



Doncaster  
Council

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# Understanding wholesale service reviews through new technology and commercialisation

# Doncaster council wholesale service review

## Where we were in 2014

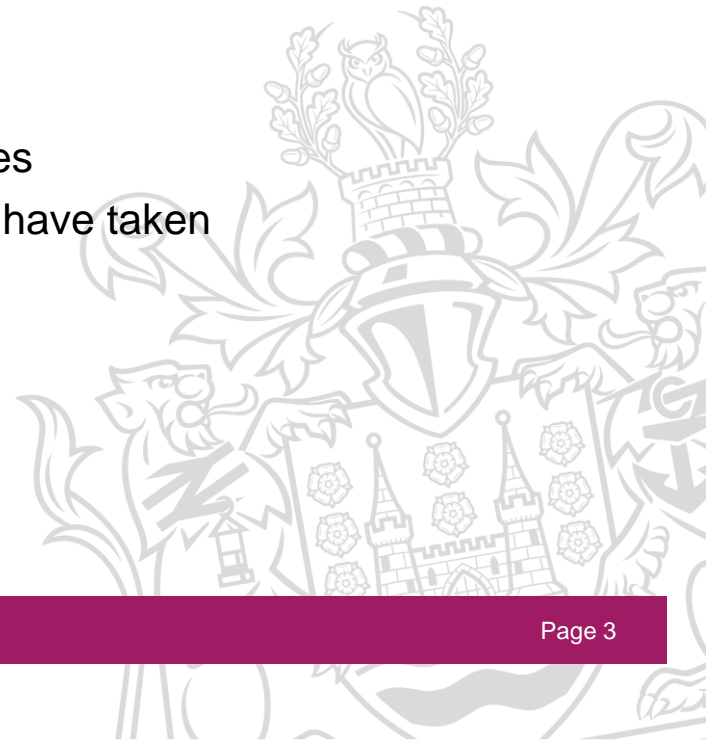
- Old, unreliable vehicles and plant
- Monday to Friday working, seasonal staff
- Staff specific roles
- Costly overtime payments
- 5 satellite depots and 1 main central depot
- Poor staff welfare facilities



# Doncaster council wholesale service review

## What we did ...

- Consulted with staff over working patterns
- APSE consultancy to benchmark prior to restructure
- Trialled new machinery with staff
- Local ward member support
- Worked with unions
- Restructured service area for 7 day working
  - 64(fte) fewer posts with no compulsory redundancies
  - The largest restructure and recruitment exercise to have taken place within the council
  - Multi-skilled staff
  - 45 new staff to work weekends



# Doncaster council wholesale service review

## What we did ...

- Depot reduction from 6 to 2
- £2.22m Invest to Save initiatives
- Vehicle and equipment modernisation
- Major asset mapping exercise and procurement of Route Optimisation systems
- Strengthened collaborative relationships
- Achieved £1.5m Street Scene savings
- Smartlight LED initiative with savings of £1.2m



# How have we achieved this?



# Doncaster council wholesale service review

## How have we achieved this

- **£1.6m investment in new vehicles and plant**





# Machinery & Plant

## New fleet of sweepers and mowers



# Machinery & Plant

## 4 new large mechanical sweepers





# Machinery & Plant

## 12 new smaller sweepers



# Machinery & Plant

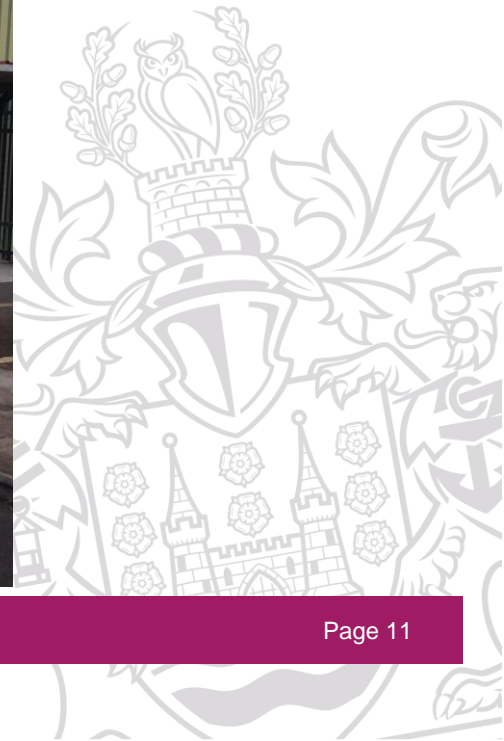
## New City Jet pavement washing machine





