

Waste Service Digital Transformation, the journey so far

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GREATER CAMBRIDGE
SHARED WASTE

Introduction

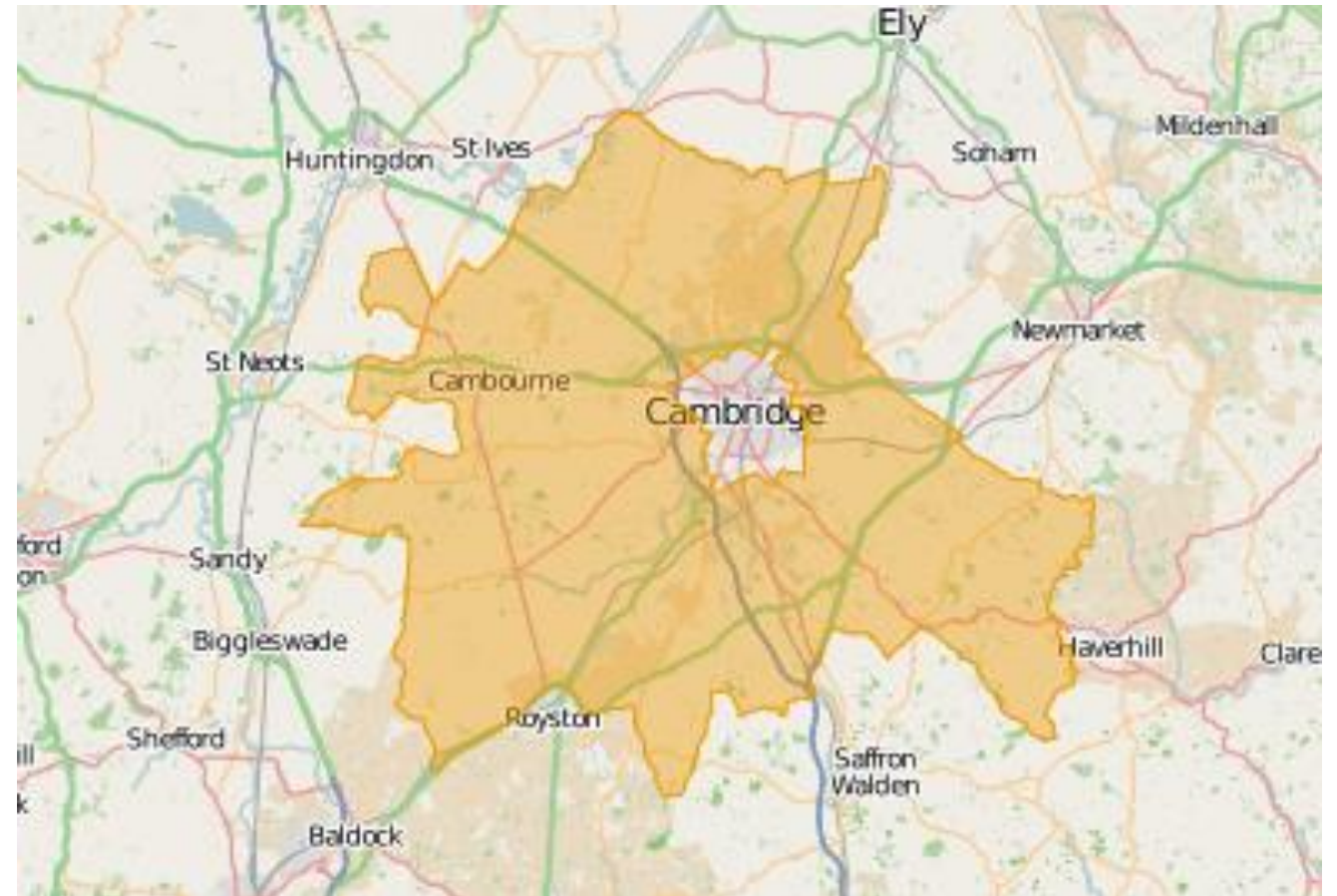


- Cambridge City and South Cambs and Hunts District Councils
- Single system for waste and streets and open space services
- With the objective of:
 - Improving customer service, including issues reporting and monitoring
 - Delivering savings and improving operational efficiency and productivity
 - Maximising mobile working opportunities
 - Rationalisation of existing multiple systems to a single integrated system across all three councils
 - Opportunity to apply “digital by default” customer approach via integration tools web services/ Application Interfaces (API’s), integration to eForms

Ph1 Shared Waste



- The Greater Cambridge Shared Waste Service is a strategic partnership between Cambridge City Council and South Cambridgeshire District Council
- One city and 105 parishes
- 120,000 households including 20,000 flats
- About 8 million collections a year.
- High growth area – over 2,500 annual, plans for 35,000 new homes 2036
- Trade waste service with 2,500 customers and £3.8 million turnover
- 60 refuse collection vehicles



Life before



Shared Waste Service merged in 2017 bring two sets legacy systems

Cambridge City

- Web form to email, re-key requests
- Contender back office
- WebAspx incab

South Cambridge

- Web form to email re-key requests
- M3 back office
- Whitespace
- WebAspx incab

