



Cardiff's Digital Collection Systems

APSE presentation 20th May 2021



Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

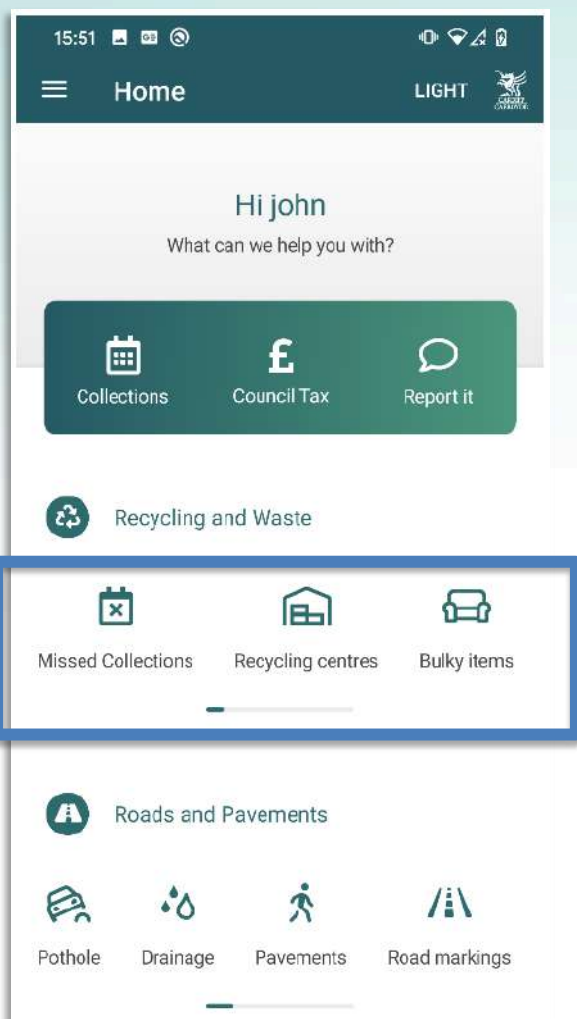


Why move to a digital collection system

- Cardiff Council made a commitment to work digitally through the organisation
 - Internal work – Office 365 to support remote working and collaborative working
 - Service Delivery – Bespoke service systems, such as BarTec
 - Customer facing – Web, Digital App and Chatbot
- Cardiff wanted to have better management information on the service to support both operational management and also provision of information to residents
- Collections in Recycling and Neighbourhood Services undertakes over 20million customer interactions every year
- Connect2Cardiff contact by residents for Recycling and Neighbourhood Services was the highest across the Council. A significant amount of these contacts were requests for information rather than a concern requiring management intervention.



New Service Developments in 2020/21



Service Release Dates

September 2020

Bulky Items Booking and Payments

(Annual Call Centre Volume 19/20 = 29,481)

December 2020

Recycling Centre Bookings

(New service due to COVID, replacing "MiPermit add on" introduced at short notice in the summer)