# Machinery & Plant

## New £900k storage facility



# Machinery & Plant

Inside new storage facility including drying room



# Doncaster council wholesale service review

## How have we achieved this

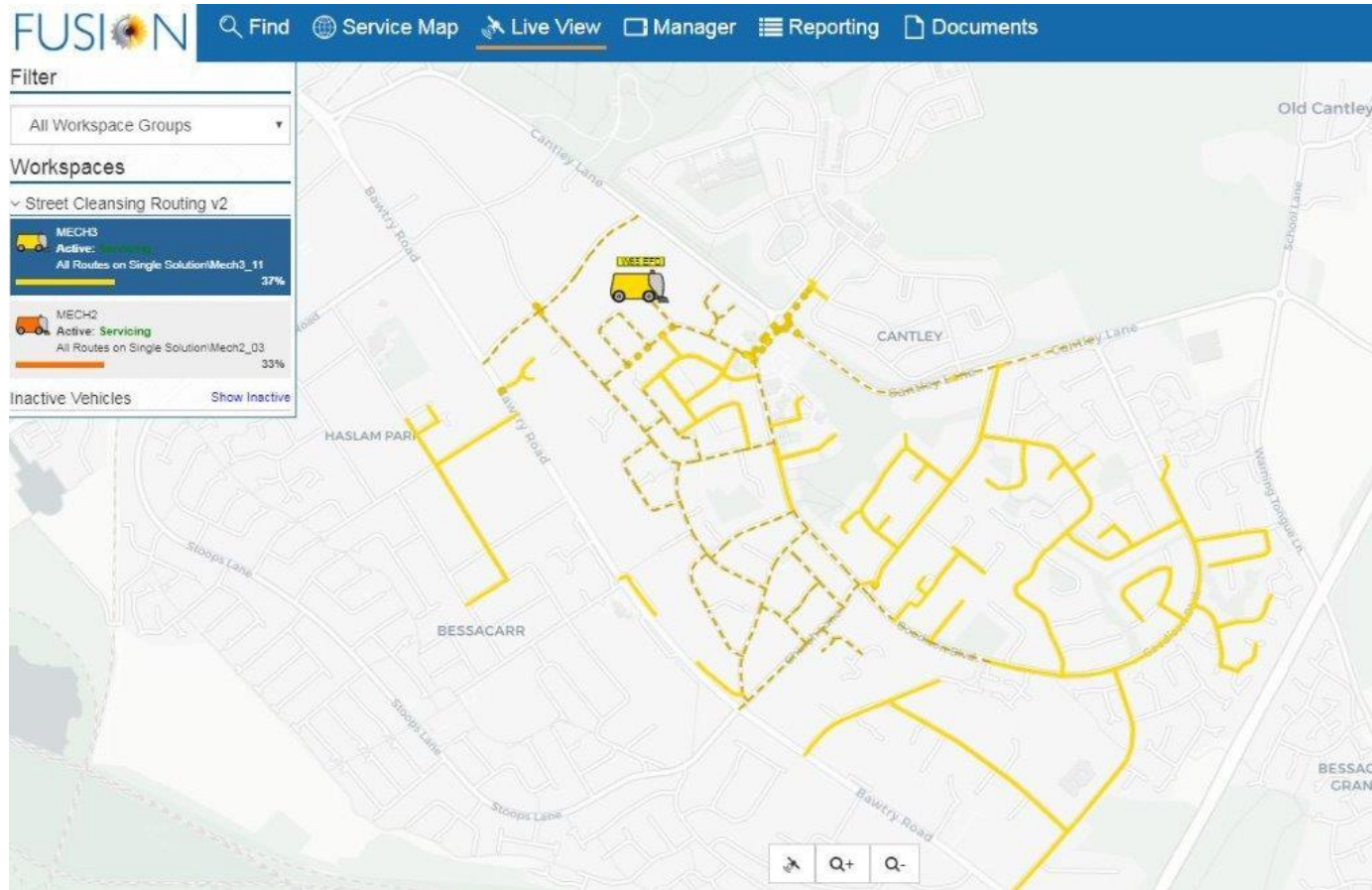
- £1.6m investment in new vehicles and plant
- **Route Optimisation**
  - Mechanical sweeper routes
  - Leaf clearance routes
  - Tour de Yorkshire routes





# Route Optimisation

## Routesmart/Fusion data – sweeping route for one day



# Route Optimisation

In cab device in large mechanical sweeper



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## How have we achieved this

