

Waste and Recycling

Creating 21st Century Services – through Partnerships,
Digitisation and Innovative solutions

Ian Burns

Wigan Council

Thursday 19th October 2023



Greater Manchester

The Deal
2030

Our People

Our Place

Our Future

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* Except for Waste

Wigan Borough

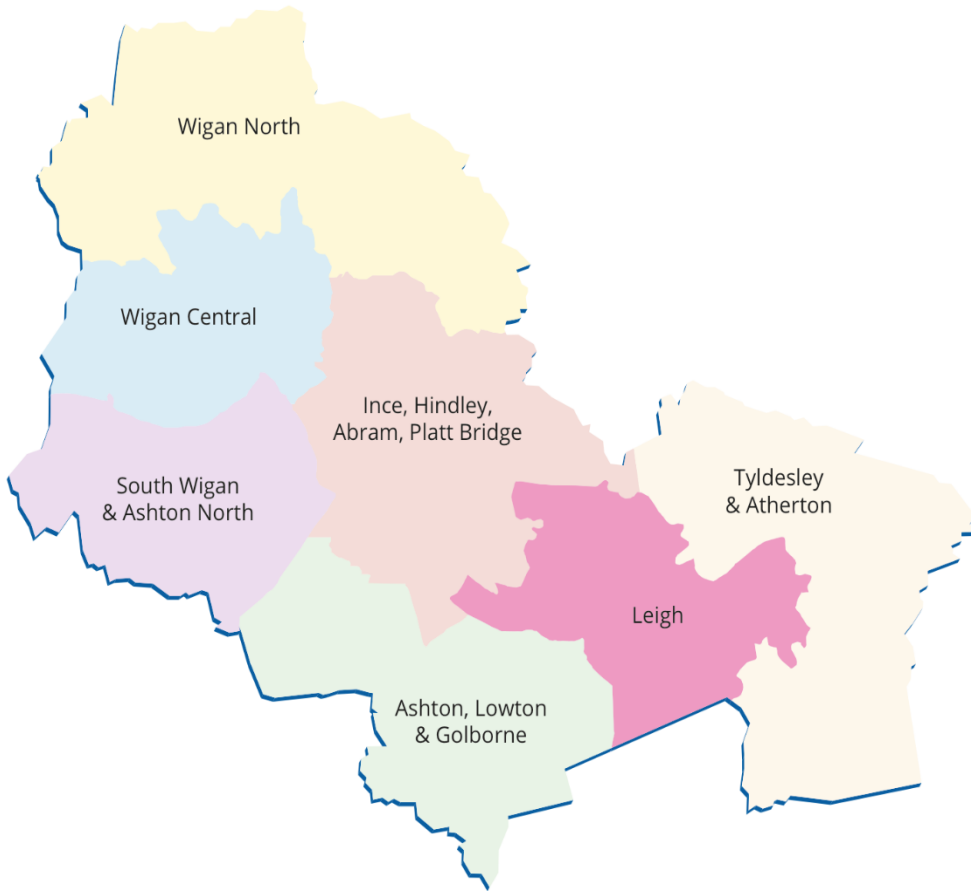
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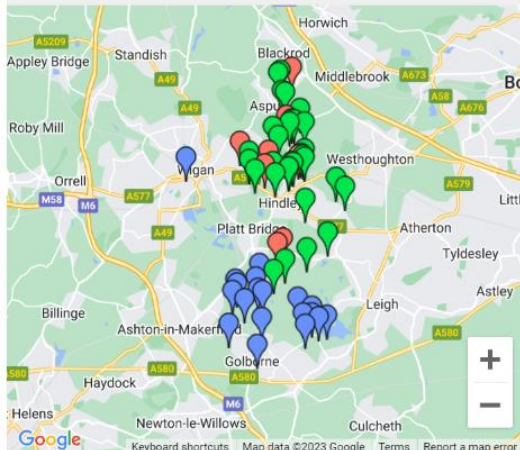
- 9th Largest Metropolitan Borough
- 150,000 properties in the Borough
- Unitary Authority
- 25-year Waste Treatment contract (2015)
- 3 Transfer Stations
- 3 Recycling Centres
- Dealing with 130,000 tonnes
- 3 weekly residual waste collections
- 51.5% - 53.0% Recycling Rate



In-Cab + (v2)

- Live data to office and contact centre/web
- Round information provided to crew
- Work can be re-allocated
- Access to Microsoft Teams
- Digitised Processes i.e Contamination
- Worksheets sent direct to vehicle

