

You Said, We Did

Special Collections Online Form

The following suggestions for improvements to the special collections form have been made by customers when they have had an issue while using the form. This feedback has been taken forward and developments have been made as a result of this.

The list of items that can be collected using the Special Collection service is to be made more accessible by introducing categories. There has been a suggestion to arrange by room in a property, ie. Kitchen or bedroom. The list can also be improved by adding a search facility.

- The list of items is awaiting further categorisation in order to be able to be searched for by room.
- There is now a search facility in place on the form to make finding items to select easier.

There needs to be a link in the form that provides further information on how to recycle items that are not able to be collected by the Special Collections service.

- The following link; <http://www.recycleforessex.com/i-want-to-get-rid-of/> has now been added to the form when searching for an item. If an item is not on the list then this website provides further information on how to recycle it.

The website should state that we do not provide a Special Collection service for commercial properties. There needs to be a functionality that will identify a commercial property and inform customers that this is not a service that we provide.

- This is now live within the form. Customers will not be able to book a Special Collection for a commercial property and they are informed of this. This has also been tested and is currently working well.

Customers should receive an email confirmation that details the booking and the items that are to be collected.

- Customers are to receive an email to confirm the details of the collection, including the items to be collected and instructions on how to make changes to the booking.
- A future development could be that customers also receive an email confirming what was collected after the collection has taken place. The Depot team would need to update the listing to identify what has been collected in order to send this email.

There needs to be details on how customers can arrange to reschedule the collection or make changes to the list of items that they have selected. This information needs to be available on the website.

- The instructions on how to make amendments to a booked special collection are now on the website, on the Special Collections page.
- This is also included in the confirmation email that customers receive when they complete a booking.

There needs to be an option if a customer cannot find their address in the post code look up so that this can be looked into and then a solution for them is to be provided.

- A future solution could be that the customer would still complete the contact details in order for someone to call them back to process the booking.
- This would allow for better management of these requests and will identify properties that do not appear on the list and this can be investigated to be resolved. This will make the form more accessible for everyone and allows for continuous improvement.