March 2021

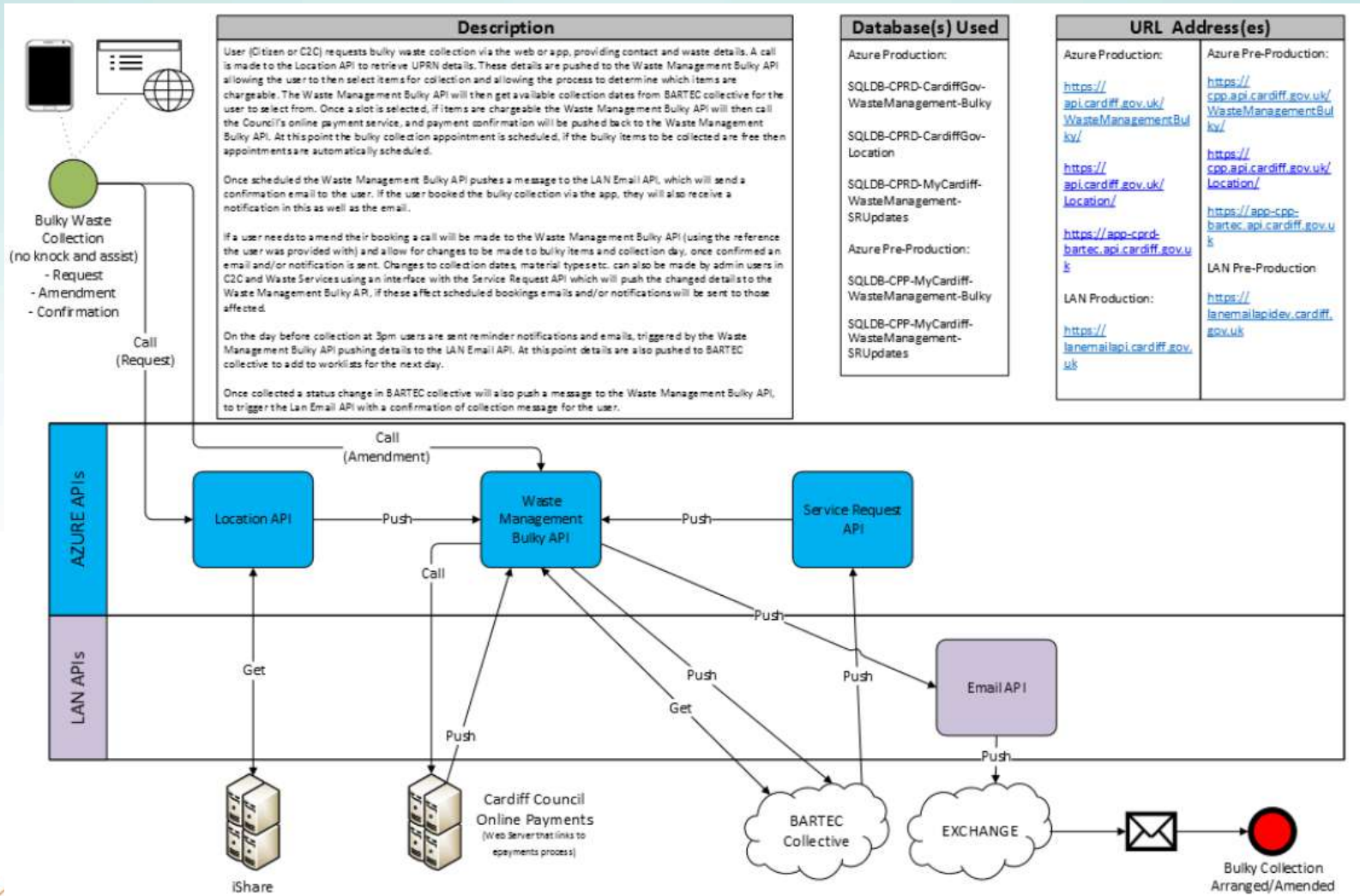
Reporting Missed Collections

(Annual Call Centre volume 19/20 = 29,273)

