

Operational Decision Record

Publication Date: 10/03/2023	Decision Reference Number: 4887	
Decision Title		
Software Solutions for Domestic and Commercial Waste Services 2023-25		
Decision Value		
£ 200,000		
Revenue or Capital Spend?		
Revenue		
Department		
Communities, Environment & Resident Services, Waste Services		
Contact Officer (Name, job title, and contact details)		
Alvin Henry – Head of Waste Services Alvin.henry@nottinghamcity.gov.uk 07961480590 Zarina Hearne - Domestic Waste & Recycling Operations Manager zarina.hearne@nottinghamcity.gov.uk Teresa Hulme - Systems Administrator Teresa.hulme@nottinghamcity.gov.uk		
Decision Taken		
1.	To seek approval to tender/procure and award contract in line with the annual value of for a Domestic Waste Collective in cab Software solution. (note I.T contribute 50% of this cost each year so consequence will be £0.015m allocated to the Domestic budget) between 2023 - 2024	£30,000 (IT contribute £15,000)
2.	To seek approval to tender/procure and award contract in line with the annual value of for a Domestic Waste Collective Route Optimisations Software Solution between 2023 – 2024.	£30,000
3.	To seek approval to tender/procure and award contract in line with the annual value of for a Commercial Waste Collective in cab and back office Software solution for Nottingham and Derby 2023/25 – 2 years	£140,000
4.	Total	£200,000
Reasons for Decision and Background Information		
Reasons for Decision and Background Information Domestic Waste (<i>Waste Collective in cab Software</i>) Under the terms of the Environmental Protection act 1990, Nottingham City Council is classed as a Waste Collection and Disposal Authority and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties. Domestic Waste Operations provides refuse, recycling and seasonal garden collection services to 168,851 properties within Nottingham. This service is the most visible council		

service, delivered to every citizen on a weekly basis, and is therefore one of the most influential services on citizen perception of the council as a whole.

The day-to-day operational management throughout domestic waste is dependent on waste employees inserting and obtaining information/round collection data, assisted collection to some of our most vulnerable citizens.

In cab software displays to employees and provides us immediate data and able to manage vehicles and staff in the field daily to help us repudiate insurance claims and other functions.

The cab software is integral to a medium term financial plan of £100,000 that will allow a validation check to be made if the customer makes contact either online or via the customer hub to report their bin as missed. If the bin was reported by the crew as not presented, the customer will be advised either by the call handler or helptext generated online that their bin was not presented on the correct day or in time, and that residents need to present their bin at the kerbside by 7am on the day of collection.

Other key functions covered include;

- Core Health & Safety alerts in real time.
- Real time risk assessment in the field
- Display of each collection round completion rate
- Tracking vehicles

Domestic Waste (*Route Optimisations Software*)

Section 57 of the Environment Act 2021 amends section 45A of the Environmental Protection Act 1990 to include a new requirement on Waste Collection Authorities (WCAs) to collect recyclable food waste from households on a weekly basis. Commencement regulations will bring this requirement into force in due course. The response to the Government's second consultation will be published in the near future and, subject to Ministerial and Cabinet Clearance, it will set out that separate weekly food waste collections from households must be introduced by the majority of WCAs by a common date. In order for the service to present alternative collection options associated to weekly food waste collections (factoring in the impact on residual collections) a software solution is required for the 168,851 properties within Nottingham by way of modelling the following

- Start and finish times of crews
- XY coordinates of every property in Nottingham
- Tonnage information – yield per property of each waste type based on locations
- XY coordinates of tipping points and depot
- Process rates – time to collect, empty and replace the bin back
- Fleet size and composition
- Access rules (width, height etc) for every road in Nottingham

This software will also support any new modelling for the residual collections (weight being reduced) therefore ensuring rounds are optimised and providing best value and be on hand to model any new universal charge for garden waste collections as well as remodel all collection streams in line with new housing developments

Commercial Waste (*Waste in cab and back office Software solution*)

Commercial waste Services provides and operates a successful Commercial Waste service for businesses to dispose of their waste as our statutory role as a waste collection and disposal authority. This was one of the first services within the Council to focus explicitly on commercial growth as a means for contributing to the MTFP (*Medium Term Financial Plan*)

Decision was taken 2016 to approve the initiation and completion of an open procurement process for a replacement back office system for commercial waste. The Director of

Neighbourhood Services was delegated authority to award the contract up to a value of £170k over four years to the preferred supplier.

Nottingham City Council Commercial Waste service is a business to business provider of charged for waste management services totalling £8.000m per annum. NCC's old system was a DOS (Disk Operating System) based package, which was supported by a single individual and as such, represents a significant risk to the business and its financial return to the authority. Commercial Waste Services has a turnover of circa £8m and generates a surplus of circa £1.2m.

The limited functionality of the system also significantly restricted the business' ability to use data to drive continual improvement or respond to developments in client requirements over time. The development of the NCC web offering utilising the FirmStep package is also opening up significant opportunities to streamline work processes and improve customer experience. In order to maximise the potential of this new technology, back office systems for waste management was able to integrate effectively. Following the delegation of Derby's commercial waste service there was further one-off costs of £21,000 and the annual licence fee increase by £12,000.

The following business objectives were identified as requiring system improvements in order to be delivered and are still significant functions for the Service.

- Consolidation of existing systems.
- Consolidation of income and debt management processes supported by Oracle.
- Legal compliance - duty of care documentation, weight data and evidencing adherence to the waste hierarchy.
- Supporting new business growth.
- To offer enhanced services for large clients - on board weighing, recycling performance information, alternative payment schemes.
- Improving customer experience.
- Mobile solution provides a trail of vehicle movements as well as GPS location for driver events such as exception reports, completed job and round pack.

All business contract details such as address, contact details, credit limit for the account, invoicing type and frequency and payment terms are managed by the system

Other Options Considered and why these were rejected

Develop in-house solution - This is not considered to be a viable or cost effective option due to the availability of in house expertise and the reworking of complex systems development which has already by undertaken by a number of private software providers.

Reasons why this decision is classified as operational

Value below £250,000

Additional Information

Procurement comments –

The procurement team will assist with the tendering process to ensure compliance with Contract Procedure Rules and value for money is obtained
Paul Ritchie, Procurement Category Manager 04/01/2023

Finance Comments

Paul Hector, Senior Commercial Business Partner 04/01/2023
Obtain confirmation from IT in re to £15,000 contribution

Legal Comments

Noting that a tender process will be undertaken, thus ensuring a route to market that complies with the PCR 2015 and the Council's constitution, this report presents no significant legal concerns.

Legal Services are happy to support the ongoing process.

Anthony Heath, Senior Solicitor, 13/2/23

EIA - not required.

Reasons: Purchase of software not directly used by colleagues and citizens. This decision does not relate to new or changing policies, services or functions

DPIA – required (both Service have an DPIA in place)

Decision Maker (Name and Job Title)

Mary Lester, Director for Resident Services

Scheme of Delegation Reference Number

7

Date Decision Taken

10 March 2023