

Waste and IT solutions

My experiences so far

Reasons for change

- Improve quality of service and feedback to customer with live information
- Reduce the amount of paper and unnecessary work
- Antiquated database and paper based systems
- Key driver at Gedling BC was the introduction of contact centre
- At Derby the desire to improve and do things differently

What Was Required

- An integrated waste management information, tracking and communication technology system
- Back office admin and transaction management for domestic and trade services.
- Real-time vehicle tracking and in-cab technology, including round information and mapping with two-way voice and data transfer capability.
- Real-time feedback capability for customers to track services such as bin deliveries and missed bins and general one-off and bulk emails to customers about services.
- Capability for managing customer sign-ups, payments and booking services, such as bulky collections and annual subscriptions to the garden recycling scheme.
- Capability of system to offer a full trade waste solution, quotes, invoicing, setting up of direct debits, generate and hold Waste Transfer Notes and Duty of Care.
- Integration with the Council's other systems, such as the customer relationship management (CRM) system, and the finance system

Other requirements

- Easy to use system
- Link to Gazetteer
- Integrated planning and round optimization, can see where everyone is on the maps
- Visible efficiencies in rounds
- Find efficiencies in staffing, do more with less.
- Reduce unnecessary visits, repeat calls and missed bins
- Automate some work, e.g. If bin goes in the back of lorry
- Work around access issues – proactive

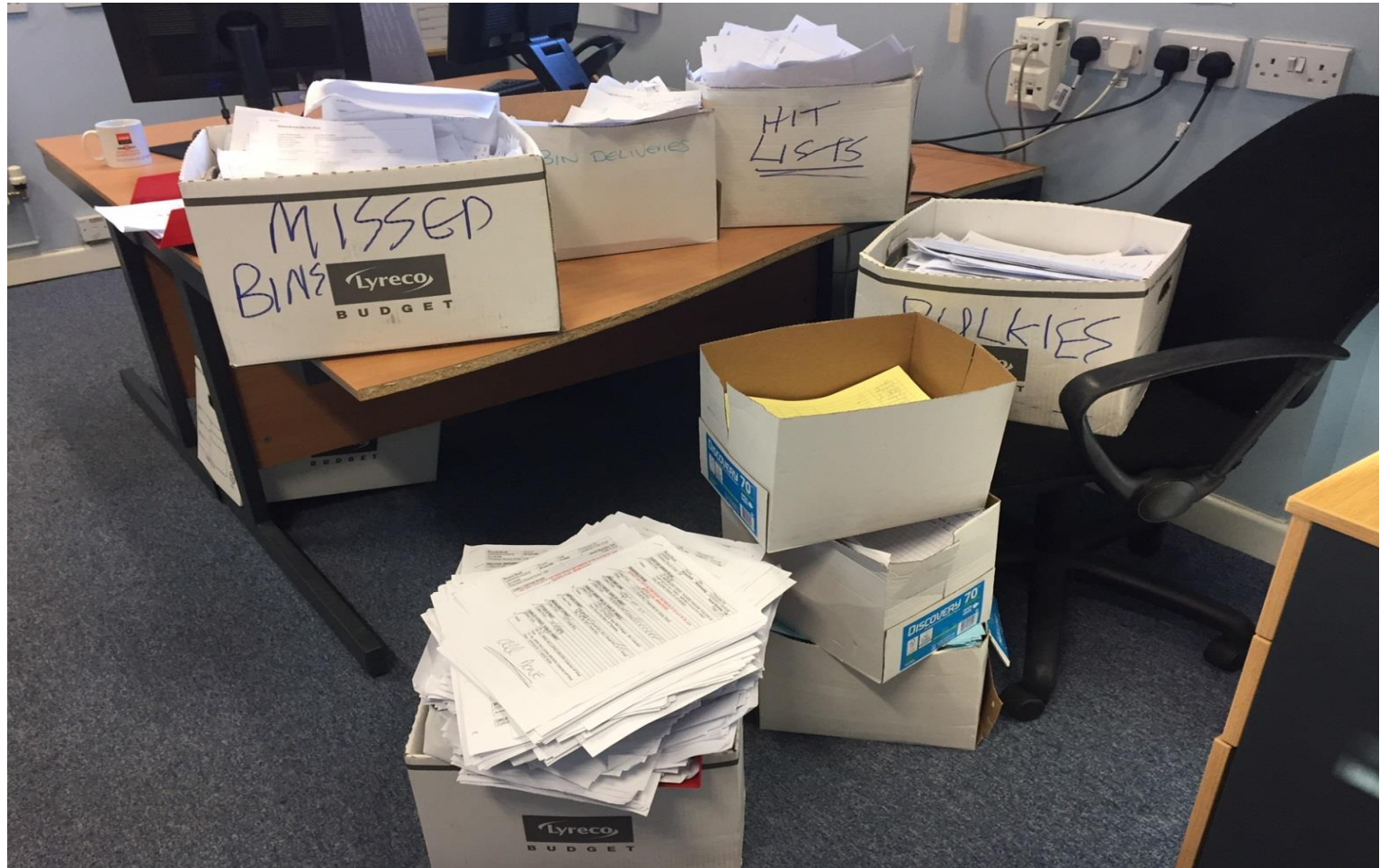
Whitespace Powersuite does most of the above
for Derby City Council.