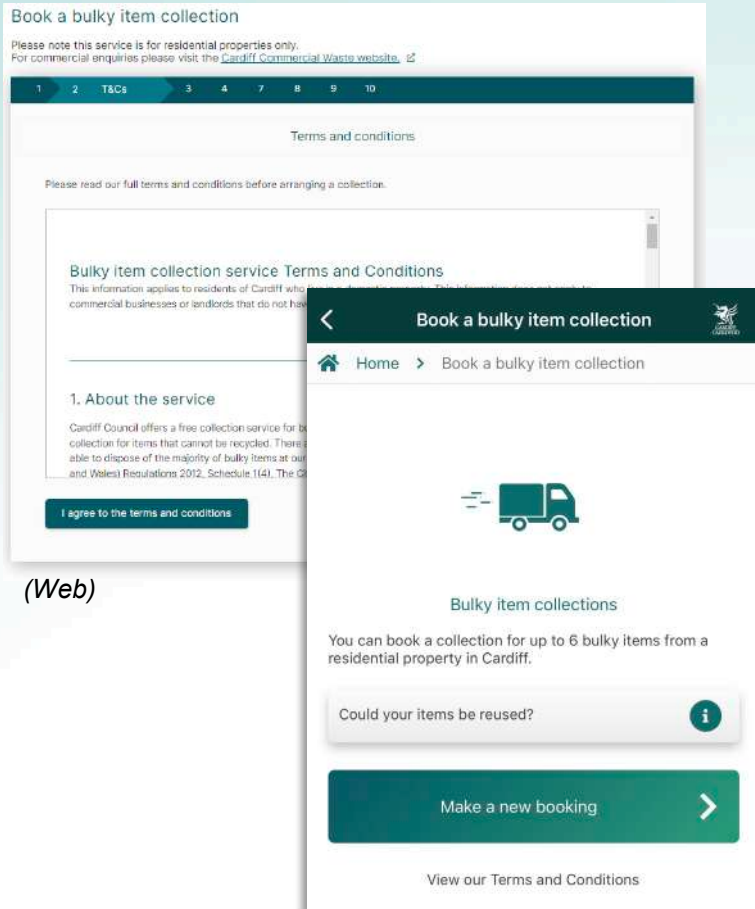


Bulky Waste Collections (mid September 2020)

Fully Integrated with Back office (BARTEC) through to In Cab technology



Bulky Waste Collections (mid September 2020)



(Web)

(Mobile App)

- Customers can book and pay for items, choosing a suitable date for collection.
- Links to Capita payments with email receipt and confirmation.
- Integrates with Bartec for In-Cab use.
- Confirmation email to customer upon completion of the Job.
- Released across both Web and App.

Average 70% Digital

6 month review

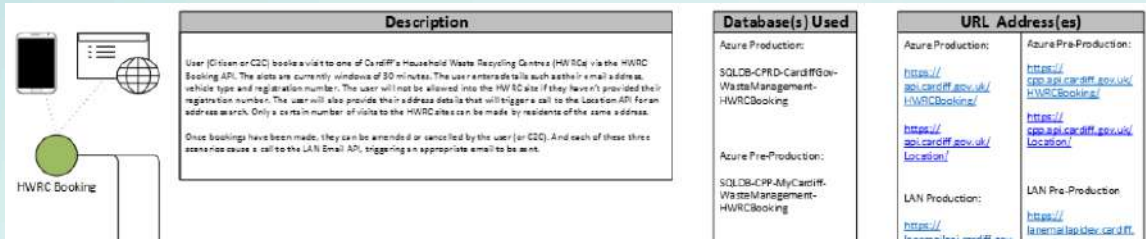
25,643 bookings made on digital platforms vs **10,522** via the Contact Centre.



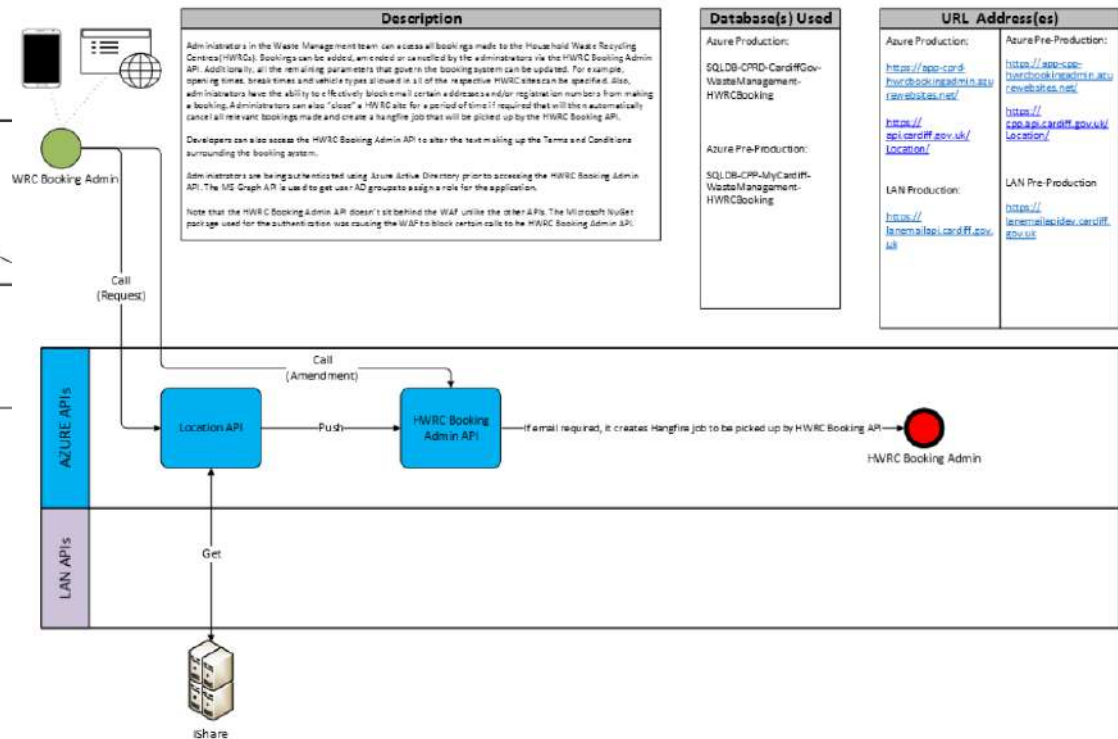
Recycling Centre Bookings (mid December)

