

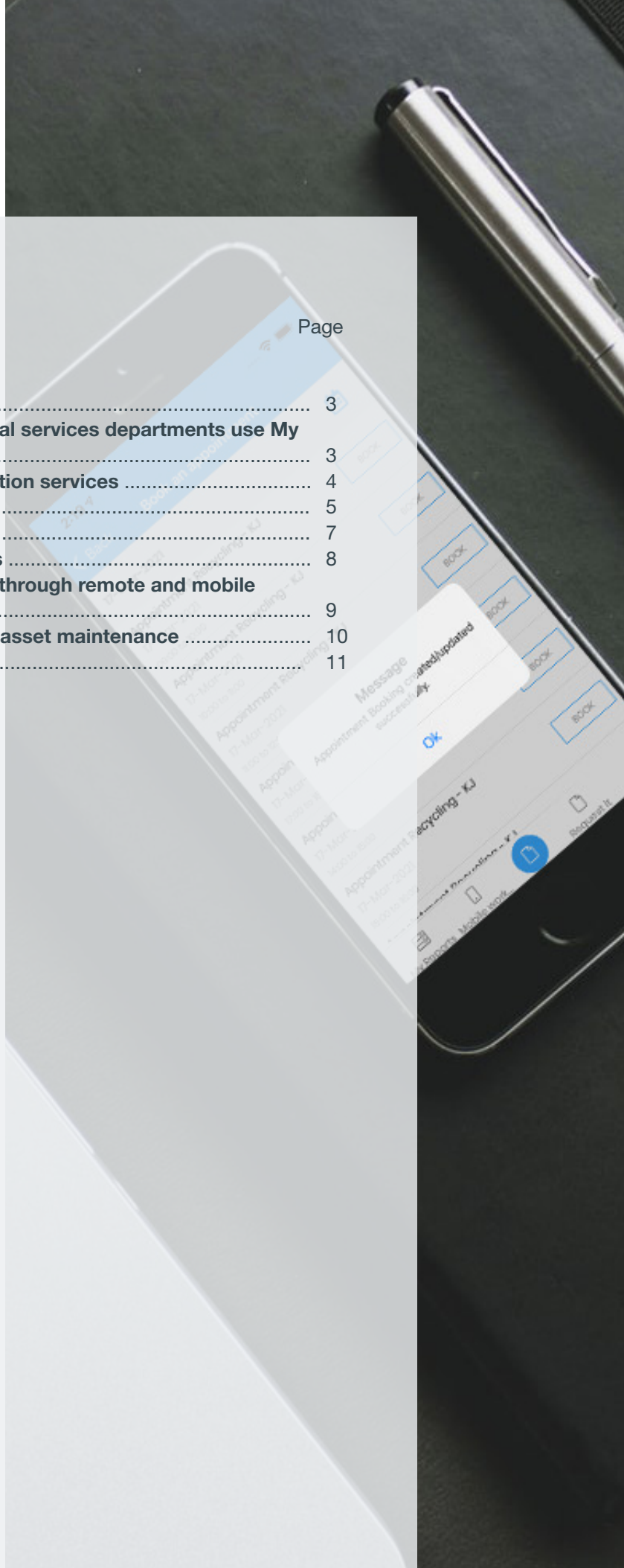


White Paper

Environmental Services and Waste Collection

Contents

	Page
How Abavus works with local authorities	3
Here are just some of the ways that environmental services departments use My Council Services:	3
Digital transformation in waste and refuse collection services	4
Case Studies	5
An integrated solution for waste collections	7
Enabling value-added chargeable waste services	8
Improving productivity and increasing efficiency through remote and mobile working	9
Using the My Council Services Asset Module for asset maintenance	10
About Abavus and My Council Services	11





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.

Here are 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 to build end-to-end digital processes that improve the effectiveness of all aspects of street scene and neighbourhood services. This includes reporting fly-tipping and abandoned vehicles, through to the removal of litter, graffiti and animal waste.

