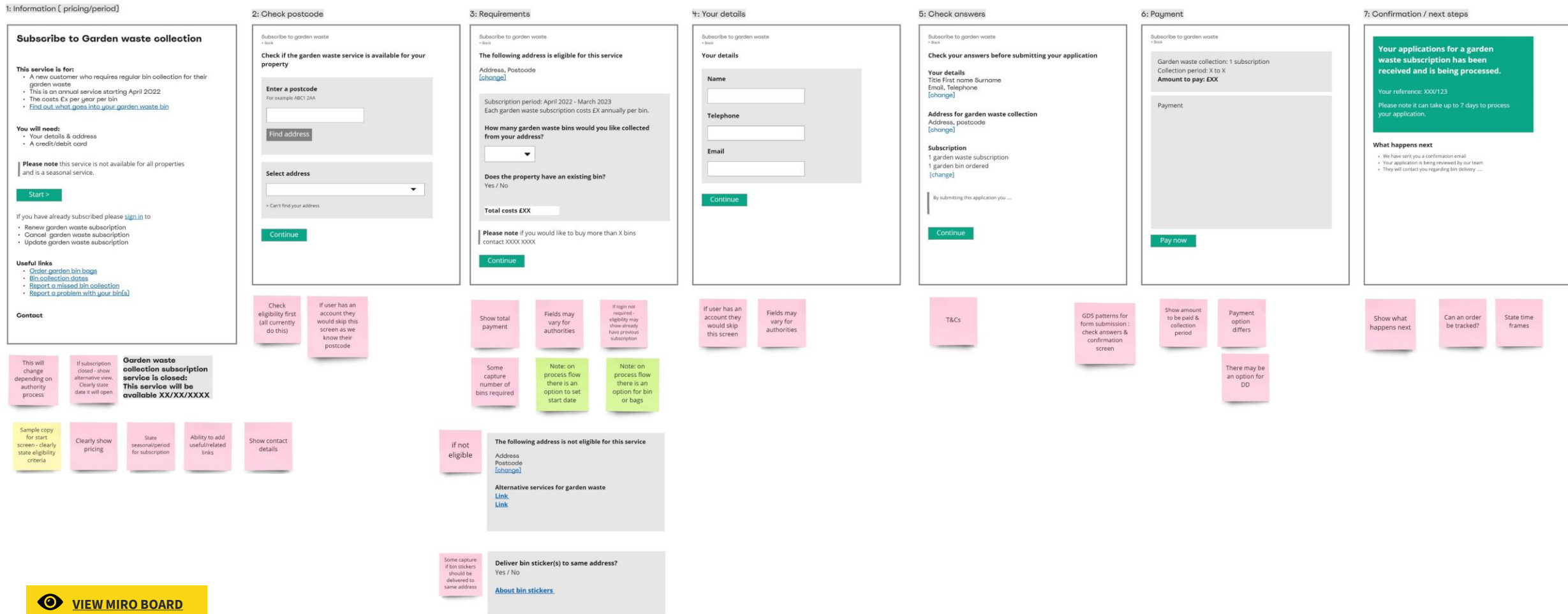
K&S website feedback - users often looked for the additional info

TBC - journey ordering on behalf of someone

## GARDEN WASTE

# UX: Mini-wireframes

## Guide for front-end screens on website



WASTE SERVICES

# Bulky waste

Service overview & mini-wireframes

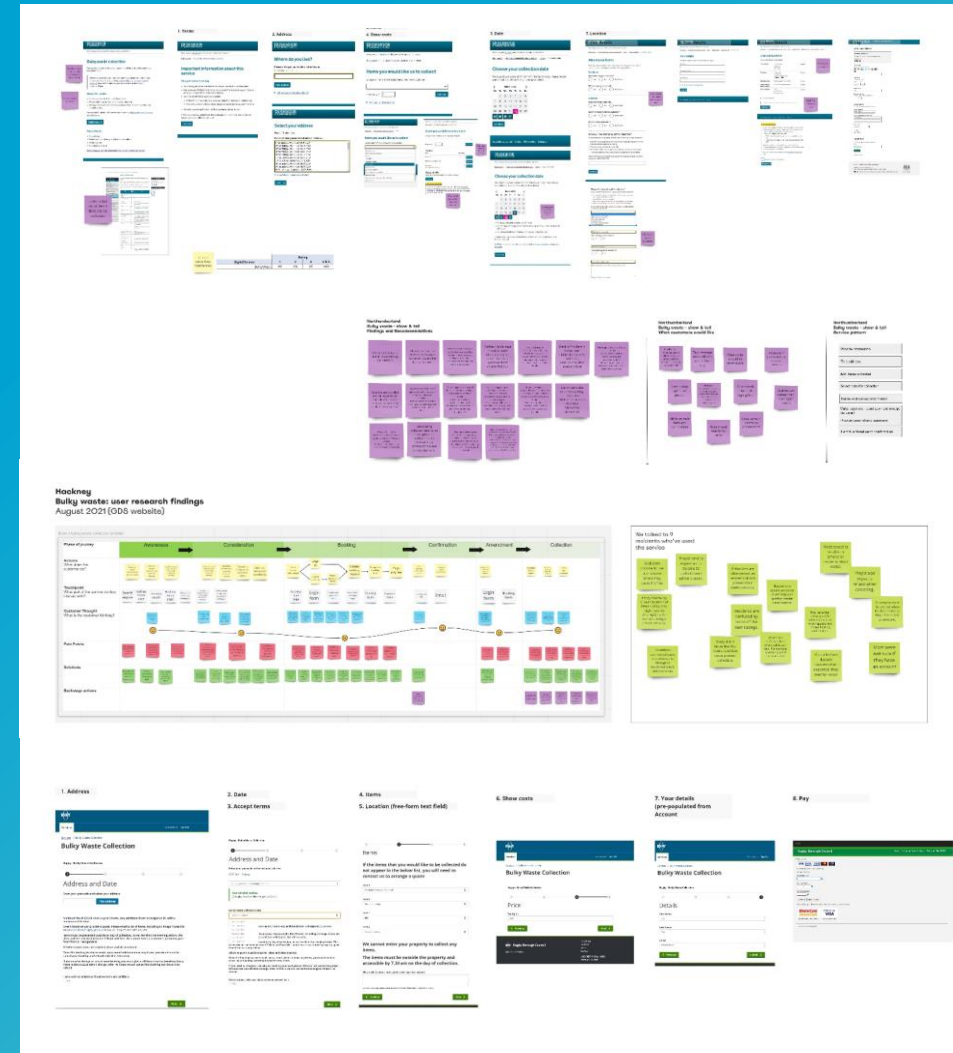


## BULKY WASTE

# User research Summary

**Primary task:** Book collection for larger household items and make payment if applicable

- Key points from previous research and website feedback:
  - Bulky waste is not a term all users were familiar with, NCC users thought 'collect large items for disposal' was a clear heading that effectively described the task
  - Pricing and discount information should be provided upfront at the start of the process
  - A clear list of items and how they should be prepared for collection e.g., if item should be dismantled
  - Adding items to the list for collection needs to be an obvious form with clear indicators and pricing
  - The NCC date selector was intuitive although a calendar version could work well.
  - Additional useful information e.g., users do not have to be in, state where they will leave items and assisted collection



Research available:

- NCC user research report
- Hackney Bulky waste: user research findings, August 2021 (GDS website)
- Rushmoor website user satisfaction statistics

Developed by Business Analyst

The diagram illustrates the Bulky Waste Collection process flow, organized into five swimlanes: Customer, Team, Address Lookup, Backoffice, and Payment Provider.

