



**Integrated Skills**



# Tools to Help Local Authorities Engage with the Public

Stuart Henshaw,  
Business Development Director



# Tools to respond to Performance Improvements in the Government Strategy

- ☀ Responding to the “consistent set of recyclable materials from homes” - 2019
- ☀ Composting and Recycling rates need to go up
  - ☀ 50% recycling rate by 2020
- ☀ Deposit Return Scheme 2023 – 4 years time – plastic up, or down?
- ☀ Mandatory Food Waste Collections 2023 – 4 years time – fleet renewals 6/7 year cycle Food pods v food vehicles?
- ☀ If all packaging recyclable by 2025
  - ☀ more recycling – less residual



# Integrated Skills

Specialists in Waste Management and  
Route Optimisation  
**Business Partnerships:-**

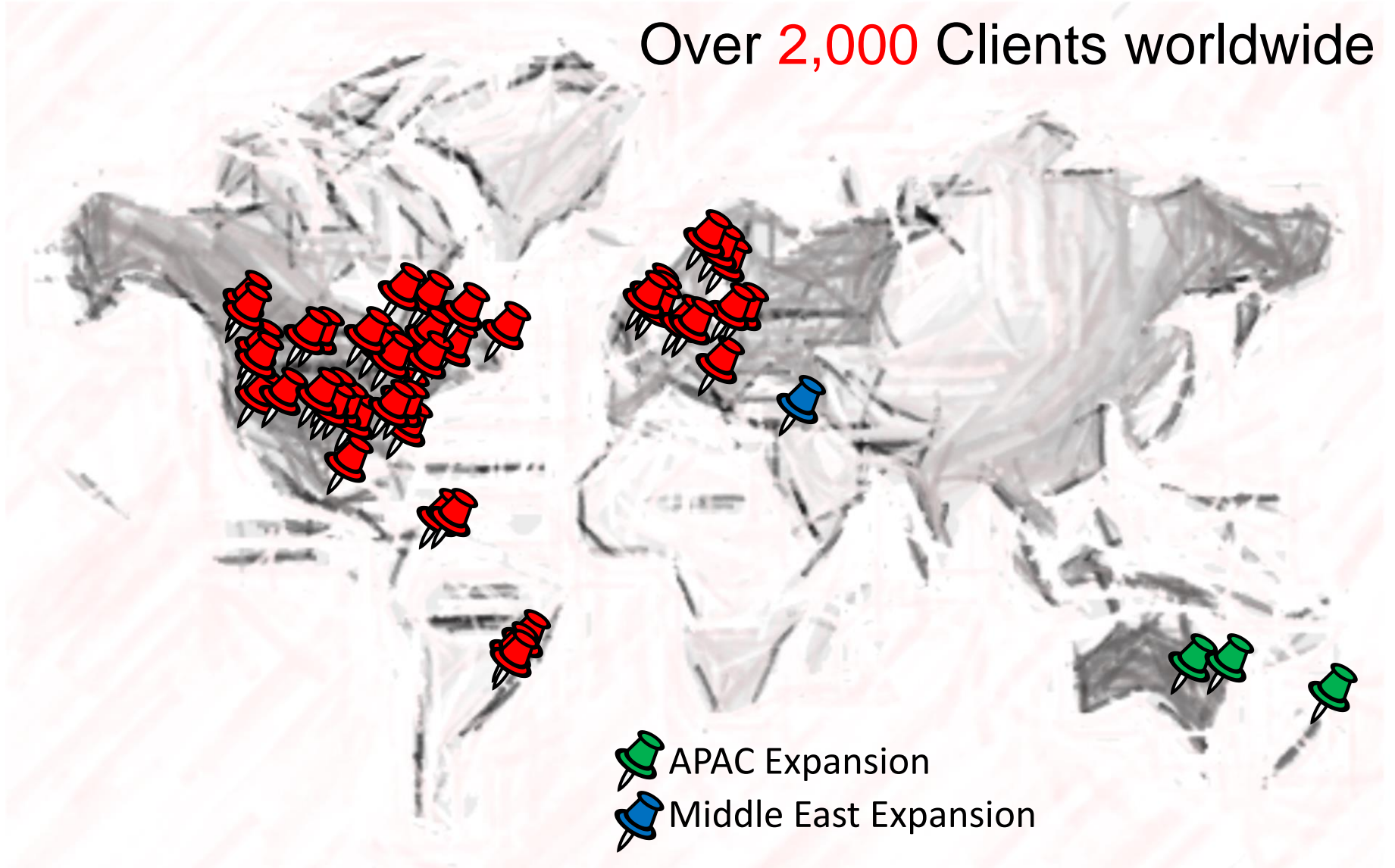


Offices in Northern Ireland, Southampton, Leeds, Leicester, Guernsey



# RouteSmart World's Best-selling High Density Routing Software

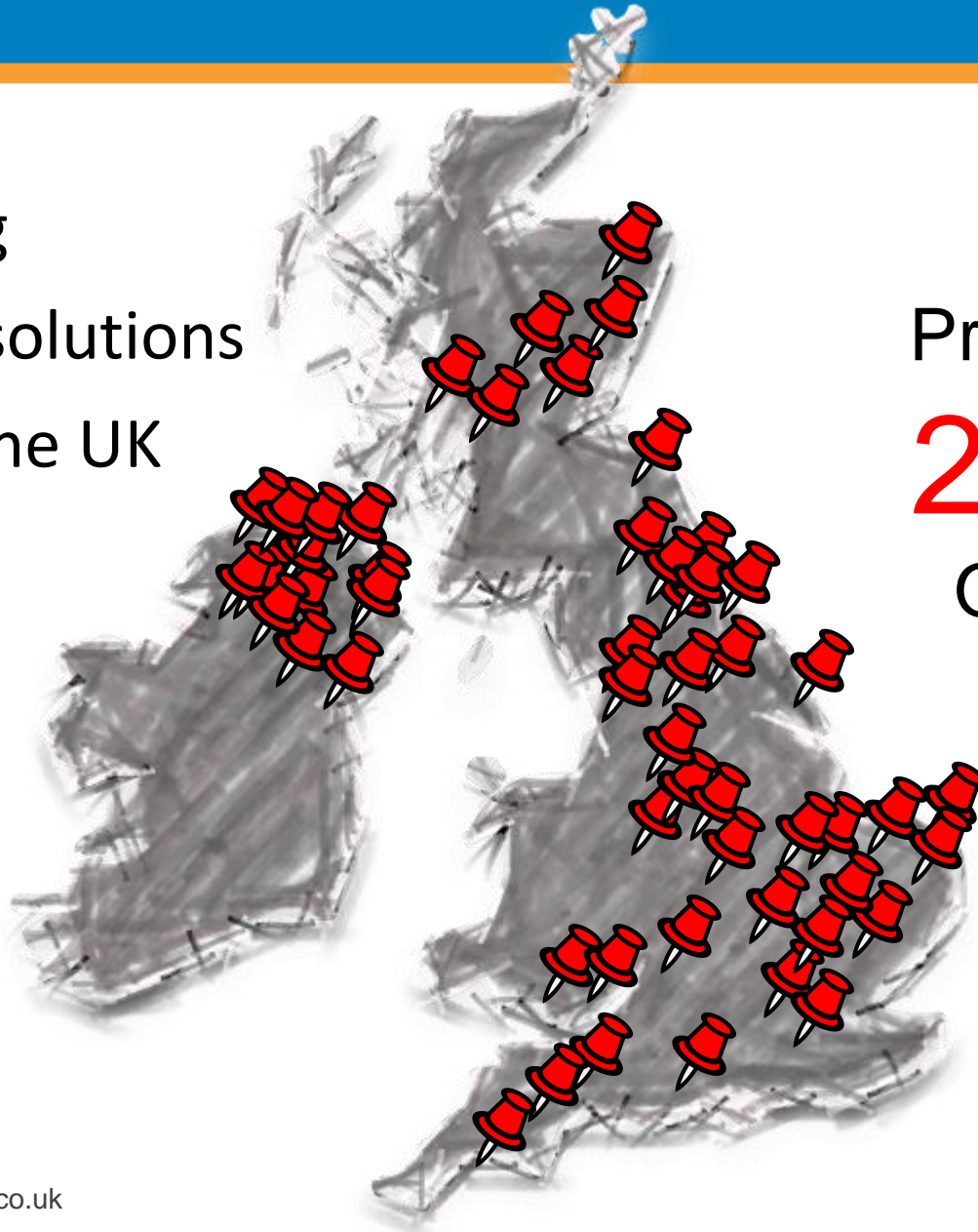
Over **2,000** Clients worldwide



