# Optimisation 2.0: Continued Cost Reductions

The latest *Refuse Collection State of the Market report* (2017) shows budgets are still under pressure

- 69% of authorities expecting a decrease in revenue (31% are expecting an increase in revenue, due to more properties or increased cost of treatment)

- Expectations for next 12 months:
  - Round rationalisation 53%
  - Fewer staff 32%,
  - Fewer vehicles 28%

- Alternate Weekly Collections – 80% for residual, mid 70% for recycling,

- Under 5% undertaking three weekly residual collections currently, but growing interest
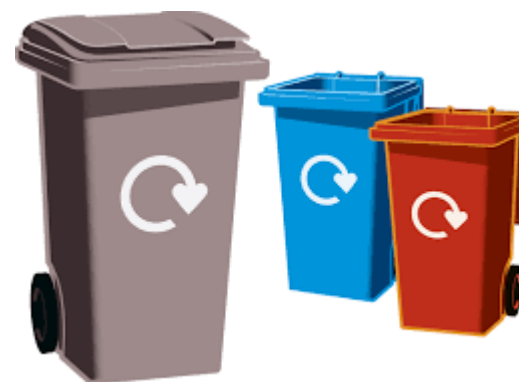
So what efficiencies are you currently working towards or proposing?

If one of the core methods councils have been using to reduce cost has been done, yet the budget pressure still applies, then where next?

The survey asked 'What efficiencies are you currently working towards or proposing' and the main responses to this question are as follows:

- Moving to alternative weekly collections for recyclables and three weekly collection for residual waste. (service cuts)
- Reducing hours and re-viewing provision of Household Waste Recycling Centres. (service cuts)
- Route optimisation/double shifting of vehicles (more for less)
- **Increasing income generation opportunities** e.g. charging for green waste collections/wheeled bin replacement/ commercial waste contracts (more for less)
- **Introducing new technologies** e.g. Big Belly Bins, in-cab CCTV (more for less)
- Reducing contamination levels and introducing no side waste collection policies (more for less)
- Reviewing staffing and fleet levels (more for less)

The story so far……

- Alternate weekly collections
  - Excess collections policy

- Rounds redesigned/optimised
  - Separated refuse & green waste services reducing vehicle & crew
  - Seasonal green waste collections
  - Limited green waste collections
  - Reviewed large bin policy
  - Reviewed assisted collection policy
  - Lane end collection policy

- Minimised sack collections – fortnightly collections
- Chargeable enhanced green waste service

Copeland
borough council

Proud of our past. Energised for our future.

Drivers for further change/challenges

Financial

- Demand for income generation rather than savings – low hanging fruit is long gone

- Maximise income from chargeable services

- Increase in households & population - doing more for the same equals a budget reduction

- Structure changes – reduced management and back office support

Drivers for further change/challenges

Customer expectations

- Excellent service delivery – on time every time with no errors

- Value for money

- Accurate and up to date information and feedback (real time)

- 24 hour access for reporting or requesting specific issues – electronic self service systems

Drivers for further change/challenges

Operational

- Maximise resources (vehicles & people) – right first time

- Streamline or automate processes- consistency

- Ability to provide the necessary feedback to customers at lowest cost (electronically)

- Data:
  - Historical data identifying problems or trends
  - Service adjustments, eg assisted collections or large bins
  - Financial justification

Alistair Struthers
Webaspx

Local authorities have introduced a variety of technologies to achieve more for less