Full Development both Customer Interface and Back Office System

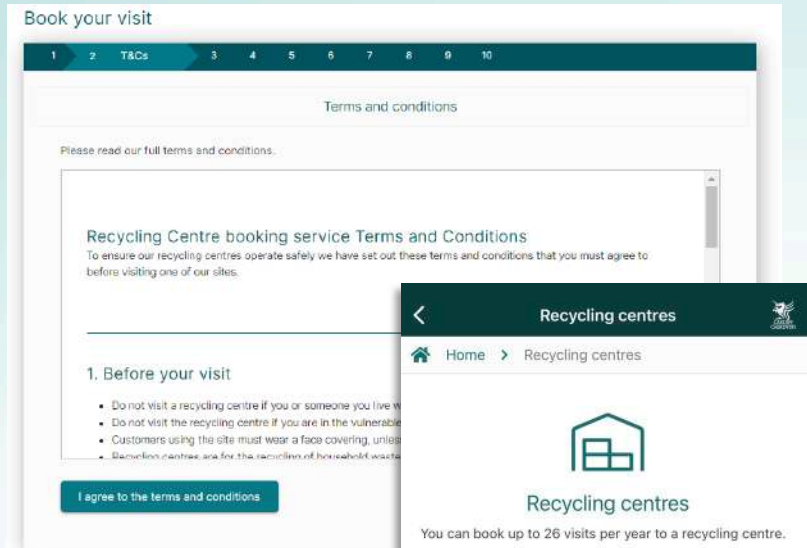
(Web & App system design)



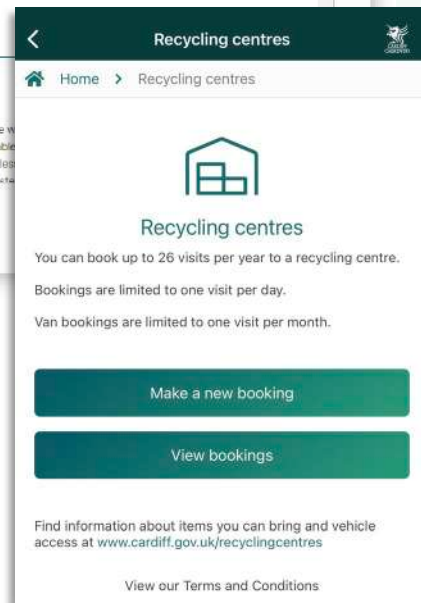
(Back Office System design)



Recycling Centre Bookings (mid December)



(Web)



(Mobile App)

- Allows Customers to choose a booking date/time.
- Allows Customers to amend and cancel bookings.
- Management System built for admin teams.
- Information available to be via handheld devices for site staff to mark attendance.
- Confirmation email to customers.
- Average **70%** reduction in calls to the service per month since launch.

The screenshot shows an admin view for office staff. At the top, there's a navigation bar with 'Home / Bookings' and a user profile 'Hello Walker, Ieuan'. Below this is a 'Filters' section. The main content is a 'Bookings' table with a '+ Add' button. The table has columns for Date, Time, Location, Vehicle type, Registration number, Address, Name, Email, and Status. The table contains four rows of booking data.

