

# My Council Services Digital Waste Management Customer to Crew webinar Tuesday 21st June 2022

Mark Eves (Chief Solution Architect)



# Agenda

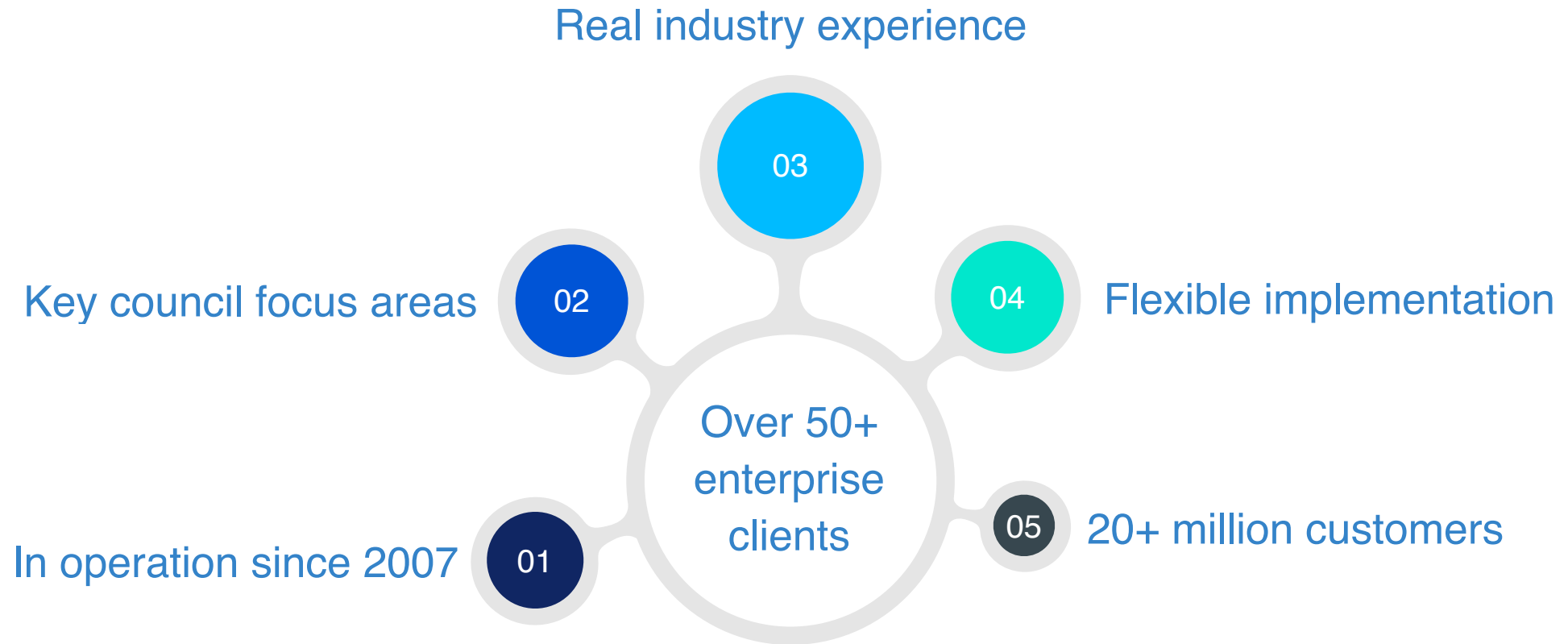
- About Abavus
- Introducing our Digital Waste Management solution
- Demonstrating our Digital Waste Management solution
  - Trade Waste Collection
  - Bulky Collection (including payment)
  - In-Cab with Route/Round Optimisation
  - Analytical capability

# Housekeeping

## Frequently Asked Questions

- **Is the session being recorded?**
  - Yes. The session is being recorded today
- **Can I get a copy of the slides/materials?**
  - Yes. We will email a PDF copy after the session has ended
- **Can I ask questions?**
  - The line will be muted to reduce the background noise
  - Please use the chat facility and we will either answer questions immediately via chat or get back to you after the webinar

# About Abavus and My Council Services (MCS)





# Operating models for waste

## Customer Portal only

The customer submits a request through the Customer Portal. We integrate the request into your waste contractor's solution.

**OUTSOURCED**

## Engine only

Multiple councils send us requests via web service or portal. We combine the requests and integrate them into your waste contractor's solution.

**MULTI-CLIENT**

## Customer to crew

A customer submits a request through the Customer Portal. Our platform automates the request, optimises the routes, and your refuse team uses our In-Cab device to complete the round.

**FULL SOLUTION**

We recognise that councils have different models determining how they provide their waste services. My Council Services enables any waste operating model, and is fully underpinned by a flexible and robust technology platform.

# We support contracted waste services



## GARDEN WASTE

As an extra service provided, customers can subscribe to have their garden waste collected.



## TRADE WASTE

For business collection of waste. They can subscribe to collections for a defined period and cancel when not required.

## The process flow

The customer registers, requests the level of service required, pays for it. The property is then added to the round and the refuse is collected on the correct day.

# We support scheduled waste services



**SHARPS/CLINICAL**

These collections are normally at a customer's home or medical facility.



**DOMESTIC**

This is the standard refuse collection that all properties receive.



**RECYCLING**

This is the standard recycling collection that all properties receive.



**NAPPIES**

This is the standard recycling collection that all properties receive.

## The process flow

The new or existing property is added to the round, and the refuse is collected on the correct day.

# We support booked waste services



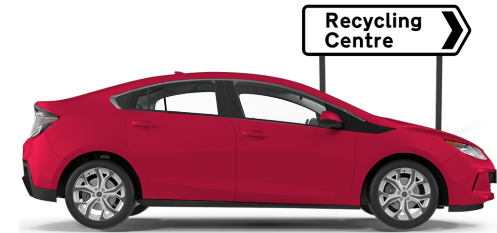
## CLINICAL

These collections are normally at a customer's home or medical facility.



## BULKY COLLECTION

Customers can book and pay for a bulky collection.



## RECYCLING CENTRE

Customers can book and pay for a HWRC collection.

## The process flow

The customer selects their collection time and date, selects what will be collected and pays for it. The property is then added to the round, and the refuse is collected on the correct day.

# We support street cleansing



**SCHEDULED**

Regular street  
cleaning and  
maintenance



**RESPONSIVE**

Responding to  
customer  
requests

## The process flow

Using the mobile application, the crews receive jobs with the location and the necessary action to be taken. Once completed, the work is signed off. Work can be planned, scheduled and completed at a frequency that suits your council.

