



APSE Presentation

Fife Council – Waste Operations

From Paper to Digital

Fife Council's Digitisation of Street Cleansing

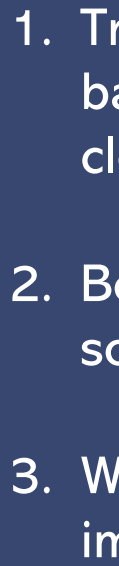
whitespace
work|software





- Every week around 186,000 properties receive a bin collection service, (4 x waste streams: Landfill, Cans & Plastics, Food & Garden Waste and Paper & Cardboard)
- 27 x 26t front line RCVs and 3 x 16.5t RCVs– Rural & Hard to Access – Approx 240 employees
- Twin shift system (Day shift 06:00 – 13:42 & Back shift 13:18 – 21:00)
- 21 Ward based Street cleansing teams working 07.45-16.00 (Approx 200 employees)
- Service over 13 million bins and sweep 16,500 streets each year

Today's Presentation

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1. Transitioning to a new digital back-office system for street cleansing
 2. Benefits of this new digital solution
 3. What are the next steps to improve the service further?



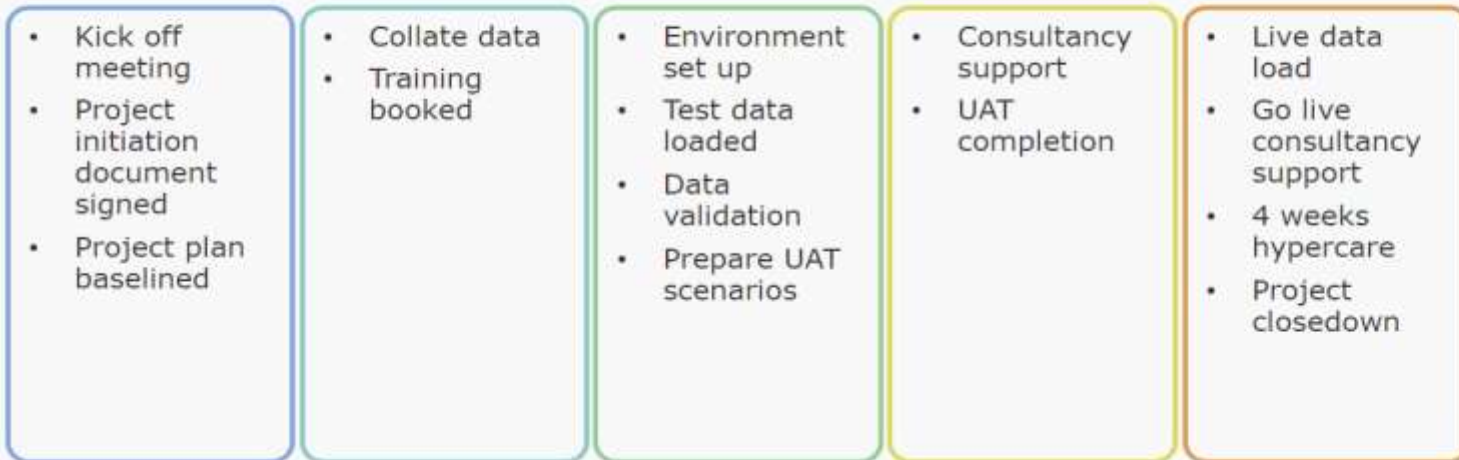
- The existing processes for managing the street cleansing function were very manual and paper based.
- There was no centralised system to manage the data.
- There were differences in the way different areas operate so performance was difficult to measure.
- Digital Solution was already being utilised in Domestic Waste
- Extending Solution to Street Cleansing next logical step

- A centralised system to manage all data, digitally
- More effective asset management
- Partially automated job commissioning
- Intelligent and efficient day to day resource deployment
- Standardised ways of working across Fife
- More responsive service delivery





Project management and customer change management →



Move to business as usual

Whitespace Implementation – Data Collection Template

	Data to be Collected	Data Source
BINS	Confirm Frequency of Each Bin	Litter Bin Gazetteer and Operations Staff
	If Emptied More Than Once Per Week – Capture Which Days	Operations Staff
	If More Than One Bin in a Street – Capture Further Description to Help Identify Location on List Screen	ArcGIS / Google Street View / Operations staff Account Site tab – Col B
STREETS	Confirm Any Missing Streets AND Paths from List for Ward / Area	Operations Staff
	Confirm Frequency of Cleansing of Each Street (e.g. Dailies, Weeklies etc)	Operations Staff
	How Long Does it Take to Complete Whole Route Currently	Operations Staff
	How Long Will it Take to Complete Whole Route to LEAMS standards	Operations Staff
	Are Chargehands and Their Teams Allocated to Specific Wards?	Operations Staff
	Schedule / Frequency for Verge Teams	Operations Staff
	Schedule / Frequency for Recycle Points (or Uplift Team)	Operations Staff
	Schedule for Hire Sweepers (Pavements) – if these are staying	Operations Staff