53	STREET	SWAN MEADOW ROAD - WIGAN	1	
54	STREET	UNSWORTH TERRACE - HINDLEY	3	06/10/2023 08:26:16
55	STREET	WARRINGTON ROAD - ABRAM	1	
56	STREET	WIGAN ROAD - GOLBORNE	4	
57	STREET	WIGAN ROAD - HINDLEY	1	06/10/2023 08:36:26
58	STREET	WITHINGTON LANE - ASPULL	3	06/10/2023 07:32:28



Flats Audit

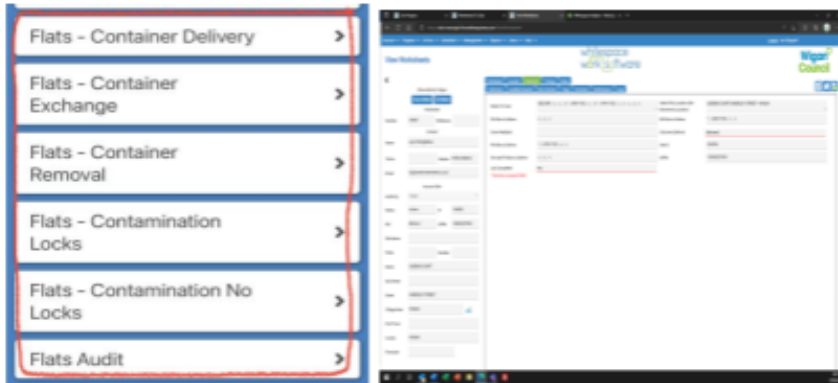
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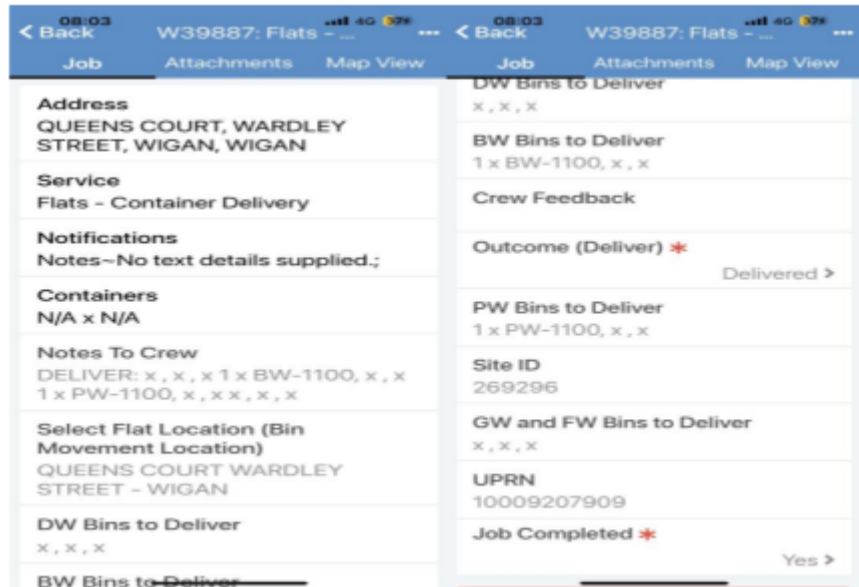
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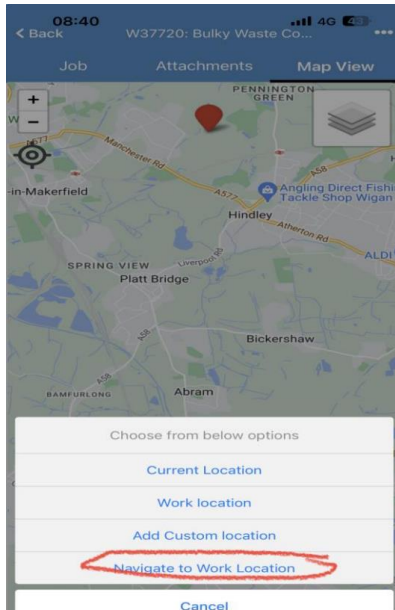
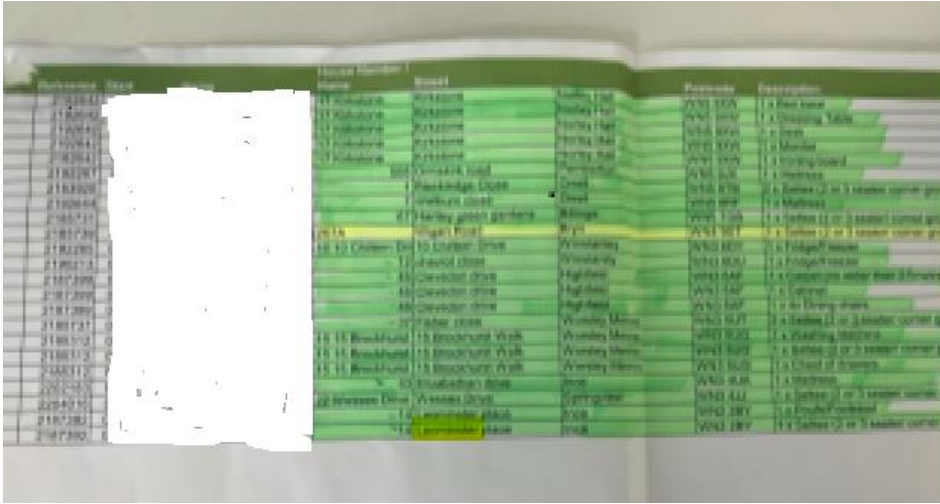
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- Out of date information on assets at flats
- Previously we'd have run this as a separate project.
- Decided to integrate with in-cab processes
- Digitise the workflows rather than manual
- Information input directly into ipad
- Audit updates the asset register
- Automatically arrange bins to be change