# Sample of UK councils using our Waste capability

- **Allerdale Borough Council** - Full implementation
- **Anglesey County Borough Council** - Full implementation
- **Ashford Borough Council** - Full implementation
- **Blackburn with Darwen Council** - Full implementation
- **Blaenau Gwent County Borough Council** - Full implementation
- **Boston Borough Council** - Customer Portal & eForms
- **Bromsgrove District Council** - Full waste transformation
- **Caerphilly County Borough Council** - Full implementation
- **Cannock Chase District Council** - Customer Portal & eForms
- **Epsom & Ewell Borough Council** - Enterprise waste management
- **Fylde Borough Council** - Customer Portal & eForms
- **Monmouthshire County Borough Council** - Full implementation
- **Newport City Council** - Full implementation
- **Redditch Borough Council** - Full waste transformation
- **Somerset Waste Partnership** - Customer Portal, eForms & Waste
- **Southend Borough Council** - Full implementation
- **Stafford Borough Council** - Customer Portal, eForms and Mobile Worker
- **Swale Borough Council** - Customer Portal, eForms & Contact Centre
- **Test Valley Borough Council** - Customer portal, eForms, Contact Centre
- **Torfaen County Borough Council**
- **Winchester City Council** - Customer portal & eForms
- **Wyre Forest District Council** - Waste

# Demonstration



[Click here](#)

1

Organisation confirms collection information

Waste > Trade Waste Pre-contract Application

2

Organisation selects waste types to be collected

SIC codes (e.g. 56.10/3 for takeaway food)

3

Organisation provides signature

Sign to confirm the agreement, keeps an electronic signature record in your records

5

Confirmation notification

If approved, generates Waste Transfer Notice, yearly contract created.

4

Trade Officer reviews

Log in to Admin Portal, SR 217010, approve, amend or reject request

## Trade Waste collection

An organisation applying for a trade waste collection.





## Duty Of Care

<b>Application Details</b>	
Important Documents Terms and Conditions	
I confirm	I have read and understand the Terms and Conditions of this Contract
Important Documents Explanation of Trade Receptacles	
Important Documents Trade Waste and Prices 22/23	
Duty of Care Environmental Protection Act 1990	
Contract Number	
SIC Code (Standard Industrial Classification)	84220
Duty of Care SECTION 'A' HOLDER / PRODUCER OF WASTE	
Select Contract	
Contact name	
Account / Business Name	
Business address	
Business email address	
Contact number	




Print name	
Position	
I confirm	I have fulfilled my duty to apply to the Waste Hierarchy as required by Regulation 12 of the Waste (England and Wales) Regulations 2011
I confirm	I am hereby authorised on behalf of the Company/Owner to continue the Contract until terminated by either party.
Duty of Care SECTION 'B' DESCRIPTION OF WASTE	
EWC Code 1 (European Waste Code)	Mixed Munciple Waste - 20-03-01
EWC Code 2 (European Waste Code)	
EWC Code 3 (European Waste Code)	
EWC Code 4 (European Waste Code)	
EWC Code 5 (European Waste Code)	
Your method of collection is	1100L Euro Bin
Duty of Care SECTION 'C' COLLECTOR OF WASTE (to be completed by Trade Waste Team)	
Date of Approval (to be completed by Trade Waste Officer)	


Signed by Trade Officer

Signed by Contract Holder

# My Organisation

**NEWPORT**  
CITY COUNCIL  
CYNGOR DINAS  
CASNEWYDD


## Organisation



**John's Diner**  
test@testingttest.com

Dolphin Lifts Ltd, Unit 12, Crawford Trading Estate, Crawford Street, Newport, NP19 7AY, UK

[View](#)

**NEWPORT**  
CITY COUNCIL  
CYNGOR DINAS  
CASNEWYDD


## Organisation details

[Manage](#) [Edit](#)

Name *	Legal structure	Alias
<input type="text" value="John's Diner"/>	<input type="text" value="Small individual business"/>	<input type="text" value="The Diner"/>
Pronunciation	Company number	VAT number
<input type="text" value="Your pronunciation"/>	<input type="text" value="7823"/>	<input type="text" value="1809"/>

Additional information

[Phone](#) [Links](#) [Email](#) [Locations](#) [Social media](#) [Show All](#)

- People
- 
- Add
- Contact point
- Address
- View
- Agreements
- Bookings and appointments
- Service requests

# My Organisations Service Requests



## My service requests



**187734**

Request a Special Collection

Open

28 September 2020

2 Pontymason Lane, Rogerstone, Newport,  
NP10 9GH, UK

View



**186491**

Appointments Booking

Open

04 September 2020

View



**182495**

Trade Waste Application

Open

13 May 2020

30 Canal Parade, Newport, NP20 1ER, UK

View



**182239**

Trade Waste Application

Open

06 May 2020

55 Birch Grove, Llanmartin, Newport, NP18  
2JB, UK

View

Enter the GDS  
Portal

Request a special  
collection

Waste Services > Arrange a  
Bulky Waste Collection

Select the items for  
collection

Enter address, select date,  
select a slot, add the items  
and proceed, click next.

Add any supporting  
photos

Add photos and upload, click  
next.

Payment

Make a payment, select VISA.

