

Environmental services & waste collection

How My Council Services enables local
authorities to transform their environmental
services and waste collection functions:
from customer to crew

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How Abavus works with local authorities

Abavus provides a suite of digital products and services that enable local authorities to achieve wide-ranging transformation of their service delivery across the full range of service functions. It has over 50 local authorities now using its My Council Services suite of products and this number is growing rapidly.

This white paper focuses on how Abavus helps local authorities use the My Council Services suite for products to improve the efficiency and effectiveness of their environmental services operations in general and their waste management function specifically.

Just some of the ways that environmental services departments use My Council Services

- Waste management – improving the efficiency of waste collections (free and chargeable, domestic and trade) by enabling both customer self-service and mobile working through the deployment of a fully integrated modern digital platform
- Regulatory services – delivery of transformational change using contemporary technology to enable public protection services such as health and safety checks and food hygiene inspections
- Environmental services – helping clients build end-to-end digital processes which improve the effectiveness of all aspects of street scene and neighbourhood services, from reporting fly tipping and abandoned vehicles through to the removal of litter, graffiti and animal waste

Digital transformation in waste and refuse collection services

The My Council Services platform includes a dedicated and fully integrated waste management module which enables end-to-end digital processes for any waste stream. The waste management module enables local authorities to take a configuration-based approach to all aspects of refuse and waste collection and management processes including:

- Chargeable and non-chargeable collections for both domestic and trade clients
- Management of waste and refuse collection under the governance of a contract
- Configuration, management and monitoring of collection information via mobile app, mobile website or browser interface
- Collecting information from customers both via self-service interfaces and as part of a mediated interaction such as over the phone with a customer service agent or face-to-face in a contact centre
- Validation, automation and management of customer reports of missed collections and missed bins
- Providing an end-to-end digital process for mobile crews by giving them real-time round collection information that they can interact with and update via handheld devices such as smartphones or tablets
- Allowing management teams to run statutory or bespoke analytical reports managing performance of in-house teams or outsourced contractors.

The My Council Services waste module underpins an end-to-end digital process for all waste and refuse-related activities. My Council Services can be used either as a standalone waste management system or it can be integrated with existing waste management systems, and this brochure provides examples of both approaches.



Case studies

From customer to crew: end-to-end digital waste services for Monmouthshire County Council

Abavus Ltd and Monmouthshire County Council have worked in collaboration to enable a fully digital suite of waste services covering all aspects of waste management from enabling customers to look up their regular collection days or to check public holiday collection changes via the web or smartphone app, through to the in-cab crews being able to download, update and manage live collection round data.

How customers benefit

More than 11,000 of Monmouthshire County Council's customers now use self-service digital channels to check refuse collections information, to sign up to paid for refuse collections services such as green garden waste and to report missed bins or other refuse container-related issues.

Citizens can easily check their bin collection days via the app (fig 1)

How back office staff benefit

The My Council Services platform provides all the tools that the Council's back office staff require in order to set up, manage and modify all collections data and workflow information. This includes loading in round collection data, manually updating round information data (including common challenges such as dealing with interim addresses and incorporating new build addresses), through to creating end-to-end processes for commercial paid waste collection services.