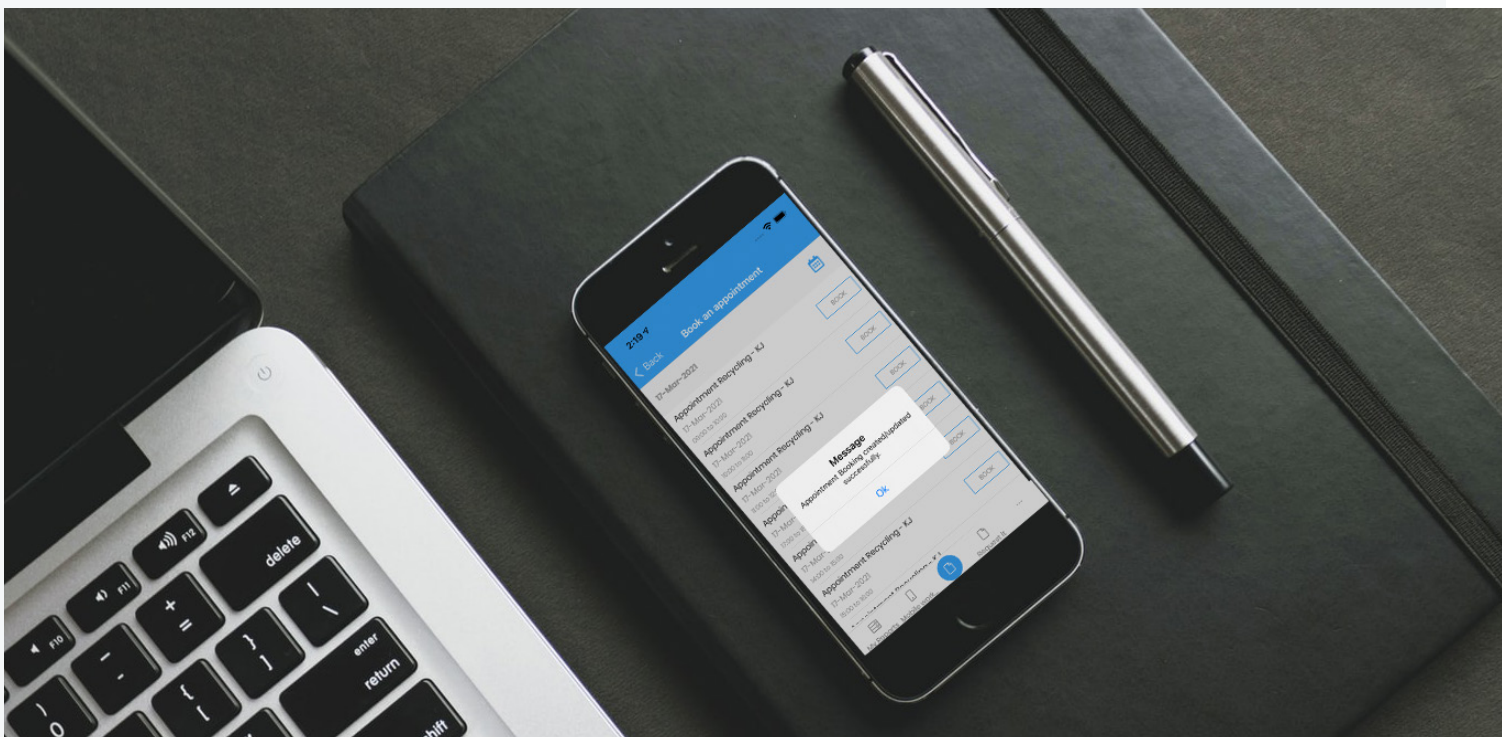
Digital transformation in waste and refuse collection services

The My Council Services platform includes a dedicated and fully integrated waste management module that 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/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 via both 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 collection 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 managements systems. This brochure provides examples of both approaches.