Name: Demo

Number: 41111111111111111111

Expiry date: 01/2023 - CVC 123

Submit

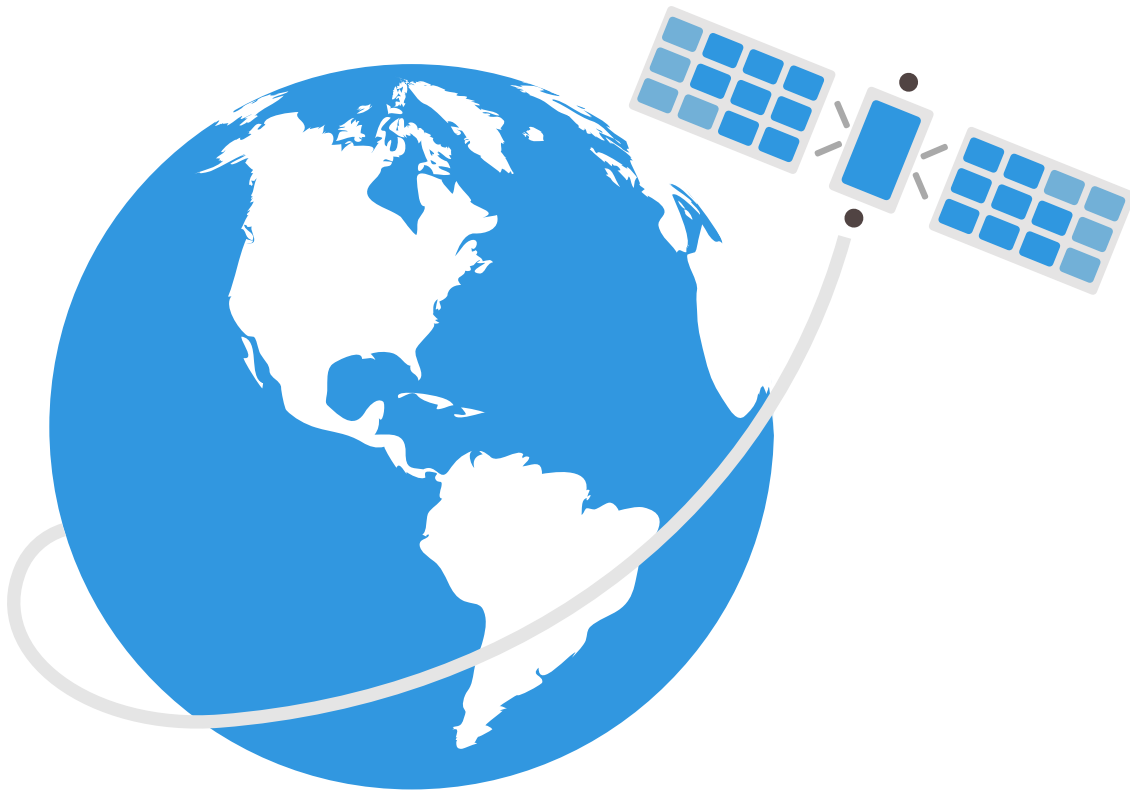
Confirm the form is correct  
and submit the request.

# Bulky Collection

The customer books a bulky collection for a given date. The booking confirmation is sent via an email to provide evidence and as a reminder.

# In-cab device

Using standard mobile devices. Have turn-by-turn navigation with predefined routes, taking into consideration traffic, road works and vehicle restrictions.



## GPS

For locations where mobile devices cannot maintain a good GPS signal, we recommend using a dedicated professional GPS device.

## Offline working and synchronisation

Once data has been downloaded to the mobile device, the in-cab solution will work without internet access. Once access is restored, collection outcomes will automatically be uploaded to the platform.

## Wide applicability

Suitable for all council waste-related tasks (domestic and recycling, street cleansing, bins, fly-tipping, parks and grounds maintenance, etc).

# Vehicle management

Each vehicle has different attributes that affect the type of refuse you are collecting and the route you can take.

**Asset detail**

Name  
VN12KZO

ERP

Creation date

Code  
VN12KZO

Serial  
80001

Checked

[Show All](#) | [Roles](#) | [Customers](#) | [Notes](#) | [Relationships](#) | [Locations](#)

**Roles**

Edit	Username	Email
	Newport 2	newport2@newport.gov.uk

**Additional information**

Show All | [Vehicle Details](#)

**Vehicle Details**

**Details**

VolumeConstraint[Flag]	TRUE
MaxVolume	0
DrivingIntervalHours	0
MaxSpeedKmh	0
VehicleWeight	22,000kg
VehicleAxleWeight	0
WeightConstraint[Flag]	TRUE
MaxWeight	0
StandCostPerDay	0
PhysicalMaxWeight	0
CostPerKm	0
VehicleHeight(m)	0
PhysicalMaxVolume	0

**Locations**

Edit	Number	Street	City	Postcode	Region	Country	Purpose	Default	Active	Desc.	Map
	Docks Way Disposal Site	Maesglas Retail Park	Newport	NP20 2NS	Wales	United Kingdom	-	Yes	Yes		

1 - 1

**Service request**

Edit	Number	Catalogue	Form	Status	Date ↓
	185290	Vehicle check New	Other task forms	Open	6 August , 2020
	180686	Vehicle check New	Other task forms	Open	19 March , 2020
	180642	Vehicle check New	Other task forms	Open	18 March , 2020
	178894	Vehicle check New	Other task forms	Open	6 February , 2020
	178559	Vehicle check New	Other task forms	Open	30 January , 2020