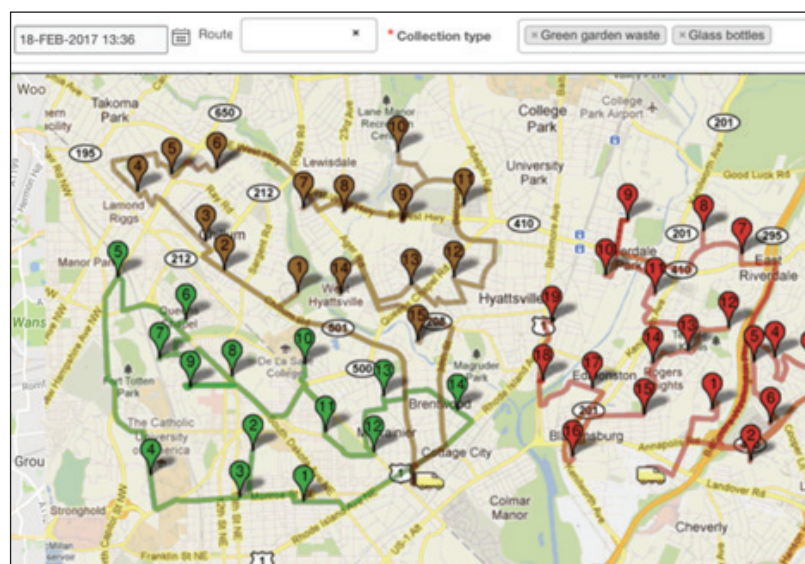
How the crew in the cab benefit

The Council's waste collection operatives will be able to use their mobile devices to receive all their collections for the round and day, and can close off each successful or failed collection as they go, capturing additional data as required, quickly and efficiently.

Crews can get a total view of their rounds for the day via their mobile devices (fig 2)

How managers benefit

Monmouthshire County Council management benefit from comprehensive real-time analytics relating to round collections as well as retrospective management information highlighting collection performance, missed bins, contamination and any other aspect of the execution and delivery of waste services for which they are responsible.



Comprehensive analytics give managers the information they need

What Monmouthshire County Council says about the My Council Services solution

"We want to encourage self-service as much as possible and My Council Services has really helped us achieve that in the area of garden waste collections. We had over 11,000 customers registered for our green garden waste system in less than three months from going live. Previously different departments used different systems and had no access to each other's data but now staff in the contact centre and the environmental services team are all seeing the same thing, it's reduced duplication and led to a much more efficient way of working, both for us and for our customers."

**Emma Jackson, Digital Programme Manager,
Monmouthshire County Council**

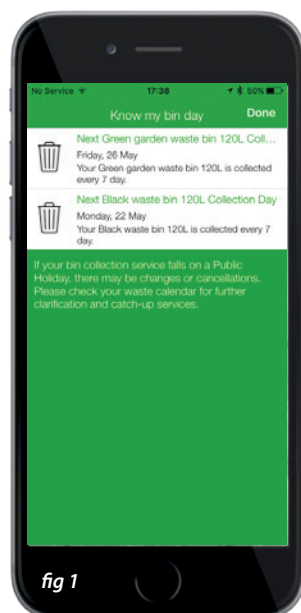


fig 1

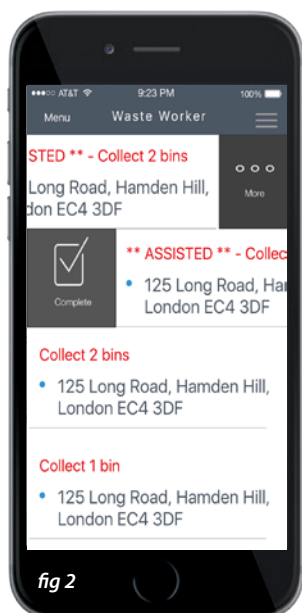


fig 2

An integrated solution for waste collections – working seamlessly with outsourced waste collections partners at Southend Borough Council, Cannock Chase District Council and the Mid Kent Partnership

Integrating with Veolia at Southend Borough Council

At Southend Borough Council the collection of domestic waste has been outsourced to Veolia. The My Council Services platform integrates with Veolia's systems in order to deliver the customer-facing element of the domestic waste processes and to enhance other aspects of the waste management process for both Southend Council Staff and local residents.

Work started on this project in early January 2017. Southend Borough Council already used My Council Services technology to enable residents to report any environmental services issues via a native app on their smart phones. This was further extended to enable residents to report issues via browser, mobile and telephone.

Southend Borough Council then switched

to the My Council Services Service Desk module to manage these inbound requests.

My Council Services was then integrated with the Veolia waste application. This integration allowed for a real-time 360 degree feedback loop from customer to crew and back again.

Integrating with Biffa at Cannock Chase District Council

Cannock Chase District Council uses Biffa to deliver its domestic waste collection services. With a new waste contract in place, the Council's management wanted a flexible, easy-to-use system to capture residents' waste issues for onwards transmission to and resolution by Biffa. In less than four months Abavus was able to work with Cannock Chase to fully integrate a number of My Council Services components including eforms

and Service Desk into the Biffa waste interface.

