



Hand-held in cab technology

Benefits to front-line service





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Our Future

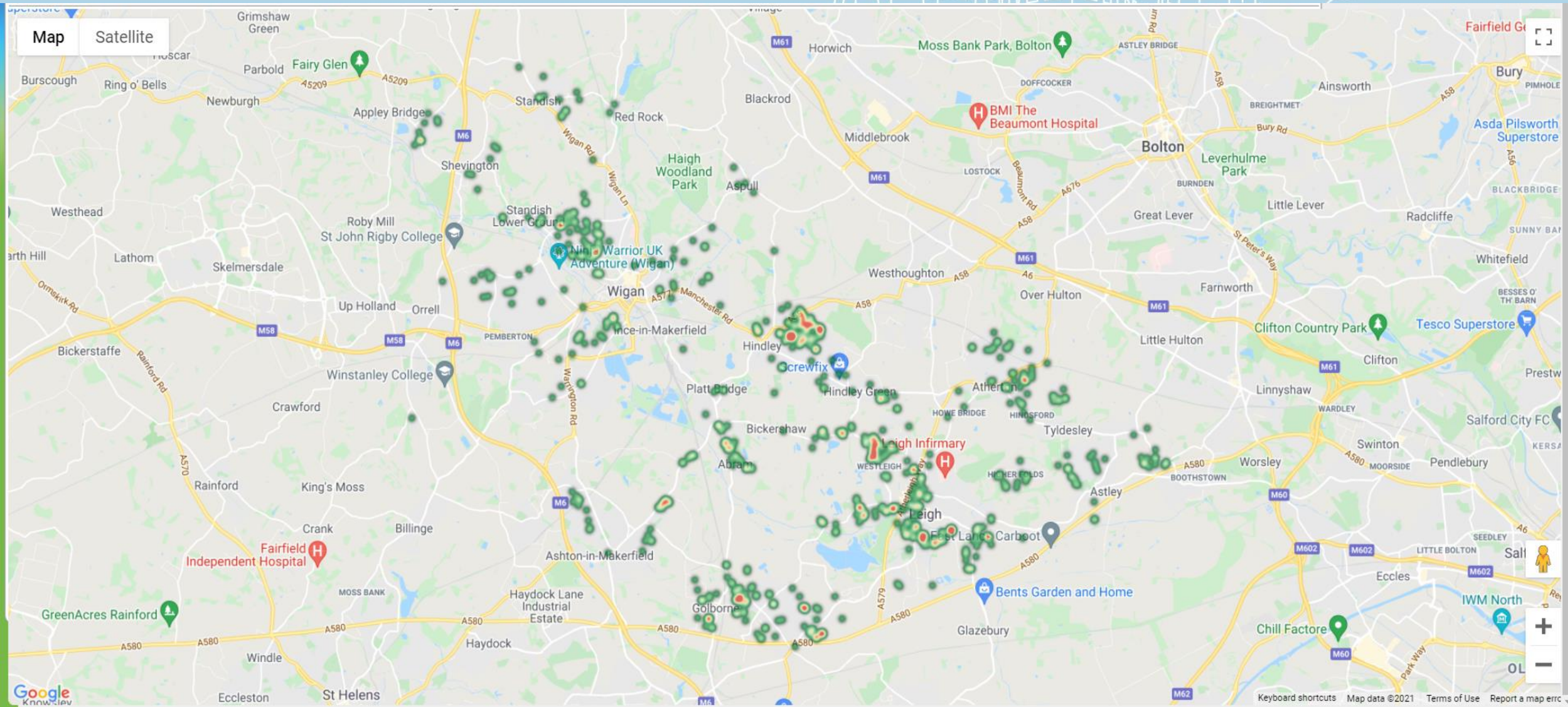
whitespace
work software

BENEFITS

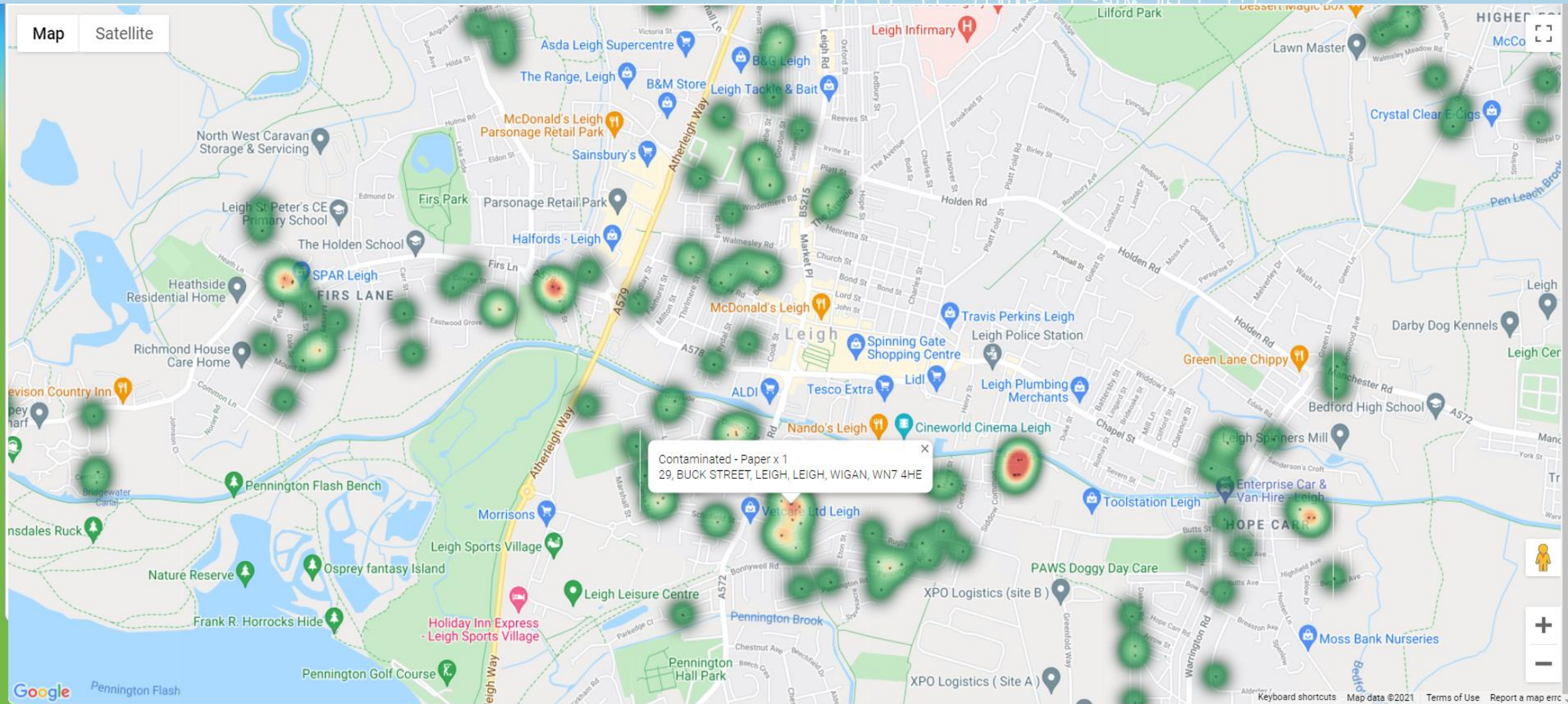
- Introduction of in-cab solution on iPad – Improved collection routes and real time updates for residents. Digitalisation of daily vehicle checks and defects for Fleet Services 
- Automation of manual processes – solution links direct with EEE Team and automates letters for contamination process. Paperless service. 
- Improved analytics – Enhanced data captured by crews used for proactive intervention, such as contamination hotspots or missed bins. 
- Provided crews with Digital Identity – access to Intranet, Microsoft Teams and Corporate updates direct to iPad. 