- General Street Cleansing
- Broken Glass
- Chewing Gum Removal – possible addition for future inclusion
- Collect Litter Pick Bags
- Complaint Street Cleansing – slight change to current process
- Dead Animal Removal
- Dog Fouling
- Litter Bins – Empty, Repair, Install, Clean
- Fly Posting Clearance
- Fly Tip – Removal, Report
- Gritting
- Road Signage Uplift
- RTC Clearance
- Sharps Removal (or Needle?)
- Spillage Clearance – By Spillage type
- Compliment Street Cleansing
- Sand Removal
- Abandoned Shopping trolleys

Project Timescales

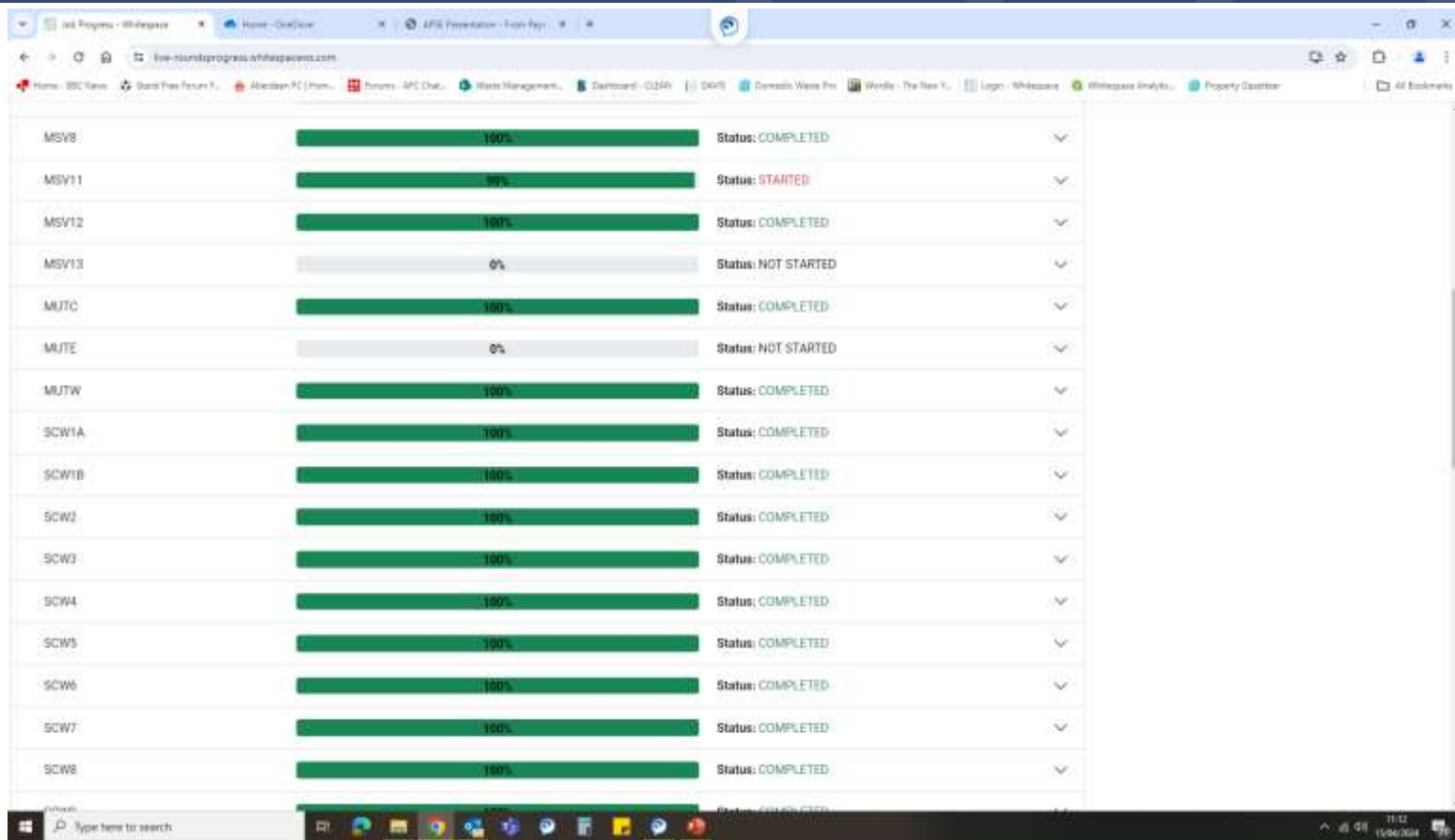
UAT system built and upgraded	Mid January – Early February 2023
Mun User Acceptance Testing	Early February – End February 2023
Live system built	7 th March 2023
Data Transition Period	7 th March – 14 th March 2023
Go live (Mun)	14 th March 2023
Workshops	End January – End February 2023
1 st data load	20 th March 2023 - Data template needs to be provided to Whitespace by 9 th March 2023 (one week of validation)
2 nd data load	26 th April 2023 - Data template needs to be provided to Whitespace by 14 th April 2023 (one week of validation)
Live data load (<i>amalgamation of DL1 and DL2</i>)	9 th May 2023 (from 4pm – Live site will be taken offline)
User Acceptance Testing Training	W/C 20 th March 2023
Env User Acceptance Testing	24 th March – Early May 2023
General / Super User training	End March – Mid April 2023
Go live (Env)	16 th May 2023
Env Analytics deployed	Early June 2023