Challenges



- Legacy contract fixed deadline
- Director – digital expectation
- Interfacing with systems
- Harmonise Policies and processes
- Legacy systems data quality
- But what about the day job?
- Bin stores
- Expectations of collection crews

The project - Digital



Digital

- Collection calendar
- High volume requests (missed bin/replacement bins)

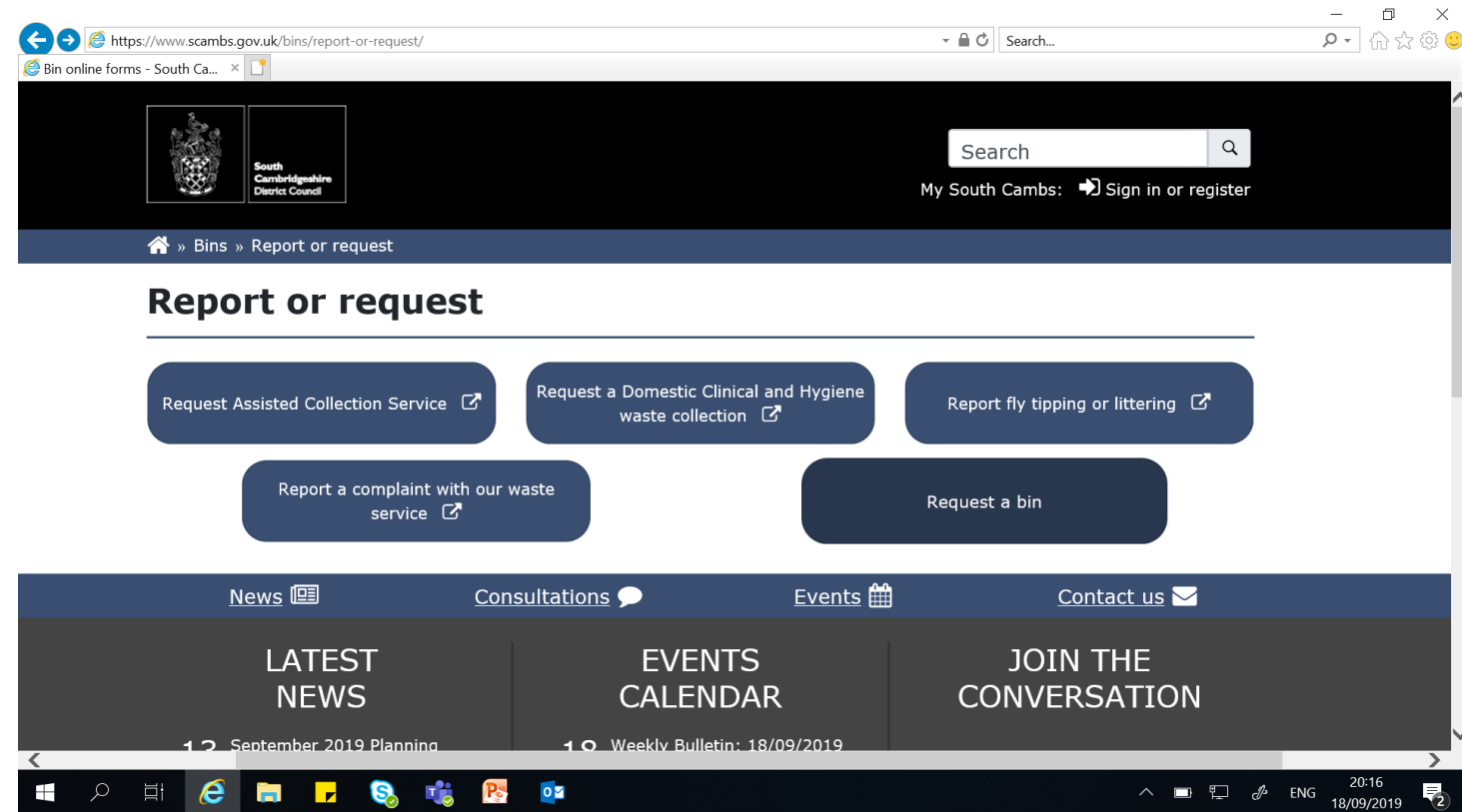
eForms

- Mimic Customer Services conversation
- Complex flow
- many integration calls
- Assessment - IEG4 Product Forms

The Project - Digital



- End to end – joined up
- Realtime calls to database
 - Use live round/collection data
 - Use data captured during rounds
- Logic
 - Enforced policy
 - Instant response
- Development – collaborative
- Testing – very thorough



Successes - Digital



- Deployed Calendar, missed & replacement bins
- Online & via customer services
- 2600 request a bin
- 4500 less calls pa
- Elimination of re-keying
- Right first time
- Bin stores – 25% flats in Cambridge

Enforce policy



- Completed 6,500
- Not completed 10,000

Successes – Wider Project



- Deadline achieved
- Single system
- Changes to rounds – was weeks, now minutes
- Expertise, IEG4 developed forms, Yotta Consultants
- Process re-engineering
- Staff reduction

What's next



Later Streets, Grounds, HDC Waste

IEG4 OneVue

More eForms & integration

Upgrade from Yotta Mayrise to Alloy