EXAMPLE OF PAPER(BLUE BINS) CONTAMINATED HOT SPOTS

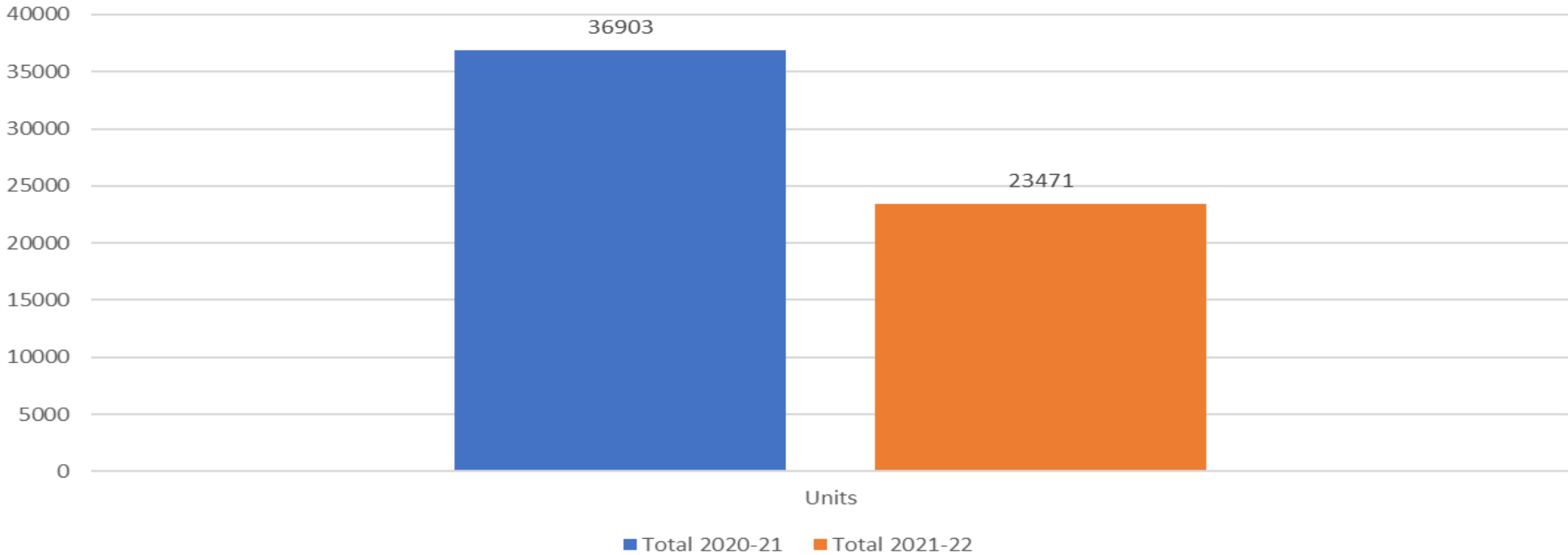


EXAMPLE OF PAPER(BLUE BINS) CONTAMINATED HOT SPOTS



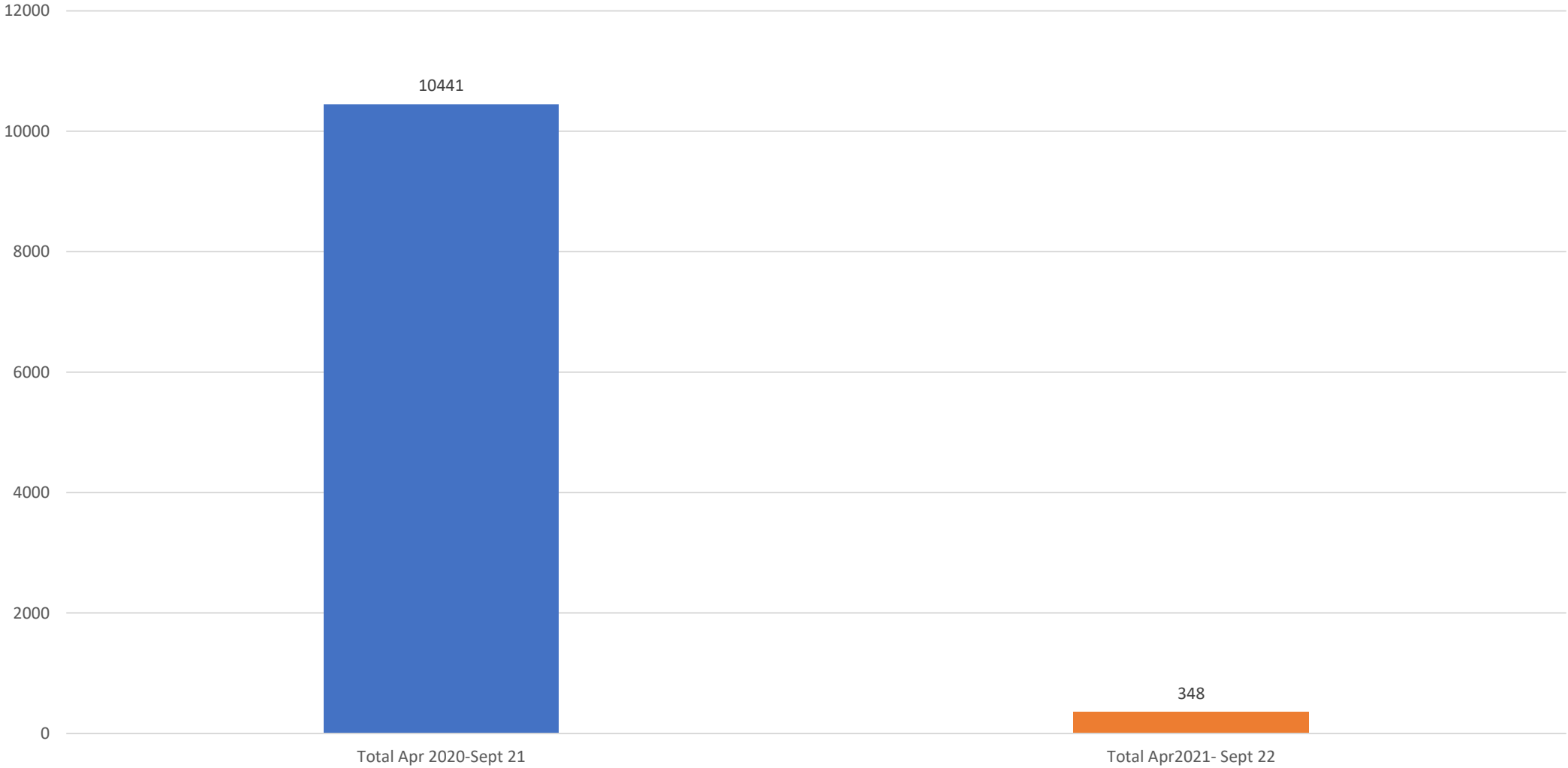
PRINTING PAPER

Total Units Printed 2020-21 vs 2021-22 (1 April - 30 September)



Individual example paper printing

Assisted bin collections and additional bin lists printed weekly for all colour streams



