

The impact and opportunities arising from disruption



AGENDA

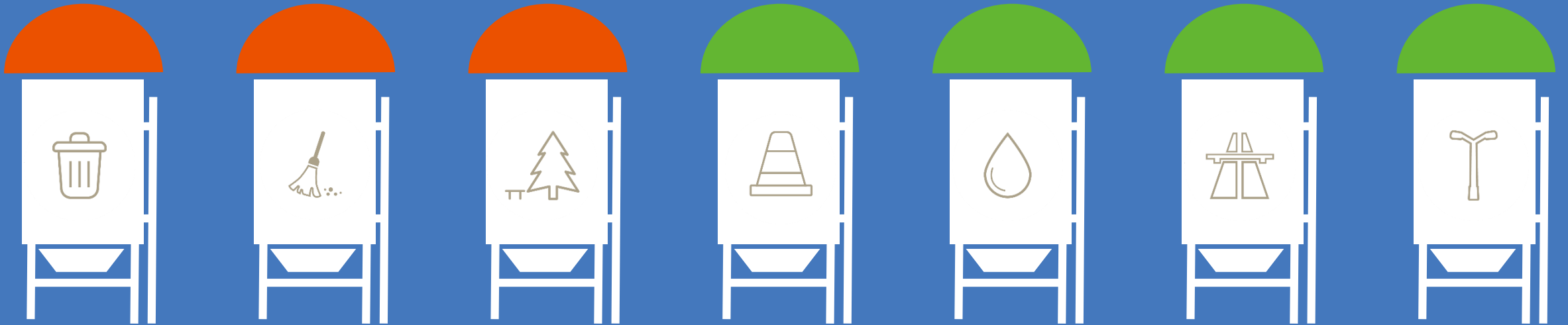
Stop or start depends who you are

Delivering success in a new normal

Leap frogging into the future

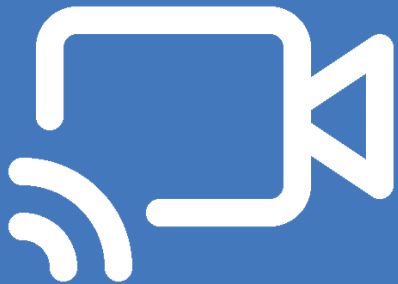


Start or stop depends who you are



Delivering success in a new normal

16



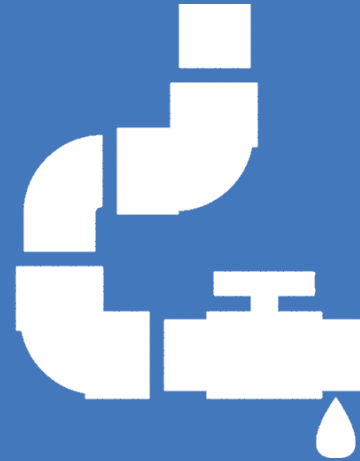
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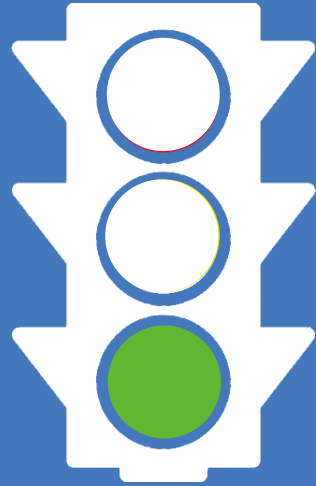
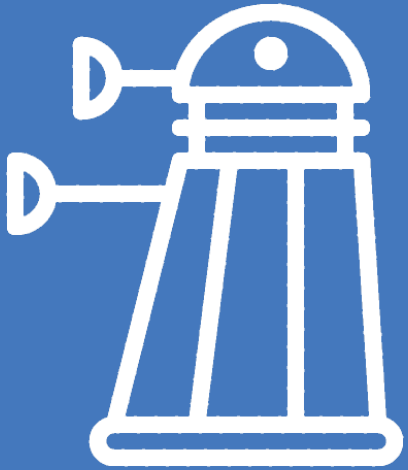
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Delivering success in a new normal



Leap frogging into the future



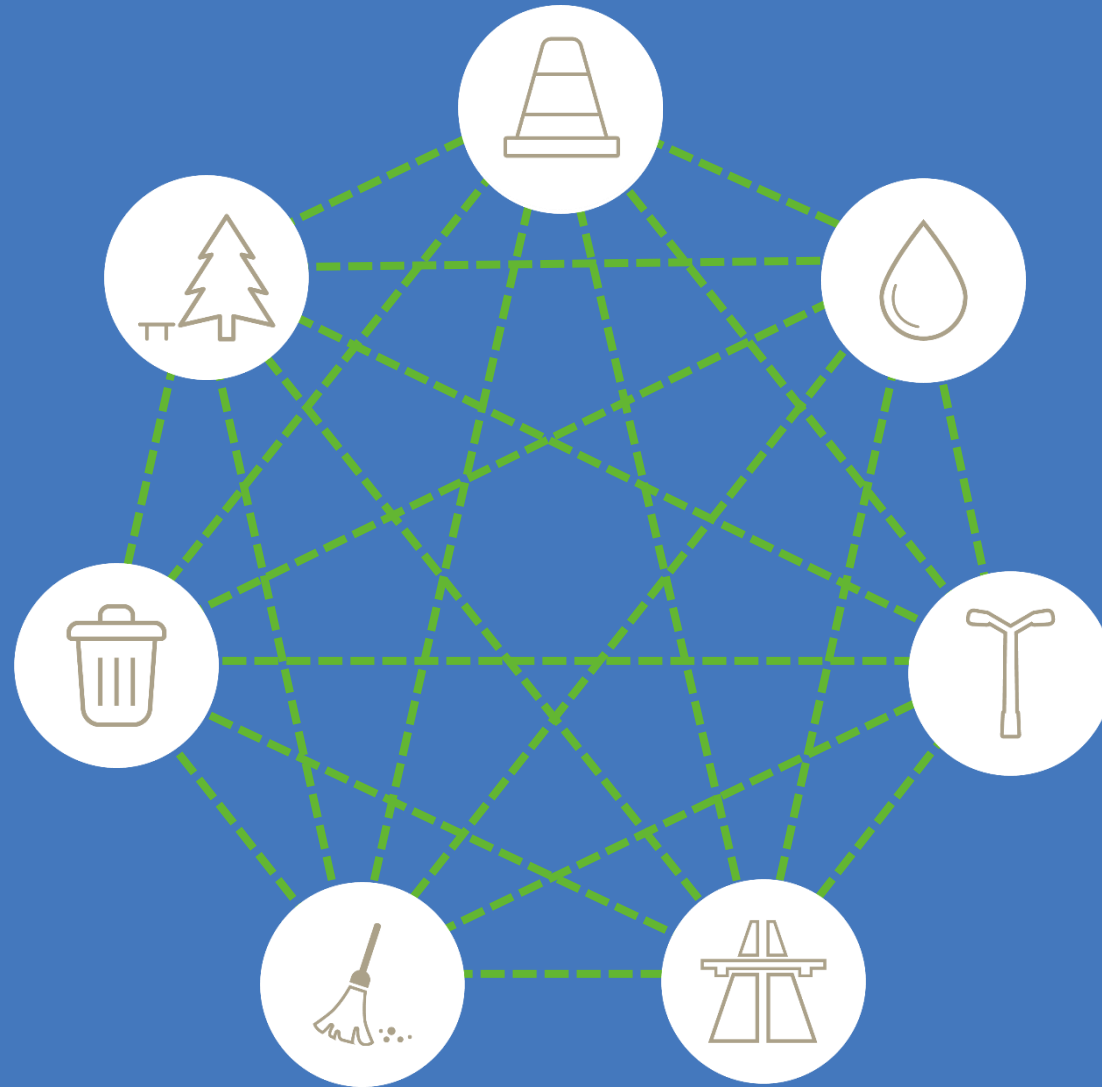
Playing with Dynamite!



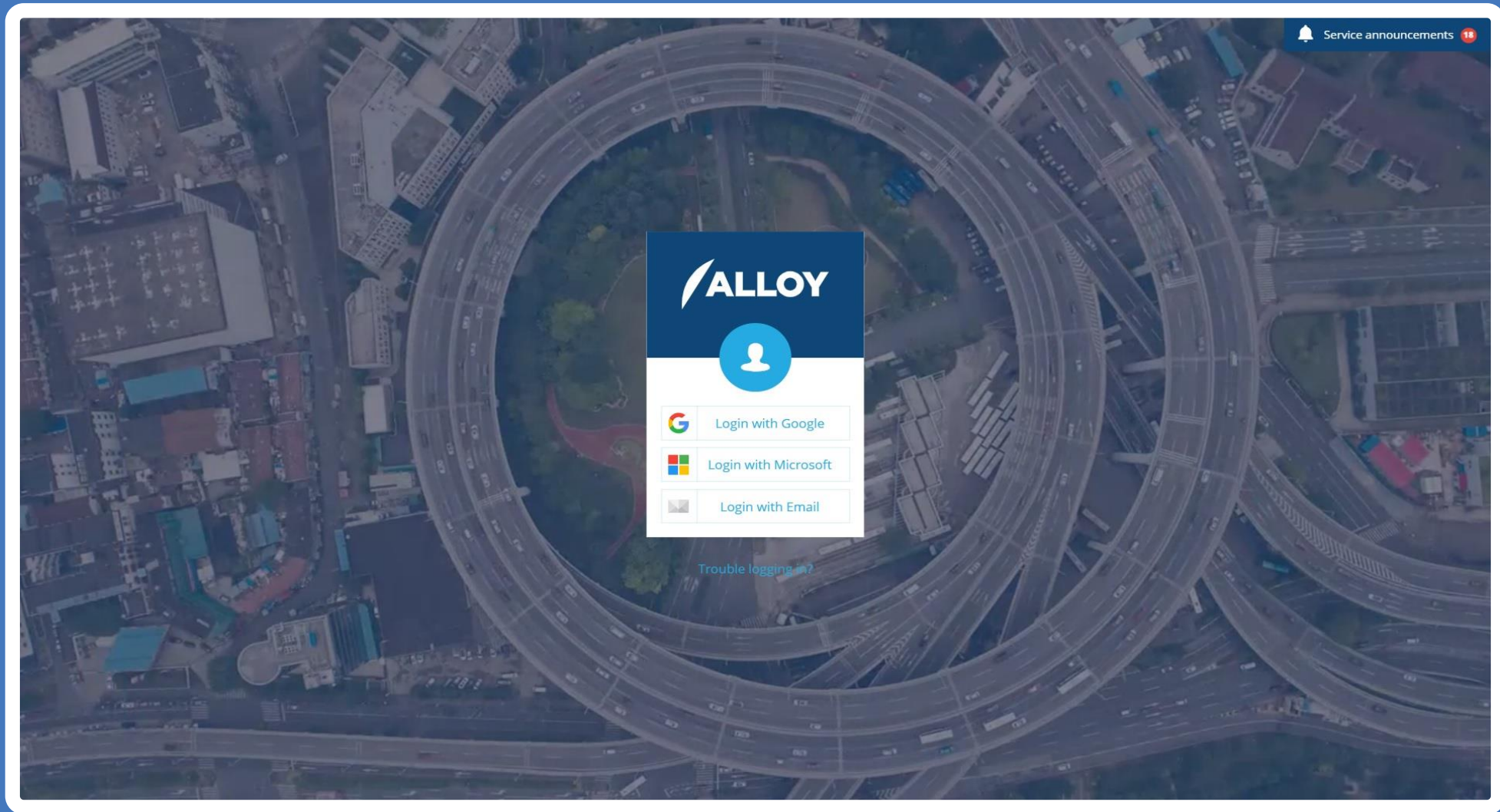
Exploding the Silos with Alloy



Exploding the Silos with Alloy



Exploding the Silos with Alloy



Any Asset and Service

ALLOY

← Home

Add Attribute

Dropped Kerb Lic...