Phase 1

Smart Trucks	Smart Bins	Front Office	Back Office

Smart Trucks
- GPS / Vehicle Tracking
- Vehicle Telematics
- On-Board Weighing

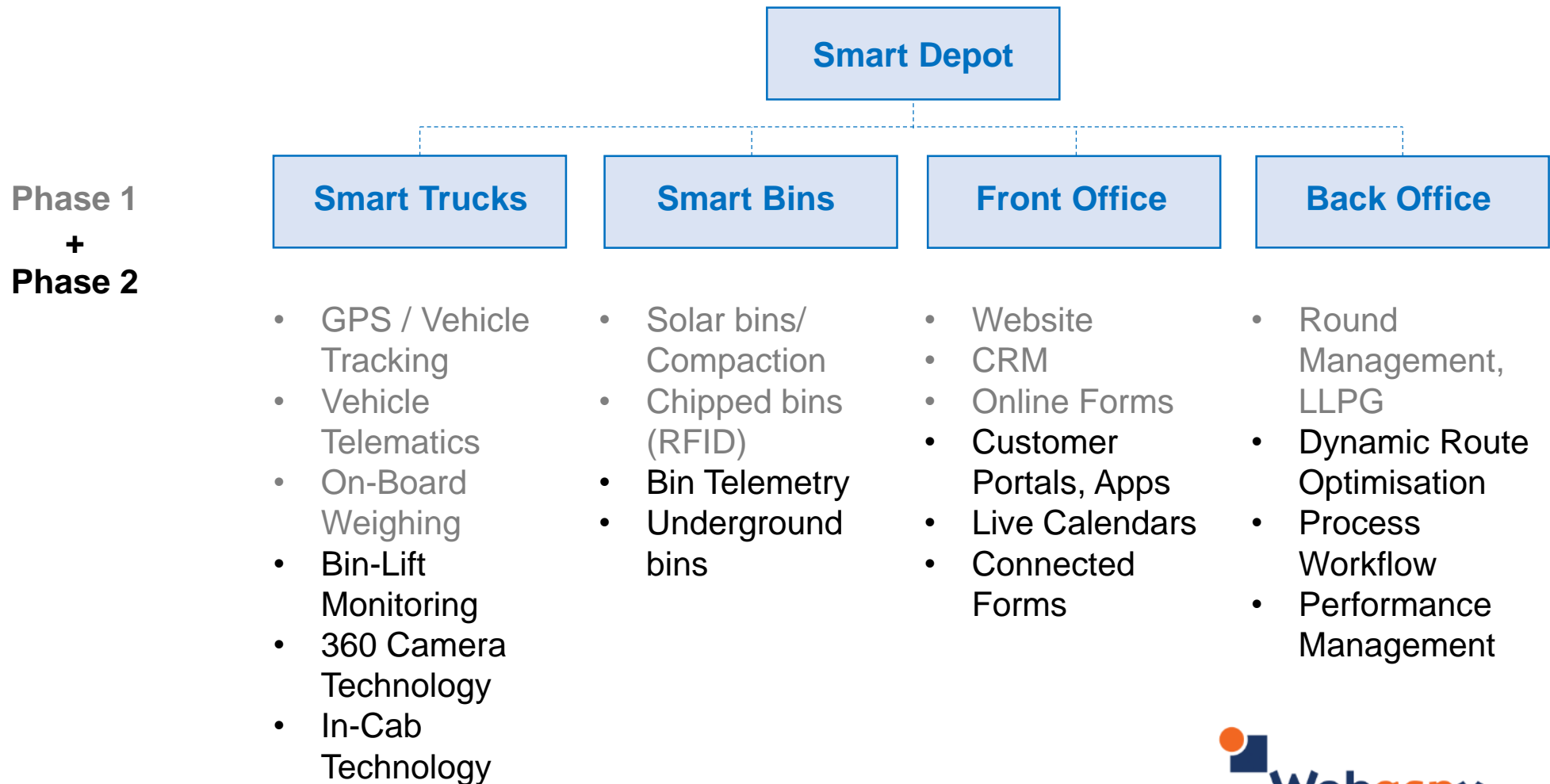**Smart Bins**
- Solar bins/ Compaction
- Chipped bins (RFID)