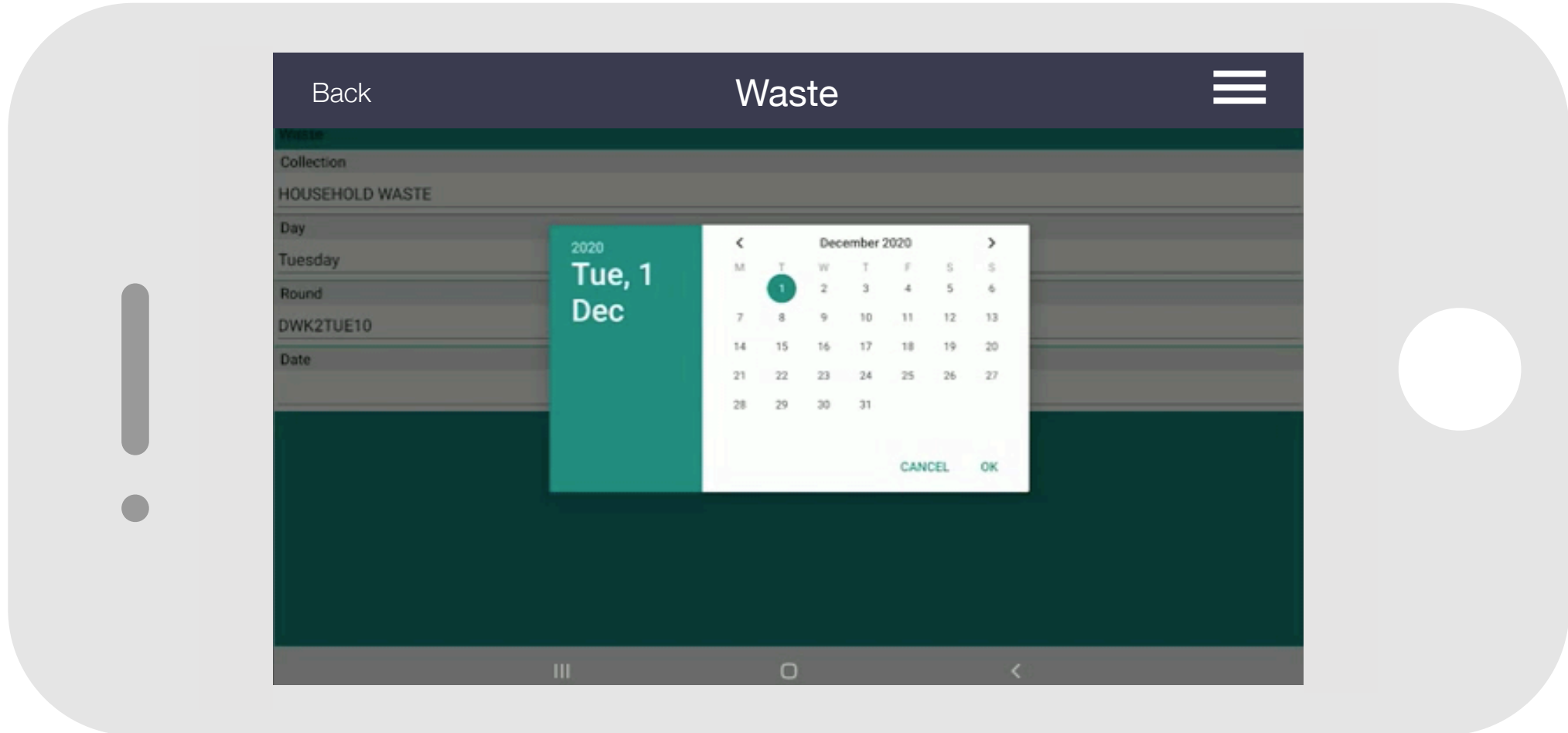
1 - 5 [Next](#) ▶

# Vehicle Inspection



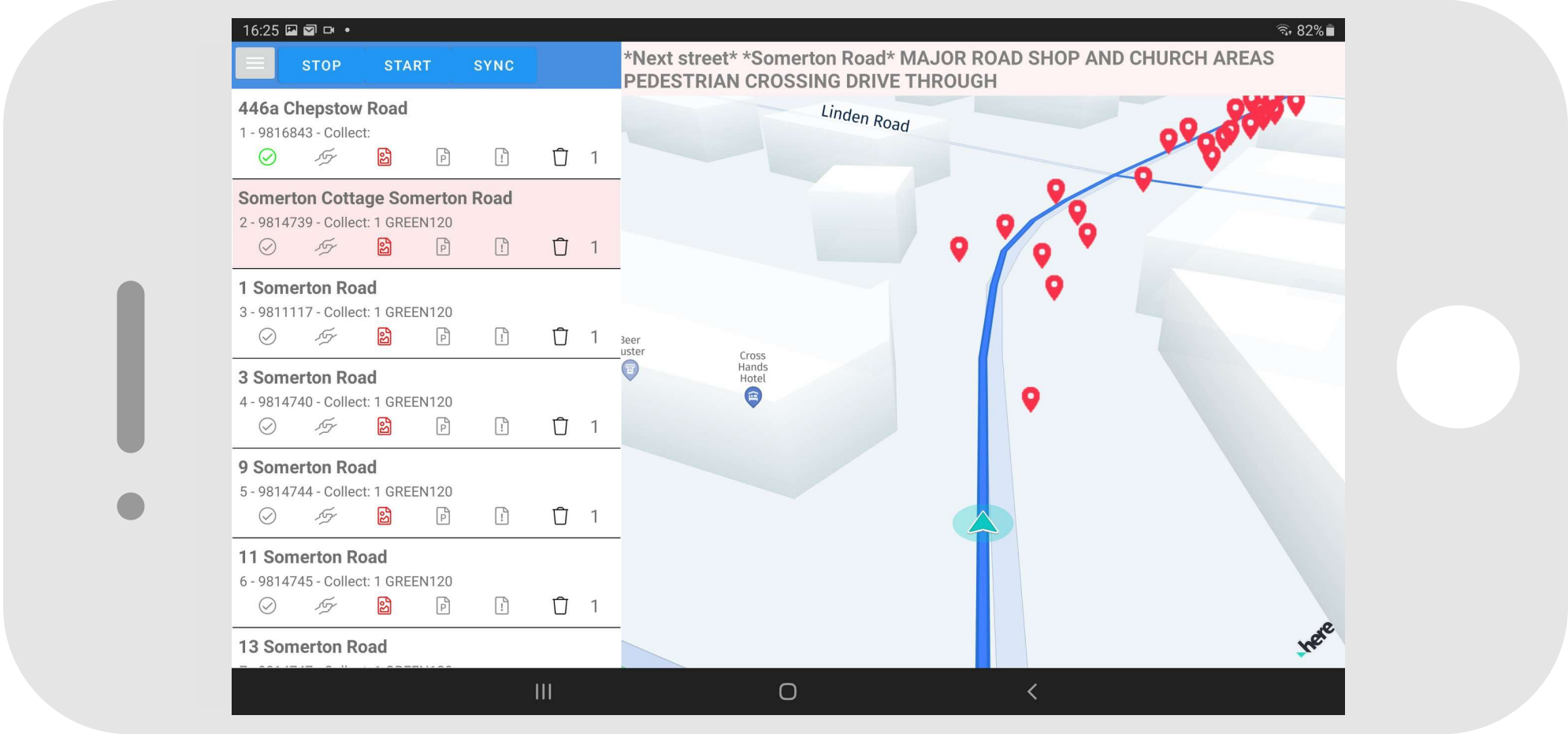
# Selecting a round starting the day

The vehicle driver selects the collection type, the round, the day, and the date.