Bartec Collective does some of the above for
Gedling Borough Council



A few months worth of paperwork in September



Now and the Future



Delivering Differently

- Daily vehicle checks – any defects straight to transport services
- Highlight any restrictions, hazards, information to crew about a street or property
- Risk Assessments and incident reporting forms to be on units
- Communicate with crews
- Customer Focus – contact centre can give live information to customer and at Derby this will be online too
- Improve recycling by targeting education to repeat offenders on issues around contamination and low participation rates
- Take photos and link to property plus document production and management
- One place for everything

Top Tips if thinking about it

- Research what you need
- Bring the workforce along with you and visibly respond to their concerns
- Train them as trainers to cascade
- Cleanse your data before you transfer it if possible
- Be thick skinned to those resistant to change
- Enjoy the benefits and when it goes right first time
- Keep smiling 😊


Benefits


- Bin deliveries more timely and no duplications
- Know straight away if road blocked via system generated email so can manage it
- Building history of contamination/issues at properties and photos
- Seeing what time each crew is finishing and easily redistribute work if another crew has problems
- Crews like using it despite a few reservations, although it is important to respond to their feedback
- No paper!

PowerSuite - Overview of Round Progress

Home ▾ Main ▾ Data Playground ▾ Management ▾ Reports ▾ Users ▾ Financial ▾ Wizards ▾ Help ▾ Routing ▾


Logout WS Admin Account

Main PowerSuite 

Derby City Council 

AOM Round Progress ⓘ

This form is used to display round progress.

14 November 2017  Properties on Round Completed

Round Progress Display		% of jobs completed			Date: 14/11/2017 10:39:32
BinDel	▣	<div style="width: 37%;"></div>	37 %	ADHOC	Status: STARTED
Black1	▣	<div style="width: 46%;"></div>	46 %	STREET	Status: STARTED
Black2	▣	<div style="width: 51%;"></div>	51 %	STREET	Status: STARTED
Black3	▣	<div style="width: 56%;"></div>	56 %	STREET	Status: STARTED
Black4	▣	<div style="width: 45%;"></div>	45 %	STREET	Status: STARTED
Black5	▣	<div style="width: 59%;"></div>	59 %	STREET	Status: STARTED
Black6	▣	<div style="width: 51%;"></div>	51 %	STREET	Status: STARTED
Black7	▣	<div style="width: 48%;"></div>	48 %	STREET	Status: STARTED
Black8	▣	<div style="width: 58%;"></div>	58 %	STREET	Status: STARTED
Black9	▣	<div style="width: 40%;"></div>	40 %	STREET	Status: STARTED
Black10	▣	<div style="width: 27%;"></div>	27 %	STREET	Status: STARTED
Blue1	▣	<div style="width: 51%;"></div>	51 %	STREET	Status: STARTED - RESENT
Blue1	▣	<div style="width: 100%;"></div>	100 %	RESENT	Status: COMPLETED - STREET
Blue2	▣	<div style="width: 61%;"></div>	61 %	STREET	Status: STARTED
Blue3	▣	<div style="width: 58%;"></div>	58 %	STREET	Status: STARTED
Blue4	▣	<div style="width: 55%;"></div>	55 %	STREET	Status: STARTED
Blue5	▣	<div style="width: 48%;"></div>	48 %	STREET	Status: STARTED
Blue6	▣	<div style="width: 52%;"></div>	52 %	STREET	Status: STARTED
Blue7	▣	<div style="width: 55%;"></div>	55 %	STREET	Status: STARTED
Blue8	▣	<div style="width: 61%;"></div>	61 %	STREET	Status: STARTED
Blue9	▣	<div style="width: 65%;"></div>	65 %	STREET	Status: STARTED

Open Round Progress



Main



AOM Round Progress ?