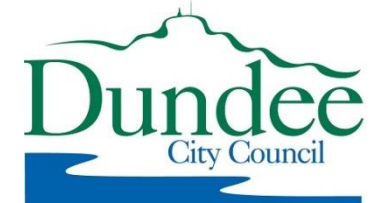
# Over 90 local authority clients

Providing  
Routing solutions  
around the UK

Provided over  
**200** Route  
Optimisation  
projects



# Examples of our Clients



# 'Service Quality' Workshops 2017











- **Customer satisfaction** in refuse collection and street cleansing is **low**
- **Complaints are high, due to reported missed collections**
  - Bin locations not easily identified by crews
  - Assisted collections missed
- Perception of “missed collections”
  - reported before collection has been attempted
  - Access problems (e.g. parked cars) requiring part-routes to be delayed
  - Complaint raised before shift window has ended
- **Keeping collection information up to date** and live on the Council website is difficult and slow. General information (street based) rather than customer / **property specific**
- Number of **complaints** is **high**. 48% involve a telephone call to the Contact Centre, 43% an email - Waste & Cleansing **don't have the real-time information to validate or defend complaints**. *Default is to accept and react, potentially incurring unnecessary cost*
- **Public information** PDFs of calendars are **resource intensive** to create and are quickly out of date and **communicating with the public is difficult**



# Helping to provide high quality service

## Raising and maintaining service quality & communications both internally and to the public through Connected Technologies









-  Contact is easy
-  Providing services people need/like
-  Provided regularly and reliably 'as expected'
-  Public know what and when to expect the service
-  Authority is responsive
-  'More' information is available about the service they receive
-  Public are told if something will not happen or about changes
-  Performance indicators





# Helping to provide high quality service

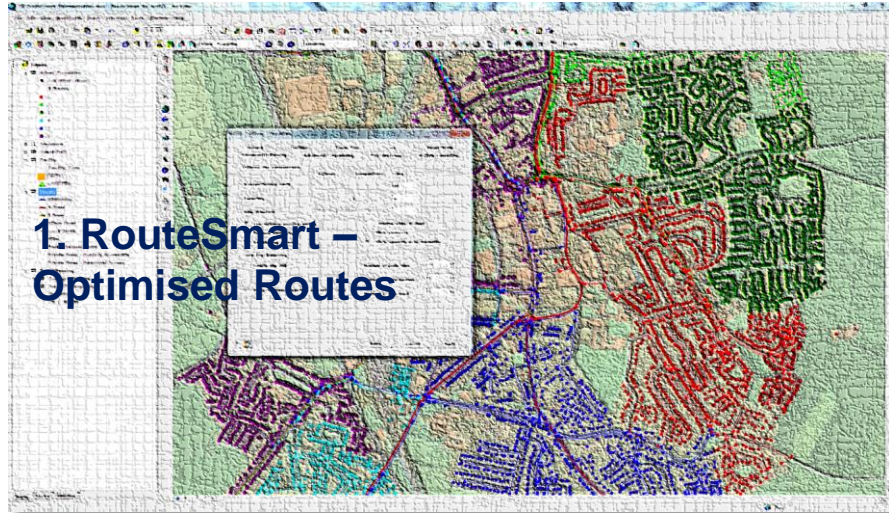
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**Communication is a major part of public perception of quality services**