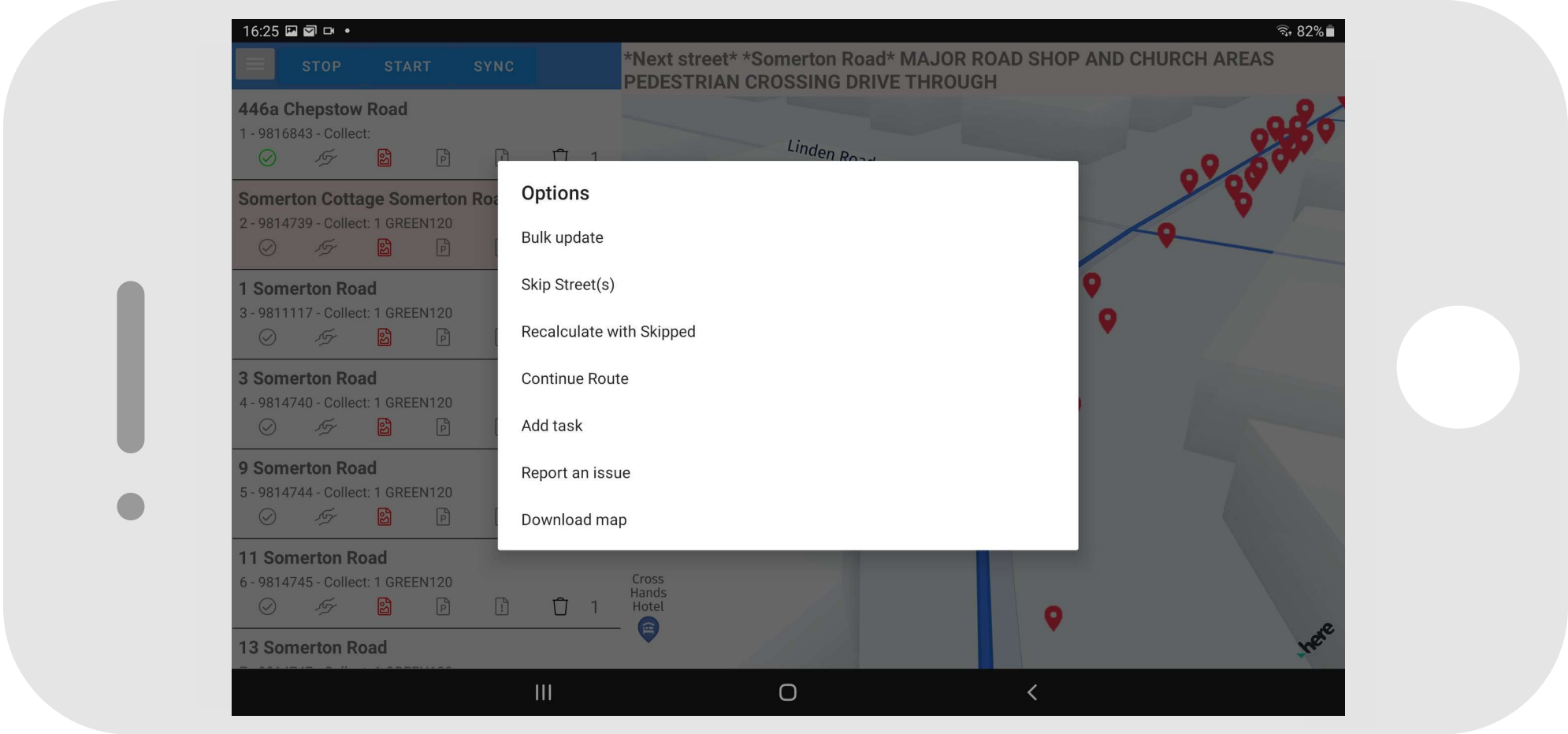


# Vehicle management and route optimisation



Turn by turn optimised task management.

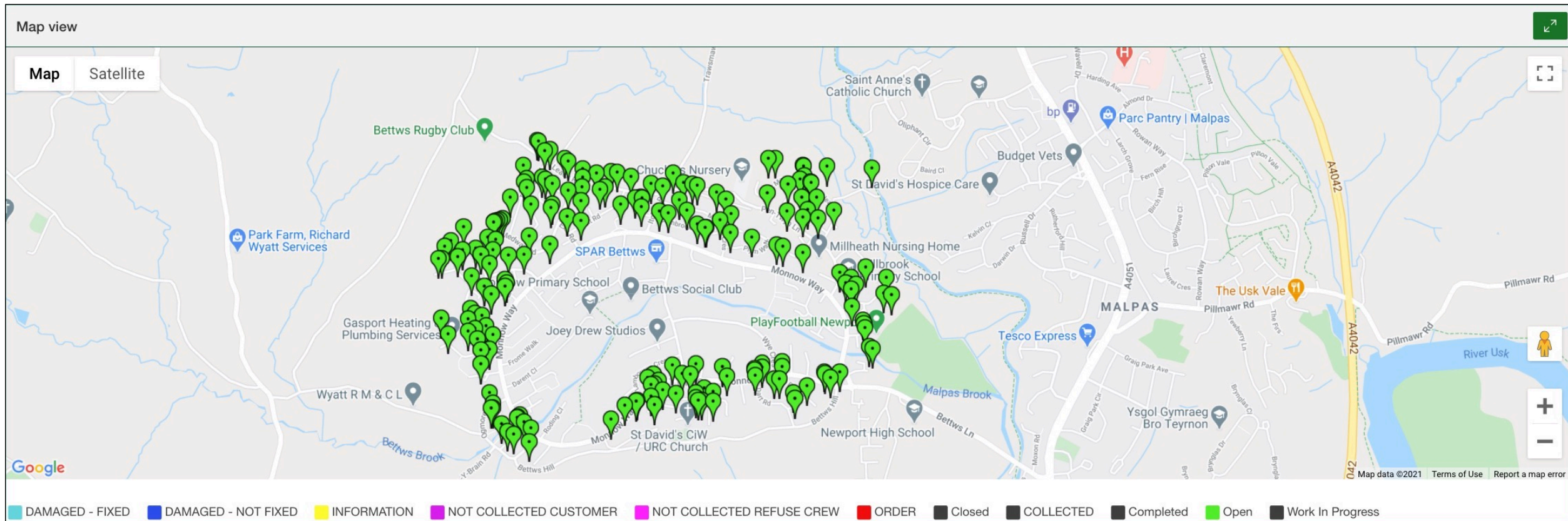
# Vehicle management and route optimisation



Turn by turn optimised task management.