Available types

Yes/No

Text

Option List

Date

Time

Date and Time

Number

Decimal

Geometry

Link

SP

Sang Phan

Dropped K...

Standard attributes

04
ABC

06
ABC

07
ABC

08
ABC

09
ABC

10
123

11
123

21
ABC

Custom attributes

12
DATE

13
Y/N

14
Y/N

15
Y/N

16
Y/N

17
OPT

18
OPT

19
OPT

22
OPT

Connections

01
LINK

1 to many

Jobs Design

02
LINK

0 to many

Work Items Design

Last activity: Now

22
Licence Status
1005658

General

Name
Licence Status

Description
Licence Status

Option list

Licence Status

✓ Allow Export

✓ Allow Edit

✓ Visible in UI

✗ Use as Title

✗ Required on creation

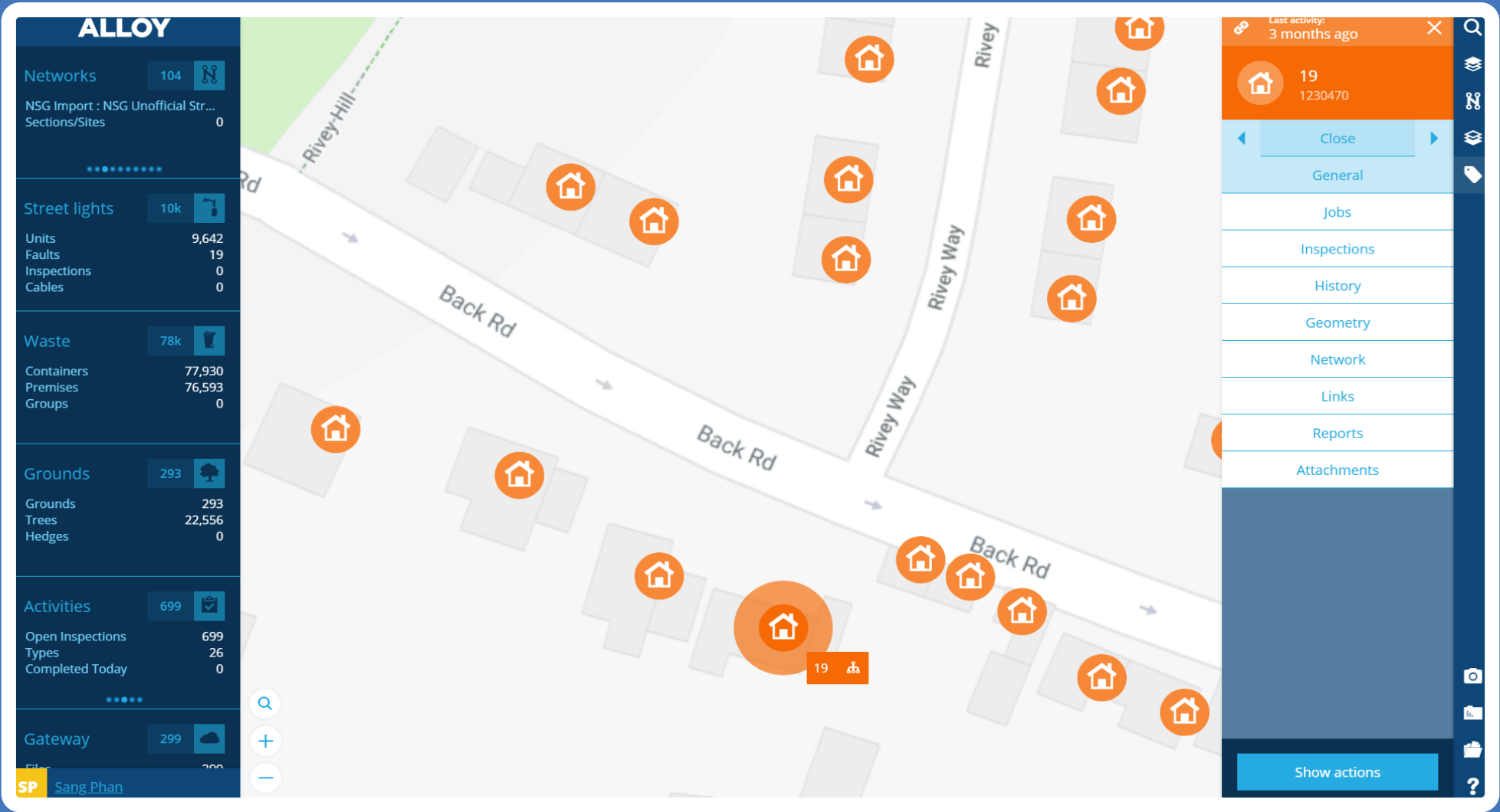
✗ Distinct

Show actions

+

Y

Any Asset and Service



Any Asset and Service

ALLOY

Activities 0

Open Jobs 0
Closed Today 0

Budgets 4

Budgets 4
Budget periods 5

Designer 499

All designs 499
Custom designs 122
Items 407104

Gateway 97

Imports 97
Files 303
Folders 27

KPI (PS Client) 0

Networks 0

Networks 0

Map View: The map shows Regent Grove, Hamilton Ter, and Parade. Various colored icons (orange, green, blue) represent different assets. A yellow box indicates a 'Completed - Replace Lamp' job.

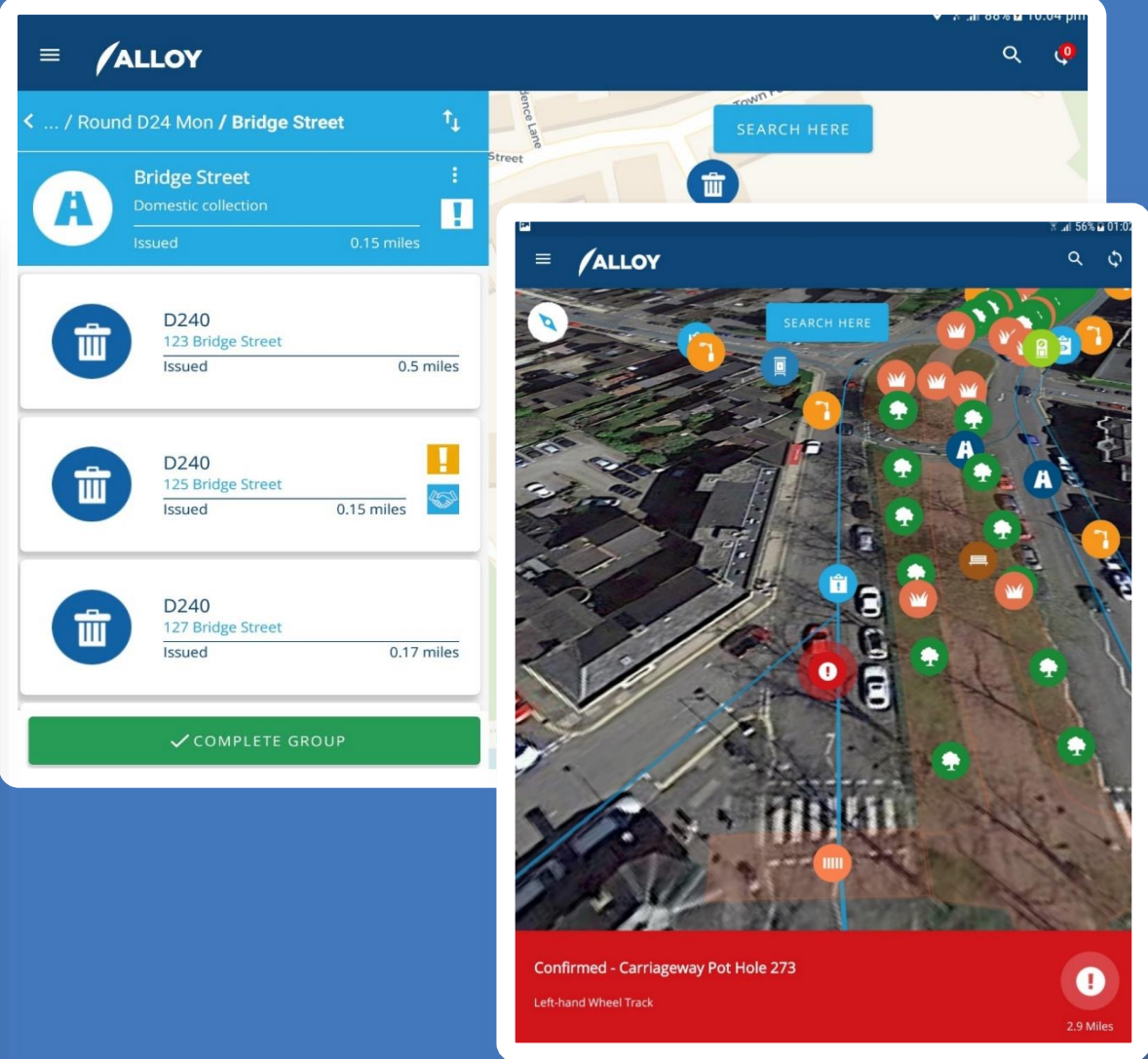
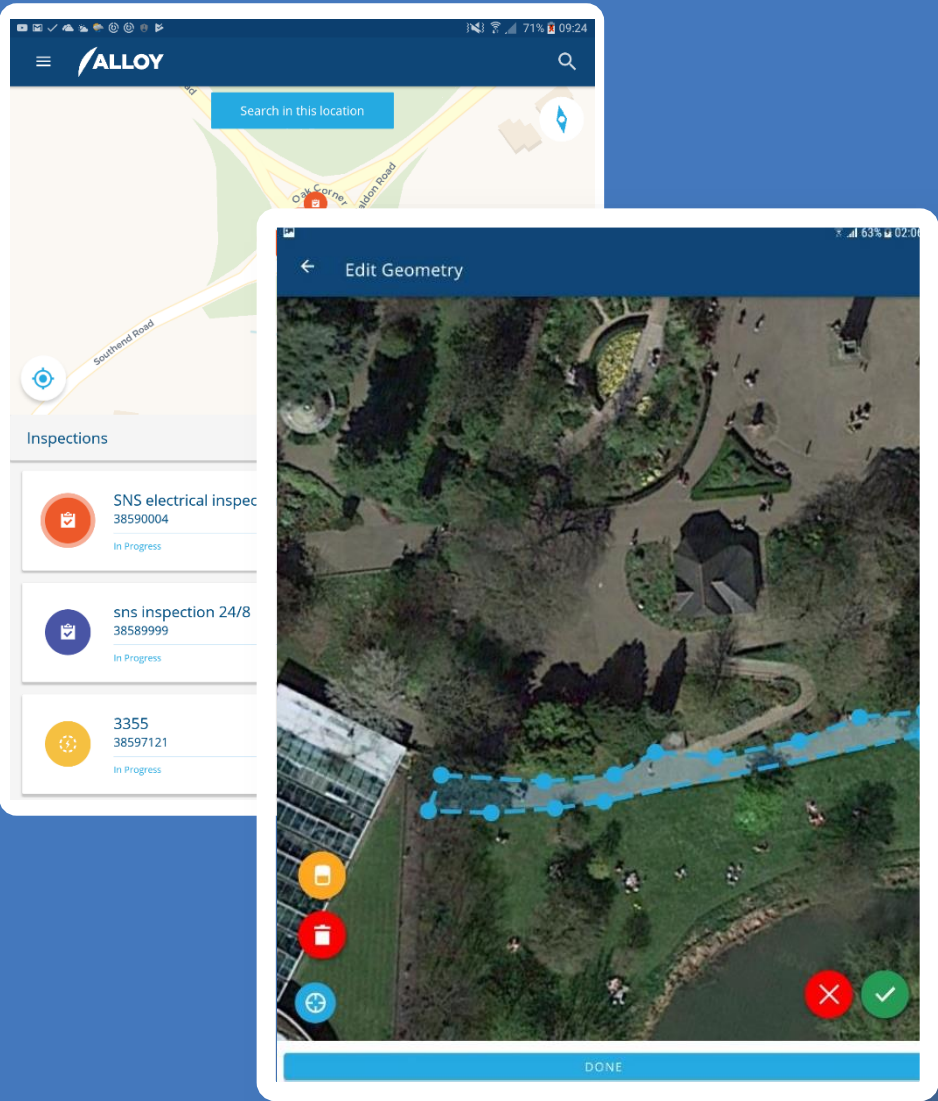
Job Card Details:

- Completed - Replace Lamp - J...**
- Target:** 3/30/2016 5:00:00
- General**
- Create follow up job**
- Fault Type:** Lamp Out - C2
- Health and Safety Checklist:** 5 items
- Job Number:** 30
- Job Work Items:** Street Lighting Repair
- Description:** Replace Lamp
- Status:** Completed
- Priority:** Medium (P3)
- Team:** Street Lighting Team C
- Team Member:** Lena Pauli
- Raised Time:** 24th February 2016 11:42
- Start Time:** 9th March 2016 11:03
- Completion Time:** 9th March 2016 11:45
- Target Time:** 30th March 2016 17:00

Any Asset and Service



Mobile and In-Cab



Any Commercial Service

The screenshot displays the ALLOY mobile application interface, which is overlaid on a map of a residential area. The interface is divided into several sections:

- Top Bar:** Features the 'ALLOY' logo and a 'Back Button'.
- Left Panel:** Contains a 'Create subscription' button and a 'Creation process' section with three steps: 1. Assign to Required, 2. Select assets Required, and 3. Enter subscription details Required. A 'Create subscription' button is also located at the bottom of this panel.
- Central Panel:** Displays a 'Finance' summary with counts for Accounts (2), Invoices (0), Subscriptions (0), and Payments (0). Below this are buttons for 'Create Account', 'Create Invoice', 'Create Subscription', and 'Add Payment'. A bottom navigation bar includes links for 'Accounts', 'Invoices', 'Subscriptions', and 'Payments'.
- Right Panel:** Shows a 'General' tab for a 'Garden waste 001' subscription. It lists details such as Title, Subtitle, Icon, Colour (#4279BD), Collection (Live), Subscription type (Garden waste), Subscription number (001), Start date (11/07/2019), End date (11/07/2020), Value (£100), Status (?), and Assets (?).
- Success Message:** A green notification box in the center of the map states 'Success Created subscription successfully.'
- Bottom Bar:** Includes icons for editing, deleting, favoriting, and a menu, along with a 'MM' status indicator.



Any Workflow

The screenshot displays the ALLOY mobile application interface. On the left, a sidebar contains the following elements:

- ALLOY** header
- Home** button
- Workflows** section with a count of 10 and a settings gear icon.
- Create workflow** button
- Create schedule** button
- Workflows** list with a right arrow.

The central area features a map of a residential street grid. A workflow is visualized as a series of colored nodes connected by lines:

- A red node with a star icon.
- A green node with a plus icon.
- A blue node with a house icon.
- A purple node with a magnifying glass icon.
- An orange node with a square icon.

On the right, a panel titled "Last activity a few seconds ago" shows a "Create Item" button for "Street Lights". Below this, a "General" tab is active, displaying various configuration options:

- Design:** Street Lighting Job
- Collection:** Live
- Parent items:** Set from Trigger
- Parents link attribute:** Raised Jobs
- Fault Type:** Set from Street Lighting Fault...
- Status:** Issued
- Priority:** Urgent (P1)
- Team:** Street Lighting Team C
- Target Time:** Offset 2 hours
- Geometry:** Set from Street Lighting Fault...

The bottom of the screen features a navigation bar with icons for editing, deleting, favoriting, and a menu.



Any Budget

ALLOY

← Home

Budgets 4

Budgets 4

Budget periods 4

Create budget

Create budget period

Budgets >

Budget periods >

Street Lighting Budget ✕

Work budget

Period: Street Lighting 2019/2020

Status: Within budget

Start date: 31st March 2019

End date: 31st March 2020

£109900 / £200000

Job work items

Proposed Task Status	£48595	
Issued Task Status	£4480	
In Progress Task Status	£3550	
On Hold Task Status	£0	
Completed Task Status	£1275	
To Invoice Task Status	£0	
Invoiced Task Status	£52000	

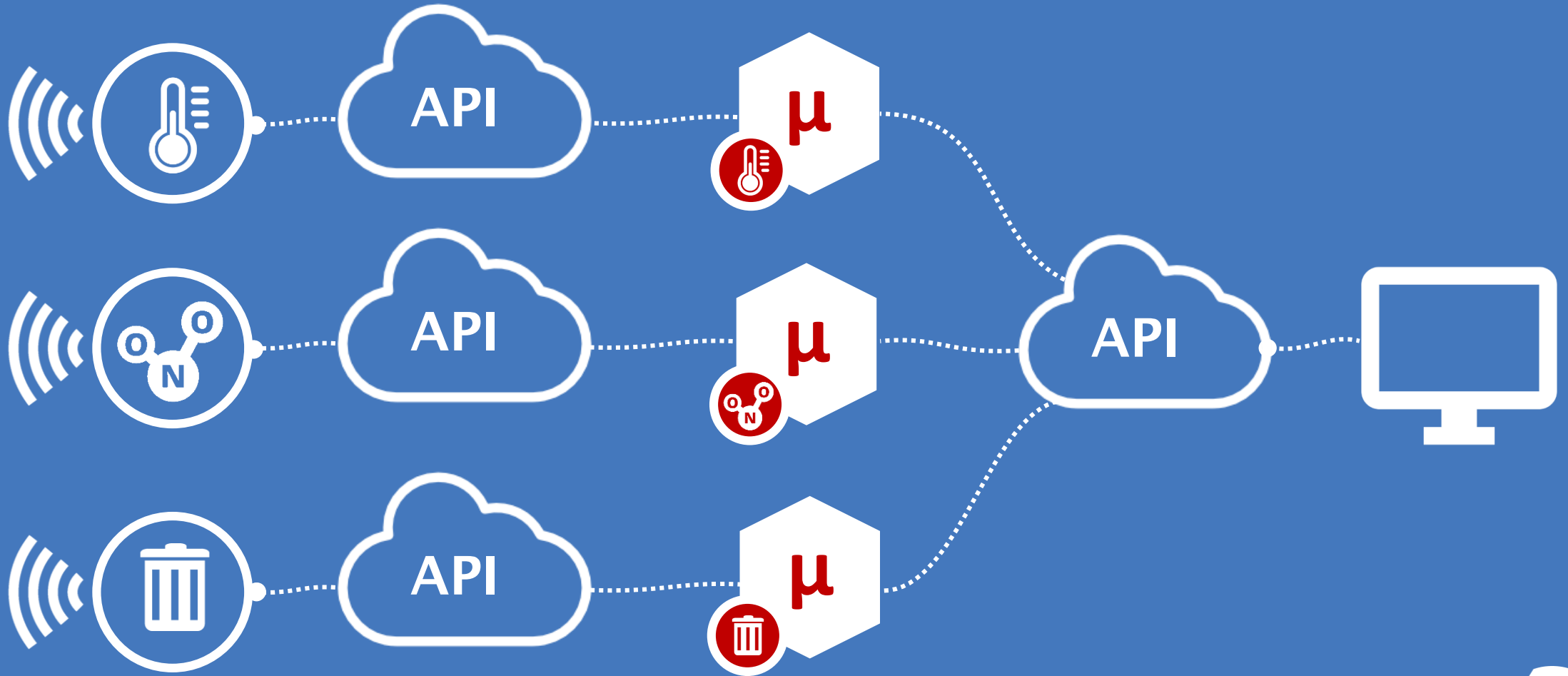
Search in "Budgets"

Budgets 4 results

- Carriageway Repair 2019 Budget
- GMGr19/20 Cyclical Mainten... Budget
- Street Lighting Budget Budget
- Playgrounds Budget

Y

From Silos to Sensors to Smarter Decisions



From Silos to Sensors to Smarter Decisions

The screenshot displays the ALLOY workflow builder interface. On the left, a sidebar contains a 'Workflow' section with a 'Sensor Trigger' icon and a 'Check' button. Below this, a 'Change to' section offers logical operators: 'Any', 'All', 'Is set', and 'Not set'. The main workspace shows a rule configuration: a 'Sensor Trigger' node followed by an 'all' node. The 'all' node is connected to four conditions: 'Recent Alert = true', 'Internal Temperature > 20', and two 'Count of Noise Sensor = 3' conditions. The 'any' node is also connected to the two 'Count of Noise Sensor' conditions. A 'Remove node' button is visible on the right. The bottom right corner features a confirmation checkmark icon.