**Customer Swimlane:**

- START (Green oval)
- Navigate to Bulky Waste Collection Form (White rectangle)
- Display Bulky Waste Collection Information page (Green rectangle)
- Sign in? (Decision diamond)
- Sign in (Green rectangle)
- Pre-load Customer Details (White rectangle)
- New Collection (Green rectangle)
- Display Summary (Orange rectangle)
- Confirm Appt. N, T, L & C (Orange rectangle)
- Select Collection Date (Green rectangle)
- Select Category (Green rectangle)
- Select Item(s) (Green rectangle)
- Enter Description (Orange rectangle)
- Enter Location of Item(s) (Orange rectangle)
- Display Item price (interim/weekly) (Green rectangle)
- Enter Personal Details (White rectangle)
- Enter First Name (Green rectangle)
- Enter Last Name (Green rectangle)
- Enter Email Address (Green rectangle)
- Display Summary (Green rectangle)
- Enter Payment Details (Green rectangle)
- Display Payment Confirmation (Green rectangle)
- Send Confirmation (Green rectangle)
- Repeat Confirmation Message (White rectangle)
- End (Red oval)

**Team Swimlane:**

- Changes (Orange rectangle)
- Quote (Orange rectangle)
- Assisted Collection (Orange rectangle)
- CT Support for Benefits (Orange rectangle)

**Address Lookup Swimlane:**

- Address Lookup (White rectangle)
- Address lookup (Yellow rectangle)

**Backoffice Swimlane:**

- Generate Sales (Yellow rectangle)
- Send Notifications (Yellow rectangle)
- It Starts Back office Entry (Yellow rectangle)

**Payment Provider Swimlane:**

- Revenue Payment (Blue rectangle)
- Send Payment Confirmation (Blue rectangle)

**Process Flow and Notes:**

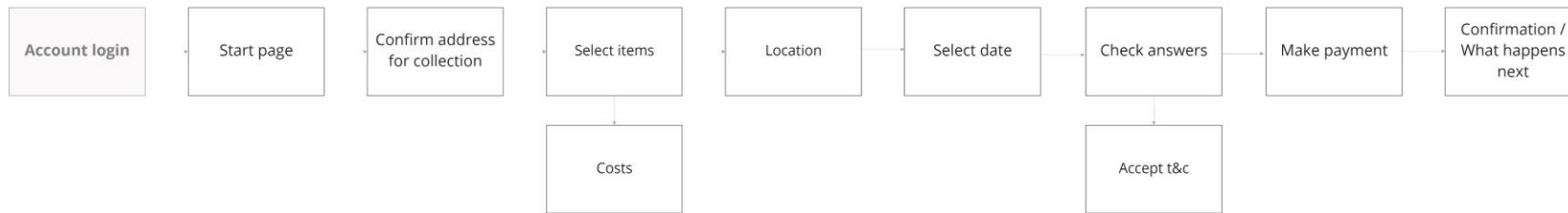
- Address Lookup:** A box labeled "SOME MANDATORY LOGIN" is connected to the "Sign in?" decision diamond.
- Collection Date:** A note states: "NOTE: Date selected is at first beginning for some OTHERS at the end". Another note says: "May be better to have this date at the beginning if it's connected to a calendar".
- Item Selection:** A note states: "NOTE: Some can select up to 5 items, some 8 items". Another note says: "We either display all drop-downs OR item 2 appears (and is selectable) since item 1 has been completed and so on". A third note states: "NOTE: Either price brackets 1-418 / 2-4-636 / 5-8-872 / 1-4-636 / 1-6-856 OR wait for a quote (outgoing)".
- Customer Details:** A box labeled "Prepopulated if Logged in" is connected to the "Enter Personal Details" step.
- Payment:** A box labeled "Check your details before paying" is connected to the "Display Summary" step. A note states: "NOTE: Flatbed truck - New in Cash Dates are recorded in OUTLOOK Receipts are checked on paper OR in House calendar".

## BULKY WASTE

# Key steps

## Front-end journey on website

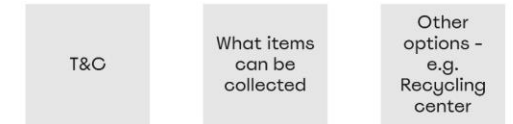
### User has an account



### No login



### Related links





# UX: Mini-wireframes

Guide for front-end screens on website

## 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:** 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.

**Start >**

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

**Recycle your items instead**

Rather than disposing of it, you could advertise your item for free on [Freecycle](#), [Freecycle](#) or another similar website to see if someone can reuse it. Alternatively, charities such as [British Heart Foundation](#) can collect good quality items for free.

**Contact**  
Customer Services Team  
Telephone  
Email

Bulky waste collection

< Back

Address to collect items

Enter a postcode

For example ABC1 2AA

Find address

Select address

> Can't find your address

Continue

Bulky waste collection

[← Back](#)

### 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

▼

Add item

[▶ My item isn't listed here](#)

### Items for collection

Item	Quantity
Curtain rail	<input type="text" value="1"/> <a href="#">Delete</a>
Wardrobe	<input type="text" value="1"/> <a href="#">Delete</a>
Will it be dismantled? is it in good condition?	
<div style="display: flex; justify-content: space-around;"> <div>Yes <input type="radio"/></div> <div>No <input checked="" type="radio"/></div> </div>	
Total costs	<b>€38.00</b>

Continue

Bulky waste collection

< Back

## Location of items to be collected

On your collection day:

- Your item(s) must be out before 7am at the agreed collection point and 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?

Items need to be in one location

▶ [None of these options are suitable](#)

Continue

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

At the side of your property

Will the item(s) be visible from road?

☐

Yes

☐

No

Options to  
ignore  
more  
[information](#)

Bulky waste collection

[← Back](#)

### 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.

March 2022						
<	Mo	Tu	We	Th	Fr	Sa Su
		1	2	3	4	5 6
	7	8	9	10	11	12 13
	14	15	16	17	18	19 20
	21	22	23	24	25	26 27
	28	29	30	31		

You have selected **Friday 25 March 2022**

[Continue](#)

Components

## Calendar date picker

[demo](#)



The screenshot shows the Angular Material Calendar Date Picker component. It features a header with the month 'November 2018' and navigation arrows. The main area is a calendar grid with days of the week (MON, TUE, WED, THU, FRI, SAT, SUN) and dates. The date '15' is highlighted in blue. Below the calendar is a row of numbers 1 through 7. A red box highlights the text 'Similar calendar UR testing: <https://hmcui.s-design-system.herokuapp.com/components/cal-endar-date-picker>'.