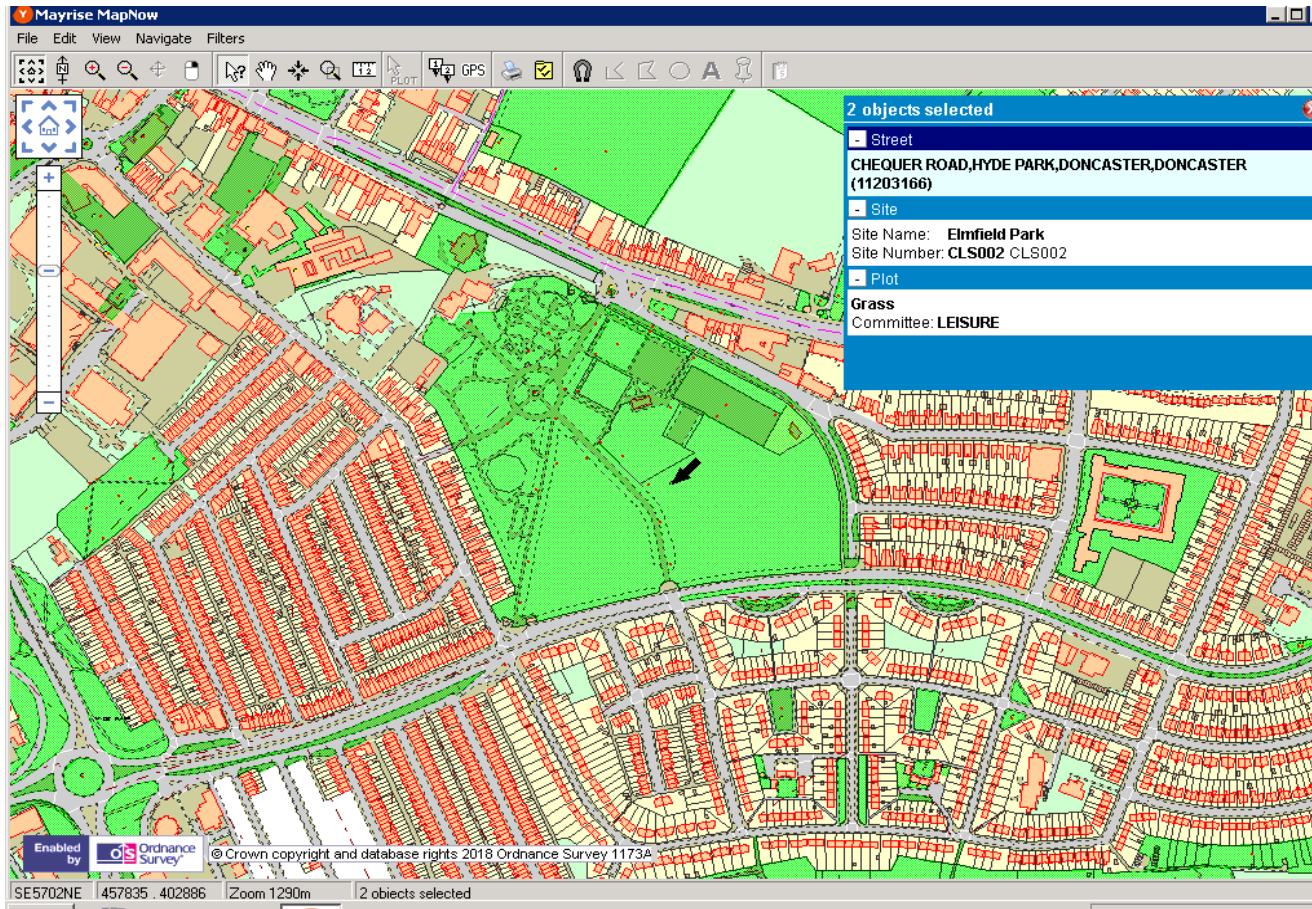
- £1.6m investment in new vehicles and plant
- Route Optimisation
- **Asset digitalisation**
  - Mayrise mapping of assets and scheduling tool
  - Treewise inspection and maintenance regimes





# Asset Mapping

## Mayrise data



# Asset Mapping

Treewise data – 14,000 trees in the database so far

The screenshot displays a GIS application interface. At the top, a menu bar includes File, Edit, Tools, Bookmarks, and Help. Below the menu is a toolbar with various icons. The main window is divided into several sections:

- Left Panel:** A tree icon and a 'Features' tree view showing a hierarchy: Owner > Inventory > Assets and Property (DMBC) > Bereavement Services (DMBC) > Car Parks (DMBC) > DELETE.
- Table:** A data table with columns: Feature Name, Species, Tag / Cpt..., Plantin..., QTRA Score, Owner, Next Inspection..., Height..., Crown..., DBH..., Area (ha), Inspection..., and Location. The table contains several rows of tree data, with the row for Tag G101214001 (Sycamore) highlighted in blue.
- Tree History - G101214001 - Sycamore:** A detailed view for the selected tree, showing fields for TagNo (G101214001), Owner (Parks and Open Spaces (DMBC)), City (Doncaster), District (Town Centre), Street (Regent Square), Species (Sycamore), Latin Name (Acer pseudoplatanus), PYear (1920), Regime (5-Yearly), Next Inspection (11/10/2020), and a TPO Ref checkbox.
- Map:** A map view showing the location of the tree and other trees in the area. The map is overlaid with a street network and contains numerous colored dots representing individual trees, each labeled with a unique tag number (e.g., G101311014, G101311010, G101310002).



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## How have we achieved this

- £1.6m investment in new vehicles and plant
- Route Optimisation
- Asset digitalisation
- **Commercialisation**
  - Establish framework contracts
  - Review existing Service Level agreements
  - Review charge out rates
  - Maximise income
    - Woodland grants/timber sales
    - Play inspections
    - Highway construction schemes



# Commercialisation

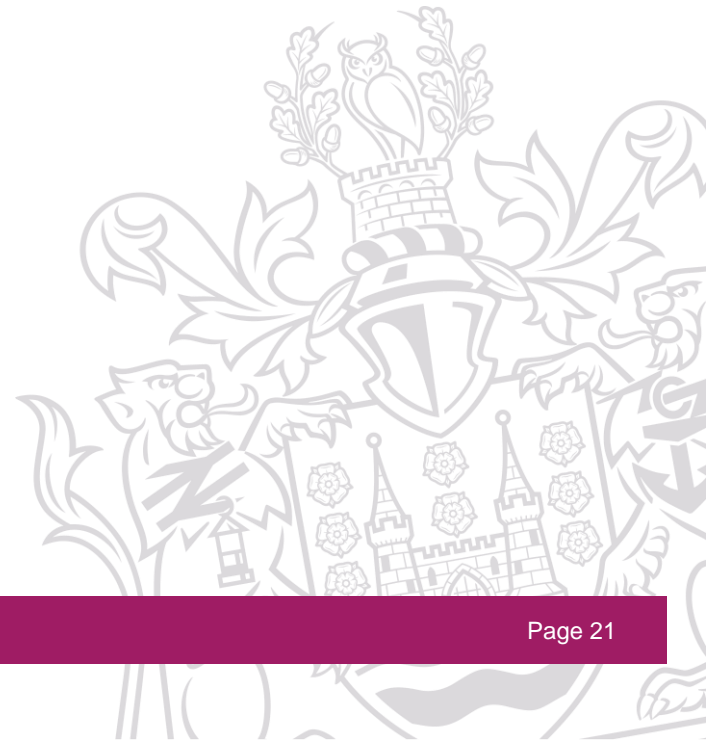
## Highways Operations team



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## How have we achieved this

- £1.6m investment in new vehicles and plant
- Route Optimisation
- Asset digitalisation
- Commercialisation
- **Partnership working**






# This is my Doncaster campaign

## Community action days



# This is my Doncaster

## Poster campaign




**This is my Playground**  
Please look after it...

“YOUR litter is YOUR responsibility; don't spoil MY playground with it!”

"I love coming to the playground with my mummy, but when I trip and fall over broken bottles and cans my mummy gets really mad. She says the playground isn't safe for me anymore, this makes me sad as this is my playground."

Dropping litter carries a maximum penalty of £x.

Do us all a favour and put it in the bin.

  
Doncaster  
Metropolitan Borough Council  
[www.doncaster.gov.uk/cleanergreener](http://www.doncaster.gov.uk/cleanergreener)



**This is my Street**  
Respect it...

“Your rubbish is your responsibility; don't ruin my street with your fly-tipping.”

"I love my street, I love my neighbours, I love seeing the kids playing on their bikes but I don't love other people's rubbish making my street look scruffy. People should respect where I live... this is my street."

Fly-tipping your rubbish carries a maximum penalty of £x.

Do us all a favour and dispose of your rubbish properly.

