

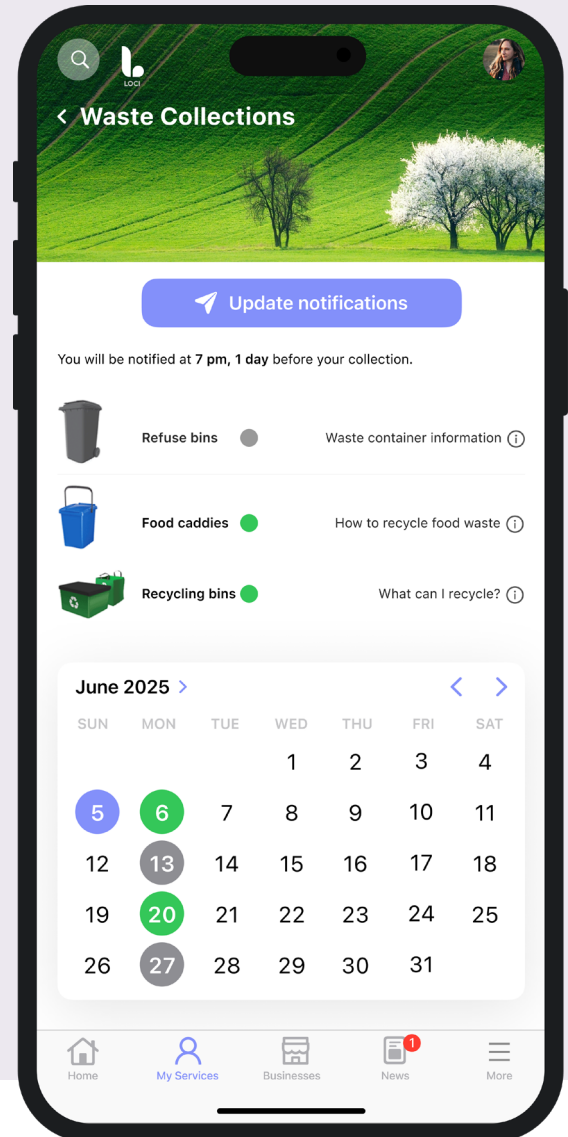
Loci partnership & bin data integration

You're receiving this FAQ because your council is partnering with Loci as part of a Shared Value Partnership. As part of this collaboration, the Loci team has requested access to the council's bin collection schedule data to support a more integrated resident experience.

This document is designed to explain:

- Who Loci are and why the council is working with them
- What data is being requested, and why
- How the data will be used
- The technical options for providing access
- The benefits this will deliver to residents and the council.

Our goal is to make this process as straightforward as possible for you, while ensuring any data shared is handled securely, purposefully, and in full compliance with UK GDPR.



1. What is Loci?

Loci is a national community platform designed to strengthen community connection, streamline service access, and reduce resident frustration. It acts as a shared digital space where residents can:

- Check bin schedules and get service updates
- Access key council services
- Contact councillors
- Stay informed about local disruptions and news

The platform is privacy-focused, mobile-friendly, and built around collaboration with UK councils.

2. Why is the council partnering with Loci?

The council has entered into a Shared Value Partnership with Loci to enhance the digital experience for residents while reducing pressure on internal teams.

This partnership:

- Unlocks new resident features (e.g. smart bin notifications, service navigation)
- Enables structured data use for real-time alerts
- Demonstrates the council's commitment to digital inclusion and transparency
- Increases ROI from existing digital efforts without requiring procurement or budget spend.

3. What does Loci need from our IT team?

To enable high-utility features, Loci requests access to structured bin collection data. This can be provided in any of the following formats:

- A REST or SOAP API endpoint
- A recurring file export (e.g. CSV or JSON) delivered via secure FTP
- A read-only integration with an existing database or endpoint.

This request is limited to bin schedule data only and is designed to minimise technical overhead. Loci can adapt to the council's preferred delivery method.

4. Why is this data sharing important?

Bin schedule data is one of the most consistently accessed services by residents. When Loci has access to structured bin data:

- Residents receive real-time alerts about schedule changes or service disruptions
- The need to manually scrape council websites (an inefficient, error-prone fallback) is eliminated
- The platform can proactively reduce avoidable contact by resolving common resident queries automatically.

This directly contributes to:

- Lower call volumes for waste services (up to 25–30% reduction in some boroughs)
- Fewer emails and contact form submissions
- Higher resident satisfaction and trust.



5. What are the ROI and efficiency benefits?

Sharing bin data unlocks immediate and measurable returns:

- **Reduced service pressure:** Automated reminders and alerts reduce the burden on contact centres
- **Operational savings:** In some councils, bin-related queries represent over a third of total call volume; automation could save upwards of £125,000–£150,000 per year
- **Improved service quality:** Missed bins and disruptions are handled more quickly, with residents notified proactively
- **Enhanced analytics:** Councils receive anonymised dashboards showing resident engagement with waste services.

6. How will Loci use the data?

Loci will use the bin schedule data strictly for the purpose of:

- Powering resident alerts for collection days, changes, and disruptions
- Improving service navigation within the app
- Generating aggregated insights for the council's benefit (e.g. usage trends, postcode-level engagement).

All data handling is fully UK GDPR-compliant. No personal data is requested or processed from councils at this tier. Access is restricted, secure, and monitored. Councils retain full ownership of their data, and no third-party sharing occurs without explicit consent.

7. What's the technical support process?

Loci provides:

- Simple onboarding documentation for IT teams
- Support for integration setup and testing
- Optional assistance with automation (e.g. cron jobs, scripts)
- Flexible solutions for councils without API infrastructure.

The aim is a low-effort integration that adds significant resident value while minimising internal work.

Contact for more information

If you have any questions about the Loci partnership, the data request, or technical implementation options, please don't hesitate to get in touch:

hello@lociapp.co.uk | www.lociapp.co.uk

We're happy to provide technical guidance, work with your preferred integration method, or arrange a short call to walk through the details.