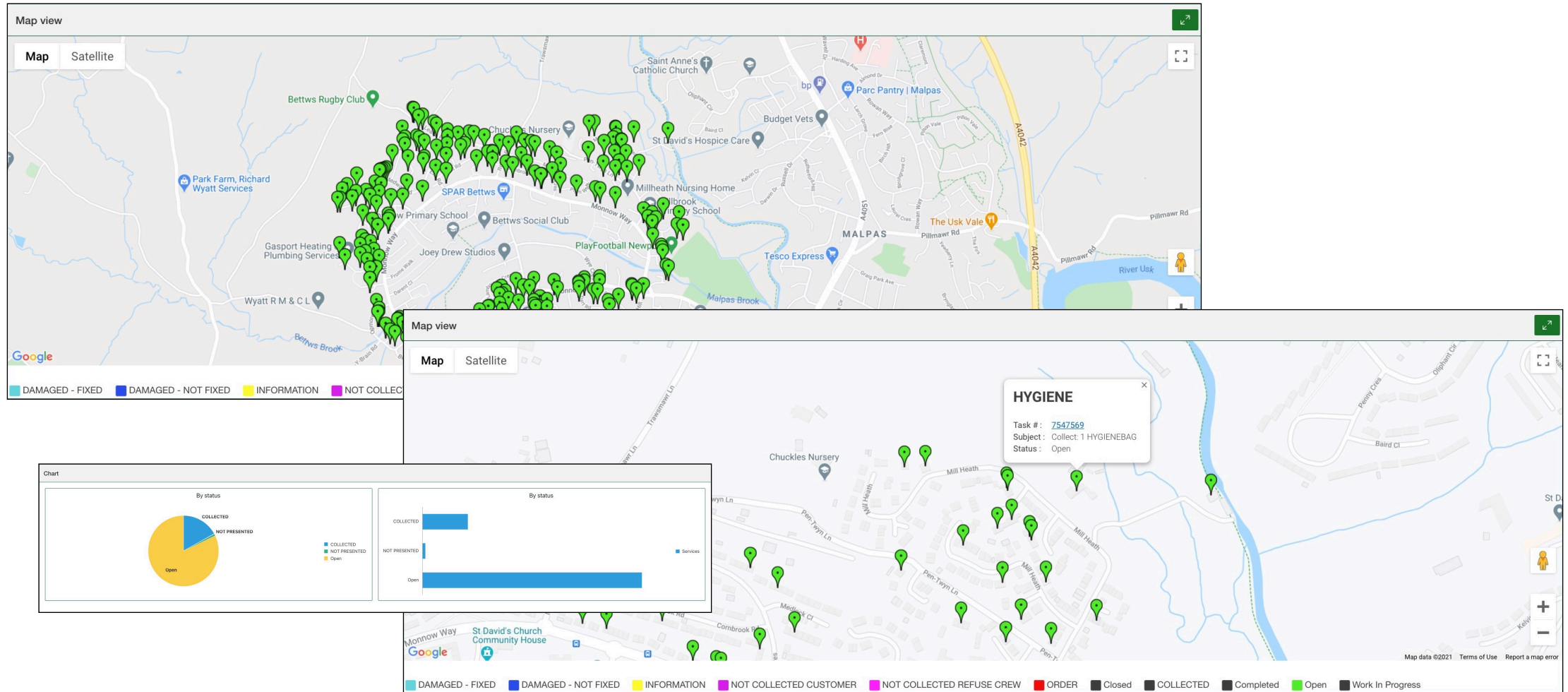
# Analytics

Local authority buyers often overlook what data they need to be able to extrapolate from their IT systems when they are looking at prospective solutions. Our comprehensive suite of analytical tools allows you to easily retrieve data and use it to make both informed strategic reporting as well as tactical operational decisions.



# Analytics (cont.)

Live View provides real-time information on the collections in progress.





# Collection tasks outcome

Select filter **Submit**

Collection type: **HYGIENE** | Round: **VAN4WK2MON (HYGIENE) (MON)** | Task Status: **Open** | Start: **06-DEC-2021** | End: **05-JAN-2022**

Number	Collection	Round	Assisted	Address	Subject	Status	End
10992922	HYGIENE	VAN4WK2MON (HYGIENE) (MON)	No	1 Granville	Collect: 1 HYGIENE BAG	Open	13-DEC-2021 12:05AM
10993446	HYGIENE	VAN4WK2MON (HYGIENE) (MON)	No	1 Laurel Dr	Collect: 1 HYGIENE	Open	13-DEC-2021 12:05AM
10992975	HYGIENE	VAN4WK2MON (HYGIENE) (MON)	No	1 Gaudi W	Collect: 1 HYGIENE BAG	Open	13-DEC-2021 12:05AM
10992986	HYGIENE	VAN4WK2MON (HYGIENE) (MON)	No	1 Phillips C	Collect: 1 HYGIENE BAG	Open	13-DEC-2021 12:05AM
10993070	HYGIENE	VAN4WK2MON (HYGIENE) (MON)	No	1 Fairway Road, Bassaleg, Newport, NP10 8BW, UK	Collect: 1 HYGIENE BAG	Open	13-DEC-2021 12:05AM
10993177	HYGIENE	VAN4WK2MON (HYGIENE) (MON)	No	1 Forge Mews, Bassaleg, Newport, NP10 8NE, UK	Collect: 1 HYGIENE BAG	Open	13-DEC-2021 12:05AM
10993191	HYGIENE	VAN4WK2MON (HYGIENE) (MON)	No	1 Marlow Close, Rogerstone, Newport, NP10 0BT, UK	Collect: 1 HYGIENE BAG	Open	13-DEC-2021 12:05AM
10993201	HYGIENE	VAN4WK2MON (HYGIENE) (MON)	No	1 Cwrt Camlas, Rogerstone, Newport, NP10 9LY, UK	Collect: 1 HYGIENE BAG	Open	13-DEC-2021 12:05AM
10993274	HYGIENE	VAN4WK2MON (HYGIENE) (MON)	No	1 Reginald Terrace, Rogerstone, Newport, NP10 9HQ, UK	Collect: 1 HYGIENE	Open	13-DEC-2021 12:05AM
10993458	HYGIENE	VAN4WK2MON (HYGIENE) (MON)	No	1 Cefn Drive, Rogerstone, Newport, NP10 9AP, UK	Collect: 1 HYGIENE	Open	13-DEC-2021 12:05AM
10992743	HYGIENE	VAN4WK2MON (HYGIENE) (MON)	No	1 Waterside Walk West, Rogerstone, Newport, NP10 0AN, UK	Collect: 1 HYGIENE	Open	13-DEC-2021 12:05AM
10992747	HYGIENE	VAN4WK2MON (HYGIENE) (MON)	No	1 Paxton Walk, Rogerstone, Newport, NP10 0AT, UK	Collect: 1 HYGIENE	Open	13-DEC-2021 12:05AM

Search:

- Not Collected
- Collected All**
- Partial Collection
- Too Many Items
- Wet/Contaminated
- Not Presented
- Complete - Exceptions