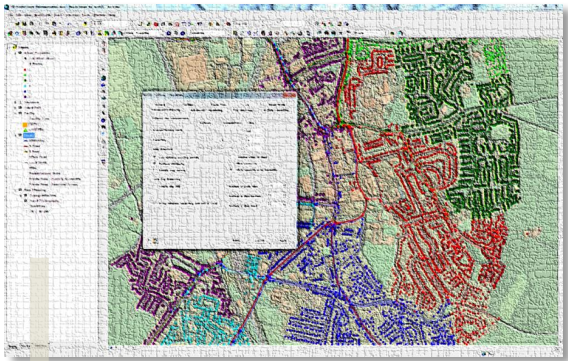


# The Integrated RouteSmart Solution

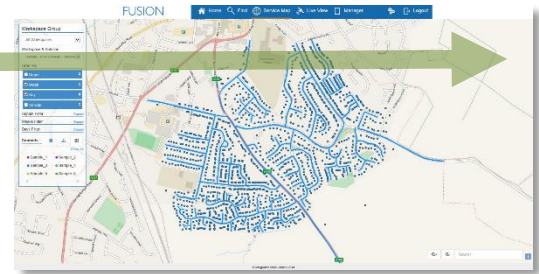


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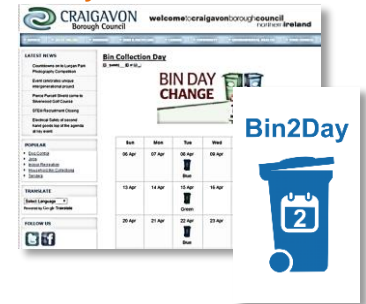
## RouteSmart Optimised Routes Designed



Routes previewed/  
published to **FUSION** web-  
viewer, address look-up –  
unlimited internal use



Public Access to **Service Calendar**  
via Council website or **smartphone**  
app **Bin2Day**

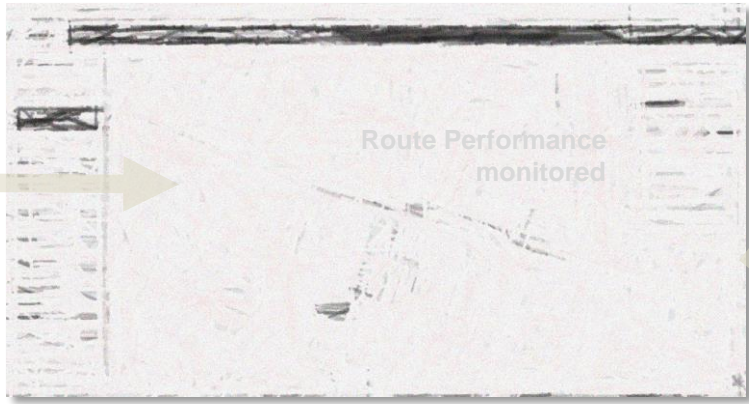


Routes exported to in-cab **NAVIGATOR**

- Leads driver through the route
- Driver Reports
- “Bin not presented”
- “Contaminated Waste” (edit-able reports)



- Reports and vehicle tracking to dashboard
- Managing by exception
- Locate missed collections
- Percentage completion
- Tracking data

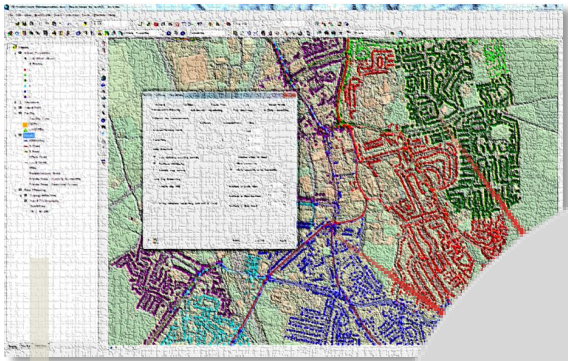


Driver reports visible to Call Centre via our API



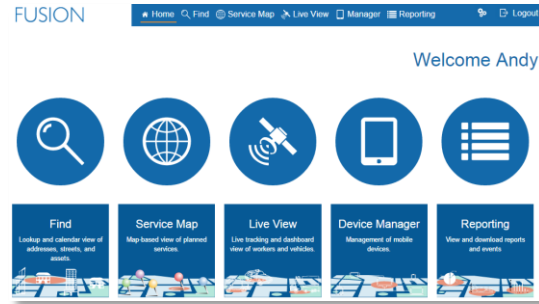
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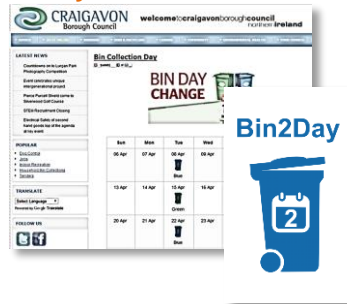


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# Communicating Service Information

- 
1. Public-facing Calendar
  2. Waste App for smartphones

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# Waste Collection Calendar

## How to Download your Waste Collection Calendar



Fermanagh & Omagh  
District Council  
Comhairle Ceantair  
Fhear Manach agus na hÓmaí

Keep up to date with recycling and bin collection information by:

Downloading the free Bin-Ovation app  
Visiting [www.fermanaghmagh.com](http://www.fermanaghmagh.com)

Telephoning our Waste & Recycling service on 0300 303 1777 or  
Text phone 028 8225 6216



To view waste collection dates for your household, click on the button below, then enter your address into the form that appears.