Alternative to calendar show available dates

Please select a date for collection

2018-06-01 Wednesday	2018-06-02 Thursday	2018-06-03 Friday	2018-06-04 Saturday	2018-06-05 Sunday	2018-06-06 Monday	2018-06-07 Tuesday
-------------------------	------------------------	----------------------	------------------------	----------------------	----------------------	-----------------------

Selected Date: 2018-06-01 (Wednesday)

One user said they'd prefer a monthly calendar to a date selector as it is easier to navigate than the list format of the date selector.

Add additional field for assisted collection

```
graph LR; A[Help with nationality] --> B[Help with nationality]; A --> C[EU's details passport]; B --> D["We need to know your nationality so we can work out which elections you're entitled to vote in. If you can't provide your nationality, you'll have to send copies of identity documents through the post."]; C --> E["Make a voter register when it's time to vote. You'll need to provide information about your name and where you live."];
```

▶ [Help with nationality](#)

▶ [EU's details passport](#)

▶ [Make a voter register when it's time to vote. You'll need to provide information about your name and where you live.](#)

▼ [Help with nationality](#)

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

```

graph TD
    A[Sample copy] --> B[Consider renaming:  
Collect large items for disposal]
    B --> C[Users thought  
Collect large items for disposal was a clear heading that effectively describes what the page is for]
    C --> D[Used more information against article, removed unnecessary things. An item named a quote, while not being used]
  
```

Sample copy

Consider renaming:  
**Collect large items for disposal**

Users thought  
Collect large items for disposal was a clear heading that effectively describes what the page is for

Used more information against article, removed unnecessary things. An item named a quote, while not being used

## BULKY WASTE

# UX: Mini-wireframes

## Guide for front-end screens on website

### Check answers

Bulky waste collection

< Back

Check your answers and confirm you accept the terms and conditions

Your details

Title First name Surname

Email, Telephone

[change]

Address for collection

Address, postcode

[change]

Items to be collected

1 curtain rail

1 wardrobe (dismantled, in good condition)

Costs £38.00

[change]

Location of items

At the side of the property

[change]

Collection date

23 March 2022

[change]

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

☐ Please confirm you accept the terms and conditions

Continue

### Payment

Bulky waste collection

< Back

Bulky waste collection: X items

Amount to pay: EXX

Pay now

### Confirmation

Bulky waste collection

< Back

Your applications for a bulky waste collection has been received and is being processed.

Your reference: XXX/123

What happens next

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

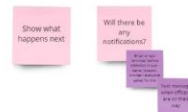
Please note: If you want to amend or cancel an existing booking, please phone our Customer Services team by 4.30pm, the working day before your collection is due. We cannot give refunds if we receive your request after this time.

Contact

Customer Services Team

Telephone

Email



WASTE SERVICES

# Missed bin collection

Service overview & mini-wireframes

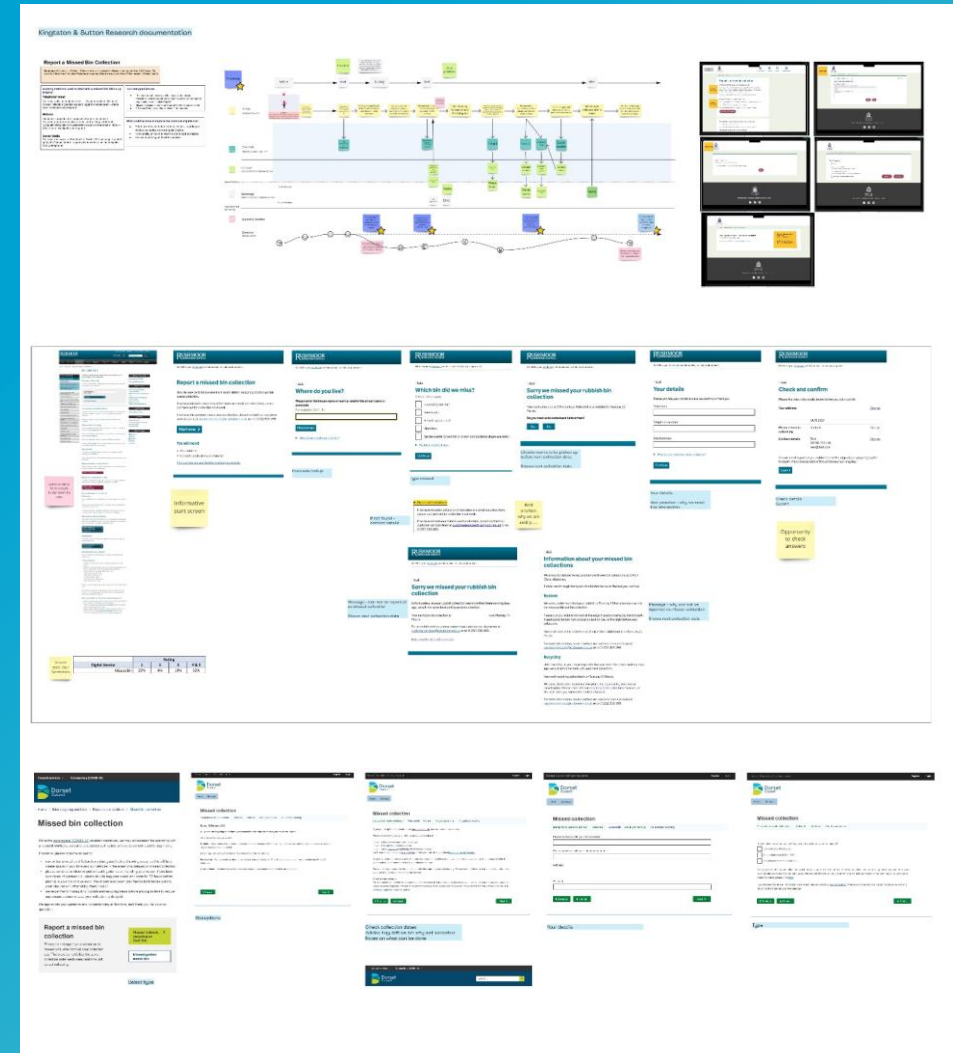


## MISSED BIN COLLECTION

# User research Summary

**Primary task:** Report a missed bin collection, check if bins can be collected

- There was limited research available, key points:
  - On the start page clearly state the criteria to report a missed collection and reasons why it may not be possible to re-book a collection
  - Some sites were able to check eligibility and provide information for the next collection date. There is an opportunity to check if user requires bin collection before the next collection date
  - Provide users with clear next steps once they have submitted the form



Research available:

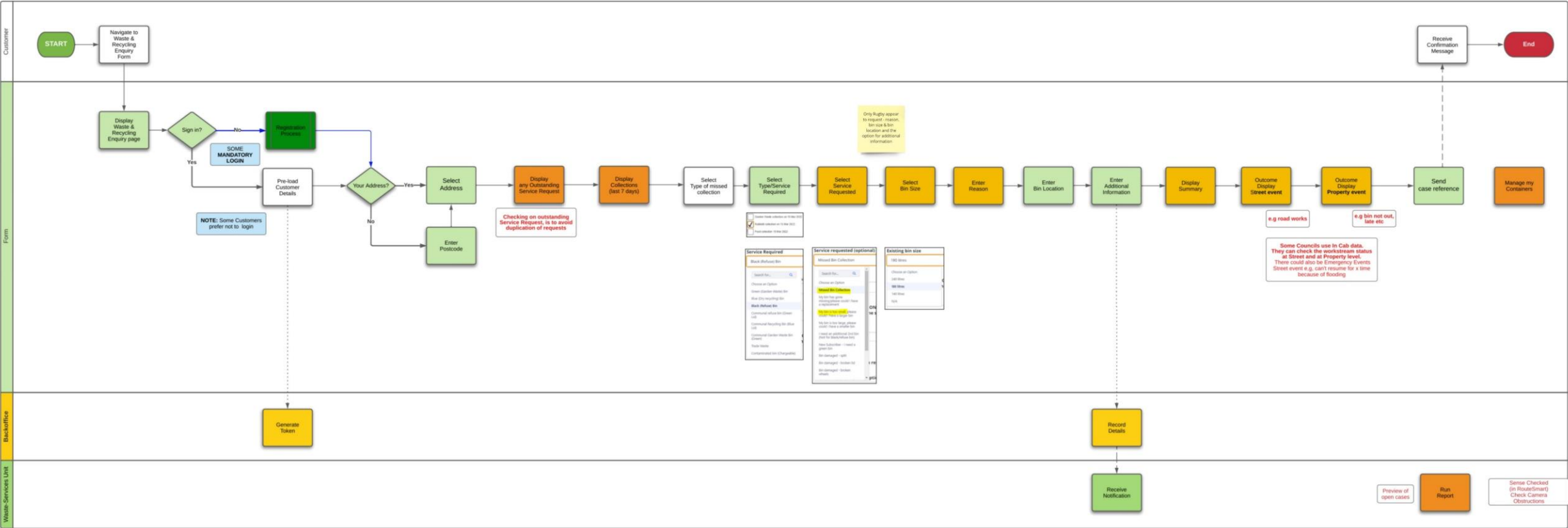
- Kingston & Sutton user research report
- Rushmoor website user satisfaction statistics

MISSED BIN COLLECTION

Process flow

Developed by Business Analyst

Missed Collection

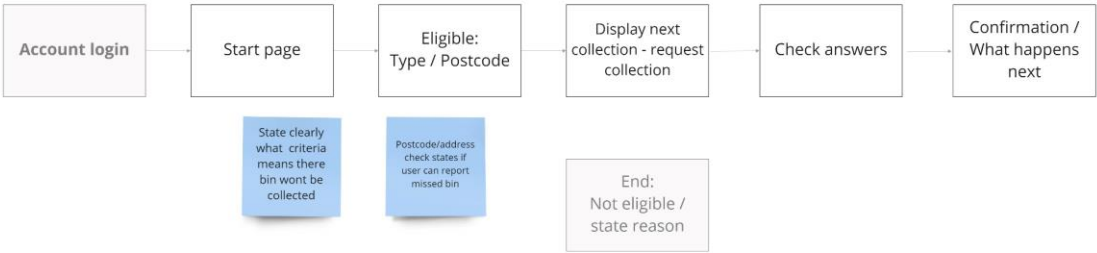


# MISSED BIN COLLECTION

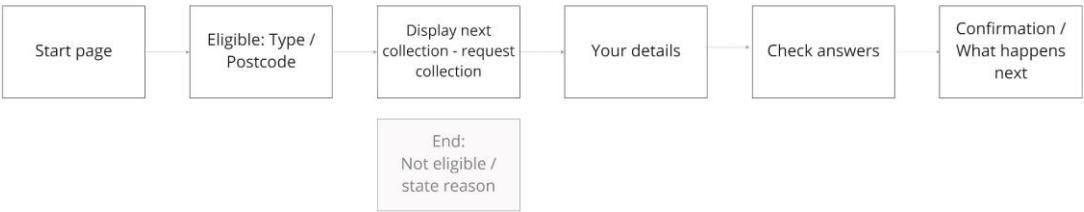
## Key steps

Front-end journey

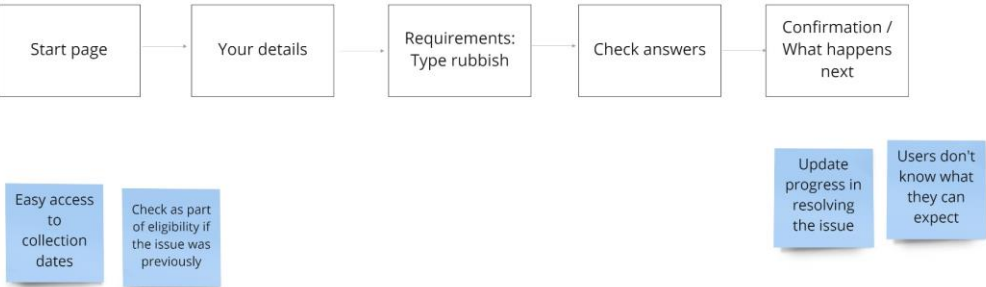
Report issue: user has an account  
System can check if they are eligible for a collection



Report issue: no login  
System can check if they are eligible for a collection



Report issue: no login  
System does NOT check if they are eligible for a collection



## MISSED BIN COLLECTION

# UX: Mini-wireframes

## Guide for front-end screens on website

Missed bin collection - **does** check eligibility and next collection date

Start screen

**Report missed bin collection**

**This service is to:**

- Report a missed bin collection from your property
- Please report the missed bin after 4 pm 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**

- [Bin collection dates](#)
- [Find out what goes into your garden waste bin](#)

**Customer services**  
email & phone

This will change depending on authority process

Ability to add useful/related links

Show contact details

Dorset: include link to Advice tags

Sample copy for start screen - clearly state eligibility criteria

Type

Missed bin collection  
+ Back

**Which bin(s) were not collected?**

General rubbish ☐

Recycling ☐

Food waste ☐

Garden waste ☐

[Continue](#)

Only Rugby appear to request - reason, bin size & bin location and the option for additional information

Address postcode finder

Missed bin collection  
+ Back

**Address for property where bin(s) were not collected**

**Enter a postcode**  
For example ABC1 2AA

[Find address](#)

**Select address**

> Can't find your address

[Continue](#)

Check eligibility first (not all authorities do this)

If user has an account - we will know the address

Eligibility

Missed bin collection  
+ Back

**Sorry we missed your collection.**

Your next collection for [type]  
[address]  
[Date]

**Do you need us to come back before then ?**

☐ Yes

☐ No

[Continue](#)

Messaging varies for authorities

Check if user required bin collection before next collection date

If no - end journey - messaging that missed bin was reported but no collection required

Your details

Missed bin collection  
+ Back

**Your details**

**Name**

**Telephone**

**Email**

[Continue](#)

If user has an account they may skip this screen

Fields may vary for authorities

Check answers

Missed bin collection  
+ Back

**Check your answers before submitting ...**

**Your details**  
Name, Surname  
Email, Telephone  
[\[change\]](#)

**Address for missed collection**  
Address, postcode  
[\[change\]](#)

**Please return to collect my missed bin(s)**  
[Type e.g. Recycling]

By reporting this issue you are ...