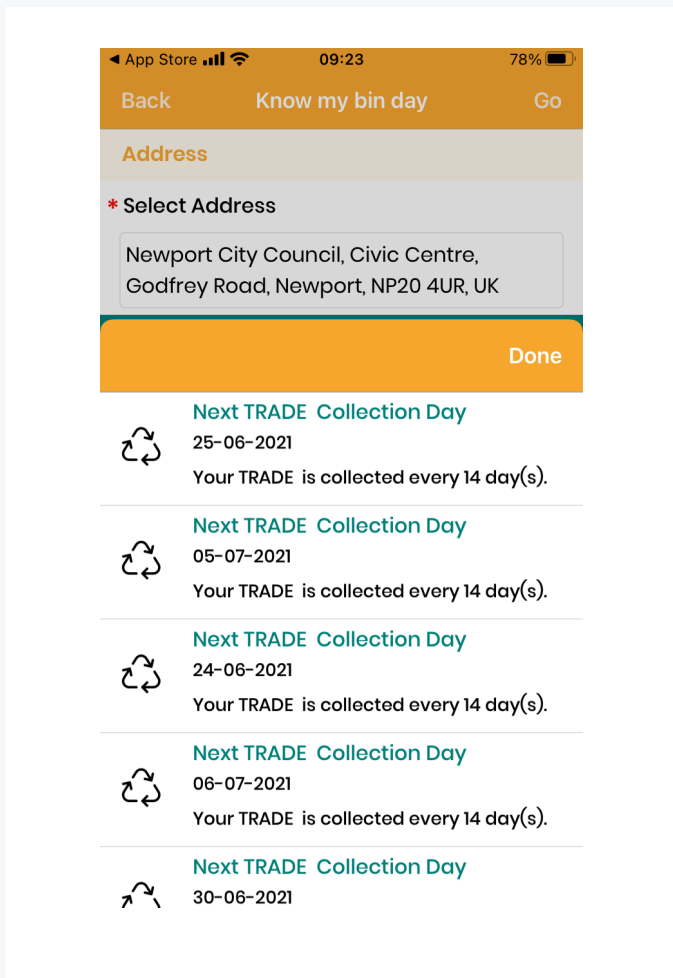
Case Studies

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. This includes enabling customers to look up their regular collection days, check public holiday collection changes via the web or mobile app, and giving in-cab crews the ability to download, update, and manage live collection round data.

How customers benefit

More than 11,000 of Monmouthshire County Council’s customers can now use self-service digital channels to check refuse collection information, sign up to paid refuse collection services (e.g. green garden waste), and report missed bins or other refuse container issues. Customers can easily check their bin collection days via the app (Figure 1).

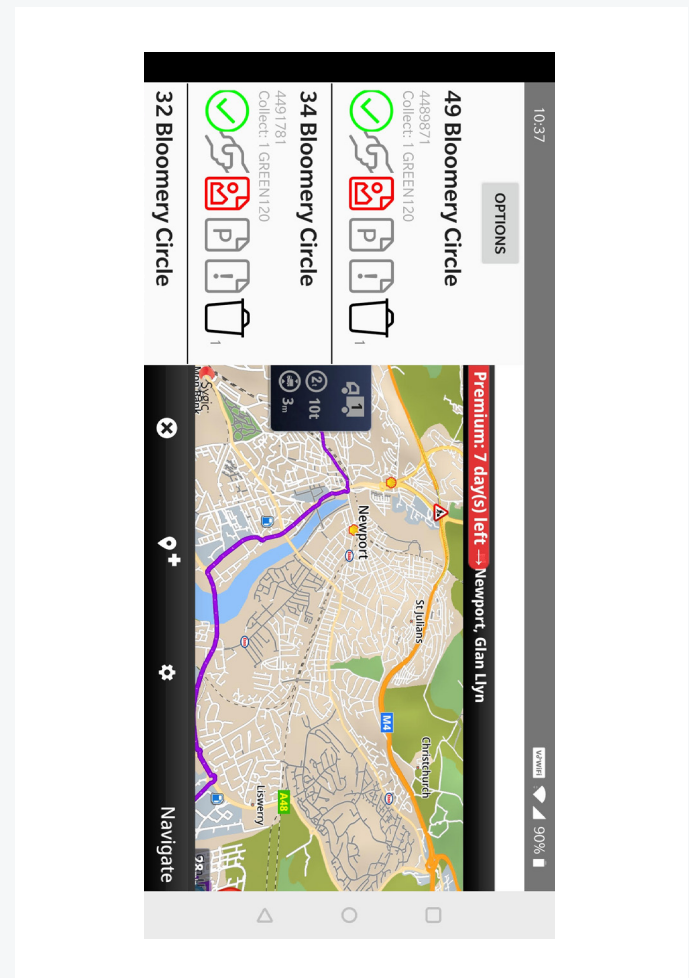


How back-office staff benefit

The My Council Services platform provides all the tools that the council’s back-office staff need to set up, manage, and modify all collection data and workflow information. This includes loading round collection data, manually updating round information data, and creating end-to-end processes for commercial paid waste collection services. Common challenges such as dealing with interim addresses and incorporating new build addresses are accommodated for as well.