[Waste Calendar Look-Up Tool](#)

### Waste and Recycling

- › Business Bins
- › Clean Neighbourhoods & Litter Enforcement
- › Free Waste and Recycling App Bin-Ovation
- › Household food waste collection & recycling service
- › Order a Replacement Bin
- › Order bins - new build
- › Recycling Centres
- › Request a Bulky Waste Collection
- › Reuse Scheme
- › Waste Collection Calendar
- › Waste Education Information
- › What goes in my bin?





## Waste Calendar Look-Up Tool




P

### 22 ANNAGHMORE ROAD , COOKSTOWN, BT80 0JQ

 Refuse - Thu 14/05

 Garden - Thu 14/05

 Recycling - Thu 21/05

Sun	Mon	Tue	Wed	Thu	Fri	Sat
10 May	11 May	12 May	13 May	14 May   Refuse Garden	15 May	16 May
17 May	18 May	19 May	20 May	21 May  Recycling	22 May	23 May





# Bin2Day - Waste App for Smartphones

Through...  
Smart Phones and Tablets  
through the use of Apps



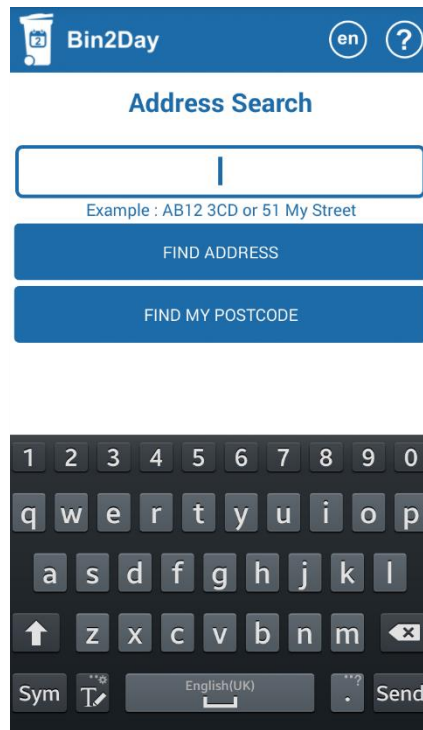
# Download the free App...

Android...

Or iphone...



Then select your  
address...



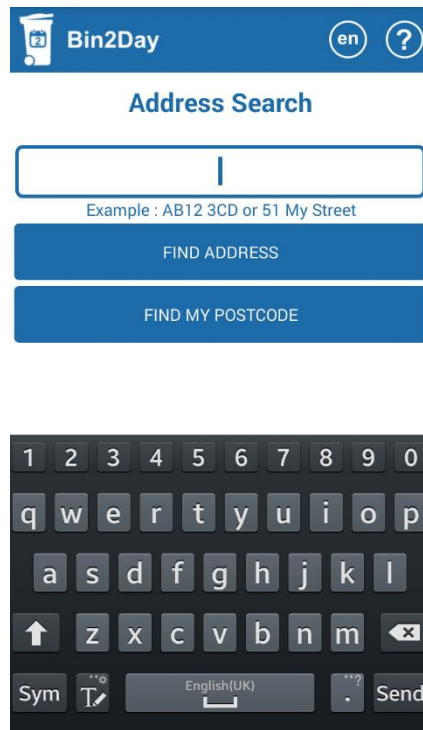
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Then select your address...





See your bin collection details – 4 weeks

The screenshot shows the Bin2Day mobile application interface. At the top, there is a blue header with the 'Bin2Day' logo, a gear icon, 'en', and a question mark icon. Below the header, it says '1 Wentloog Close'. The main display area shows 'Thursday 23rd March' with left and right navigation arrows. A blue bar below this says 'Tap container for more details'. The 'Recycling' section includes text about green recycling bags, a green bag icon, and instructions on when to put bags out. The 'Food Waste' section includes text about the weekly collection service and a brown bin icon.

**Bin2Day** en ?

1 Wentloog Close

← Thursday 23rd March →

Tap container for more details

### Recycling

Green recycling bags are for your dry recyclables including plastics and tins, they are collected every week.