This form is used to display round progress.

17 November 2017



Properties on Round Completed

Round Progress Display

% of jobs completed

Date: 17/11/2017 08:26:00

BinDel		<div style="width: 8%;"><div style="width: 8%;"></div></div>	8 %	ADHOC	Status: STARTED
Black1		<div style="width: 13%;"><div style="width: 13%;"></div></div>	13 %	STREET	Status: STARTED

Seq	Location	Properties	Time	Exceptions
1	Dale Road - Spondon	77	17/11/2017 07:00:38	10
2	Wood Road - Spondon	26	17/11/2017 07:08:35	2
3	Hazel Drive - Derby	22	17/11/2017 07:18:27	2
4	Birch Close - Derby	6	17/11/2017 07:21:30	1
5	Windsor Drive - Derby	33	17/11/2017 07:25:12	3
6	Lancaster Walk - Derby	15		
7	Deincourt Close - Derby	22		
8	Dove Meadow - Derby	39		
9	Pheasant Field Drive - Derby	15		
10	Eland Close - Derby	12		
11	Dolphin Close - Derby	21		
12	Badger Close - Derby	10		
13



PowerSuite - Overview of Worksheets

Home ▾ Main ▾ Data Playground ▾ Management ▾ Reports ▾ Users ▾ Financial ▾ Wizards ▾ Help ▾ Routing ▾ Logout WS Admin Account

View Worksheets PowerSuite Derby City Council

Site Authority: Derby City Search Mode Edit Mode

Worksheet

Number: 1175 Reference:

Account Site:

Authority: Derby City

Status: Active ID: 163595

Ref: UPRN: 100030287392

Site Name:

Prefix: Number: 16

Name:

Sub Street:

Street: Bakewell Street

Village/Area: Derby

Post Town: DERBY

County: Derby

Postcode: DE22 3SB

WORKSHEET Location Timings Info Flags Extra Info Notes

Worksheet No: 1175 Ref:

Assigned To: Operations

Worksheet Type: Bin Removal

Current State: Pending Outcome

Subject: Bin Removal

Actions: Complete Worksheet Cancel Worksheet

Details: blue bin has been dumped outside this property and contains a television set - the bin and content needs to be removed asap
Booked round changed from Nov 15 2017 to Nov 14 2017

Event	Date	Time	User
Worksheet Created	09/11	16:39	WheelGIM

Attachments:

Item	Quantity	Charge
D-BLU-240	1	0.00

Net 0.00 VAT 0.00 Total 0.00

1 Records << < 1 > >>

PowerSuite - Worksheets to Cab



Home ▾ Main ▾ Data Playground ▾ Management ▾ Reports ▾ Users ▾ Financial ▾ Wizards ▾ Help ▾ Routing ▾ Logout WS Admin Account

Main Derby City Council

Worksheets To Cabs Send Refresh

This form is used to send details of worksheets to in-cab devices. Use the check boxes to select which worksheets you want to send then click the 'Send' button to send the message to the selected vehicle.

Vehicle:

First Previous 1 2 Next Last

Show 100 entries
Showing 1 to 100 of 103 entries

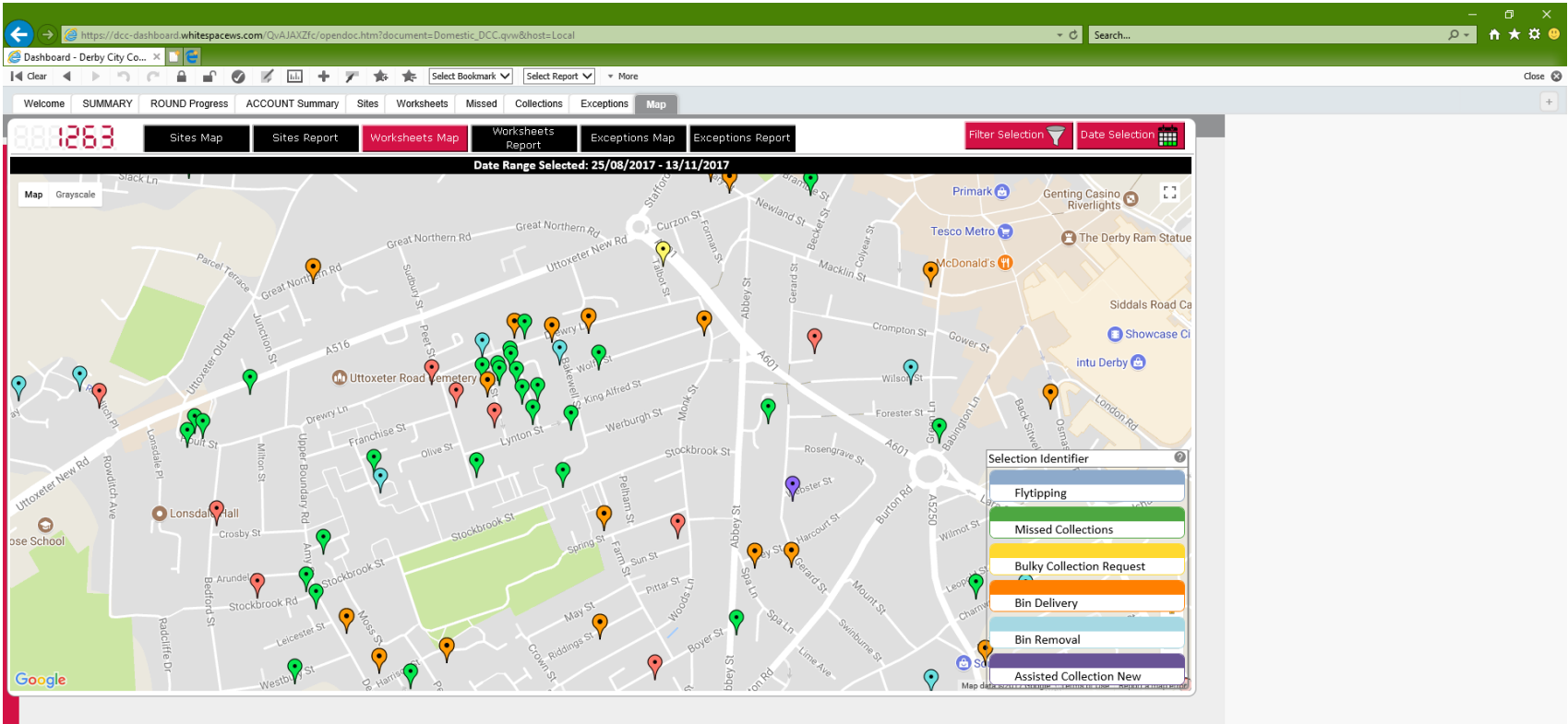
W/S ID	Subject	Message	Name	Sub-Street	Number	Street	Village/Area	Town/City	Post code	Assigned to	Start Date	Due By	Sent	
266	Crew Messenger	Checked only 1 bin visible at property	No Address		100	Cameron Road	Derby	Derby	DE23 8RS	Admin Support	02/11/2017	02/11/2017	Black4	<input type="checkbox"/>
1002	Crew Messenger	Only 1 bin should be emptied, request for other to be removed.			16	Thomess Close	Derby	Derby	DE24 0UY	Admin Support	03/11/2017	03/11/2017	-	<input type="checkbox"/>
1084	Crew Messenger	Does Melton Court still need to swap an 1100 due to faulty wheel?	Melton Court Apartments			Ashbourne Road	Derby	Derby	DE22 3BF	Admin Support	07/11/2017	07/11/2017	Black4	<input type="checkbox"/>
1174	Missed Collections	strictly speaking this is not a missed bin collection - resident says here bin was stolen and instead a full black bin was dumped on the property; Hilary Berry has requested that No Quibble crew visit to empty the bin	No Address		14	Roydon Close	Derby	Derby	DE3 0PN	Admin Support	09/11/2017	10/11/2017	Hi5Squad	<input type="checkbox"/>
1131	Missed Collections				15	Rowley Gardens	Derby	Derby	DE23 1GF	Admin Support	09/11/2017	10/11/2017	WeeklyBlack2	<input type="checkbox"/>
1232	Crew Messenger	SVR black you reported that shouldn't be assisted - why ? NEW one.			6	Elmwood Drive	Derby	Derby	DE21 4GB	Admin Support	13/11/2017	13/11/2017	SVRBlack	<input type="checkbox"/>