[Submit](#)

T&Cs

GDS patterns for form submission: check answers & confirmation screen

Confirmation / next steps

**Your report for a missed bin collection has been received and it is being processed.**

Your reference: XXX/123

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

**What happens next**

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

You will need to put your rubbish at the edge of your property by 6.30 am on the next working day.

Show what happens next

State time frames



# MISSED BIN COLLECTION

## UX: Mini-wireframes

### Guide for front-end screens on website

Missed bin collection - **simpler process does NOT check eligibility or collection date**

Start screen

### Report missed bin collection

**This service is to:**

- Report a missed bin collection from your property
- Please report the missed bin after 4 pm 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**

- [Bin collection dates](#)
- [Find out what goes into your bins](#)

**Customer services**  
email & phone

This will change depending on authority process

Ability to add useful/related links

Show contact details

Sample copy for start screen - clearly state eligibility criteria

Dorset: include link to Advice tags

Type

### Missed bin collection

[Back](#)

**Which bin(s) were not collected?**

- General rubbish ☐
- Recycling ☐
- Food waste ☐
- Garden waste ☐

[Continue](#)

Your details

### Missed bin collection

[Back](#)

**Your details**

Name

Telephone

Email

**Address for property where bin(s) were not collected**

**Enter a postcode**  
For example ABC1 2AA

[Find address](#)

[Continue](#)

Fields may vary for authorities

If user has an account they may skip this screen

Check answers

### Missed bin collection

[Back](#)

**Check your answers before submitting ...**

**Your details**  
Name, Surname  
Email, Telephone  
Address  
[\[change\]](#)

**Please return to collect my missed bin(s)**

[Type e.g. Recycling]

By reporting this issue you are ...

[Submit](#)

T&Cs

GDS patterns for form submission : check answers & confirmation screen

Confirmation / next steps

### Your report for a missed bin collection has been received and it is being processed.

Your reference: XXX/123

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

**What happens next**

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

You will need to put your rubbish at the edge of your property by 6.30 am on the next working day

Show what happens next

State time frames

Vary for authorities



## MISSED BIN COLLECTION

# UX: Mini-wireframes

## Guide for front-end screens on website

Examples alternative end screen: why user is NOT eligible for collection

Missed bin collection

**Unfortunately, we can not come back to collect your rubbish.**

The bin collection was more than 3 working days ago.

Your next collection  
[address]  
[Date]

---

**Useful links**

- [Bin collection dates](#)
- [Find out what goes into your bins](#)

**Customer services**  
email & phone

Missed bin collection

**Unfortunately, we can not come back to collect your rubbish.**

We were unable to collect your rubbish because we did not see your bin out for collection. Please put your bin(s) at the edge of your property by 6.30am on the day of collection.

Your next collection  
[address]  
[Date]

---

**Useful links**

- [Bin collection dates](#)
- [Find out what goes into your bins](#)

**Customer services**  
email & phone

Note the bin messaging will change per authority

Note the bin messaging may be due to service disruptions

 **VIEW MIRO BOARD**

WASTE SERVICES

# Fly-tipping

Service overview & mini-wireframes

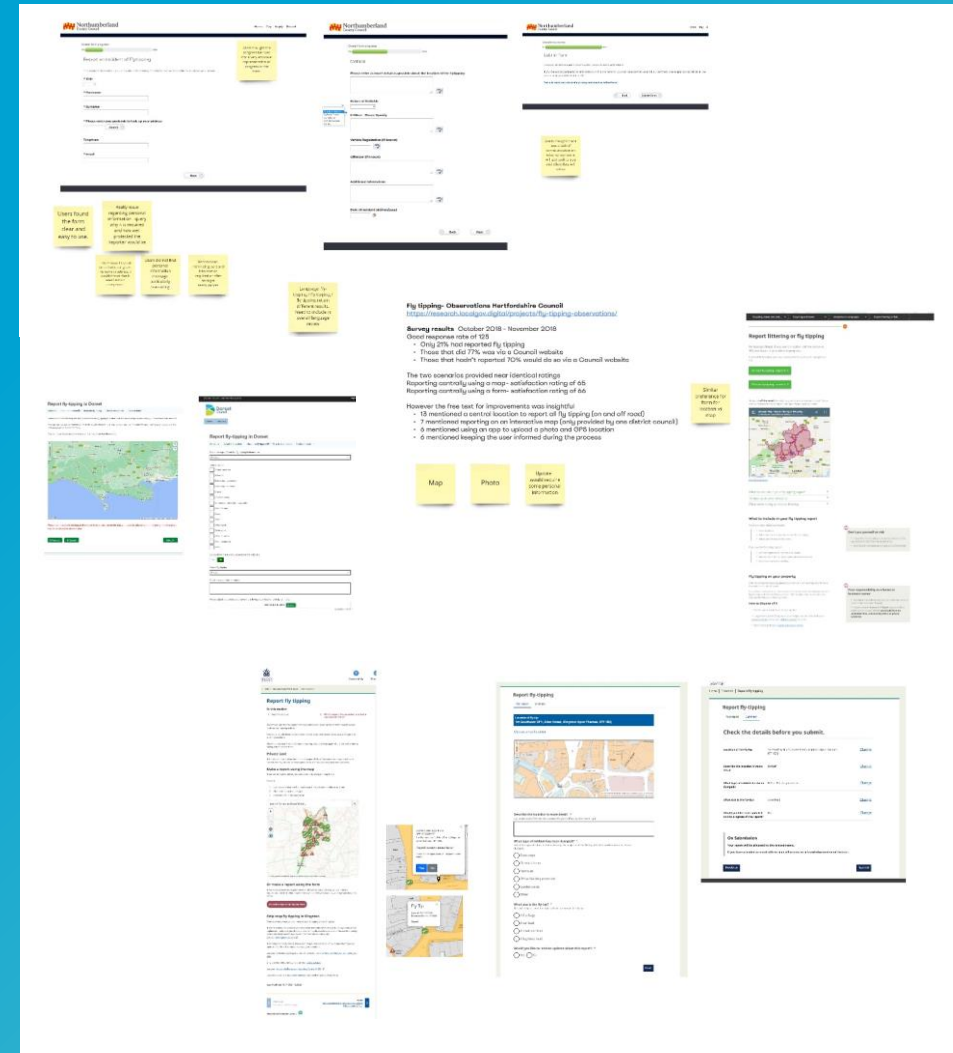


## FLY-TIPPING

# User research Summary

## Primary task: Report fly-tipping incident

- Key points from previous research and website survey feedback:
  - Not all users were comfortable to share person details when reporting an incident. “I don’t know if I would be so forthcoming with my name or address...I wouldn’t trust that it would remain anonymous”.
  - The recommendation was to minimise personal information required or offer stronger reassurances when collecting personal data
  - The survey stated equal preference for indicating the location via a map or form
  - Communication on whether someone will get back to you and when they will do so, required clear next steps



