

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**

Fy Nghyf / My Ref: CM36906
Eich Cyf / Your Ref: RDB/PM/BD&GH/
26.01.2017



Dyddiad / Date: 01 March 2017

Councillor Paul Mitchell
Chair, Environmental Scrutiny Committee
Scrutiny Services
Room 263
County Hall
Cardiff
CF10 4UW

Annwyl / Dear Councillor Mitchell

Environmental Scrutiny Committee - 10 January 2017

Thank you for your correspondence dated 26 January 2017.

Please find below information, as requested, regarding 'White Space' which has been implemented by the Commercial Waste Service.

Overview

Implemented in 2015 in response to the need to modernise and improve the commercial services offering, the system is nearing the second anniversary of implementation. Several months of data cleansing and working with the provider to translate existing processes into the new applications was undertaken.

The package of services comprises of two software applications working in partnership.

Powersuite - a back office database that holds all customer data and round details.

All on Mobile - An App which collection operatives use to complete their rounds and report issues back to site (can be loaded onto any IOS/Android device)

The back office database holds all details relating to a customer including their billing address, collection details, contact details and invoice amounts.

The round details held within the database are exported into a Cloud server every morning at 3am. These rounds are then available for collection crews to log into when they start their shift.

ATEBWCH I / PLEASE REPLY TO :

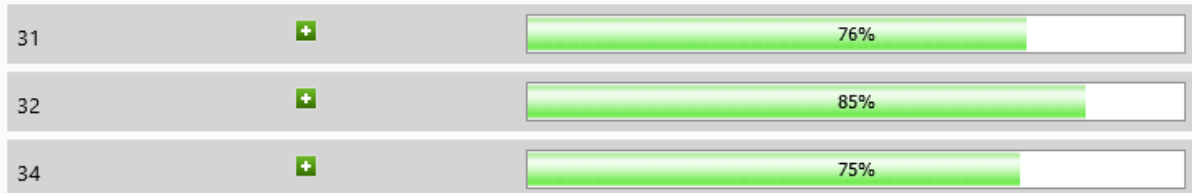
Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall, Glanfa'r Iwerydd / Atlantic Wharf, Caerdydd / Cardiff, CF10 4UW,
Ffon / Tel: (029) 2087 2479

The App is available on a Tom Tom navigation device that provides crews with live traffic updates, directions to customer addresses and Heavy Goods specific warnings (bridge weight limits, restricted access roads etc.).

Benefits of the new system

The benefits of the system include:

- Fully live round progress allowing back office staff to manage the progress of the daily collection rounds



- Instantaneous feedback from collection crews allowing back office staff to advise customers as to whether their collection has already taken place or is due

122	Kats Claws Ltd 1 Ty Glas Road	1	10/02/2017 11:06:31
123	Domino's Pizza 1 Maes Y Coed Road	1	10/02/2017 11:08:21
124	St Isan Road Surgery 46 St Isan Road	1	

- The system calculates the exact number of bin lifts within the billing period ensuring the customer receives accurate invoices
- Collection crews can log issues and take pictures against customer sites which are immediately available to back office staff
- Health and Safety messages are available to crew at an individual site level
- Missed collection disputes have significantly reduced as proof of collection/issues at site are easily available
- Increased ability to run reports on collections, invoices and back office activity
- Collection rounds now paperless

I trust this information is of assistance.

Yn gwyir,
Yours sincerely,

Y Cynghorydd / Councillor Graham Hinchey
Aelod Cabinet dros Wasanaethau Corfforaethol a Perfformiad
Cabinet Member for Corporate Services & Performance

Cc: Members of the Environmental Scrutiny Committee
Members of the Policy Review & Performance Scrutiny Committee
Tara King – Assistant Director, Commercial & Collaborative Services
David Lowe – Operations Manager, Commercial & Collaborative Services
Paul Keeping – Operational Manager, Scrutiny Services
Davina Fiore – Director of Governance & Legal Services
Claire Deguara – Cabinet Business Manager