Scope for IT integration Project Work

Aim

To allow residents to log all standard service requests online, automating processes, with full integration with the back-office waste management IT system, wherever possible.

Overview

The waste collection and street cleansing contract is being reprocured and a new contract will go live at the beginning of May 2025. As part of this procurement the successful contractor will be required to provide a waste management IT system capable of managing the day-to-day logistics of services with open APIs to allow for integration with Council CRM systems. Although we do not yet know which waste management IT system will be in use from 2025, each operate in a similar way and all will be able to manage the simple day to day processes utilising key information captured at point of contact.

This project is essentially two projects, one on behalf of East Herts Council and one on behalf of North Herts Council. It will be necessary for the set up for each Council to be the same in terms of information captured and fed into the waste management IT system. Where processes are currently different it is expected that the most efficient, best practice process will be taken forwards.

Each of the projects should operate in phases these phases will be based on the highest contacts ad existing online functionality.

At this stage it is proposed that the bespoke garden waste portals are out of scope of this project, due to the quantity of work necessary prior to the contract start. This is subject to the successful novation of the existing contracts. Separate projects exist to integrate the payment portal with the Councils financial management and payment systems to ensure that income generated from garden waste can come directly to the Councils rather than via Urbaser (or any future contractor). However, this will be kept under review and subject to comment by IT teams.

Client Team Timeline

It is necessary for integrated online reporting to be functioning for the waste contract start in May 2025. This is to prevent unnecessary impacts and delays managing resident contacts during mobilisation, should the services experience disruption during mobilisation.

It is anticipated that we will know which waste management IT system will be used as part of the contract in early in 2024.

We do not yet know when we will have access to API data, but this is unlikely to be earlier than 3 months prior to contract start.

It will be necessary to undertake user testing in April 2024.

It is necessary to determine whether IT teams and transformation teams will have sufficient resource at the critical time to fully develop the necessary integrations.

Risks

Failure to complete this project on time will have significant resource impacts on the customer service teams and waste shared service client team. No additional resources are planned to manage contacts which have not been adequately integrated with the waste management IT system.

Data

The shared client team have access to analytical information on contacts by type and requirements around SLAs this can be provided on request.

As a guide: -

During the first 3 months of the current contract the service logged 26,200 contacts, with many additional reports going unlogged as people could not get through on phones and reports of multiple contacts where emails were sent, and residents were unsure if action was being taken. It is vital that we ensure we are better able to manage contacts for the 2025 contract change and well established and robust online reporting tools is the primary means of doing this. Additional staff resource may also be necessary but will never be able to manage the volume of contacts that online reporting could. The waste client team is keen to reduce the burden of emails coming into customer services as this lengthens the response time to contacts.

The average number of contacts logged each month in 2022/23 was 5200, excluding garden waste subscriptions.

The month with the highest contacts is April.

The top 10 contacts in 22/23 (excluding garden waste subscriptions) are: _

1. Replacement bin/box – 19,677
2. Adhoc clinical sharps collection – 5,151
3. Missed - NORTH - Recycling Collection – 2,722
4. Missed - EAST – Recycling Collection – 2,555
5. Missed - EAST - Refuse Collection – 2,428
6. EAST – Standard Property Bin Delivery – 1,973
7. EAST - Bulky Waste Collection – 1,796
8. NORTH – Bulky Waste Collection – 1,569
9. Missed - NORTH –Food Waste Collection – 1,497
10. Missed – North - Refuse Collection – 1,416

One off payment integration is required for the following: -

1. Bulky waste collections
2. Request a new or replacement bin – (residual waste bins only)
3. Request commercial sacks

Proposed Online Form Development

Phase 1 of each project should consist of integrating the following; which are existing: -

1. Bin collection day look up
2. Report missed collection
3. Request a new or replacement bin/sacks

Phase 2 of each project should consist of integrating the following: -

1. Report overflowing litter bin
2. Report need for street cleansing (lots of categories here)
3. Report fly tipping
4. Request bulky waste collection

5. Apply for assisted bin collection
6. Apply for additional capacity
7. Report graffiti
8. Register community litter picking event
9. Request clearance of community litter picked waste
10. Request clinical waste collections
11. Request adhoc collection of sharps
12. Report abandoned bin
13. Report staff behaviour
14. Report damage to litter bin

Phase 3 of each project should consist of integrating the following (commercial waste elements are dependent on IT solution and it may be possible to develop alongside similar household services): -

1. Commercial waste missed collections
2. Commercial waste bin replacements
3. Commercial waste contract amendments
4. Request adhoc or event commercial collection
5. Request review of collection arrangements
6. Request commercial sacks
7. Report damage to property
8. Litter bin request