Research available:

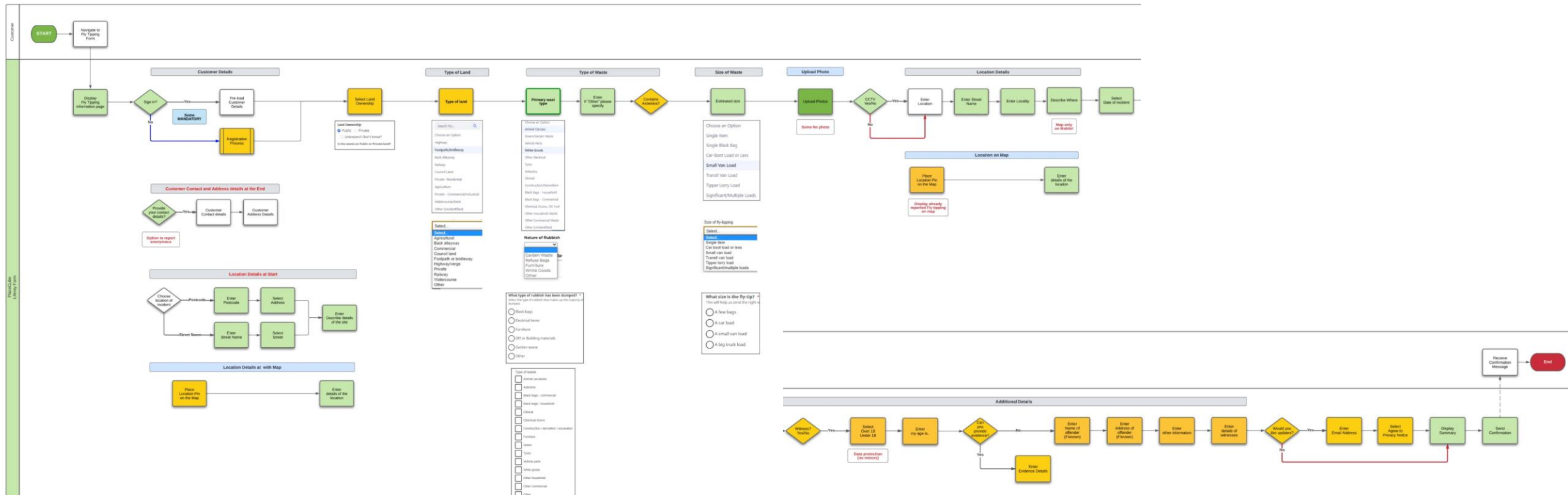
- NCC user research report
- Fly tipping-Observations Hertfordshire Council

# FLY-TIPPING

## Process flow

Developed by Business Analyst

Fly Tipping



# FLY-TIPPING

## Key steps

### Front-end journey

No login



# UX: Mini-wireframes

Guide for front-end screens on website

Start screen

Fields may vary	This is sample copy	Additional fields if other
-----------------	---------------------	----------------------------

Type of waste

Additional fields if other

What type of rubbish has been dumped?  
**Other**

Please provide description

Photo is optional

Additional details is optional

Location of waste

Map is optional

Use GPS for mobile to drop a pin

Additional fields if witness

Can only be required to show their details if they have entered the incident

Additional details is optional

If the map can show reported incidents this can reduce disruption of reporting

## Incident

<b>Additional fields if witness</b>	<b>Did you witness the fly tipping?</b> <b>Yes</b>
<b>Do you wish to be contacted to discuss this further?</b>	<b>When did you see the fly tipping take place</b> <b>dd/mm/yyyy</b>
<b>Additional information</b> e.g. vehicle registration, description of fly tippers	

Your details

capture if they want to be or have witnessed the violence	capture if they want to be kept informed	All information about how we will use your data
---	--	---

[Check details](#)

### Confirmation

Show what happens next

WASTE SERVICES

# Waste container request

Service overview & mini-wireframes

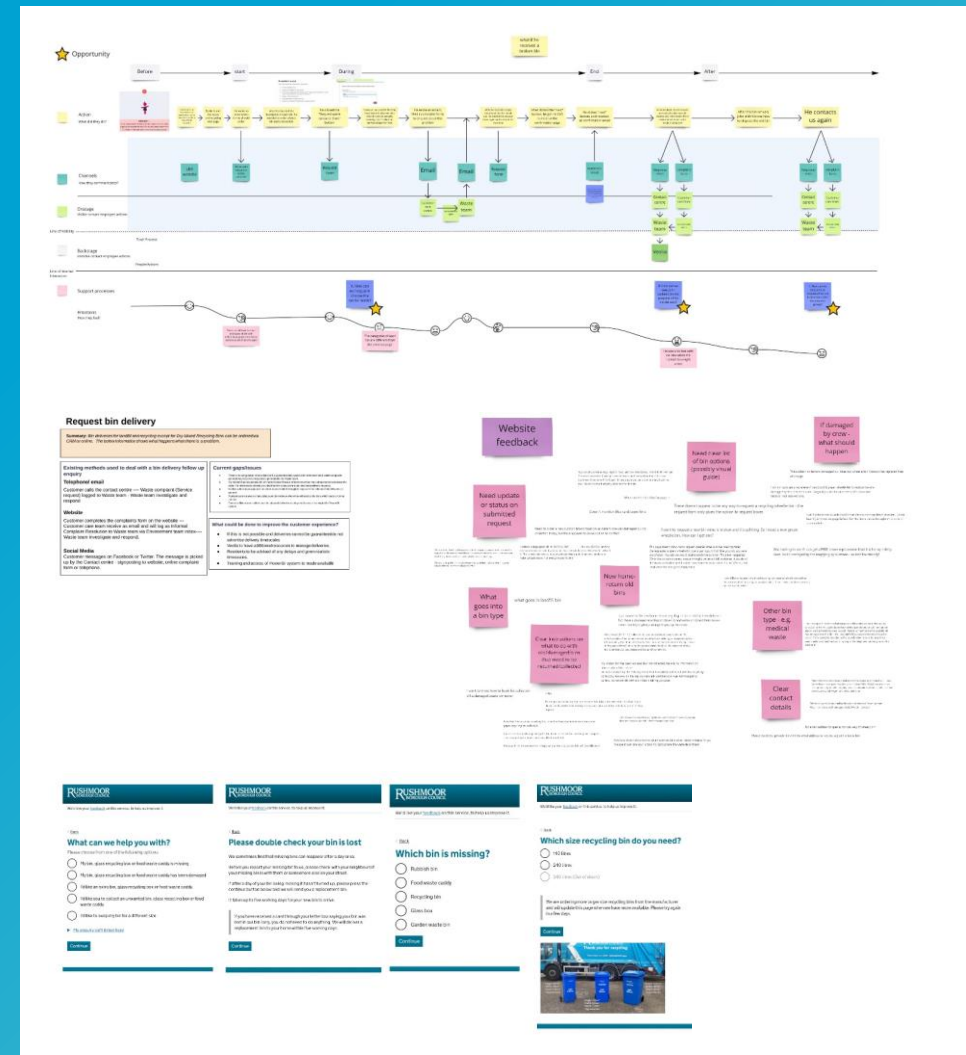


## WASTE CONTAINER REQUEST

# User research Summary

**Primary task:** Request for a new or replacement bin, report a lost or damaged bin, request an extra bin, swap a bin or return an unwanted bin

