SERVICES & PROCESS

Services & Pricing

Indicative fees & service boundaries

The five services, their agreed starting prices and Improvement Care levels.

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Proposed Improvement Works
Independent business improvement partner

hello@piwuk.co.uk · piwuk.co.uk

Improvement assessment

From £395

A structured review of an agreed area, with findings and prioritised recommendations.

Understand what is happening, what could be improved and which actions may be worth exploring.

Depending on the agreed scope

- An initial discussion to understand your objectives and the area you want reviewed.
- Review of relevant information, materials, processes or supplied photographs.
- Identification of potential strengths, gaps, inefficiencies or improvement opportunities.
- Prioritisation of findings by potential value, practicality and urgency.
- A written summary with observations, assumptions and recommended next steps.

Deliverables & exclusions

Deliverable: an agreed assessment summary or report. Site visits, specialist inspections, testing, extensive data collection and third-party professional advice are not included unless specifically agreed.

Who this suits

Best suited to: organisations that know something could work better but want a structured view before committing to a solution.

Proposal development

From £350

Develop a selected opportunity into a practical proposal, including options and implementation considerations.

Turn a selected opportunity into a practical plan that supports an informed decision.

Depending on the agreed scope

- A clear description of the opportunity and intended objectives.
- One or more possible approaches, with relevant advantages and considerations.
- Indicative cost categories or supplier estimates where available.
- Implementation stages, dependencies and a suggested sequence of actions.
- Key risks, assumptions and points that need confirming.

Deliverables & exclusions

Deliverable: a written proposal tailored to the decision you need to make. Detailed engineering, legal, financial, architectural or other specialist design/advice must be provided or validated by appropriately qualified professionals.

Who this suits

Best suited to: organisations that have identified an idea or challenge and need a clearer route forward.

Supplier research & sourcing

From £150

Research potential suppliers and compare options against agreed requirements. Availability and quotations are subject to supplier confirmation.

Find and compare potential suppliers or specialists against requirements agreed with you.

Depending on the agreed scope

- Clarifying the product, service or specialist support required.
- Researching potential providers and their publicly available information.
- Requesting or collating quotations where appropriate and authorised.
- Comparing options against agreed criteria such as scope, price, capability and practical considerations.
- Presenting a shortlist or comparison summary for your review.

Deliverables & exclusions

Deliverable: supplier research and/or a comparison summary. Supplier availability, quotations, credentials, warranties and suitability must be confirmed directly with the supplier. PIW does not guarantee third-party performance.

Transparency: if PIW UK may receive supplier referral remuneration relevant to an option or recommendation, the nature of the arrangement will be disclosed before you decide. You remain free to select any supplier or none.

Who this suits

Best suited to: organisations that know what they need but want help identifying and comparing potential providers.

Project coordination

Quoted to scope

Agreed coordination, communication, milestone tracking and implementation support.

Keep agreed improvement work organised, communicated and moving through its planned stages.

Depending on the agreed scope

- Agreeing actions, responsibilities and milestone dates.
- Coordinating communication between you and appointed suppliers.
- Tracking progress against the agreed plan and highlighting issues.
- Arranging check-ins and providing concise progress updates.
- Recording decisions, actions and outstanding dependencies.

Deliverables & exclusions

Deliverable: the coordination and reporting arrangements set out in your quotation. The fee depends on project size, duration, complexity, number of parties and level of involvement. PIW does not automatically act as the contractor, designer, technical supervisor or statutory duty-holder; those responsibilities must be expressly agreed and appropriately qualified/insured.

Who this suits

Best suited to: organisations that have decided to proceed and want help coordinating the agreed next steps.

Ongoing Improvement Care

From £50/month

Recurring checks or support within a clearly defined monthly scope.

An ongoing, defined support arrangement for agreed checks, reviews or coordination after an improvement has been introduced.

Depending on the agreed scope

- Scheduled checks of specified website forms, links or enquiry routes.
- A short status update highlighting issues identified during those checks.
- Limited minor content updates where included in the package.
- A recurring improvement summary and agreed recommendations.
- Coordination with your chosen supplier where expressly included.

Deliverables & exclusions

Each arrangement must specify the systems or assets covered, check frequency, included update time, response expectations, reporting and exclusions. It is not an unlimited maintenance contract, technical helpdesk or warranty. Hosting, licences, subscriptions, technical repairs, emergency response and third-party charges are excluded unless expressly included.

Who this suits

Best suited to: organisations that want a regular check-in and a defined level of ongoing improvement support.

Improvement Care & pricing

Essential — £50/month

Agreed monthly checks of specified website forms, links or enquiry routes, with a short status update.

Active — £125/month

More frequent agreed checks, limited minor content updates and a monthly improvement summary.

Premium — From £250/month

Broader agreed support schedule, more regular monitoring and coordination, subject to scope.

Defined support, not unlimited maintenance

Exact inclusions, frequency, update allowance and response expectations are agreed in writing. This is not an unlimited maintenance contract or warranty. Hosting, licences, subscriptions, technical fixes and emergency support are excluded unless expressly included.

How pricing works

Prices are indicative starting prices, not fixed quotes. Final fees depend on complexity, locations or systems involved, research, deliverables, timescale, travel and coordination. Before paid work, you receive a written scope, fee, deliverables, timescale, payment terms, assumptions and exclusions. Scope changes are agreed before extra work.

Supplier transparency

PIW UK may receive supplier referral remuneration. Relevant arrangements are disclosed before you decide; a compensated recommendation is not presented as independent. You can choose another supplier or not proceed. Supplier charges are separate unless your quotation says otherwise.

GBP & VAT

All prices are in GBP, indicative and subject to written scope and quotation. Third-party charges, equipment, licences, subscriptions, travel outside the agreed allowance and specialist services are additional unless stated otherwise. VAT will be added where applicable.

Start with a conversation

The initial conversation is free, informal and without obligation. We talk through your situation and whether PIW UK can help. It does not include an assessment, detailed investigation, research, written proposal or business case.

Use the existing business enquiry at piwuk.co.uk/for-businesses#enquiry, or email hello@piwuk.co.uk. You do not need a fully developed proposal.