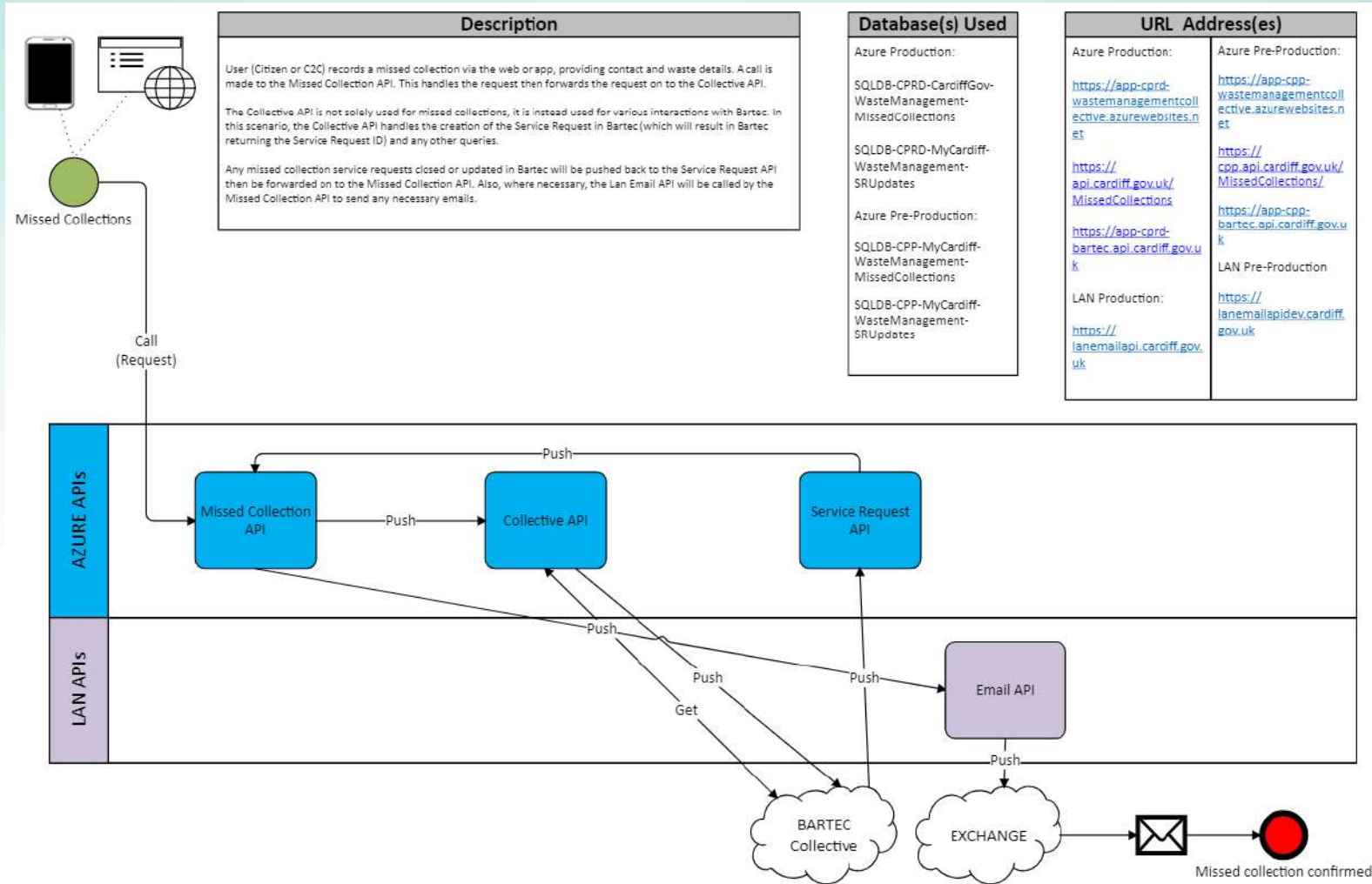
Date	Time	Location	Vehicle type	Registration number	Address	Name	Email	Status
01/05/2021	8:30 am	Bessemer Close	Van	Not Provided	34 HEOL PANT-Y-RHYN, WHITECHURCH, CARDIFF, CF14 7DF	test tester	famartin@cardiff.gov.uk	Booked
04/04/2021	12:00 pm	Bessemer Close	Van	Not Provided	65 Janet Street, Splott, Cardiff, CF24 2BG	hjh hjhj	jon@pobdesign.co.uk	Booked
04/04/2021	7:00 am	Bessemer Close	Van	AK04ZCA	31 Newfoundland Road, Gabalfa, Cardiff, CF14 3LA	Ruth Long	nlolong@cardiff.gov.uk	Booked
01/04/2021	8:30 am	Bessemer Close	Van	TEYY	34 HEOL PANT-Y-RHYN, WHITECHURCH, CARDIFF, CF14 7DF	test tester	famartin@cardiff.gov.uk	Cancelled