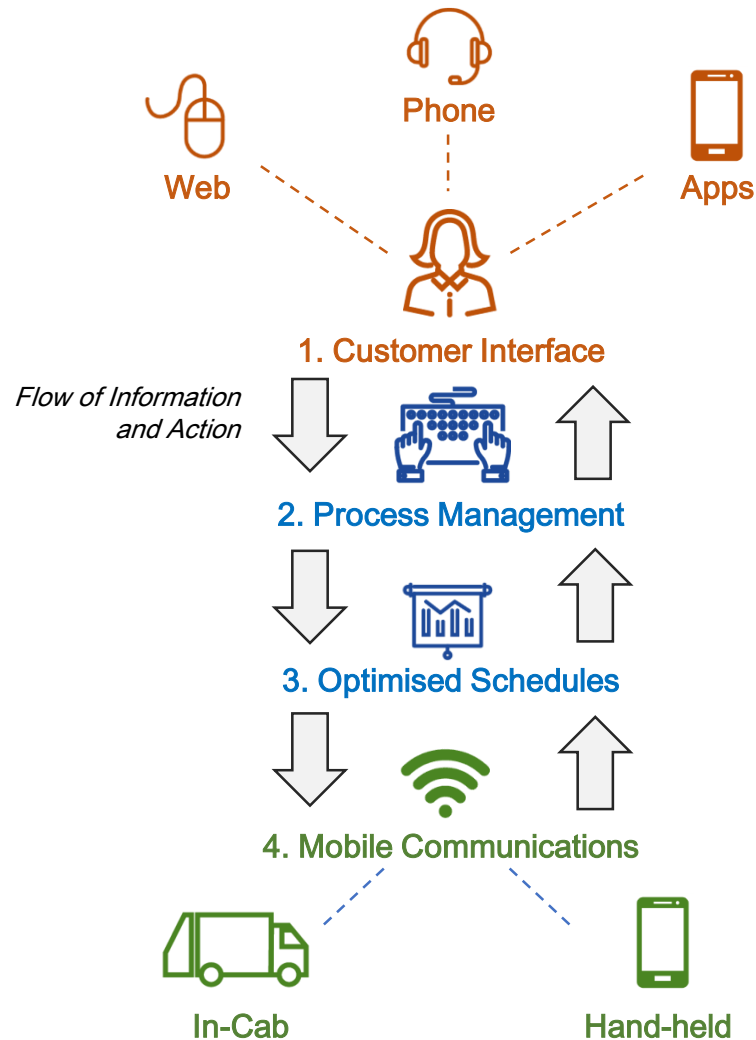**Front Office**
- Website
- CRM
- Online Forms

Back Office
- Round Management, LLPG

Webaspx

Local authorities have introduced a variety of technologies to achieve more for less

Smart Depot

Phase 1
+
Phase 2

Smart Trucks	Smart Bins	Front Office	Back Office

Smart Trucks
- GPS / Vehicle Tracking
- Vehicle Telematics
- On-Board Weighing
- Bin-Lift Monitoring
- 360 Camera Technology
- In-Cab Technology

Smart Bins
- Solar bins/ Compaction
- Chipped bins (RFID)
- Bin Telemetry
- Underground bins

Front Office
- Website
- CRM
- Online Forms
- Customer Portals, Apps
- Live Calendars
- Connected Forms

Back Office
- Round Management, LLPG
- Dynamic Route Optimisation
- Process Workflow
- Performance Management

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We are seeing the focus of technology investment move on from point solutions to building end-to-end processes

Web — Phone — Apps

1. Customer Interface

Flow of Information and Action

2. Process Management

3. Optimised Schedules

4. Mobile Communications

In-Cab — Hand-held

- Missed Bins

- Bulky Waste Collections

- Garden Waste Subscriptions

- Commercial Waste Collections

- Assisted Collections

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Optimising core business processes is becoming the key to delivering the next wave of savings

Smart Trucks Managing Process Performance	**Smart Bins** Operational Process Efficiency	**Front Office** Self-Service Processes	**Back Office** Operational Process Efficiency
• Lowering fuel consumption/driver behaviour • Understanding yields and participation • Reducing complaints • Cut paperwork and errors	• Minimising bin lifts • Reducing resource requirement • Reducing asset management	• Increase self-service • Improve resident behaviour • Reduce complaints • Increase take-up of chargable services	• Reduce fleet numbers • Improve staff productivity • Improve efficiency of chargable services • Reduce complaints • Faster (data-driven) service redesign

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