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. They can close off each successful or failed collection as they go, quickly and efficiently capturing additional data as required. Crews can get a total view of their rounds for the day via their mobile devices (Figure 2).



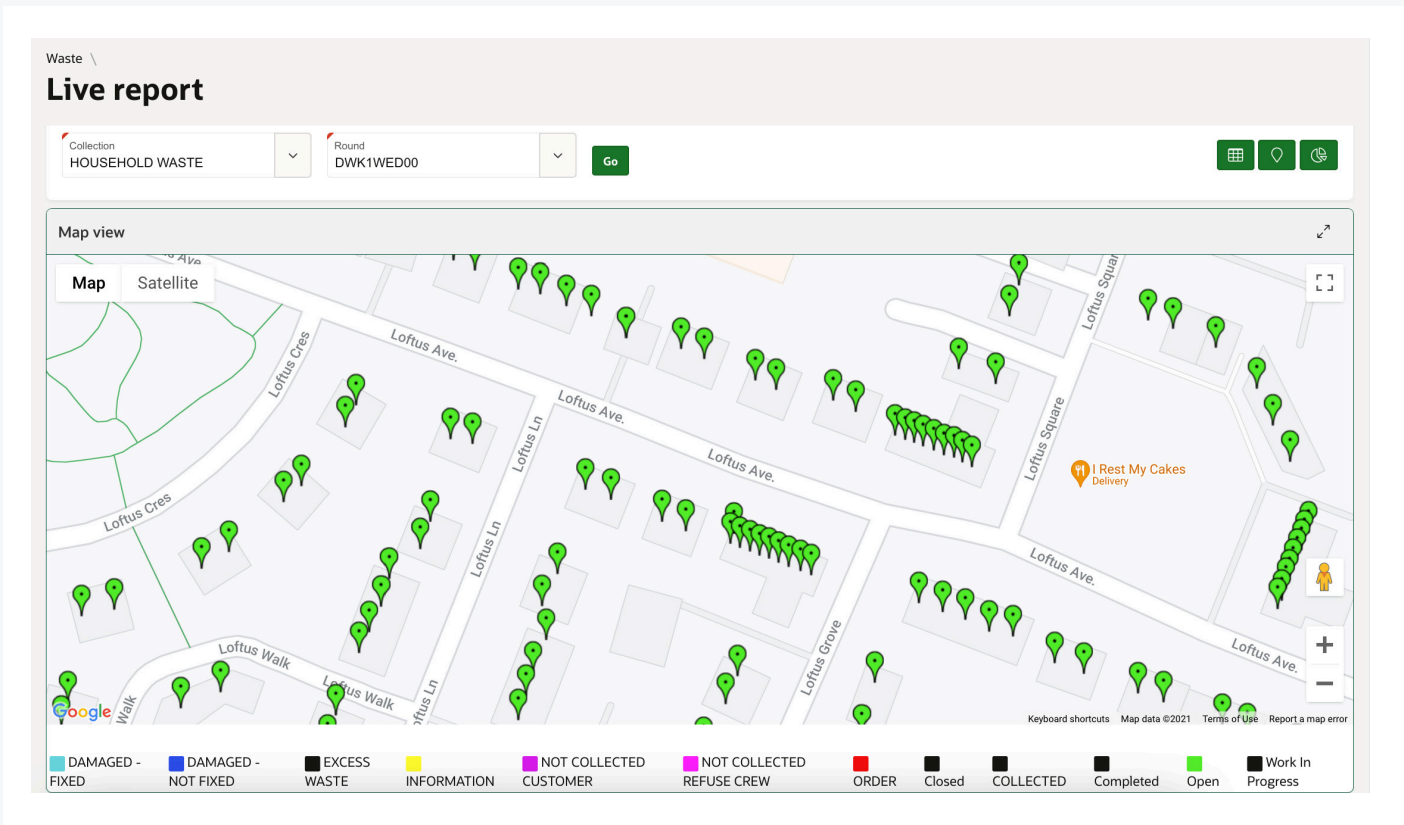
How managers benefit

Monmouthshire County Council management benefit from comprehensive real-time analytics relating to round collections, as well as retrospective management information. Analytics highlights collection performance, missed bins, contamination, and any other aspect of the execution and delivery of waste services for which they are responsible (Figure 3).