1254	Missed Collections				5	Micklecroft Gardens	Derby	Derby	DE23 4QX	Admin Support	13/11/2017	14/11/2017	WeeklyBlack2	<input type="checkbox"/>
1246	Missed Collections				24	Towpath Way	Derby	Derby	DE21 7SL	Admin Support	13/11/2017	14/11/2017	Blue3	<input type="checkbox"/>
1241	Missed Collections				12	Wickersley Close	Derby	Derby	DE22 2XT	Admin Support	13/11/2017	14/11/2017	Hi5Squad	<input type="checkbox"/>
1227	Missed Collections				81A	Ashbourne Road	Derby	Derby	DE22 3FW	Admin Support	13/11/2017	14/11/2017	Hi5Squad	<input type="checkbox"/>
1230	Missed Collections				10	Manifold Drive	Derby	Derby	DE24 0TR	Admin Support	13/11/2017	14/11/2017	Blue7	<input type="checkbox"/>
1227	Bin Removal				19	Little Meadow Road	Derby	Derby	DE73 6PG	Operations	10/11/2017	14/11/2017	-	<input type="checkbox"/>
1226	Bin Removal				17	Little Meadow Road	Derby	Derby	DE73 6PG	Operations	10/11/2017	14/11/2017	-	<input type="checkbox"/>
1223	Bin Delivery				12	Sinclair Close	Derby	Derby	DE24 9NE	Operations	10/11/2017	14/11/2017	-	<input type="checkbox"/>
1214	Bin Removal	New owner - not returned agreement. Remove/Cancelled	Midland Kebabs		134	Elton Road	Derby	Derby	DE24 8EG	Operations	10/11/2017	14/11/2017	-	<input type="checkbox"/>
1213	Missed Collections				129	Watson Park Avenue	Derby	Derby	DE24 9ES	Admin Support	10/11/2017	14/11/2017	WeeklyBlack1	<input type="checkbox"/>
1201	Bin Delivery				18	The Eyrle	Derby	Derby	DE24 3EP	Operations	10/11/2017	14/11/2017	-	<input type="checkbox"/>