Bags must be put out on the kerbside before 6:00am on the day of collection, or no earlier than 4:30pm the day before.

Collections run throughout the day from 6am till 10pm.

Please empty and rinse out any food and drink containers before recycling them.

### Food Waste

Food collection service weekly. Cooked or Raw Food





## Your bin collection details



## IMPACT

Better Information =  
Increased Participation



Space for more information on each waste stream – e.g. list materials YES please, NO thanks!



## IMPACT

Increases Participation  
+ diversion from landfill  
Reduces Contamination  
+ Fees for rejected loads  
+ Engages residents





Set when you want a reminder to put out your bin?  
The reminder prompts you with which bin(s) go out.

Bin2Day en ?

### Settings

VIEW COLLECTION DETAILS

Receive a reminder the day before collection

17 59  
18 : 00 SET TIME  
19 01

Receive collection reminders

Your next reminder will be at 18:00 on Wednesday 22nd March

Do you want to receive other messages about your collection service?

Receive service messages

CHANGE YOUR ADDRESS





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Bin2Day en ?

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CHANGE YOUR ADDRESS

## IMPACT

- Encourages residents to place out correct bins on the correct day
- Reduces customer enquiries to the Customer Services Team
- Encourages participation
- Reduces the potential for missed bin requests and expensive crew return to collect





Or need to know if there  
is a service delay?



Or need to know if there is a service delay?

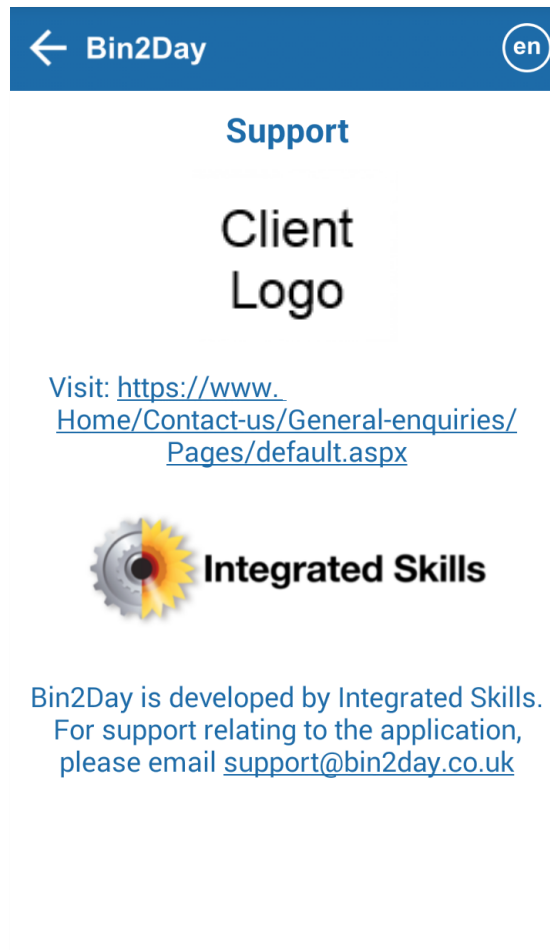
## IMPACT

Council can 'push' notices out to residents e.g.

- Service delay in your area
- Please check your calendar for Bank Holiday service changes
- Poor weather causing delays to today's bin collection
- Well done, Recycling up 10% this month!



# Support page and more information



The screenshot shows a mobile application interface. At the top, there is a blue header bar with a white back arrow, the text "Bin2Day", and a white circle containing the letters "en". Below the header, the word "Support" is displayed in blue. Underneath, "Client Logo" is written in large black font. A blue hyperlink is provided: "Visit: <https://www.Home/Contact-us/General-enquiries/Pages/default.aspx>". Below the link is the logo for "Integrated Skills", which consists of a grey gear with a yellow sunburst in the center. At the bottom, there is a paragraph of text: "Bin2Day is developed by Integrated Skills. For support relating to the application, please email [support@bin2day.co.uk](mailto:support@bin2day.co.uk)".



# Conclusion

## Engaging the Public

1. local authorities must engage the public to meet the Resources and Waste Strategy
2. Improving Service Quality through Better Communication with the public
3. Reducing double, treble handling, SSOT -single source of truth
4. Tackling 'dis-engaged' areas using smartphone tech.
5. Partner with Companies who can help