  
Doncaster  
Metropolitan Borough Council  
[www.doncaster.gov.uk/cleanergreener](http://www.doncaster.gov.uk/cleanergreener)



# Green Flag Award

Raising the Green Flag at Bentley Park – one of 3 parks to achieve Green Flag status in 2017



# Partnership working

**Working with Doncaster District Bowling Association for maintenance of 21 greens - Westfield Park bowling green**





# Partnership working

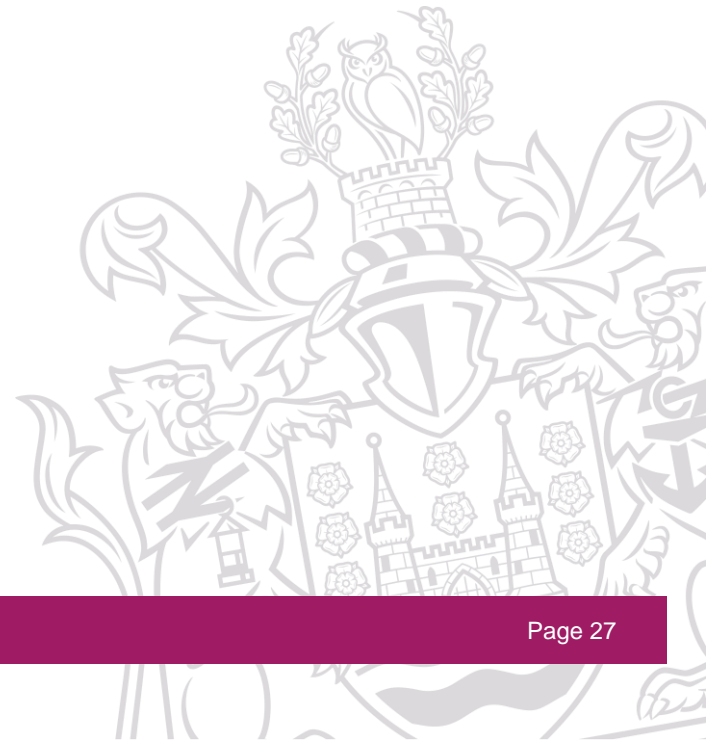
## Joint working with Parish Councils



# Doncaster council wholesale service review

## How have we achieved this

- £1.6m investment in new vehicles and plant
- Route Optimisation
- Asset digitalisation
- Commercialisation
- Partnership working
- **Green Space Management**





# Wildflower areas

## Roundabout off the M180

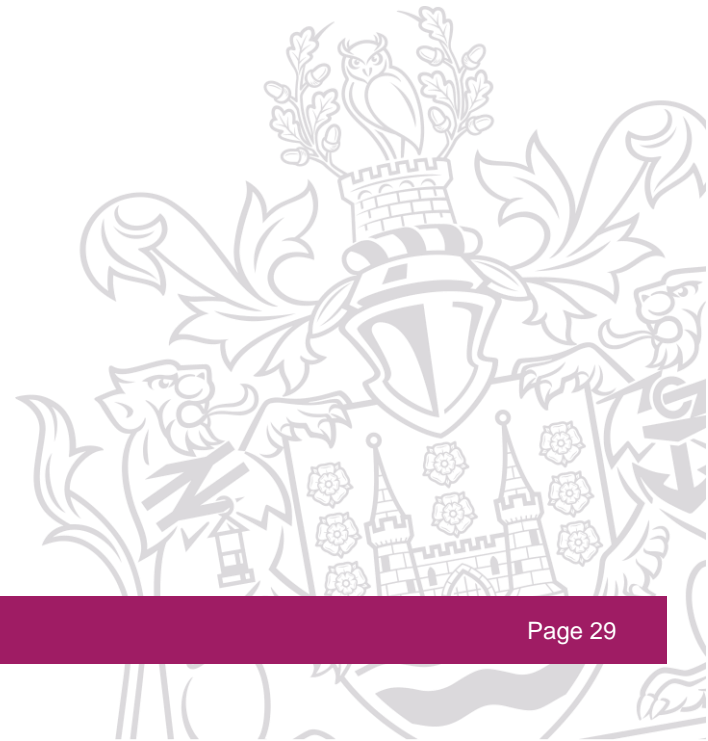




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## How have we achieved this

- £1.6m investment in new vehicles and plant
- Route Optimisation
- Asset digitalisation
- Commercialisation
- Partnership working
- Green Space Management
- **Multi-skilled workforce**