Abavus's solution not only enables end-to-end digital processes within the waste management function, but also provides the staff responsible for managing the outsourced waste contract with invaluable management information and data that ensures that best value is being delivered from the relationship with Biffa.

Supporting Waste Integration in Kent

Abavus works with a number of Kent councils including Maidstone, Swale, Ashford and Tunbridge Wells to deliver a transformed digital waste solution for their customers. At Maidstone, Swale and Ashford this also includes dynamic data exchange with third party systems whilst the significant element of all waste collection workflows are managed in the My Council Services system.

Enabling value-added chargeable waste services

In addition to facilitating standard waste collection services, Abavus works with clients such as Boston Borough Council, Fylde Council and Monmouthshire Council to deliver chargeable waste collection services such as green garden waste collections.

Green waste collections at Boston Borough Council

Boston Council needed to convert its green garden waste collections service into a paid for service. As part of the Council's wider transformation objectives it wanted to reduce pressure on the customer services staff responsible for administering green garden waste collections. Thus it wanted to ensure that citizens could access the service via a seamless, easy-to-use and fully digital process.

Abavus's solution for Boston used several elements of the My Council Services platform. Customers could sign up for and pay for the green garden waste service through an eform accessible via mobile or browser. This form was initially integrated with Boston's payment gateway provider (Capita Pay), and later with Go Cardless, a payment solution that allowed subscribers to opt for an annual direct debit payment.

Behind the scenes, the process was also fully integrated with Boston's instance of the Local Land and Property Gazetteer. The My Council Services platform carries with it a full version of the National Land and Property Gazetteer which makes this integration a completely seamless process.

The results are impressive

- 2,386 payments were taken in first 48 hours of go live and not a single instance of human intervention was required

- In the first week of operation over 4,000 transactions were successfully completed
- Within the first three months in excess of 11,000 transactions were successfully completed



What Boston Borough Council says about My Council Services

"We knew that we needed to replace some of our existing technology if we wanted to make some of the business improvements necessary. Having seen what My Council Services technology could offer now and in the future we knew that it was the right product for us.

We had really tight deadlines to meet that could not be changed simply because of the nature of the service to be offered. It was really refreshing therefore to work with a supplier who was totally committed to ensuring that our deadlines were achieved. From the project commencement to launch Abavus worked flexibly, competently and comprehensively.

The success of the green garden waste project has given us real confidence and impetus to expand the My Council Services footprint at Boston with other digital projects that we are soon embarking on."

Jason Bagley -Technical Project and Development Analyst Boston Council

Improving productivity and increasing efficiency through remote and mobile working

UK councils must deliver a dizzying array of environmental services for their residents, ensuring that their streets and neighbourhoods are clean, safe and pleasant places. The delivery of such services is often done by remote workers who work away from an office, often on foot or in a vehicle, and with little or no access to a computer.

To operate efficiently these remote workers must be able to receive and respond to inbound reactive service requests such as dealing with reports of fly tips, graffiti removal, litter and general enforcement activities, as well as getting on with their standard scheduled tasks such as grass cutting, tree management, street cleaning and open space maintenance.

The My Council Services Mobile Worker module has enabled many councils realise significant savings and deliver measurable efficiencies through:

- The ability to assign tasks directly to teams and individuals, using spatial information to automate workflow direct to the right person or team.

- Role-based access control to ensure that staff only receive and have visibility of work that is directly relevant to them and their role
- Allowing supervisors to manage the constant flow of ad hoc work allocation in real-time whilst operatives are in the field
- Enabling workforce monitoring, lone worker capability and risk assessment

Abavus has helped many UK local authorities to transform the way in which their mobile workforce operates.

Mobile working at Maidstone Borough Council

Maidstone Borough Council serves approximately 155,000 residents who rely on the services it provides. The Environmental Services team look after Maidstone's public spaces, providing a range of services from cleaning public areas, removing fly tips, cleaning up graffiti and removing dead animals through to litter picking, road sweeping and grass cutting, all with the aim of keeping the Borough's environment clean and tidy.

Maidstone's mobile worker system means that customer incident reports coming in via the contact centre or online can now be dealt with in real-time. Supervisors can automatically distribute tasks to operatives via their mobile devices. The operative immediately gets a map, turn-by-turn directions, a photo and a description from the customer of what needs to be done.

