Waste Collection Services InCab System
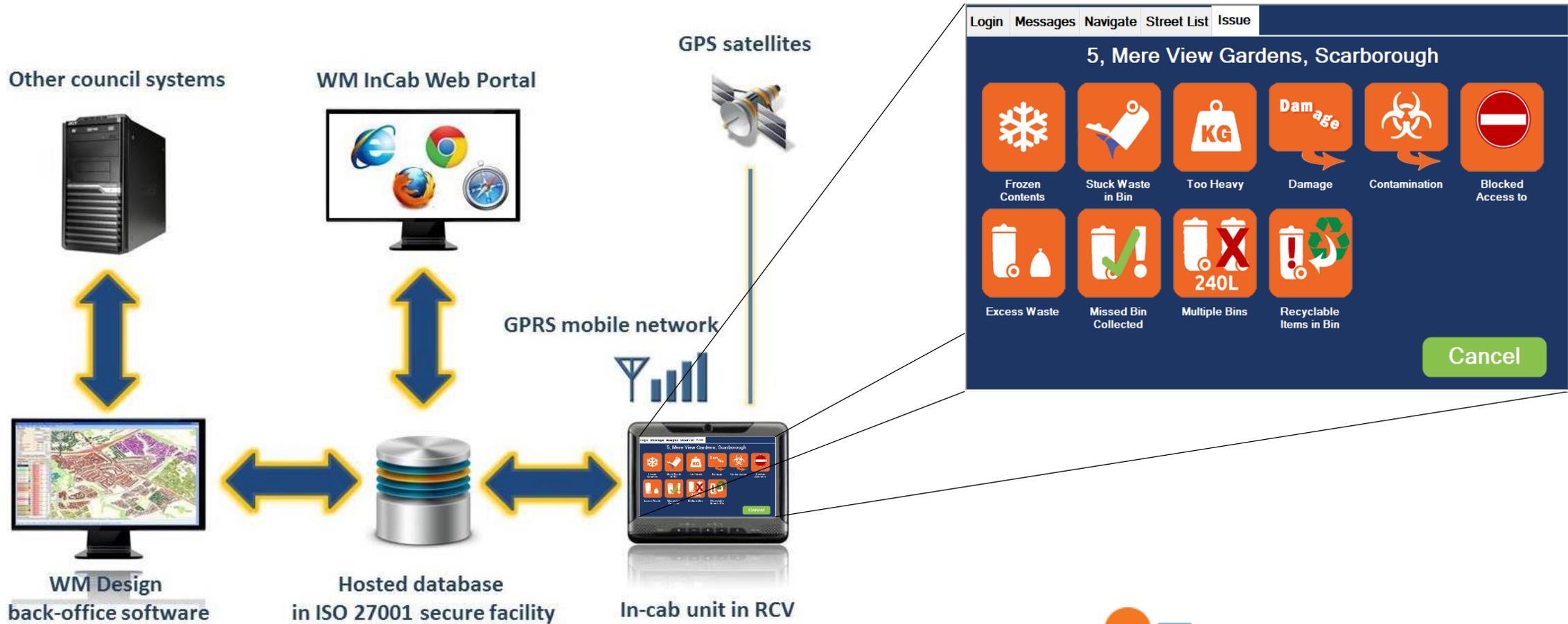
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Introduction – Why Implement InCab?

- End to end mobile electronic solution
- Optimisation and navigation of refuse collection rounds
- Management of round based Health & Safety assessments
- Single source database for property related data

System Overview

Savings

Cashable
- £20k of admin efficiencies
- £70k for collection round review
- £15k removal of tracking units

Non Cashable
- Manual entry or rekeying of data stopped
- No printing, scanning, filing
- Reductions in mileage and non productive time
- Promotion of channel shift and mobile working

Benefits

- 34% reduction in reported missed bins

- Self service portal

- Instant access of collection data by Customer First

- 26% reduction in calls to Customer First

- 9% increase in calls resolved by Customer First

- No back office interactions

Benefits

- Delivery of single UPRN linked database for collection specific information, e.g. bin size and active garden waste licenses

- Automatic updating of this information direct to the database

- Cleansed and validated property data

- Improvements to data held in the LLPG

Value for Money?

Quite simply, YES!

Change Brings Opportunities

- Unique approach to LLPG Custodianship established, now sat within a service that is a key end user.

- InCab system administrator

- Route optimisation software administrator

- Increased rate of LLPG query resolution

- Approximately £30k of additional NDR/ CT income generated in 2018/19

- Ongoing developments further improving service and delivering further savings