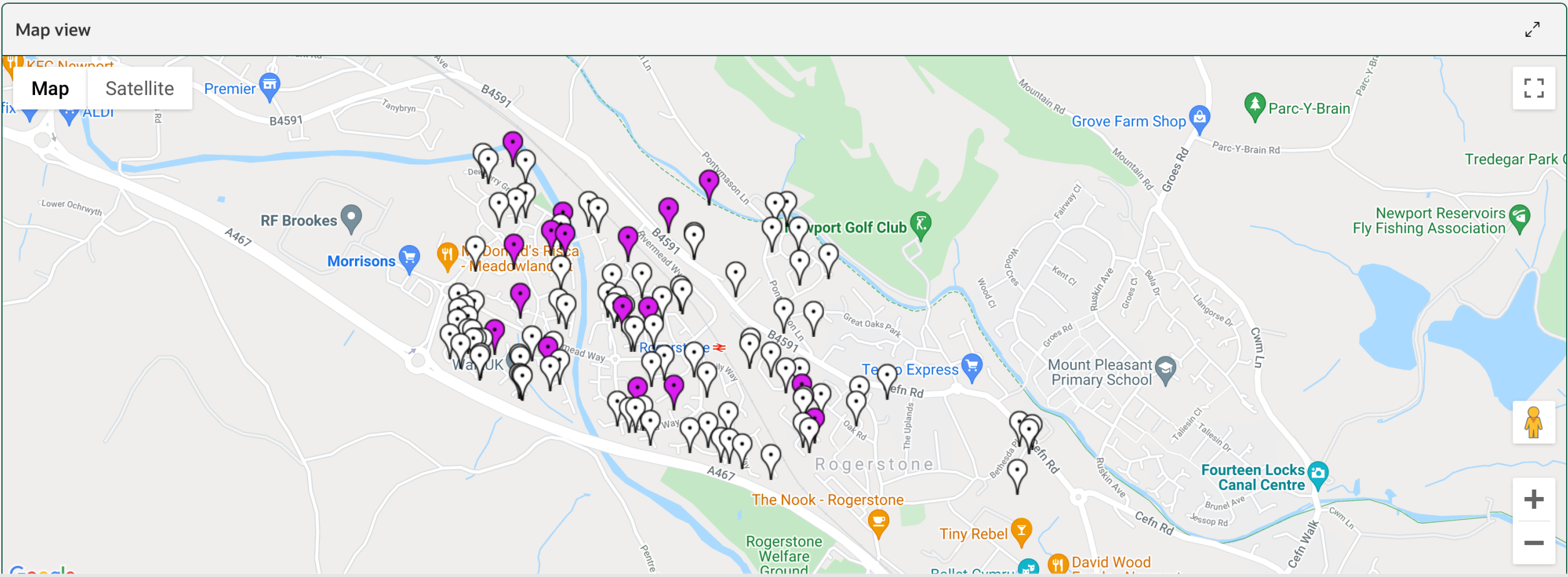
# Live report

Collection:   Round:

Edit	Number	Collection	Subject	Type	Status	Address
	10992704	HYGIENE	Collect: 1 HYGIENE	Hygiene Collection Task	✓ COLLECTED	11 Violet Walk, Rogerstone, Newport, NP10 9SD, UK
	10992738	HYGIENE	Collect: 1 HYGIENE	Hygiene Collection Task	✓ COLLECTED	18 Gaer Park Hill, Newport, NP20 3NQ, UK
	10992764	HYGIENE	Collect: 1 HYGIENE BAG	Hygiene Collection Task	✓ COLLECTED	76 Cedar Wood Drive, Rogerstone, Newport, NP10 9JR, UK
	10992765	HYGIENE	Collect: 1 HYGIENE BAG	Hygiene Collection Task	✓ COLLECTED	18 Oak Road, Rogerstone, Newport, NP10 9FJ, UK
	10992794	HYGIENE	Collect: 1 HYGIENE BAG	Hygiene Collection Task	✓ COLLECTED	4 Oak Tree Drive, Rogerstone, Newport, NP10 9JN, UK
	10992866	HYGIENE	Collect: 1 HYGIENE BAG	Hygiene Collection Task	✓ COLLECTED	42 Gaer Park Drive, Newport, NP20 3NL, UK
	10992888	HYGIENE	Collect: 1 HYGIENE BAG	Hygiene Collection Task	✓ COLLECTED	8 Gaer Park Lane, Newport, NP20 3ND, UK
	10992893	HYGIENE	Collect: 1 HYGIENE BAG	Hygiene Collection Task	👤 NOT PRESENTED	128 Gaer Park Road, Newport, NP20 3NU, UK
	10992962	HYGIENE	Collect: 1 HYGIENE BAG	Hygiene Collection Task	✓ COLLECTED	15 Bethesda Close, Rogerstone, Newport, NP10 9SX, UK
	10992970	HYGIENE	Collect: 1 HYGIENE BAG	Hygiene Collection Task	✓ COLLECTED	7 Cedar Wood Close, Rogerstone, Newport, NP10 9JZ, UK

# Live report

Collection: **HYGIENE** | Round: **VAN6WK2MON** | **Go**

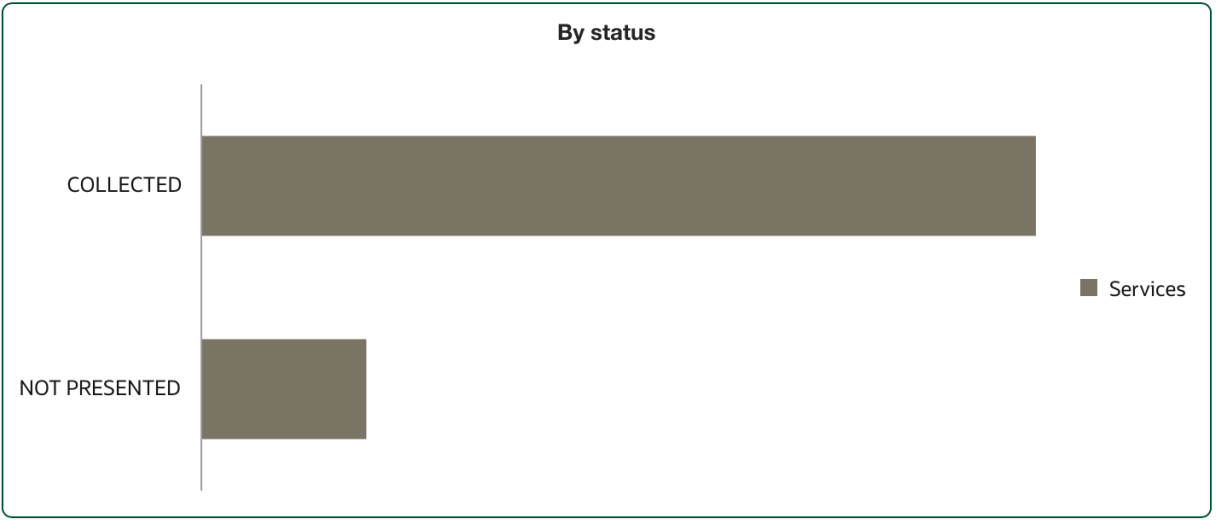
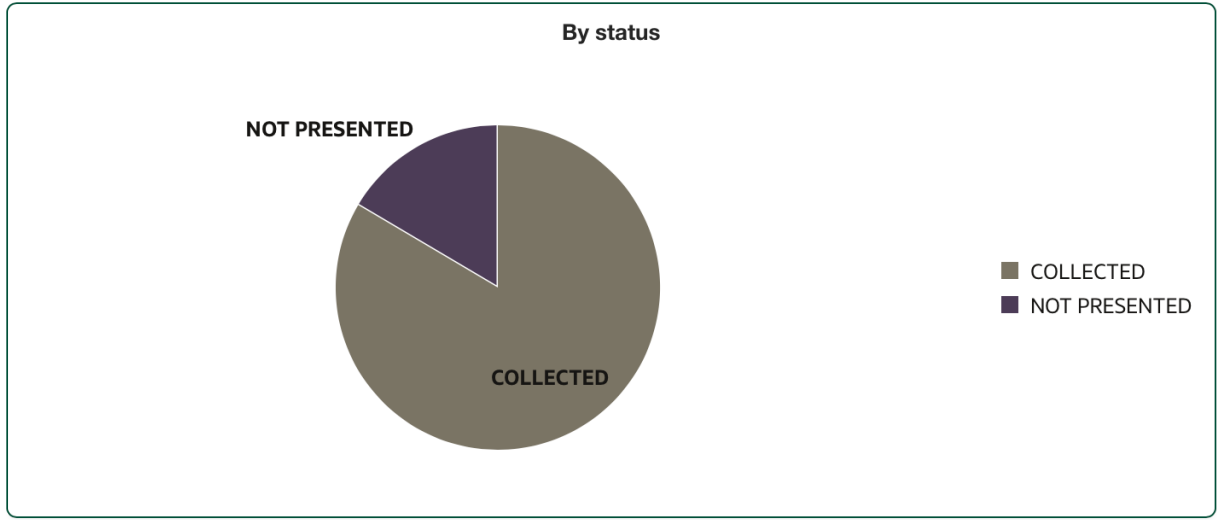