Once the operatives have completed the job they are able to close it on their devices which automatically closes it on the CRM system. Whereas before customers would get an email thanking them for raising their complaint, now they also get an email notifying them as soon as the job has been completed.

Abavus has also helped Maidstone to embed geographical boundary information within the Mobile Worker solution, meaning that the system can now automatically exclude requests which

come in from areas within the Borough for which the Council is not responsible, resulting in further savings of time and resource.

Abavus has worked on many other similar successful mobile working projects with clients such as Stafford Borough Council and Torfaen County Borough Council in South Wales.



What Maidstone Borough Council says about My Council Services

"We appointed Abavus on the basis that they did the best demonstration and gave us the impression, which has subsequently come to fruition, that they were happy to work with us in order to develop the system around our specific needs."

"We're getting nearly 50% of our fly tipping reporting being done online now. Reporting abandoned vehicles, we're getting nearly 80% done online. From a channel shift perspective that really is the sort of thing we want to see. It's shown a healthy increase and I think a lot of that is down to the fact that we have got a better way of customers being able to report incidents to us."

John Edwards, Maidstone Borough Council Street Scene and Waste Officer

Using My Council Services Asset Module for asset maintenance

Abavus is working with a number of councils who want to take their process management to the next level using our Asset Module. The Asset Module enables the integration of GIS asset layers or manually loaded assets into the My Council Services system, enabling scheduled inspections, servicing and general maintenance processes to be managed in entirely directly through the system.

Ability to store and manage any asset portfolio on the platform.
An asset could be trees with tree protection orders, street furniture, bins, vehicles.

Applications for the Asset Module include:

- Loading assets such as property, street furniture vehicles or play equipment directly onto the My Council Services platform
- Managing tasks related to such assets that are pushed out from the Contact Centre or Service Desk modules directly to mobile workers for completion as scheduled tasks

- Managing the maintenance lifecycle of assets, for example scheduling tasks such as vehicle MOTs or scheduled health and safety inspections at any frequency – daily, weekly, monthly or annually as required

A particular benefit of the Asset Module is that it offers the ability for the system to retain an accurate record of inspection or servicing data. This means that even after work has been completed, the system retains an auditable history that is available at all times to the asset managers.

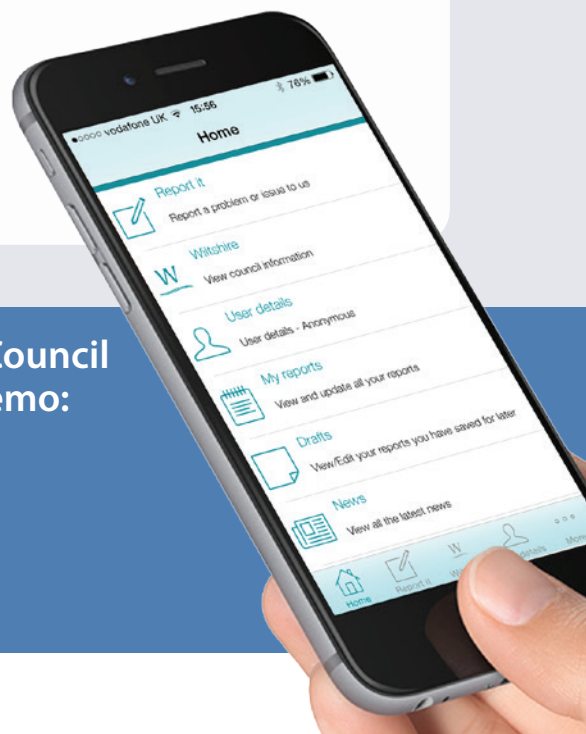
About Abavus

Abavus is a partner to iTouch Vision and the exclusive certified partner for My Council Services. Over the last 7 years Abavus has been involved with the implementation and set up of technology solutions to deliver transformational change for UK local authorities.

iTouch Vision is a leading innovator in the development of technology applications focused on increasing efficiency and improving the customer experience for both public sector and commercial organisations. My Council Services is the flagship of its current development activity.



myCouncilservices



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