Bulky Waste



- Old system generated Paper worksheet
- Crew would manually sort route order
- University Students used to digitise the system
- Residents time booking bulky reduced 50%
- Route optimisation reduced fuel by 15%
- Increase in number of daily collection up 32%

Digital Accounts

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- All waste crews have individual email
- They can access via mobile, own laptop or at depot
- They complete timesheets, update personal info, and book holiday request on-line

Resident training package

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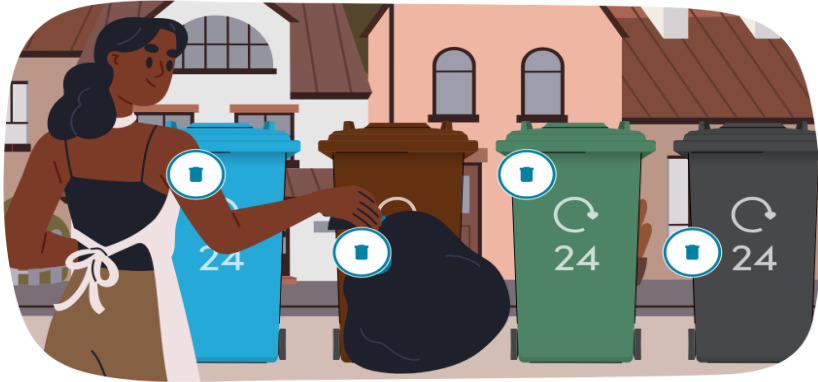
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Which bin?

Each bin has certain waste that it is intended for. If you mix the contents of your bins, they become contaminated and will not be collected. It's important you place the correct items in each bin so you can avoid this happening.

Select the hotspots below to learn more.



Test

There are 10 questions in this test.

You will need to answer 8 out of 10 correctly to pass.

Good luck!

Scroll down to attempt the first question.



- Decided to look at a different approach to contamination
- Safer Streets project provided officer time to focus on an area of the Borough
- Officer monitored contamination / sent letters / knocked on doors
- Decided to trial a 'speed awareness' style resident training offer, rather than section 46 process
- This includes a test at the end to check understanding

Increasing Re-use by working with Charities

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- Decided to explore all avenues to increase Re-use without having a Re-use shop
- Started speaking to Charities, Schools and Community groups in the Borough
- Started get a better understanding of what was going on and building links
- Realised that they needed a wide range and diverse number of materials that we could supply
- Started with really small amounts and built up slowly



Increasing Re-use by working with Charities

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- Jigsaws and Lego to Stroke Society to aid rehabilitation
- Sporting equipment to a male well-being group to help them become more active
- Computer equipment to local computer museum
- Providing gardening equipment to local groups
- Providing sewing machines to local sewing groups
- Providing items to decorate school classrooms
- Items for upcycling groups

The Second Chance Saloon

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Before

- 'Bag Splitting' area performing well (70%)
- Looked Unsightly
- At least it was re-using old Covid barriers and bins
- Challenged the Re-use Champions on the sites to come up with some ideas

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This is what they came up with



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- Repurposed items to fit in with Re-use theme
- Showed off the passion and creativity of the staff
- Wanted it to be a focal point but not tacky
- Wanted it to be practical and not just for show, but also a little quirky
- It has gone down well with residents
- Debunked the “myth” that staff get income from re-use by making it look more ‘official’
- Extending this to all sites

The Youth Climate Summit

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- Enhanced with Second Chance saloon and underwater theme rooms – All using repurposed items
- Enhanced by the network of CIC's and Charities that have worked with us
- Great to see children making things from salvaged items

Questions

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Thank You