(Admin View for Office Staff – responsive for handhelds and site staff)



Missed Waste Collections (Late Feb 2021)

Fully Integrated with Back office (BARTEC) through to In Cab technology



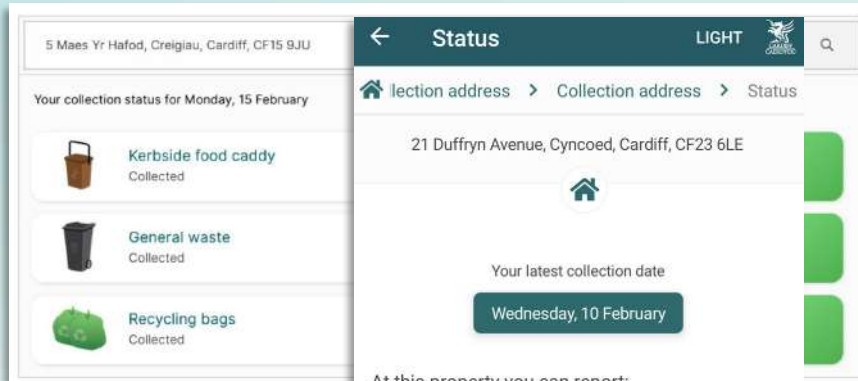
Description
User (Citizen or C2C) records a missed collection via the web or app, providing contact and waste details. A call is made to the Missed Collection API. This handles the request then forwards the request on to the Collective API.
The Collective API is not solely used for missed collections, it is instead used for various interactions with Bartec. In this scenario, the Collective API handles the creation of the Service Request in Bartec (which will result in Bartec returning the Service Request ID) and any other queries.
Any missed collection service requests closed or updated in Bartec will be pushed back to the Service Request API then be forwarded on to the Missed Collection API. Also, where necessary, the Lan Email API will be called by the Missed Collection API to send any necessary emails.

Database(s) Used
Azure Production: SQLDB-CPRD-CardiffGov-WasteManagement-MissedCollections
SQLDB-CPRD-MyCardiff-WasteManagement-SRUpdates
Azure Pre-Production: SQLDB-CPP-MyCardiff-WasteManagement-MissedCollections
SQLDB-CPP-MyCardiff-WasteManagement-SRUpdates

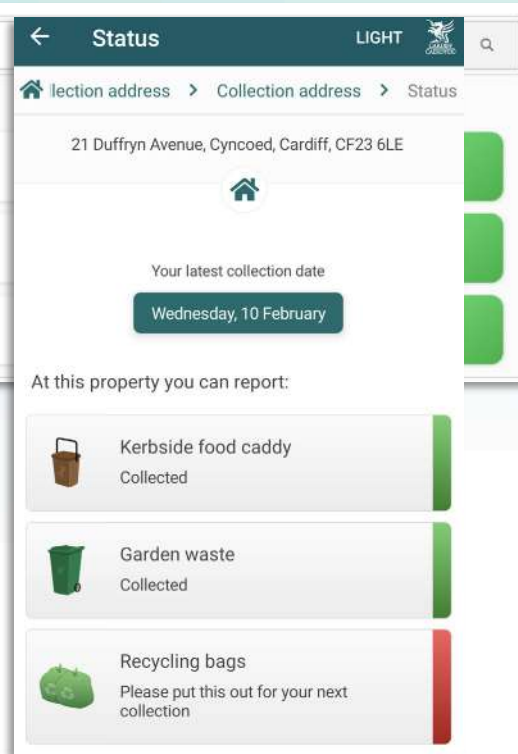
URL Address(es)	
Azure Production: https://app-cprd-wastemanagementcollective.azurewebsites.net	Azure Pre-Production: https://app-cpp-wastemanagementcollective.azurewebsites.net
https://api.cardiff.gov.uk/MissedCollections	https://cpp.api.cardiff.gov.uk/MissedCollections/
https://app-cprd-bartec.api.cardiff.gov.uk	https://app-cpp-bartec.api.cardiff.gov.uk
LAN Production: https://lanemailapi.cardiff.gov.uk	LAN Pre-Production https://lanemailspidev.cardiff.gov.uk