Management Information – The Dashboard

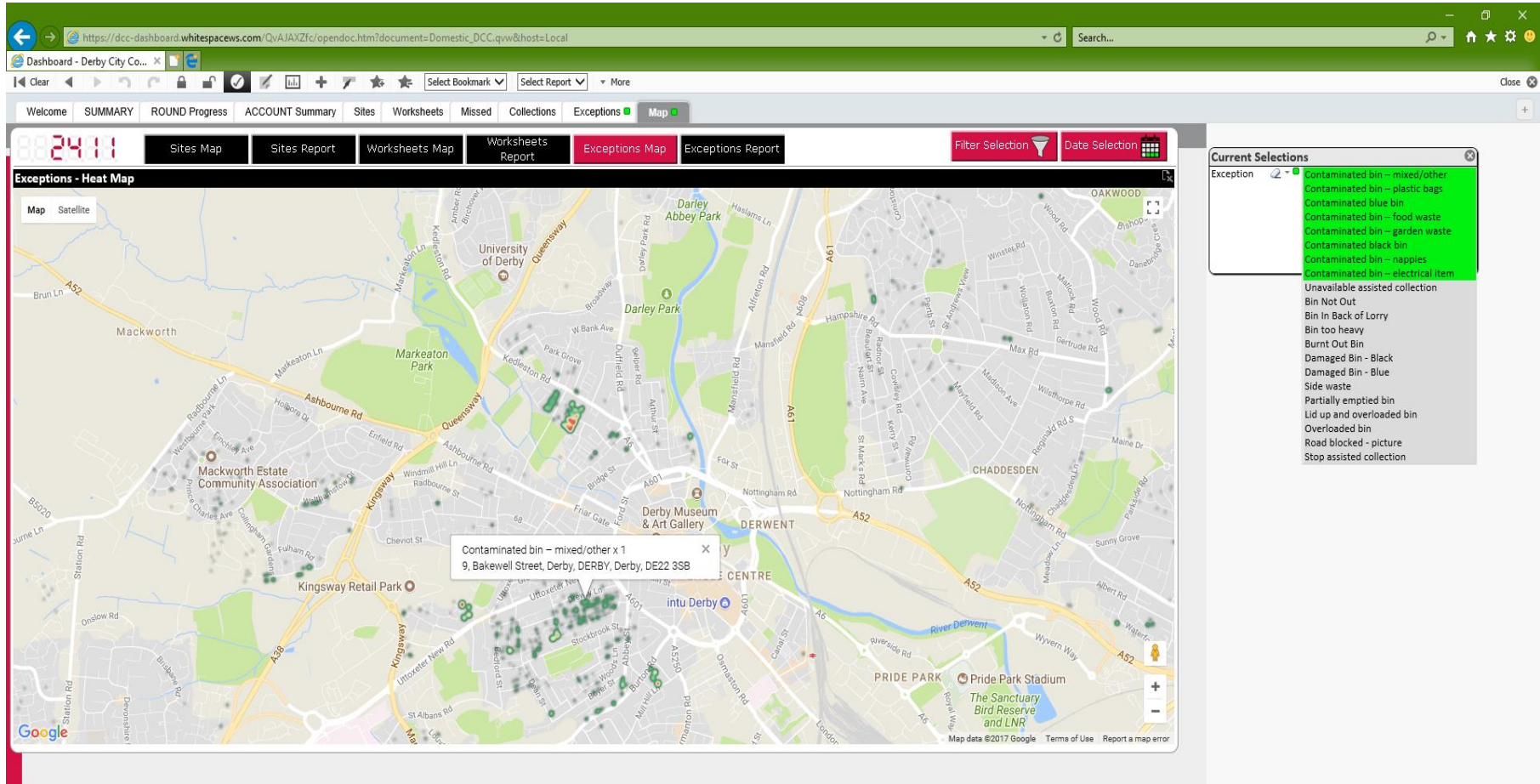


Analytics & Reporting

Sample of worksheets on a map



Analytics & Reporting - contaminated bins




Analytics & Reporting

Sample of exception activity

Exceptions Reported by Day														Exceptions raised in the last 12 weeks: 28/08/2017 - 19/11/2017													
Date	Exceptions	Exception	Total	W/C 28/08/2017	W/C 04/09/2017	W/C 11/09/2017	W/C 18/09/2017	W/C 25/09/2017	W/C 02/10/2017	W/C 16/10/2017	W/C 09/10/2017	W/C 23/10/2017	W/C 30/10/2017	W/C 06/11/2017	W/C 13/11/2017												
	78511																										
14/11/2017	3373	Bin In Back of Lorry	5									1	3	11													
10/11/2017	2844	Bin Not Out	295	18	154	2,288	4,070	3,919	4,609	7,171	11,083	13,085	10,005	11,085	2,808												
09/11/2017	3125	Bin too heavy	12	15	45	11	12	6	7	5	26	43	14	23	5												
08/11/2017	3633	Burnt Out Bin	9	3	6	3		3	38	5	6	24	7	4													
07/11/2017	3375	Contaminated bin – electrical item	2						1	5	5	7		4													
03/11/2017	2506	Contaminated bin – food waste	7							8	24	5	22	7	1												
02/11/2017	2616	Contaminated bin – garden waste	2						2	24	13	6	12	5													
01/11/2017	3421	Contaminated bin – mixed/other	114						1	243	253	369	222	686	40												
31/10/2017	2736	Contaminated bin – nappies	5						1	14	10	1	3	5	1												
27/10/2017	2997	Contaminated bin – plastic bags	73						3	99	44	47	55	207	18												
26/10/2017	3406	Contaminated black bin	1	6	21		1	5	2	5	1																
25/10/2017	3700	Contaminated blue bin	20							20	81	119															
24/10/2017	4138	Damaged Bin - Black	91	4	14	7	11	22	21	13	18	14	35	28	4												
20/10/2017	3170	Damaged Bin - Blue	6							3	2	22	2	7													
19/10/2017	2837	Lid up and overloaded bin	78										101	77													
18/10/2017	3234	Overloaded bin	15					12	23	25	45	10															
17/10/2017	2804																										
13/10/2017	2373																										
12/10/2017	2161																										
11/10/2017	2315																										
10/10/2017	1350																										
06/10/2017	1124																										
05/10/2017	1429																										
04/10/2017	1115																										
03/10/2017	1300																										
29/09/2017	998																										
28/09/2017	924																										
27/09/2017	1472																										
26/09/2017	1069																										
22/09/2017	951																										
21/09/2017	1198																										
20/09/2017	1108																										
19/09/2017	1020																										
15/09/2017	991																										
			862	46	221	2,405	4,270	4,380	4,967	8,071	12,022	14,202	11,177	12,730	3,371												