Contact centre traffic 2018/19/20/2021 APR-OCT 58.31% reduction

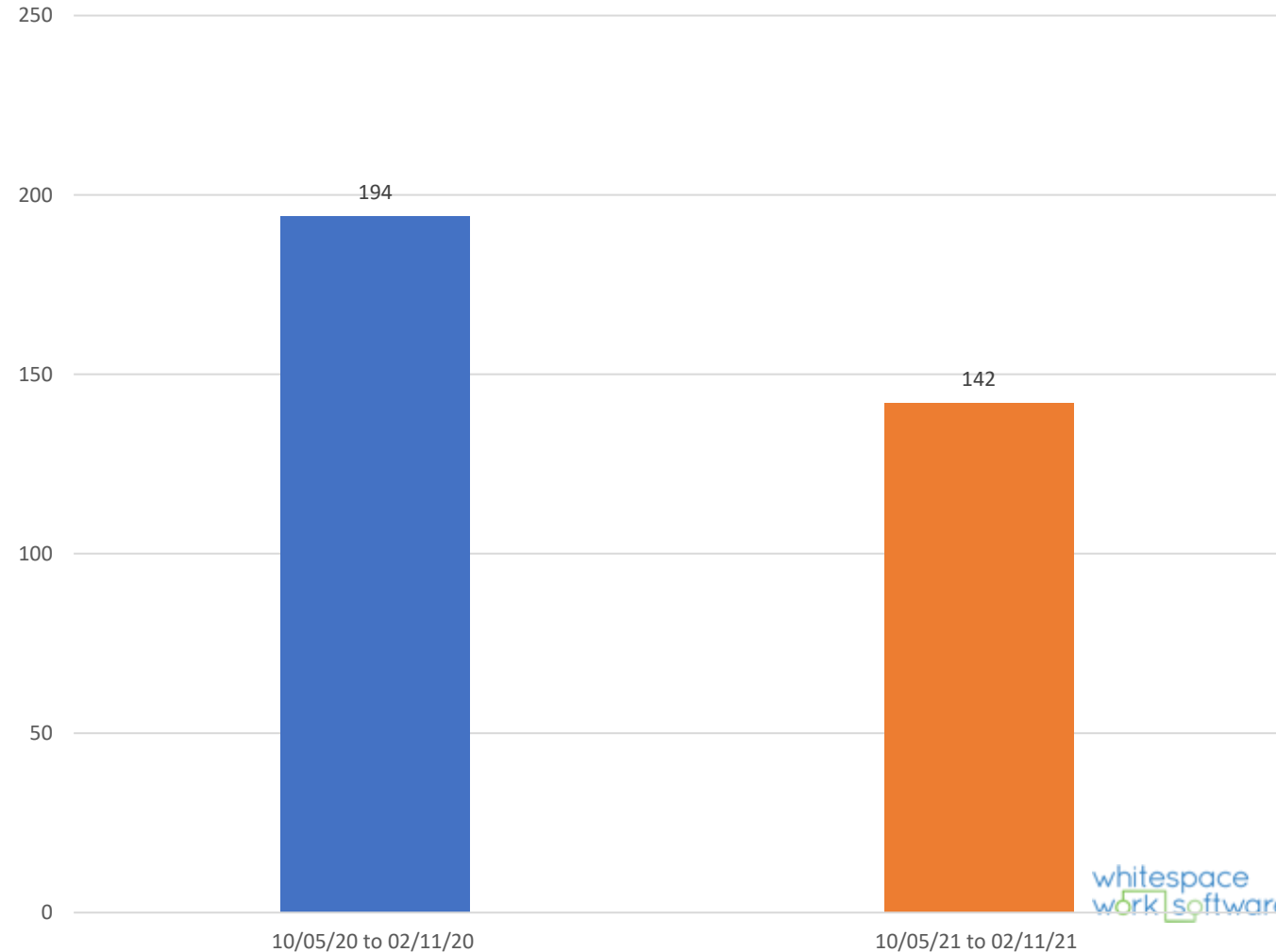
Activity Code- Waste Missed Bins 2018	Period Total
Monthly total:	5843

Activity Code- Waste Missed Bins 2019	Period Total
Monthly total:	3466

Activity Code- Waste Missed Bins 2020	Period Total
Monthly total: (reduced data available due to system change)	963

Activity Code- Waste Missed Bins 2021	Period Total
Monthly total:	2436

Members /councillor enquiries 10/05/20 to 02/11/20 194 10/05/21 to 02/11/21 142 26% reduction



Crew comments

MAPS WITHIN WHITESPACE ARE MORE UPTO DATE THAN PAPER COPIES (google maps)

INSTANT UPDATES TO THE WEB FOR RESIDENTS

SAT NAV FUNCTION SAVES TIME

CAPTURE PHOTOS OF CONTAMINATION OR ISSUES AS EVIDENCE TO BACK US UP

"SYSTEM IS USER FRIENDLY AND EASY TO NAVIGATE"

07:35

4G



Fletcher, Stewart >

Last seen yesterday



Chat

Files

More

street, you can't bring that street back up on the Whitespace system, is the anyway where you can change it so we can go back to a street on the system.

whats the street name bud and ill send it back to you

Thursday 12:36

Hi Ian just want to say I'm impressed with this system I reported some backs last week Lightburn ave in Leigh this week the trees have been cut back and now I can get down no problem, usually it takes weeks and sometimes months when reporting the old way by phone to the Supervisor.

How it works in the cab

The Deal
2030

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Our Future

Wigan Council



What the resident see's online

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[Home](#) / [Resident](#) / [Bins and Recycling](#) /

Report a Missed Bin

ENTER ADDRESS DETAILS

erradale

Search

YOUR ADDRESS

25 Erradale Crescent, Winstanley, Wigan, WN3 6TU

[Download PDF timetable](#)

YOUR RECENT BIN COLLECTIONS

Brown Bin



⚠ Our crews have reported an exception against your bin - Access to Property Blocked.

