

Appendix A

Cleansing Review Summary Report

1.0 Introduction

- 1.1 Following Cabinet approval of the proposal using the 'Invest to Save Fund'. 'Route Optimisation' software was purchased at a cost of £17.5k, with an annual licence fee of £4k pa after the first year. It was estimated that savings would be around £60 - 70k p.a.
- 1.2 The route optimisation was utilised as part of a more holistic review of the Service.

2.0 Procurement of Software

- 2.1 The software was procured with the help of the shared Procurement Section with the contract awarded to WebAspx.
- 2.3 The initial set up and training cost £13,950 (less than expected) although the annual licence fee will be slightly higher than estimated at £6,050.

3.0 Cleansing Review

- 3.1 The following summarises the changes made as a result of the review:
 - More frequent cleansing of high speed roads to improve cleanliness and to reduce the cost of weekend lane closures was implemented.
 - A small sweeping machine was replaced with an additional medium size sweeping machine in late 2011. This enabled efficiency savings to improve the service in residential areas.
- 3.2 Further improvements were made by liaising with pubs and clubs to reduce littering at source.
- 3.3 The number of complaints and compliments are shared with staff at every Service Briefing and over the last two years the number of complaints has consistently reduced and is now the lowest since records began.
- 3.4 The review of routes and production of new rounds has been carried out by Keith Thurman, assisted by a representative of WebAspx. The Council's ICT service were involved at the outset and provided the

necessary GIS data (Integrated Transport Network layer and Local Street Gazetteer). Keith has consulted with all drivers to ensure that any local knowledge is captured and that the staff have “buy in” so that the new rounds are effective.

- 3.5 A review of the location and use of litter bins has been commenced and is ongoing. Some new larger bins have been installed with less litter being dropped on the ground.
- 3.6 The review and use of route optimisation has also reduced the need to employ an Agency worker on a programmed basis. Agency staff are now only employed if there is a special need e.g. extreme weather event, excessive sickness.

4.0 Route Optimisation

- 4.1 The WebAspx software has been used to record the locations of litter and dog waste bins and implement efficiencies in their emptying.
- 4.2 New rounds have been produced and implemented also gaining further efficiencies
- 4.3 The routes of the town centre barrow operatives have still to be produced and these should be in place during early 2014. Any change would be minor as these were found to be working efficiently.
- 4.4 The routes of the Gully Cleansing vehicle will be produced after Derbyshire County Council (DCC) have reviewed the CONFIRM software information following the first year of use. The routes will be produced in 2014 once the DCC review is finalised and future frequencies for gully cleansing are known.

5.0 Summary of benefits

- 5.1 Better use of the Council's resources.
- 5.2 Improved customer satisfaction ratings
- 5.3 Improved communication and customer service.
- 5.4 Improved asset management of our bin stock.
- 5.5 Improved cleansing standards on the main roads and residential areas.

5.6 Some reduction in fuel cost and CO2 emissions (not quantified but WebAspx have undertaken to provide this in due course).

5.7 Review has resulted in savings and efficiency savings as shown below:

		Cash Saving	Efficiency Gain
		Annual saving £	Annual £
1	Vacant post (previously filled by Ian Merrick) not to be filled	25,000	
2	Post previously filled by Bill Wilkinson (who has been redeployed to Green Spaces within existing budget provision) not to be filled	22,000	
3	Removal of Agency worker post	14,500	
4	Removal of agency workers for leaf clearing as Green Spaces staff are assisting	5,000	
5	Reduction in lane closure costs and overtime on high speed roads now carried out during weekday	24,000	
6	Reduction of overtime as central refuge islands now swept in weekday rather than weekend	5,200	
7	Transfer of Play Area Cleansing work		7,500
	TOTAL	95,700	7,500