Open Worksheets 113

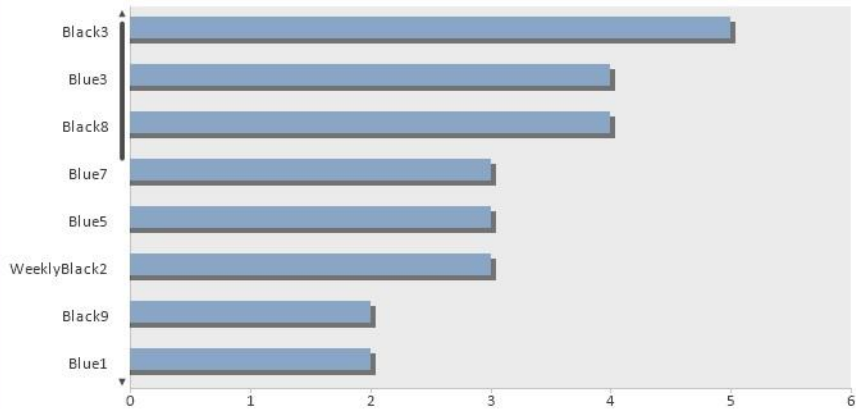
OVERDUE 15/11/2017 06:02:48	15	 OPEN
DUE TODAY 15/11/2017	33	 OPEN
NOT DUE 16/11/2017 - 21/12/2017	65	 OPEN

Open Worksheets - Missed Collections 14

<i>Blue</i>	<i>Brown</i>	<i>Black</i>	<i>Unknown</i>
4	0	4	0
3	0	3	0
0	0	0	0

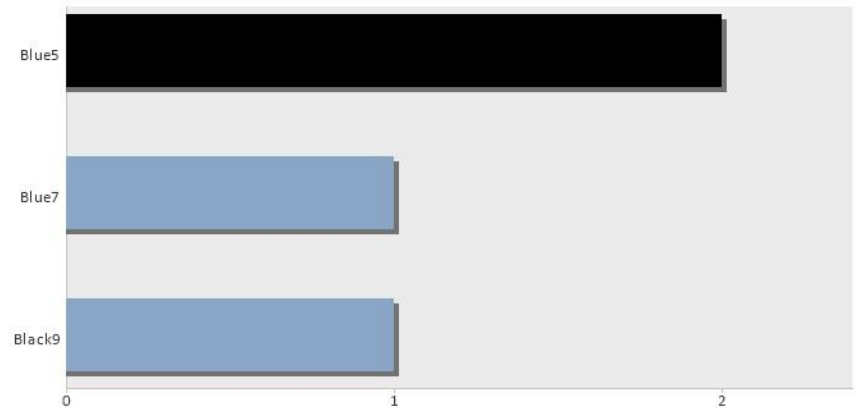
Missed Collections By Round - 09/11/2017 - 15/11/2017 37

BLACK BARS = 7 or more occurrences in last 7 days



Missed Assisted By Round - 09/11/2017 - 15/11/2017 4

BLACK BAR = 2 or more occurrences in last 7 days



What next?

- Supply devices for the supervisors so they can react to issues when they are out and about
- Rebalance rounds with quality information (probably reduce number)
- Bin control
- Integrate with new CRM to offer greater efficiencies and improve customer experience
- Look at other resources – what is required
- Add Garden Waste ready for new season
- Add Trade Waste and Bulky Waste
- Use management information to measure and improve performance
- Also hopefully expand to street cleansing and grounds maintenance

Thank you
Any questions?

www.whitespacews.com

www.bartecsystems.com

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