ALLOY

Workflow

Edit workflow check

all All

Change to

Logical

Any

All

Is set

Not set

✓ Check

Check a rule based on the following attributes: Recent Alert and Internal Temperature

Sensor Trigger

all

Recent Alert = true

Internal Temperature > 20

Count of Noise Sensor = 3

Count of Noise Sensor = 3

any

+

+

Remove node

Last execution: Never

all All Node

Builder

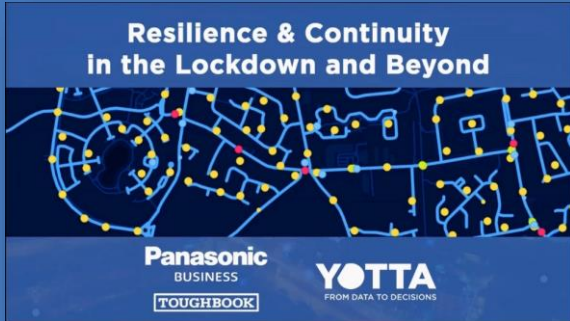
SP Sang_Phan



From Silos to Sensors to Smarter Decisions



Continue the Discussion



<https://bit.ly/yotta-resilience-webinar>



<https://bit.ly/yotta-green-spaces-webinar>



steve.white@weareyotta.com



07464 486735



Weathering the Storm in the face of the Covid19 Pandemic

Ian Brackenbury

Operations and Commercial Services
Manager

Warrington Borough Council



WARRINGTON
Borough Council

Warrington Waste

- Warrington has 94,960 residential properties
- Occupies a Geographical area of 70 square miles
- Operates an in house waste collection service
- Provides three Kerbside collection streams
 - Residual Waste – Black
 - Dry Mixed Recylate – Blue
 - Green Waste – Green – Chargeable
- Does Not have a Waste Transfer Station within the Borough



Warrington Waste

- Green Waste operates over 9 months
- Operate all Waste services on four day week
- 9.25 hours a day
- 92 FTE within Operational Service
- Historic High sickness levels
- Traditional use of Agency staff to support service
- Fixed term employees supports Green Waste



Covid

- Clear Fear within team in Feb / March
- Increased absence rates
- Rumour and speculation within workforce
- Discussions internally about the virus and impact
- Service identified as critical to residents
- Need to maintain service
- Ian's Army



Covid 19

- Clear strategy within the Council to maintain and support front line services
- Robust Risk assessments around role
- Screens Considered in RCV
- Reduced staffing levels from 3 in a cab
- Introduced a fleet of small vans to support
- Van allocated to driver
- Crews fixed where possible



Covid 19

- Considered staggered starts – to complex
- Job and finish – minimise contact
- High risk with regard RCV Drivers
- Stringent Cleaning Regime
- PPE
- Clear reporting channels
- Home Working
- Increased capacity with respect to Supervision



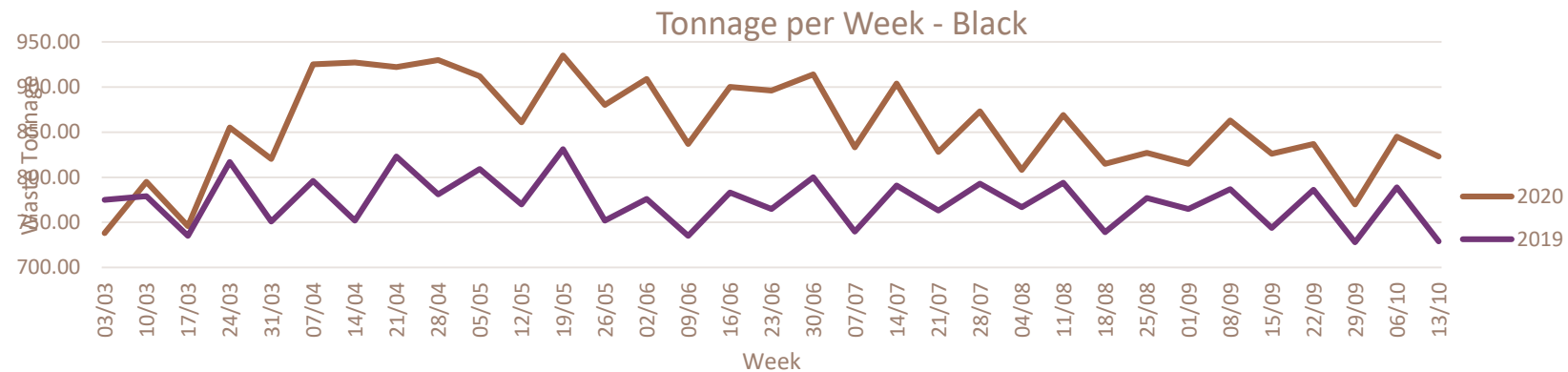
Covid 19

- Prior to test ability high staff absence
- Regular communication and support with TU
- Link and support from APSE
- Link and Support from Merseyside Waste Authority



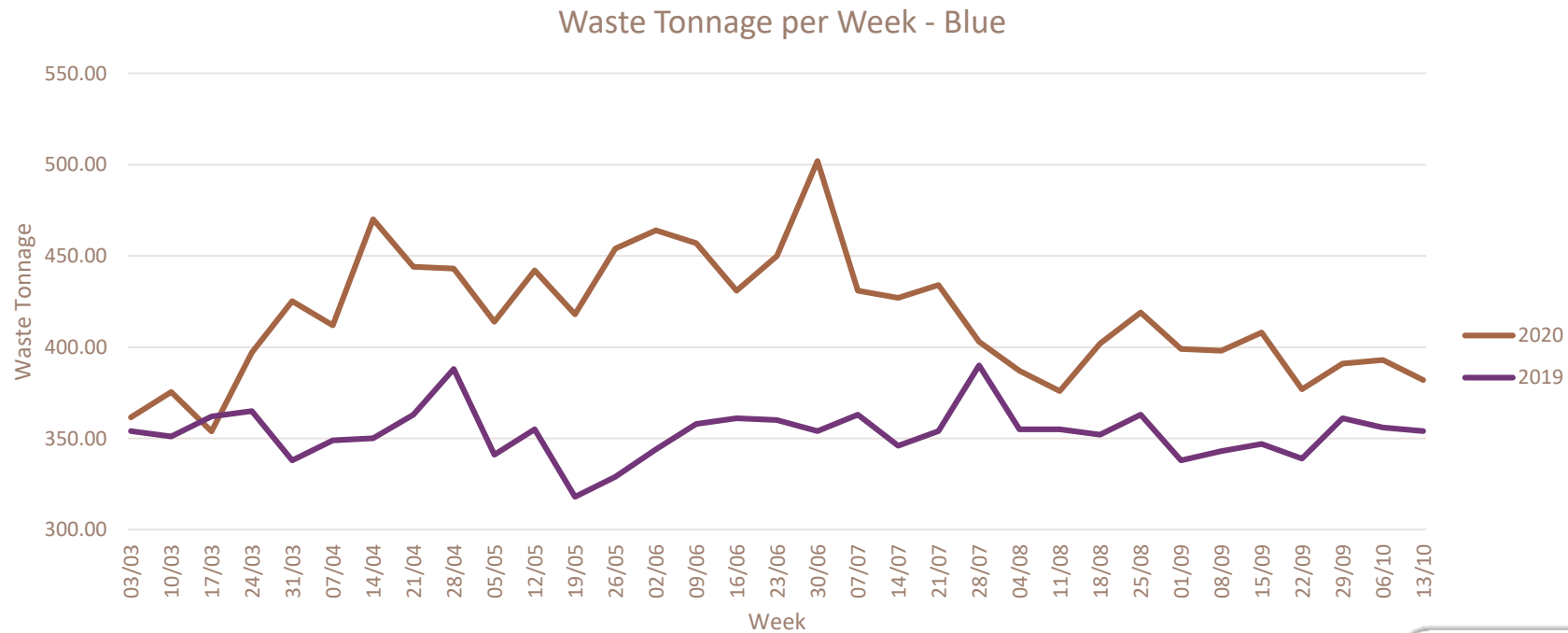
Covid 19

- Waste Volumes grew dramatically 10%
- At Peak 20% Growth over 100 tonnes per day



Covid19

- DMR Average growth 17%
- Peak Growth 45%



Covid 19

- Positives
 - Immense Public Support
 - Sense of Pride within Team
 - Recognition within Senior Leaders and Politicians and members
 - Union Support
 - 100% Collection Rate Maintained



Covid 19

- Challenges
 - Increased Cost – Funding The New Norm
 - Additional Staff
 - Additional Vehicles
 - Second Wave Much Greater impact

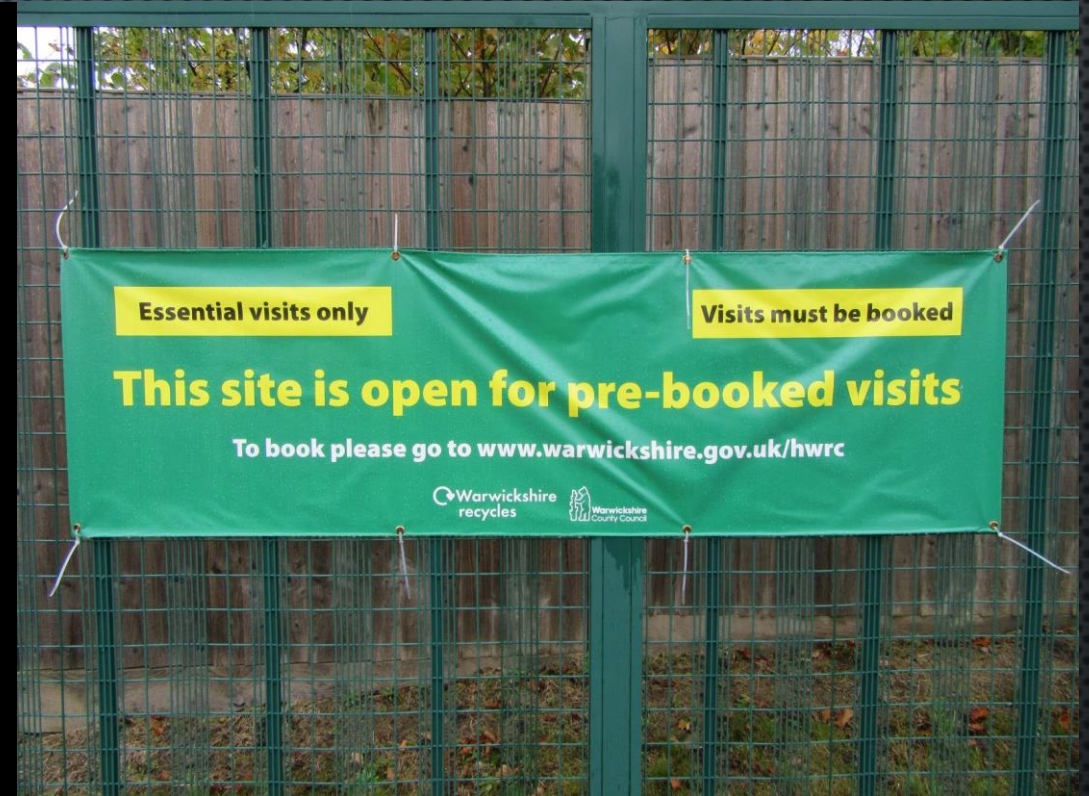


Warwickshire County Council Recycling Centres in 2020

Ruth Dixon
Waste Strategy and Commissioning Manager

Why the booking system option for WCC?

- 3 neighbours also planning booking
- Network of 9 sites, 8 operated in house
- Most on major roads on edge of towns
- Only one with a long approach road
- High quotes for traffic management
- Co-located transfer stations
- IT confident in the proposed solution
- Addressed staff concerns
- Elected members keen on solution
- District and Borough partners in the loop



How did we set it up?