Missed Waste Collections (late February 2021)



(Web)



(Mobile App)

- Fully Integrated with Bartec
- Allows Customers to see the status of their collection.
- Informs of contamination issues.
- Informs if rounds re-scheduled (e.g. access issues).
- Email confirmation on reports made.
- Email confirmation when re-collected,
- Can only report assets allocated to that property.
- Results driven by completion of rounds and “event” updates.
- Launched on the Web to meet deadline (22nd Feb) App version due start of April.
- Same Integration and information used in the Contact Centre.

Since going live, searches by customers, only 30% have gone on to raise a report.



Digitalising missed collection reports

- Residents will be able to report missed collections on the Cardiff Gov app, and website. They can also continue to report via phone at C2C
- Report goes straight into a live, dynamic back office system that our supervisors will be monitoring
- Missed collections will not be processed if:
 - Bins are logged as contaminated
 - It's the incorrect day/week for collection
 - Bins are logged as 'not out'
 - Bins are logged as overloaded/heavy/side waste
 - Street is not yet marked as complete



Digitalising missed collection reports

Benefits

- Customers will be able to report a missed collection **the same day**, as soon as their street is marked as complete
- No 'fake' missed collection reports can be logged e.g. if bins are logged as contaminated
- Collection crews can be asked to return to properties the same day, where reports are made early enough and time remains on the shift. Re-collections will take place within 48 hours
- Where email addresses are provided, customers will receive feedback on their request
- Digitalisation allows supporting information to deal with escalated concerns



Digitalising missed collection reports

Key principles

- Missed collection reports must be made within 24 hours of collection day e.g. if waste is collected on a Tuesday, reports must be made by 4pm on Wednesday (in areas collected on a Friday, this extends to 4pm on a Monday)
- All missed collection requests **must be reported through the new system**. This includes residents, council officers and Local Councillors
- Residents encouraged to use this system to report their missed collections. If they wish to escalate to Local Councillors, they can but it should be logged within 24 hours so action can be taken



Digitalising missed collection reports

Key principles

- All missed collection requests will be investigated utilising live information that is available e.g. vehicle trackers, CCTV and timings, on the ground checks etc
- Supervisors will determine appropriate course of action. If it is upheld as a genuine missed collection, a re-collection will be arranged and customer informed
- If it is not deemed a genuine missed collection following investigation, the call will be logged but no re-collection arranged
- Customers will receive feedback on their request, where an email address has been provided



Future developments in resident engagement

- Similar to market leaders like Amazon and Dominos, Cardiff wants to be able to provide improved information on our services
- Cardiff is able to track vehicle movements and therefore there could be improvements made in terms of the 'line of sight' to the tracking of collections and automated updates to residents when requested
- Residents are demanding better digital 'real time' information



Costs vs Benefits

- To move to digital services required a commitment from the Cabinet and Senior Management Team to fund the upfront costs and provide a Corporate approach
- Demand for information and services is only going to increase and therefore demand will start driving Councils to move towards digital service provision
- The changes cannot be just supported on the basis of savings as the investment to make the changes are significant
- Digital self service is significantly cheaper than direct customer contact but there are upfront costs to deliver the changes
- Digitalisation of customer information is a long term investment rather than short term savings



Questions