# Doncaster council wholesale service review

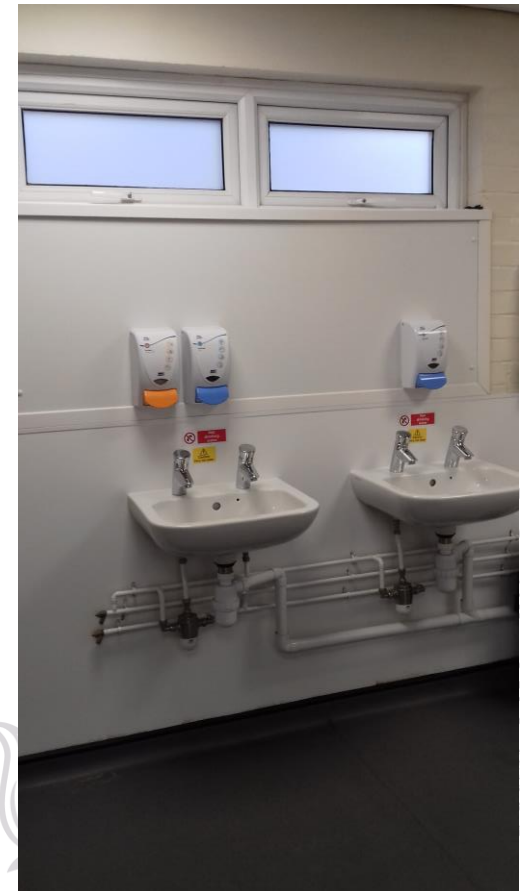
## How have we achieved this

- £1.6m investment in new vehicles and plant
- Route Optimisation
- Asset digitalisation
- Commercialisation
- Partnership working
- Green Space Management
- Multi-skilled workforce
- **Depot rationalisation**
  - 4 closed and staff relocated to main depot or one remaining satellite depot



# Improved staff welfare facilities

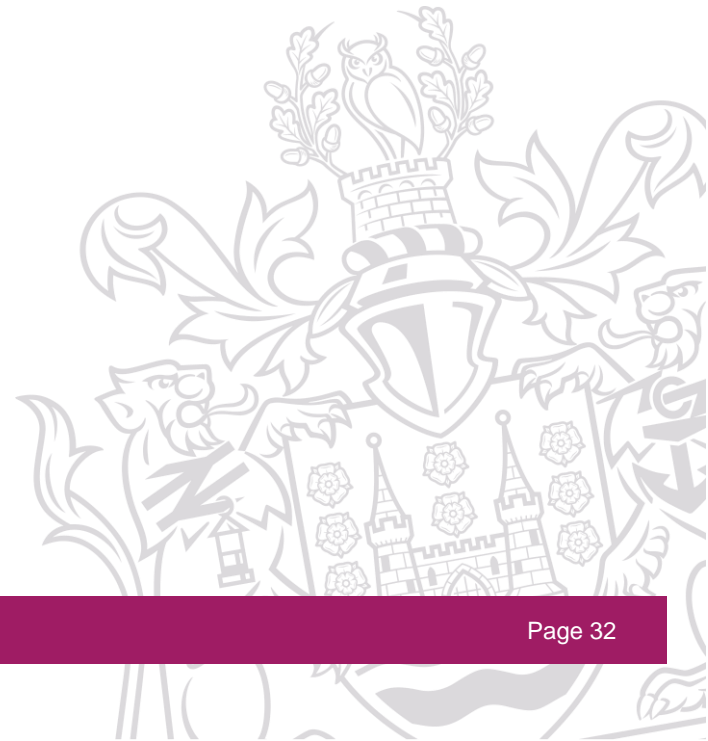
## Modern, well appointed changing rooms and lockers



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## How have we achieved this

- £1.6m investment in new vehicles and plant
- Route Optimisation
- Asset digitalisation
- Commercialisation
- Partnership working
- Green Space Management
- Multi-skilled workforce
- Depot rationalisation
- **Smartlight**





# Smartlight

## Smartlight team, handheld device and fixing an isolator



# Smartlight

Crates of LED lanterns

Lantern change

Working on the CMS System



# The Future





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## The Future

- £390k refurbishment of one remaining satellite depot
- Culture change programme
- Staff development/training programme
- Continue quarterly staff forums
- Further route optimisation
  - Litter bin emptying
  - Quad spraying
  - Grass cutting
- Further service realignment
- Improve customer experience satisfaction





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Thank you for listening

Any questions?

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