- Online booking on Eventbrite platform
- 15 minute slots throughout the day
- Cars per 15 min from 4 – 14 cars
- Traffic management stopped after 2 weeks
- Meet and greet
- Began with 6 sites – nearly all materials
- Began with one visit per fortnight
- Added more cars per 15 min
- Added reuse shops and remaining sites



Challenges

- Communicating about reopening
- Keeping all parties informed
- Administering the system
- Dealing with enquiries
- People with no internet
- Inclement weather
- No-shows
- Introducing trailers



Most people like it

- Calm sites, happy staff
- Social distancing
- Communicate to manage expectations
- Overall availability more than demand
- Know when quiet periods will be
- Footfall 35% but material throughput 65%
- More data
- The goodwill has lessened, but continues

“I would like to thank very much the team that has organised the opportunity for people to use the recycling centre during these difficult times. The booking system is so easy to use and fair for all to pick a suitable time. The staff on site are so helpful and friendly. A really great service and thanks to all involved.”

How can the booking system aid resilience in an uncertain future?

- Sites can be closed or limit capacity
- Parking space numbers can change
- Inform customers of disruption
- Reduce or add in available materials
- Reminders to pre-sort and to cancel
- Can write to infringers of the rules
- Track and trace capability
- Ready for higher alert levels
- Ready for the post-Christmas rush
- Tested communications channels



A Cup of Inspiration & The Covid-19 pandemic

Bill Byfield
The Recycling Team
ODS



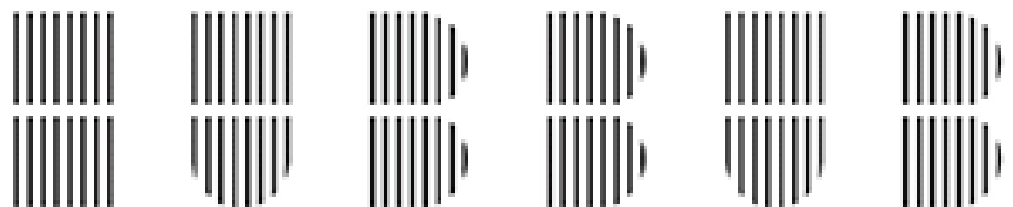
working
with

www.oxford.gov.uk



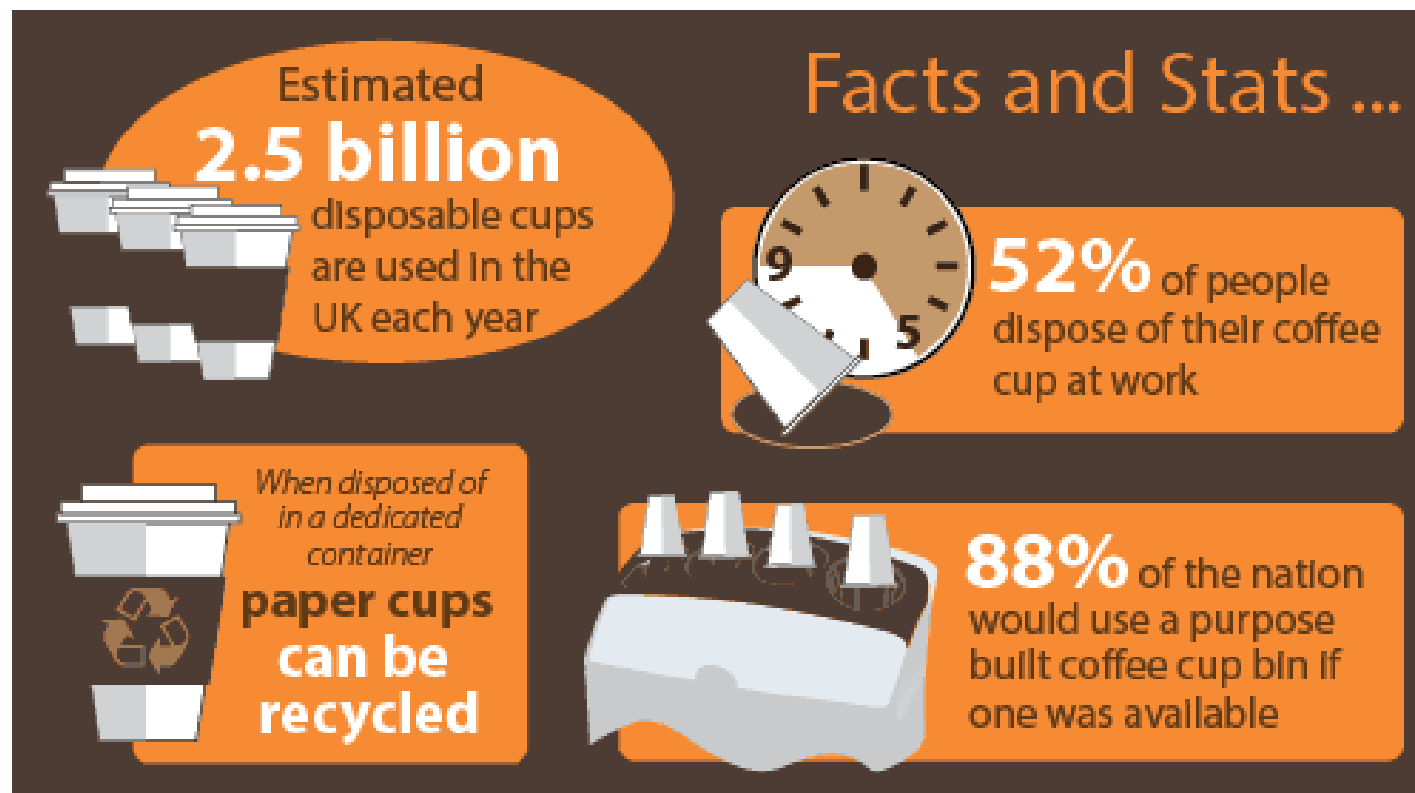
Background

About the Cup Fund



The facts about coffee cups

- Less than 0.25% of disposable cups are currently recycled
- There are over 50 different coffee shops in Oxford city centre alone
- Over 5% (by weight) of litter bin contents were coffee cups
- If just 50% of single use cups were recycled in Oxford's main high streets, we would collect 7.5 tonnes of cups every year



Not just coffee cups...

- Over 60% of litter bin contents was dry recyclables and food
- Less than 0.5% of street arising's are recycled in Oxford, despite an overall recycling rate of over 50%
- Recycling bins are already installed in Summertown, but are under-utilised
- On-street recycling was already on the project plan for the coming year

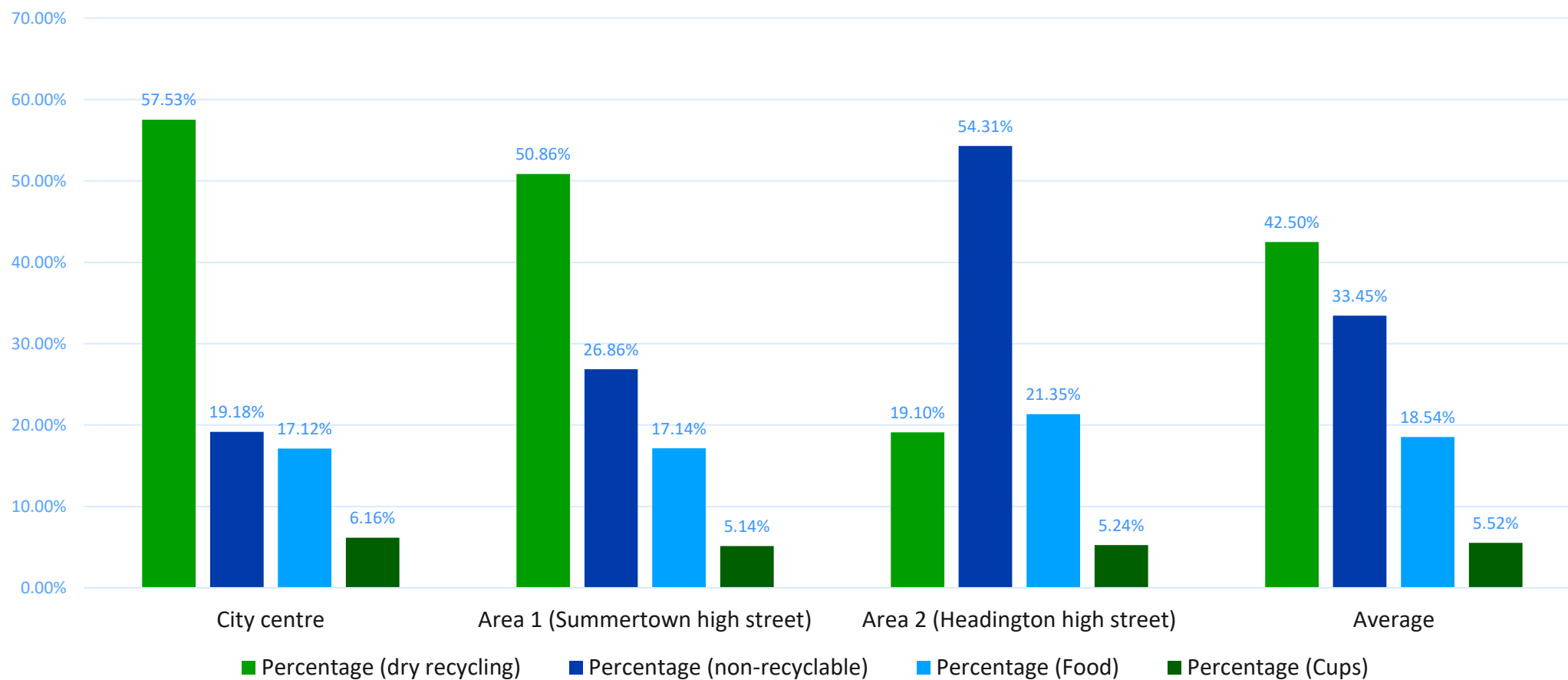


Learning about litter



The results

What was inside Oxford's litter bins?



Lessons from research

- People will use the closest bin to them when disposing of their litter
- People take a maximum of two seconds to decide which litter bin to use
- The best quality recycling comes from 'recycling points', not individually placed bins



Our bid

- 40 'recycling points' would be installed, across the city centre, Summertown High Street and Headington High Street
- Oxford Direct Services funded the recycling bins, but Hubbub would fund the coffee cup recycling
- It would start with 12 bins being installed in the city centre, as a trial, with 28 more being brought to the other areas in phases
- We aimed to recycle 650, 000 cups in the first year (based on 50% of cups thrown away being recycled)



Oxford Direct Services

The Oxford City Council will install 20 dedicated on-street coffee cup recycling bins in high footfall areas: ten in the city centre, four on Summertown high street and six on Headington high street. The project aims to recycle 6.35 tonnes of coffee cups, roughly equivalent to **650,000** paper cups in year 1.