The screenshot displays the 'Job Progress' dashboard in the Whitespace work software. The interface includes a navigation menu at the top with options like Account, Progress, Ad Hoc, Scheduled, Management, Financial, Wizards, Reports, Roles, and Help. A user is logged out as Alexander Anderson. A filter is applied to the job list, showing only 'Scheduled' services. The job list table has columns for Round Progress Display, % of jobs completed, and Status. The jobs are listed as follows:

Round Progress Display	% of jobs completed	Status
4X4CH	0%	NOT STARTED
4X4CR	100%	COMPLETED
4X4RE	100%	COMPLETED
4X4WH	100%	COMPLETED
4X4WR	100%	COMPLETED
MSV1	100%	COMPLETED
MSV2	100%	COMPLETED
MSV3	100%	COMPLETED
MSV4	100%	COMPLETED
MSV5	100%	COMPLETED
MSV6	100%	COMPLETED
MSV7	0%	NOT STARTED

Whitespace –
Live since May 2023

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Whitespace – Live since May 2023

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The screenshot shows a web browser window displaying a progress dashboard. The browser's address bar shows the URL 'live-mundiprogres.whitespace.com'. The dashboard contains a table with the following data:

Item ID	Progress	Status
SCW9	100%	COMPLETED
SCW10	100%	COMPLETED
SCW11	100%	COMPLETED
SCW12	100%	COMPLETED
SCW13	100%	COMPLETED
SCW14	100%	COMPLETED
SCW15	100%	COMPLETED
SCW16	100%	COMPLETED
SCW17	100%	COMPLETED
SCW18	100%	COMPLETED
SCW19	100%	COMPLETED
SCW20	100%	COMPLETED
SCW21A	100%	COMPLETED
SCW21B	100%	COMPLETED
SCW22A	100%	COMPLETED
SCW22B	100%	COMPLETED
SRW9	0%	NOT STARTED

Whitespace – Live since May 2023

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Project ID	Progress (%)	Status
SCW21B	100%	COMPLETED
SCW22A	100%	COMPLETED
SCW22B	100%	COMPLETED
SRW9	0%	NOT STARTED
SRW10	100%	COMPLETED
SRW11	0%	NOT STARTED
SRW12	100%	COMPLETED
SRW13	100%	COMPLETED
SRW15	100%	COMPLETED
SRW19	0%	NOT STARTED
SRW20	0%	NOT STARTED
SRW22A	0%	NOT STARTED
SRW22B	100%	COMPLETED
VerC	100%	COMPLETED
VerE	100%	COMPLETED
VerW	100%	COMPLETED



Digitisation

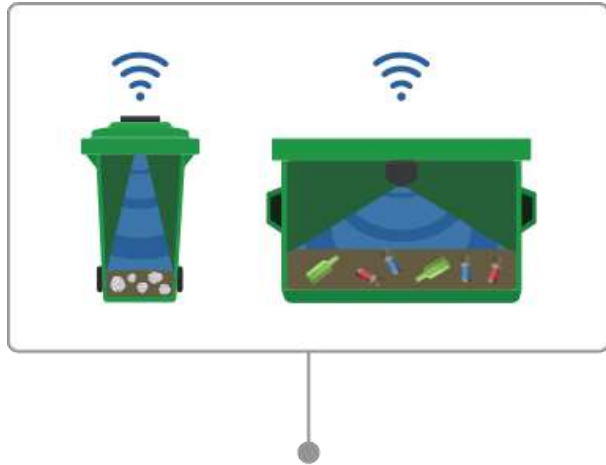


Management Control



Customer Service

Smart Bins



What3Words



Automation



Client Recommendations for a successful digitisation project:

1. Data is key
2. Once you have the data, use it
3. Buy in from the frontline staff





Thank You

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