# Live report

Collection:    
Round:

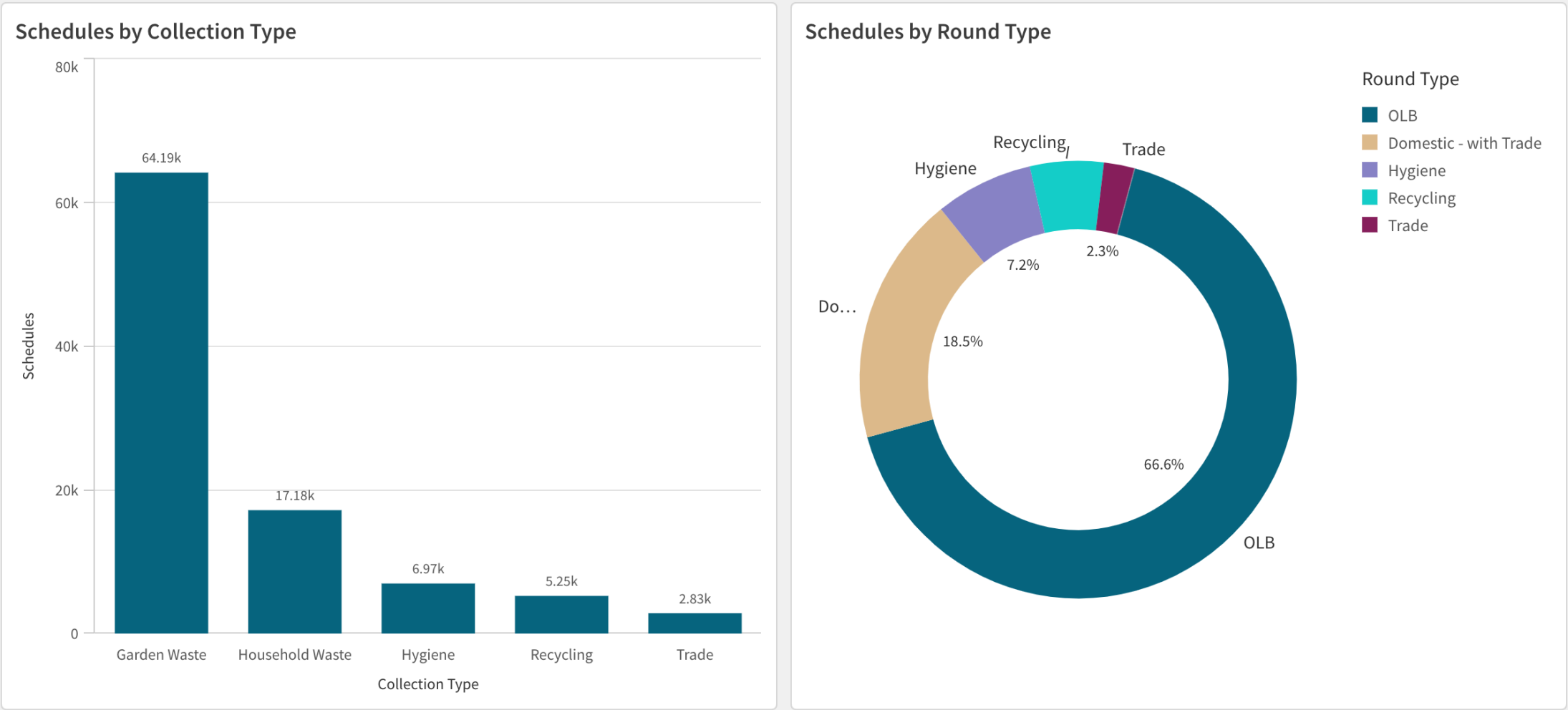


## Chart





# Data Warehousing



# Unique Selling Points of My Council Services Waste Management



## Seamless

Fits with both in-house and outsourced waste operations.



## Modular-based

Built up immediately or over time to support all waste requirements, Domestic, Garden, Assisted, Special, Trade, etc.



## Flexible

Allows councils to deploy out-of-the-box or with bespoke enhancements to suit exact requirements.



## Affordable

Competitively priced and deployed in collaboration with council teams by waste specialists.



**20,000,000+**  
20+ million customers have successfully used the platform via self-service.

# My Council Services saves time and money

- “The cost of dealing with fly-tipping prior to implementing My Council Services was calculated at £90.00 per incident [...] the cost of dealing with each incident is now £27.00. This is a saving in excess of £80,000 per year, and this is just one example in one service area.”
  - Ben Robinson, Customer Service and Digital Project Manager

# My Council Services saves time and money

- “My Council Services has driven headcount efficiency savings, and provided us with the capacity to take on more work. We now take on external income-generation activities as well as our day jobs. Abavus technology has been a big contributing factor in enabling this.”
- “Our service level agreements in both urban and rural areas have seen massive improvement. Incidents that previously took up to 37 days to resolve are now being resolved within 3 days.”
  - Phil Bates, Quality and Performance Manager at Stafford Borough Council

# Thank you for attending today's presentation

For further information, please contact one of our specialists via [info@abavus.co.uk](mailto:info@abavus.co.uk)