Collection logistics

Challenges

- Oxford City Council is a waste collection authority – without its own waste transfer station
- It was not possible to run a separate crew just to collect recyclables
- We had to work with the County Council to arrange space to store recyclables
- Coffee cups were taken to two locations

Solutions

- 4 vehicles were modified to allow for separate storage of recyclables, including added safety features
- Agreement with Oxfordshire County Council for recycling disposal at Redbridge



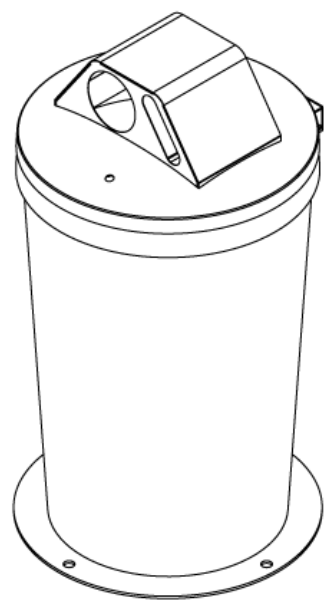
The Oxford bin

The specification

- 40 unique bins were needed
- They needed to be waterproof
- They needed to be durable
- They needed to be heavy and secure



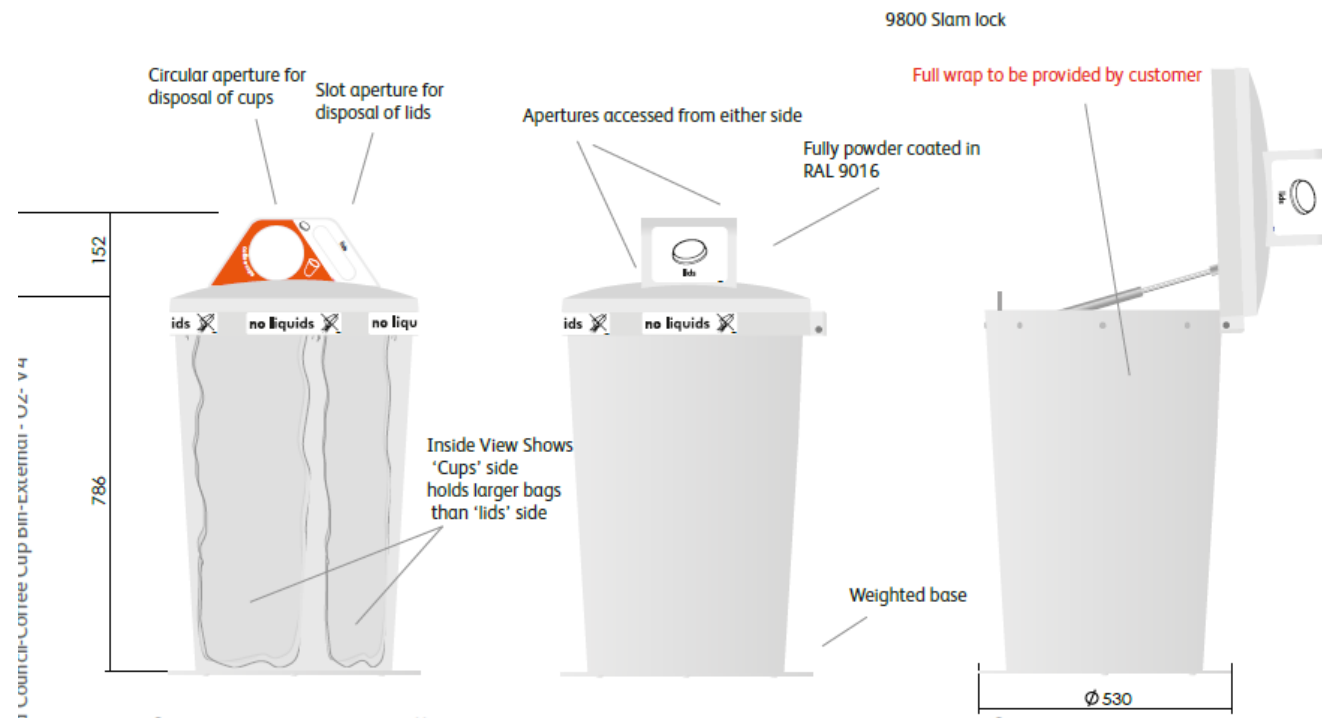
The design



Internal divider with sack retention frames



9800 Slam lock



What we got



- Waterproof design
- Durable and hard to move
- Capable of being wrapped with unique designs
- Looked like a cup
- Clearly labelled
- Colourful and eye catching

Partnership

Engagement

- Stakeholders (Councillors, Oxford Heritage etc) in all areas were engaged about bin locations and designs
- A planning application was made to Oxford City Council, because the bins were wrapped with art work
- Full area audits were carried out to locate bins in the best possible places, which were agreed with stakeholders before installation



Partnership working

Internal

- Project became joint-funded with Oxford City Council's Culture Team, who commissioned professional artists for the bins
- Worked closely alongside Oxford City Council communications, street cleansing, ODS communications and others

External

- Partnership was formed with the Westgate Centre, who have two coffee cup bins in their centre
- Worked closely alongside Oxford Heritage groups to factor in the impact on Oxford's historic city centre
- Private land managers were consulted on bin locations (for example at Gloucester Green market)

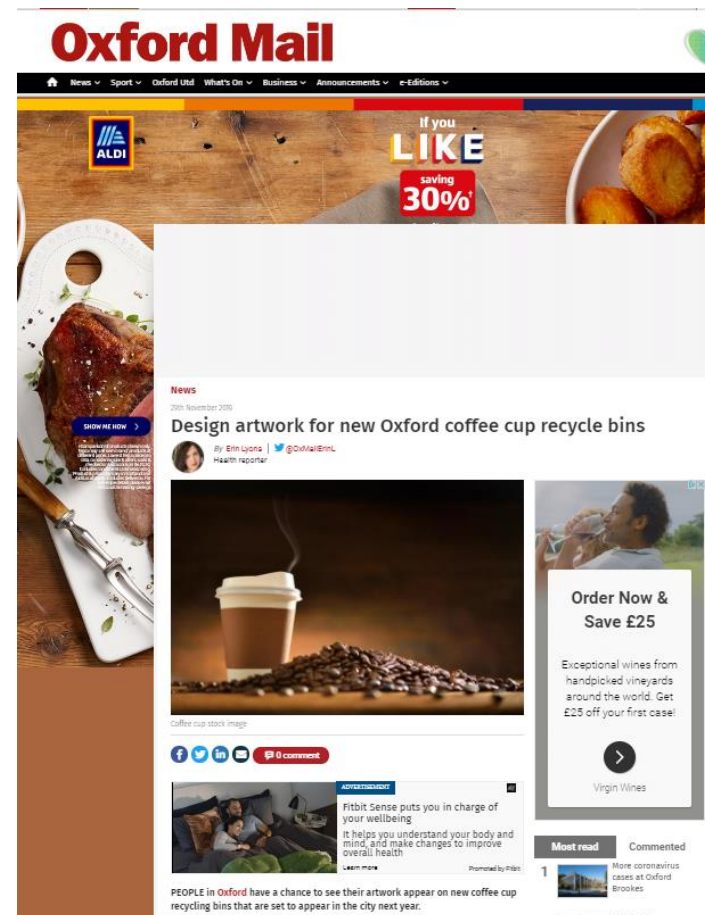
The competition

The criteria

- **Inspiration** – the likelihood that the design will inspire people to make positive changes in their habits to reduce their impact on the environment (e.g. encouraging people to reduce, reuse, repair, recycle, rethink, recover, refuse etc.)
- **Positivity** – the positivity of the message
- **Diversity and inclusion** – the ability of the design to reach and include the broadest range of people within Oxford's communities
- **Visibility** – how likely the design will draw the attention of the public to its message
- **Logistics** – how the design will work with the overall design of the bin including that it may be viewed at different angles

Engagement

- All schools in Oxfordshire were contacted
- Press release
- Sponsored social media posts
- Organic social media content
- Posters in community centres
- Dedicated web page
- Email newsletter
- Local newsletters
- Oxford Mail advert
- Universities contacted
- Professional 'call-out' made to artists
- Application form and terms and conditions



DESIGN

GET CREATIVE

COMPETITION

FOR OXFORD'S NEW COFFEE CUP RECYCLING BINS



INSPIRE

Encourage people to use our new coffee cup recycling bins with your winning design.

Entries close on 6th January 2020.

WIN

Your design on one of Oxford's new coffee cup recycling bins. Entries open to all Oxfordshire residents.

Visit our website below to find out more.

www.Oxford.Gov.Uk/ACupOfInspiration

acupofinspiration@oxford.gov.uk

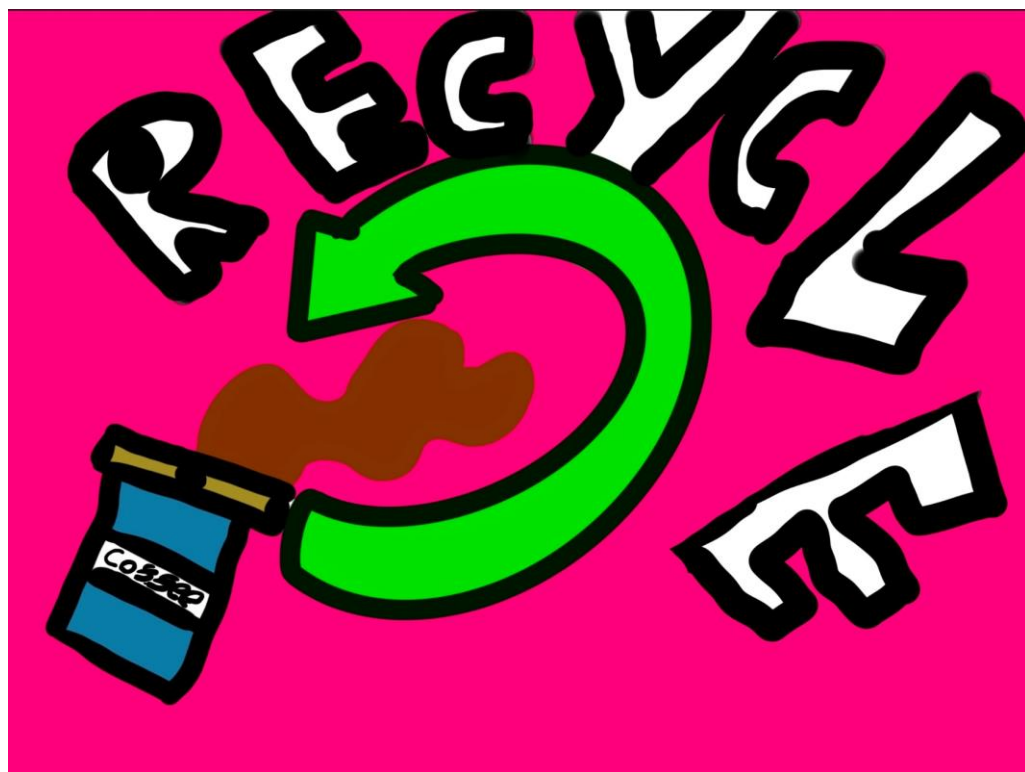


DESIGN
GET CREATIVE

COMPETITION

FOR OXFORD'S NEW COFFEE CUP RECYCLING BINS

The submissions – good and bad



Artists



Members of the public



#ReduceReuseRecycle 

There is hope in small beans
There is hope in street scenes
There is hope in recycling
There is hope in our dreams



Lessons learnt

- The more time you give, the better! Especially for schools to participate
- Make the terms simple and easy to understand
- Be flexible on how you receive your entries
- Maximise prizes!
- Avoid Christmas time!
- Allow people to be as creative as possible – they'll come up with some amazing things!