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 of 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 environmental services team are all seeing the same thing. It has 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





An integrated solution for waste collections

Working seamlessly with outsourced waste collection 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 mobile app. 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 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 waste issues of residents for onwards transmission 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.

The solution not only enables end-to-end digital processes within the waste management function. It also provides the staff responsible for managing the outsourced waste contract with invaluable management information and data, ensuring that the 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, and Ashford) to deliver a transformed digital waste solution for their customers. This also includes dynamic data exchange with third-party systems, while the significant element of all waste collection workflows is 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 (e.g. green garden waste collections).

Green waste collections at Boston Borough Council

Boston Council needed to convert its green garden waste collections services into a paid 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. In addition, the council wanted to ensure that customers could access the service from a seamless, easy-to-use, and fully digital process.

Our solution for Boston used several elements of the My Council Services platform. Customers could sign up 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 (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 a full version of the National Land and Property Gazetteer, making this integration a seamless process.

The results are impressive:

- 2,386 payments were taken in the first 48 hours of go-live, without any need for human intervention
- In the first week of operation, over 4,000 transactions were successfully completed
- Within the first three months, over 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 necessary business improvements. 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 being offered. It was really refreshing to work with a supplier who was totally committed to ensuring 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 to 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-tipping, graffiti removal, and litter. This also includes general enforcement activities, as well as getting on with 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 to realise significant savings and 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 view 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 while 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: cleaning public areas, removing fly-tips, cleaning up graffiti, removing dead animals, litter picking, road sweeping, and grass cutting. All of this has the aim of keeping the borough's environment clean and tidy.

Maidstone's mobile worker system means that customer incident reports coming in via contact centre or online can 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. Customers used to get an email thanking them for raising their complaint, whereas 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 our Mobile Worker solution. Their system can now automatically exclude requests that come from areas the council are not responsible for, 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, giving us the impression that they were happy to work with us in order to develop the system around our specific needs. This impression has come to fruition. We are getting nearly 50% of our fly-tipping reports online now. Reporting abandoned vehicles are getting done nearly 80% online. From a channel shift perspective, that really is the sort of thing we want to see. It has 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."