- Key points from previous research and website feedback:
  - State any cost or eligibility criteria at the start
  - A visual guide to bin types you can order
  - If available check eligibility for bin types available for that property location & type (e.g., house vs flat may have different container types)
  - Provide contact details or information for bin types not covered e.g., medical containers
  - If a user reports a damaged bin, provide the option to return the damaged bin
  - Journeys may vary depending on request type



Research available:

- Kingston & Sutton report and website feedback

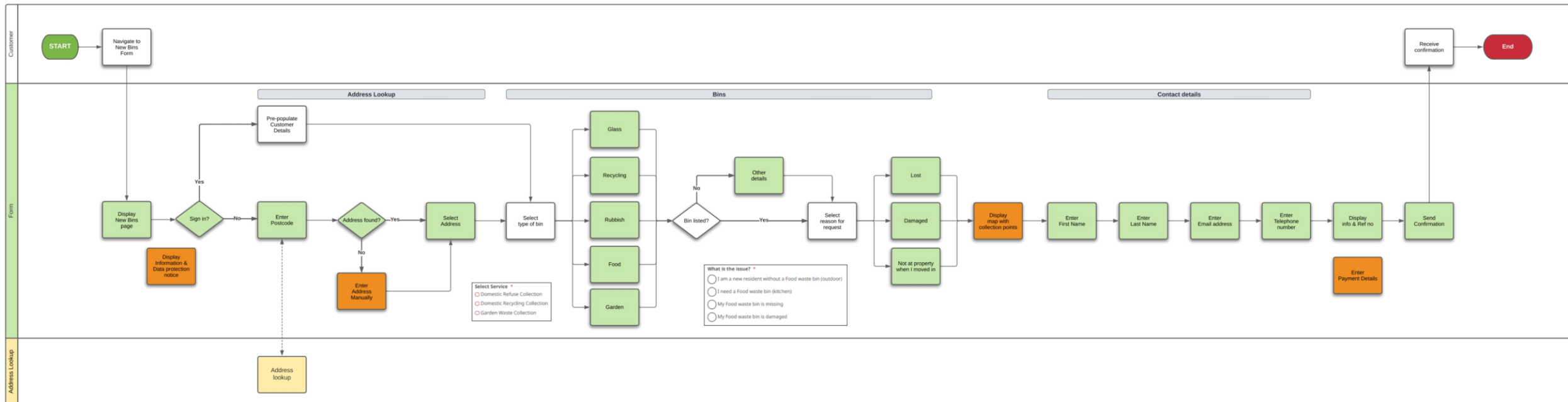


# WASTE CONTAINER REQUEST

## Process flow

Developed by Business Analyst

### New Bins

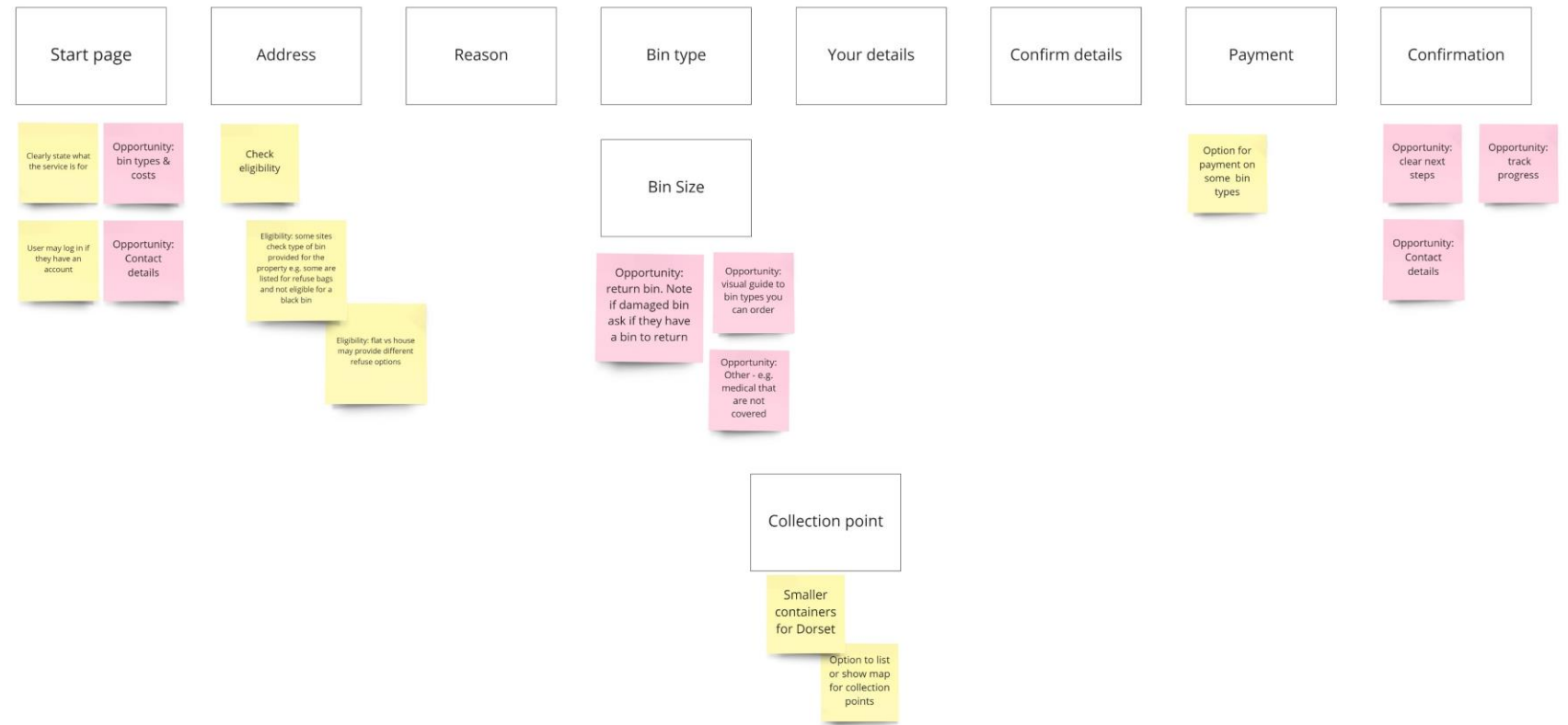


# WASTE CONTAINER REQUEST

## Key steps

### Front-end journey

- No login
- Address check, available containers based on property type & location
- Collect payment



# WASTE CONTAINER REQUEST

## UX: Mini-wireframes

Guide for front-end screens on website: [missing bin](#)

Start screen

### Waste container request

**About the service:**

- This service covers a request for a new or replacement rubbish bin, food waste caddy and recycling box
- Report a lost or damaged bin
- Request an extra bin
- Swap a bin for a smaller or larger size
- Return a unwanted bin

**Please note:**

- Some requests may incur a cost, this will be clearly shown when applicable

**You will need:**

- Your address
- Contact details
- A payment card (if payment is applicable)

[Waste container guide & costs](#)

**Please note:**  
Please allow \*8 hours before ordering replacement bins, these may have been taken in error and returned.