Oxford Mail


News Sport Oxford Utd What's On Business Announcements e-Editions

LEARN FROM ANYWHERE

News
18th February


Winners in Oxford city council's recycling competition revealed

By Gergana Krasteva
Trainee Reporter



0 comment

Advertisement



Fitbit Sense, hello holistic health tracking!
Looking to improve your lifestyle for the better? The Fitbit Sense will give you the tools.
Learn more Promoted by Fitbit

THESE crazy, colourful and creative drawings by children from across Oxford will soon be appearing on bins around the city.

Youngsters entered a competition run by Oxford City Council to design wrappings for the new recycling bins that will be just for single-use coffee cups.

NOISY RADIATORS?
Better Heating System
WATCH THE VIDEO
GRUNDFOS

Most read Commented

1 More coronavirus cases at Oxford Brookes

The launch

Getting the message out

- Councillors, all local media outlets and our MP were directly invited to the launch event
- 2 winners were invited to attend, and be interviewed by local media
- Press release and social media campaign gathered maximum public interest



The event



The results

- Features across all local TV news channels
- Video series filmed and published on social media
- Over 300 re-usable cups given out
- Over 400 people spoken to
- Numerous shares and mentions on social media
- Positive feedback and positive press across the board!
- Over 100, 000 people reached on social media throughout



Some of the mentions on social media



@Recycle4Oxford @ODS_doinggood We just missed the stall tonight, but we had fun spotting the bins (and telling people drinking coffee that they can use them 😂) They look great! 👍👤♻️



Paul Mcroft @PaulMcroft · Feb 25

Great initiative from @Recycle4Oxford. Good to see #Oxford still moving forward with #recycling.



Oxford Recycles @Recycle4Oxford · Feb 24

Our team member Laura explains why we've installed new coffee cup recycling bins ♻️ and how to use them.

You can talk to our team today until 6pm and then on Friday at Bonn Sq. Alternatively, just tweet us your question 📱

#reduce reuse recycle
#intheloop



Negative press

News

7th March

Single-use recycling scheme by Starbucks lambasted by Oxford locals



By Gergana Krasteva
Trainee Reporter

“Former city councillor Tony Brett said he was anxious the scheme would teach youngsters bad habits and condone climate damaging behaviour.

Mr Brett, who works at Oxford University, argued that the city council should have introduced more drastic measures by banning cups instead of recycling them.

He said: “Councillors are doing good work, however, they are not tackling the root cause of the problem.

“Instead of dedicated recycling bins, they should ban single-use cups all together or introduce a large tax on businesses who still use it.””

Social media post examples



Oxford City Council

Published by Laura Baughan [?] · 21 February ·

The new on-street coffee cup recycling bins are here! ☀️ They will be installed this weekend ready for the launch at Bonn Square on Monday ☀️ Check out some of the inspirational designs below ☀️ #acupofinspiration #InTheLoop Hubbub



7,598

People reached

784

Engagements

Boost Unavailable

You, Andy Proper and 119 others

17 comments 32 shares

Love

Comment

Share

Most relevant



Write a comment...



Brilliant. Well done. Let's hope people use them ☺️

Like · Reply · 5w



For Headington too!

Like · Reply · 5w



"Most relevant" is selected, so some replies may have been filtered out.



Author

Oxford City Council Don't worry Della, Headington is coming soon!

Like · Reply · Commented on by Bill Byfield [?] · 5w



View 1 more reply



Love these ❤️

Like · Reply · 5w



Oxford City Council

Published by Tony Ecclestone [?] · 3 March at 16:00 ·

Competition winner Lana Al Shami talks about her competition winning design for our new single-use coffee cup bins



3,549

People reached

566

Engagements

Boost Unavailable



Sally Byfield, Joan Mansfield and 28 others

7 shares



Oxford City Council

Published by Laura Baughan [?] · 24 February ·

The Recycling Team are up bright and early ready for the launch of Oxford's new on-street coffee cup recycling bins today! ☀️ Come and see them at Bonn Square from 8am to get a free reusable cup for your early morning coffee! ☀️ ❤️ #acupofinspiration #InTheLoop



3,211

People reached

80

Engagements

Boost Unavailable

You, Andy Proper and 29 others

3 shares

Like

Comment

Share

The results of the trial

What we learned about on-street recycling

- Street recycling has an average of 30% contamination, higher on weekends
- Quality of 'day time' recycling was many times better than the quality of 'night time' recycling
- Contamination was higher on weekends, particularly Sunday mornings. The contents of every single bin had to be tipped as normal litter
- Most of the waste still went into the normal litter bin, even when the bins are all next to each other
- A lot of time needs to be invested into training staff properly

The project

- Residents responded well to the idea overall. The organic social media posts were some of our most popular ever!
- The community will come up with some fantastic ideas and messages when given the license to do so
- Some residents responded badly to the colourful bins in the historic city centre, but these were an overwhelming minority
- Our most common complaint was that we were 'encouraging single use cups' – even though we focussed on waste reduction and re-use as key messages

If we were to do this again, what would we change?

Covid-19

How it affected the project

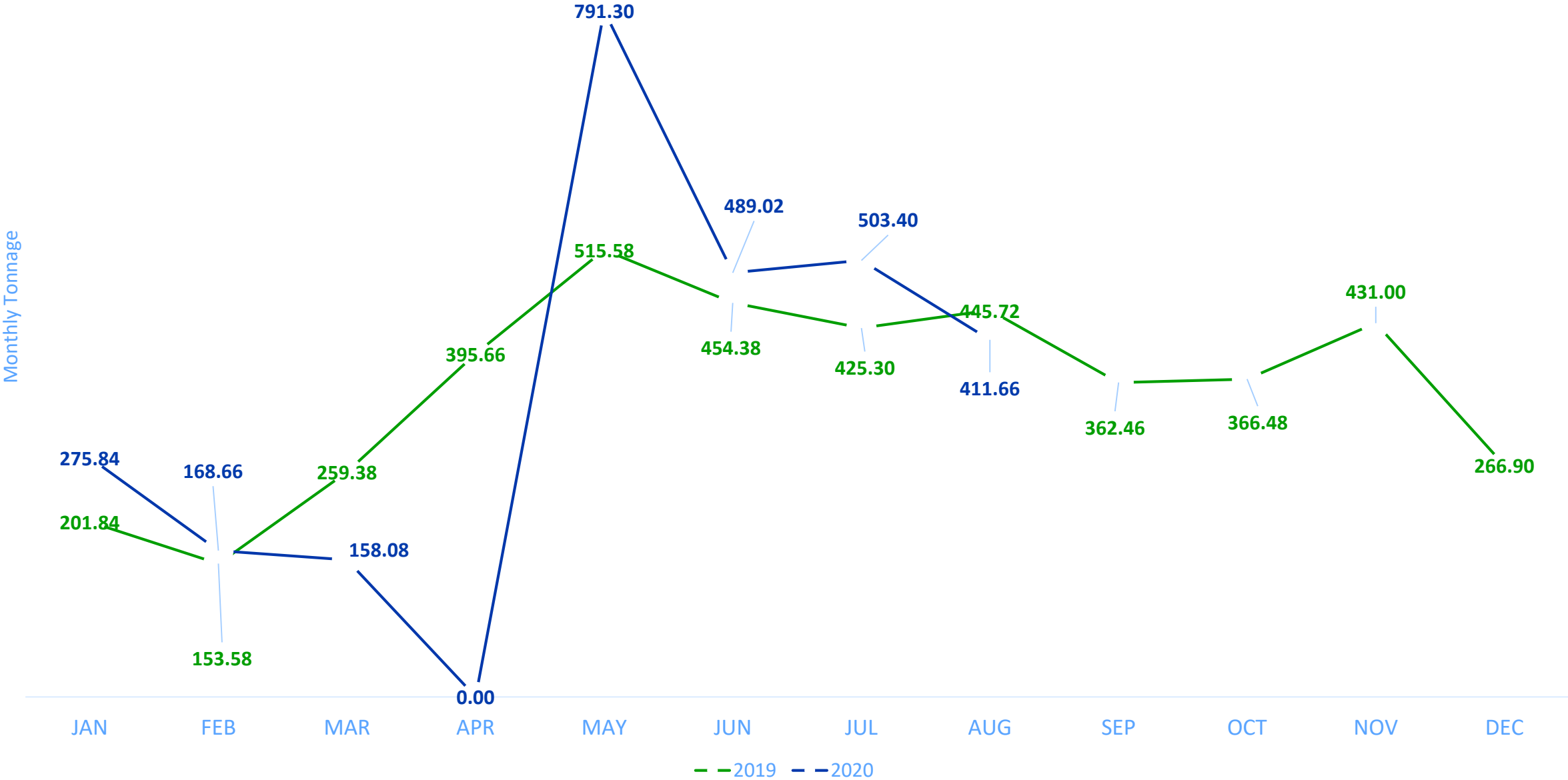
- Coffee cup collections were immediately suspended by the contractor, without a single collection being completed. This means we're short of data
- We've still not collected enough good quality mixed recycling to warrant a collection – so we don't know how much we've gathered.
- Contamination rates actually got higher during lockdown
- Coffee cup and street recycling bins had to be removed from the street shortly after lockdown, and have only just been replaced
- Resources are still severely reduced, meaning that the next two phases of the project (Summertown and Headington), are unlikely to go ahead any time soon
- We're going to have to reduce the scope of the project to make it work going forward

What we've learned from Covid-19 overall

- Our ways of engagement are no longer fit for purpose
- There's a lot we still need to learn about maximising online engagement – **it's more important than ever!**
- It's brought inefficiencies in our service to light which we've been able to address, and we're better for it
- Our street arisings are still lower than ever – even after lockdown, but the workload is higher
- Working from home brings new sets of challenges!