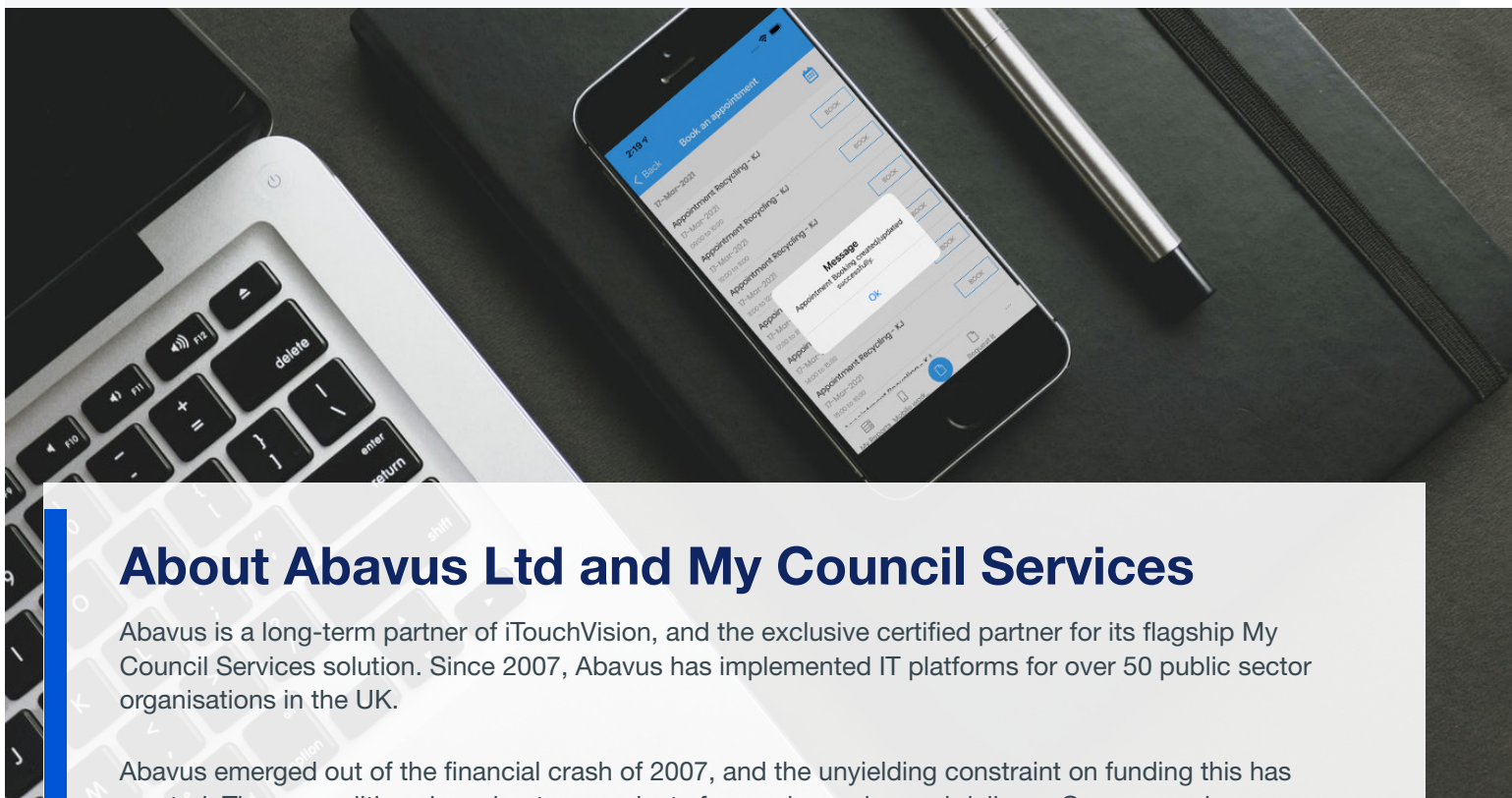
- John Edwards, Maidstone Borough Council, Street Scene and Waste Officer



Using the 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. This allows for scheduled inspections, servicing, and general maintenance processes to be managed entirely through the system. Councils have the ability to store and manage any asset portfolio on the platform. An asset could be trees with protection orders, street furniture, bins, vehicles, etc. 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 assets that are pushed out from our Contact Centre or Service Desk modules directly to mobile workers for completion as scheduled tasks.



About Abavus Ltd and My Council Services

Abavus is a long-term partner of iTouchVision, and the exclusive certified partner for its flagship My Council Services solution. Since 2007, Abavus has implemented IT platforms for over 50 public sector organisations in the UK.

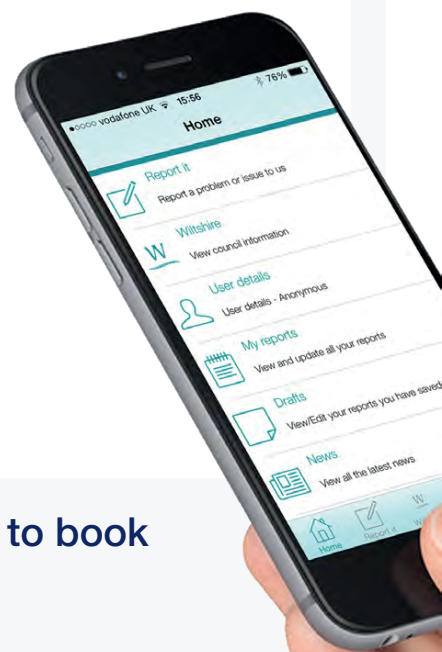
Abavus emerged out of the financial crash of 2007, and the unyielding constraint on funding this has created. These conditions have kept our projects focused on value and delivery. Our responsive, customer-focused approach has enabled us to thrive in a busy marketplace. We are now a leading provider of innovative and cost-effective IT solutions, providing cashable savings for organisations through significant operational efficiency gains.

Consultancy and training

Abavus also provides consulting and training services. This is to ensure that our clients are up and running with our technology solutions as quickly as possible. We draw upon our extensive knowledge and understanding of public sector organisations to drive digital transformation for business



myCouncilservices



For more information about My Council Services and to book your free demo, contact us below:

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