Last scheduled collection on **Tuesday, 17 May 2022**

Next collection on **Tuesday, 07 June 2022**

Cancel

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Explore [wigan.gov.uk](#)

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08:00
18/05/2022

What the resident see's online

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Job Progress | Report a Missed Bin

https://wasteforms.wigan.gov.uk/MissedBins/Default.aspx

Home / Resident / Bins and Recycling /

Report a Missed Bin

ENTER ADDRESS DETAILS


freshfield

YOUR ADDRESS


Freshfield, Gidlow Houses, Gidlow Lane, Wigan, WN6 8RU
[Download PDF timetable](#)

YOUR RECENT BIN COLLECTIONS

Brown Bin

 ⚠ It is more than 2 days since your scheduled collection. Please use a waste recycling centre or wait for your next collection.
Last scheduled collection on **Thursday, 12 May 2022**
Next collection on **Wednesday, 01 June 2022**

Green Bin

 ⚠ It is more than 2 days since your scheduled collection. Please use a waste recycling centre or wait for your next collection.
Last scheduled collection on **Thursday, 12 May 2022**
Next collection on **Thursday, 26 May 2022**

What the resident see's online

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LEAFIELD

YOUR ADDRESS 

16 Leafield, Tyldesley, Manchester, M29 8QE
[Download PDF timetable](#) 

YOUR RECENT BIN COLLECTIONS 

Black Bin



No current issues. Our crews have reported your street as completed.
Last scheduled collection on **Tuesday, 17 May 2022**
Next collection on **Tuesday, 07 June 2022**

Report your black bin

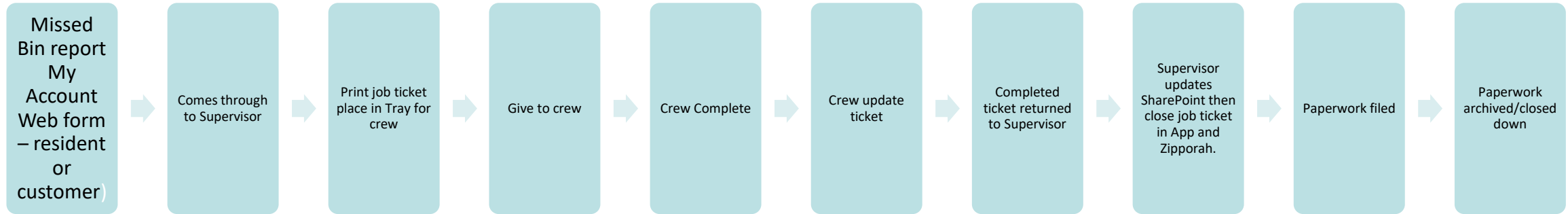
Green Bin



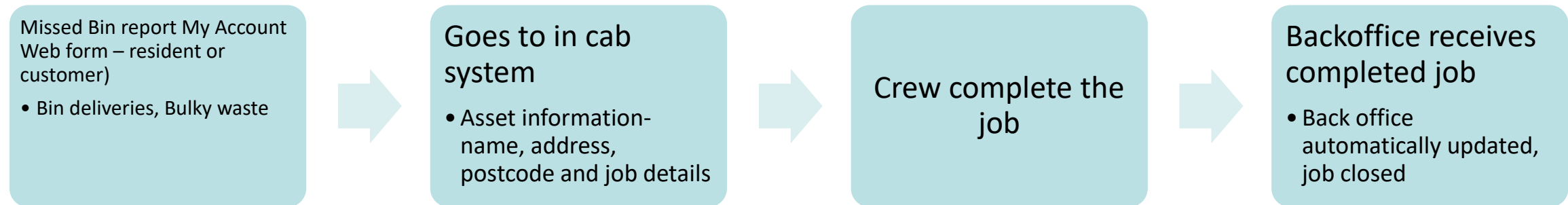
Our crews have reported an exception against your bin - Contaminated - Green.
Last scheduled collection on **Tuesday, 17 May 2022**
Next collection on **Monday, 30 May 2022**

Streamlined customer journey

Old process



New process



Q's and A's

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2030**

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Any Questions