How Covid-19 affected our performance

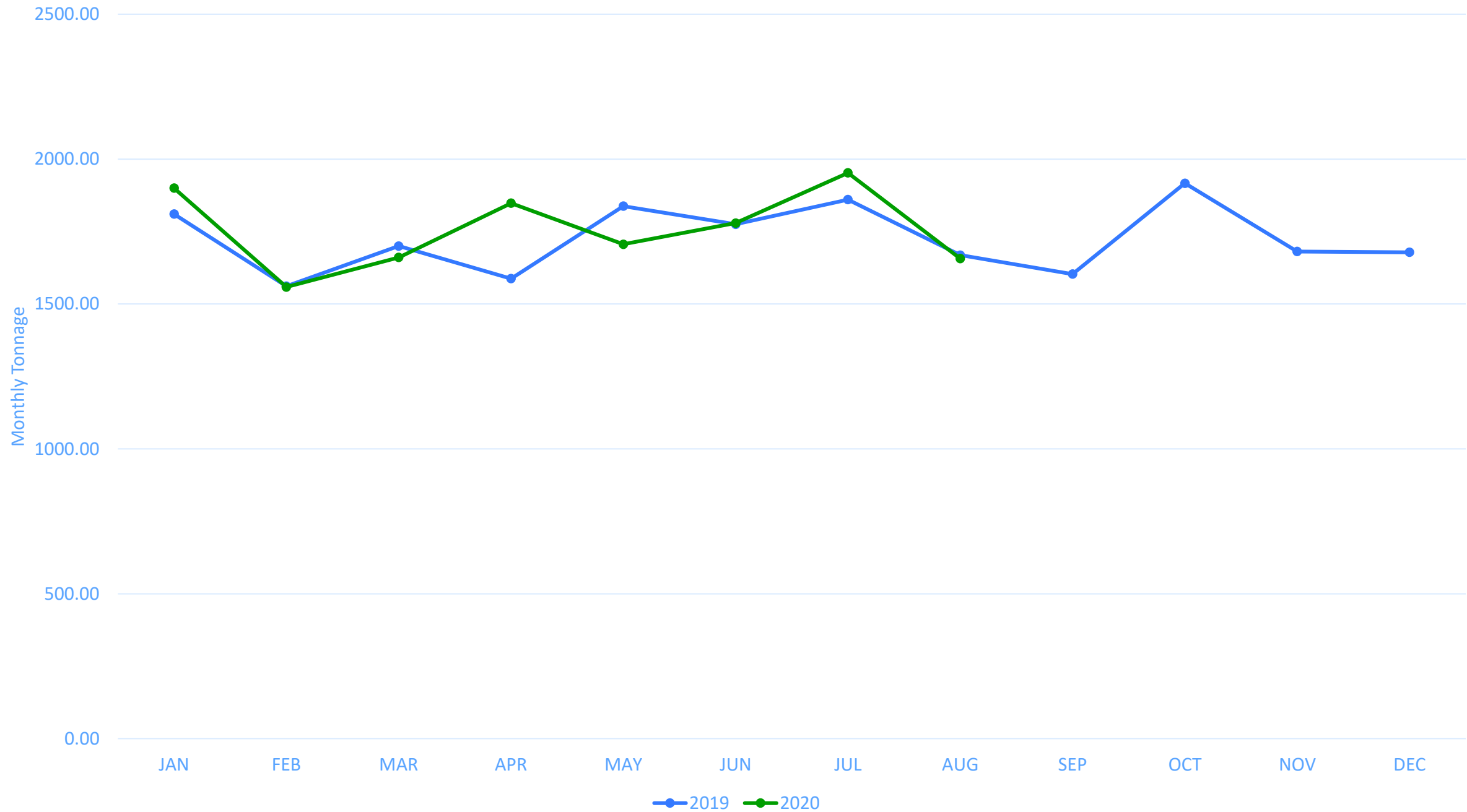
GARDEN WASTE 2019 VS 2020



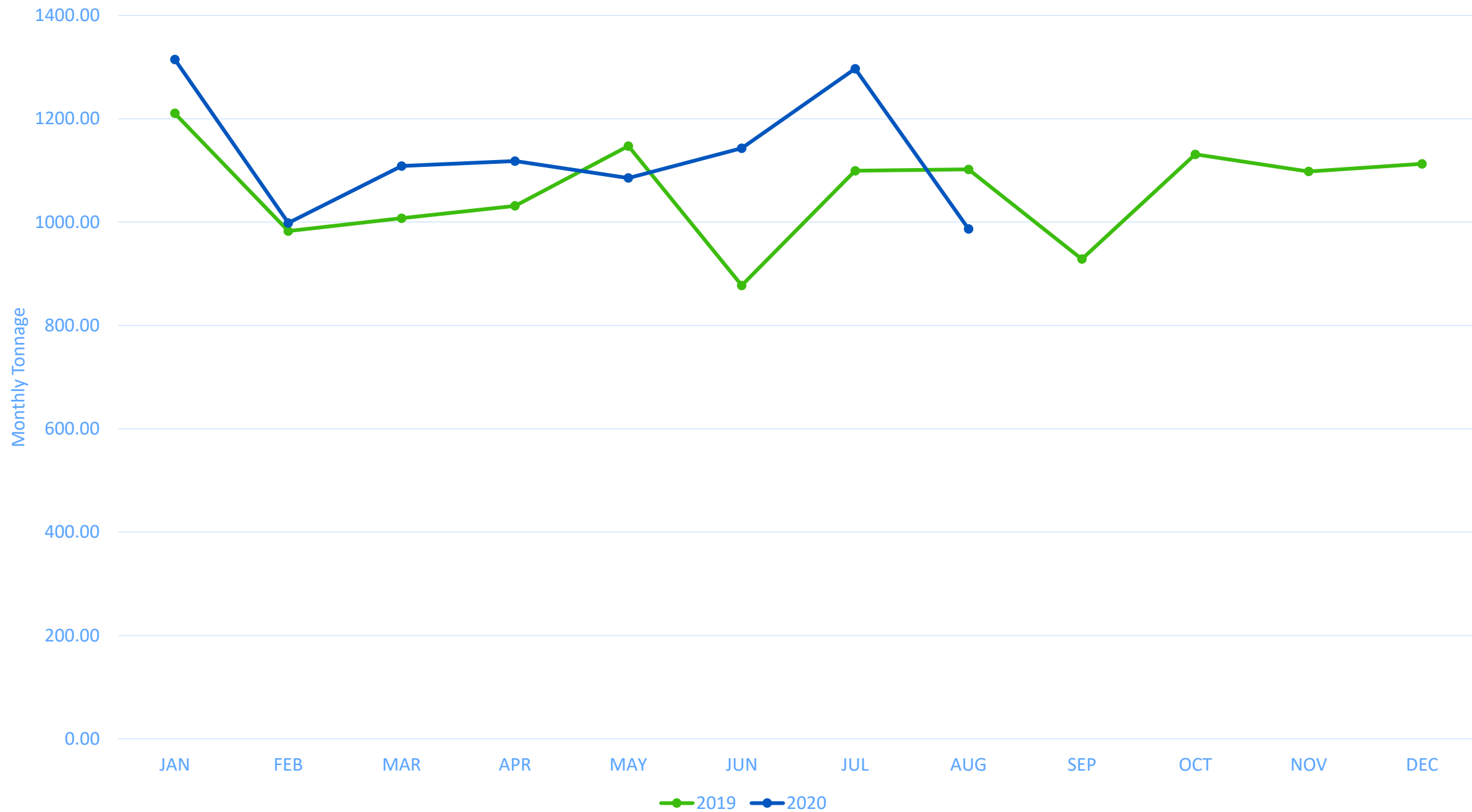
RESIDUAL WASTE PER HOUSEHOLD (BY MONTH): 2019 VS 2020



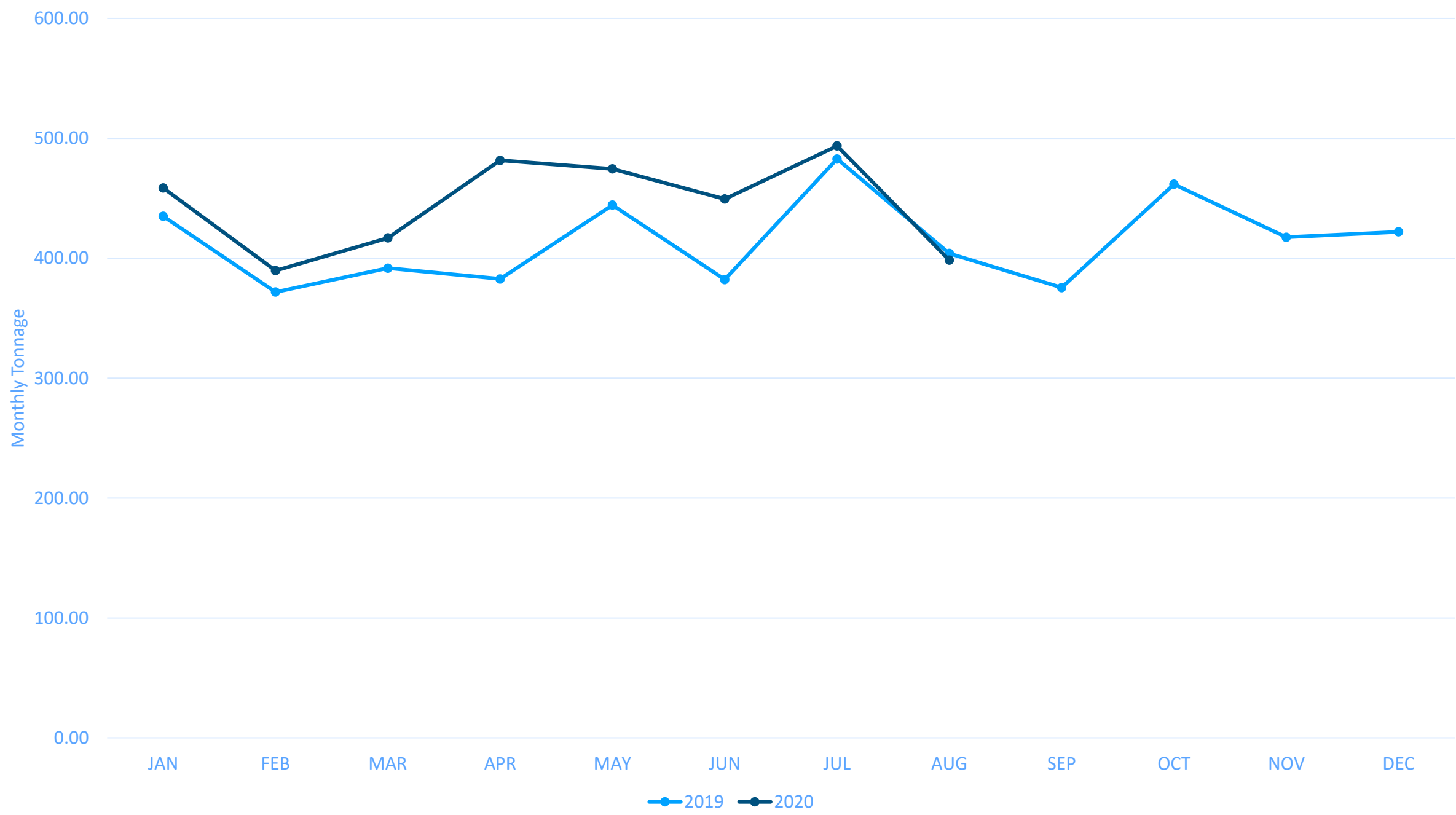
Domestic Refuse 2019 vs 2020



Domestic Recycling 2019 vs 2020



Domestic Food 2019 vs 2020



Thank you for listening!

Comments or questions?

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