[Start >](#)

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

**Contact**  
Customer Services Team  
Telephone  
Email

### Waste container guide & costs

Household waste  
We provide these waste containers for all properties:

- General waste (black bin)
- Paper and card (black bin with blue lid)
- Dry mixed recycling (green box or bin)
- Outdoor food bin (brown bin)
- Indoor food caddy (smaller brown bin)
- Garden waste (black bin with green lid) - chargeable service £40

Address with postcode lookup

Waste container request  
[Back](#)

### Address to deliver new waste container(s)

Enter a postcode  
For example ABC1 2AA

[Find address](#)

Select address

> Can't find your address

[Continue](#)

Issue

Waste container request  
[Back](#)

### 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)

[Continue](#)

Bin type

Waste container request  
[Back](#)

### Which bin is missing?

Please select the type of bin you require

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

[Waste container guide & costs](#)

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

[Continue](#)

Bin size

Waste container request  
[Back](#)

### What size bin do you need?

Please select the bin size

- ☒ Standard (180 litre)  
Cost: £40 (one-off cost)
- ☐ Large (240 litre)  
Cost: £40 (one-off cost)

**Please note:**  
Large or additional bins are only available for households of 5 people or more

[Waste container guide & costs](#)

[Continue](#)

# WASTE CONTAINER REQUEST

## UX: Mini-wireframes

### Guide for front-end screens on website

#### Your details

Waste container request  
< Back

### Your details

**Name**

**Telephone**

**Email**

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

**Continue**

If user logged in - can skip this step

#### Check details

Waste container request  
< Back

### Check details

**Waste container request**  
My bin is missing  
[\[change\]](#)

**Bin type**  
Bin type: Rubbish  
Bin size: Standard 180 litres  
**Cost: £40 one-off payment**  
[\[change\]](#)

**Your details**  
Name  
Address:  
Telephone  
Email  
[\[change\]](#)

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

**Continue**

Change button to Submit if no payment is required

#### Payment

Waste container request  
< Back

**Order**

- Standard (180 litre)
- Cost: £40 one-off payment

**Payment**

[card details]

**Pay now**

#### Confirmation

Waste container request

**Your applications for a new bin has been received and is being processed.**

Your reference: **XXX/123**

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

Show what happens next

Users will be updated if they have opted to share their details

## WASTE CONTAINER REQUEST

# UX: Mini-wireframes

Additional example for issue: bin is damaged

### Issue

Waste container request  
< Back

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

[Information for new households](#)  
[My enquiry isn't listed here](#)

Continue

### Bin type

Waste container request  
< Back

Which bin is damaged?

Please select ...

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

[Waste container guide & costs](#)  
[My enquiry isn't listed here](#)

Continue

### Bin size

Waste container request  
< Back

What size bin do you need?

Please select the bin size

- ☒ Standard (180 litre)
- ☐ Large (240 litre)

**Please note:**  
Large or additional bins are only available for households of 5 people or more

☒ Do you need us to collect your old bin?

[Waste container guide & costs](#)

Continue

Opportunity: if damaged bins - share how the old bin will be disposed

Ask user if they have a bin to return

## WASTE CONTAINER REQUEST

# UX: Mini-wireframes

Additional example for issue: [require extra bin](#)

Issue

Waste container request

< Back

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

[Information for new households](#)

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

Continue

Bin type

Waste container request

< Back

Which type of bin do you need?

Please select ...

☐ Rubbish bin

☐ Food waste caddy

☒ Recycling bin

☐ Glass recycling

☐ Garden waste

[Waste container guide & costs](#)

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

Continue

Bin size

Waste container request

< Back

What size bin do you need?

Please select the bin size

☒ Standard (180 litre)

☐ Large (240 litre)

**Please note:**  
Large or additional bins are only available for households of 5 people or more

[Waste container guide & costs](#)

Continue

## WASTE CONTAINER REQUEST

# UX: Mini-wireframes

Additional example for issue: [return unwanted bin](#)

Issue

Waste container request

< Back

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

[Information for new households](#)

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

Continue

Bin type

Waste container request

< Back

Which type of bin do you need us to collect?

Please select ...

☐ Rubbish bin

☐ Food waste caddy

☒ Recycling bin

☐ Glass recycling

☐ Garden waste

[Waste container guide & costs](#)

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

Continue

Bin size

Waste container request

< Back

What is the bin size?

Please select the bin size

☒ Standard (180 litre)

☐ Large (240 litre)

[Waste container guide & costs](#)

Continue

opportunity  
- option to  
return bin

# WASTE CONTAINER REQUEST

## UX: Mini-wireframes

Additional example for issue: **new resident, require new bins**

### Issue

Waste container request  
< Back

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

Please provide more details

- ☒ Bin(s) not at property when i moved in
- ☐ Existing bin(s) are damaged

[Information for new households](#)

Continue

Additional questions for new resident

Provide additional info new residents

### Bin type

Waste container request  
< Back

Which bin(s) would you like to order?

Please select the type of bin you require

- ☐ Rubbish bin
- ☐ Food waste caddy
- ☐ Recycling bin
- ☐ Glass recycling
- ☒ Full set of bins

[Waste container guide & costs](#)

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

Continue

User can multi-select as they are a new resident

### Bin size

Waste container request  
< Back

What size bin do you need?

Rubbish bin

- ☒ Standard (180 litre)
- ☐ Large (240 litre)

Recycling bin

- ☒ Standard (180 litre)
- ☐ Large (240 litre)

**Please note:**  
Large or additional bins are only available for households of 5 people or more

[Waste container guide & costs](#)

Continue



# WASTE CONTAINER REQUEST

## UX: Mini-wireframes

Additional example for issue: **new resident, damaged bins**

### Issue

Waste container request

< Back

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

Please provide more details

- ☐ Not at property when i moved in
- ☒ Existing bin(s) are damaged

[Information for new households](#)

Continue

### Bin type

Waste container request

< Back

Which bin(s) would you like to order?

Please select the type of bin you require

- ☒ Rubbish bin
- ☐ Food waste caddy
- ☐ Recycling bin
- ☐ Glass recycling
- ☐ Full set of bins

[Waste container guide & costs](#)

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

Continue

### Bin size

Waste container request

< Back

What size bin do you need?

Rubbish bin

- ☒ Standard (180 litre)
- ☐ Large (240 litre)

Recycling bin

- ☒ Standard (180 litre)
- ☐ Large (240 litre)

☐ Do you need us to collect your old bin(s)?

**Please note:**  
Large or additional bins are only available for households of 5 people or more

[Waste container guide & costs](#)

Continue

Damage bin  
- does old  
bin need  
collecting

Options vary  
per council

LOW CODE WASTE SERVICES

# Thank you

<https://wasteservice.digital/>  
@digitalwastesvc





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