

7 February 2019		ITEM: 6
Cleaner Greener and Safer Overview and Scrutiny Committee		
Bartec Update		
Wards and communities affected: All	Key Decision: Not applicable	
Report of: Marcelle Puttergill, Project Manager, Environment and Highways		
Accountable Assistant Director: Daren Spring, Assistant Director Street Scene and Leisure		
Accountable Director: Julie Rogers, Director of Environment and Highways		
This report is Public.		

Executive Summary

Bartec Collective is being implemented as a back office system for Environment and Highways services providing a digital scheduling and reporting tool and a means of allocating work packages to frontline staff via a mobile app or in-cab unit.

One of the key benefits of the system is that the work scheduled to be carried out by teams in all of the key front lines services (Waste Collection, Street Cleansing and Grounds Maintenance) is visible to all who have access. This means that queries about when work is scheduled and when tasks were last undertaken will be able to be answered far more efficiently and effectively than with paper records.

This report provides an update on progress of the implementation, next steps and the benefits that have been realised to date.

1. Recommendation(s)

1.1 That the Cleaner, Greener and safer Overview and Scrutiny Committee consider and note the report.

2. Introduction and Background

2.1 A decision was taken in 2017-18 to implement the Bartec Collective back office system for a number of services within the Environment and Highways Directorate including:

- Domestic Waste collection
- Commercial Waste collections

- Street Cleansing
- Grounds Maintenance.

- 2.2 The implementation of Collective is a significant change for those teams in that it promotes and requires digital real time reporting of work completed, replacing historical paper based systems. The digital data provides better visibility of team's actions for Supervisors, enabling them to be aware of issues with daily loads more quickly and to intervene earlier.
- 2.3 Given the scope of the project and potential impact on the various front line teams, it was proposed that the implementation was staggered with each team having the system configured and deployed for their service individually.
- 2.4 The first team to adopt the system was the Commercial Waste Service which started using Bartec Collective in April 2018. The software has provided the team with a single database of customers. Processes relating to the setup of new and renewal of existing contracts have been streamlined. As part of the implementation the team was also able to review the invoice processes and have moved from a methodology of annual invoicing paid on a monthly pro rata basis to a system whereby customers are invoiced monthly in arrears, for the actual collections that have been completed. The invoicing process has been facilitated with the creating of an interface between Oracle and Collective which allows for invoices to be automatically created, based on collection records.
- 2.5 The system was then implemented for Street Cleansing staff who have had Collective available to them since May 2018. In addition to implementing the back office system that provides real time visibility of work completed, all staff within the Street Cleansing team have been issued with smartphones enabling them to receive and complete daily work packages digitally. An added advantage of the smartphones is that it has improved the communication with front line teams who are now able to receive corporate and other work related emails. Feedback from the teams suggest that seeing more of the corporate messaging in this manner has helped them to feel more engaged and included in Team Thurrock. Those staff members are now better equipped to respond to service requests allocated to them via their Supervisor. Furthermore staff are able to raise Service Requests themselves as they see additional work that needs to be undertaken, an example of this is that staff are able to report fly-tips as they clear them ensuring that we have accurate figures. They are also able to record when they undertake additional duties such as back lining or pruning that may not have been planned for that day.
- 2.6 Grounds Maintenance and Parks and Open Spaces teams were due to commence using Bartec in May 2018, mobile devices were introduced but the complexity of the work schedules has meant that the data set has had to be reviewed and will be re-implemented for April 2019. There has been intermittent use of the system by these teams since the original

implementation and the Grounds Maintenance and Parks and Open Spaces teams are already benefitting from improved communication.

- 2.7 The final team to have Collective implemented will be Domestic Waste Collection. The implementation date is planned for April 2019. The teams will use in-cab units, installed in the collection vehicles, to report on roads completed and individual bins not collected and the reason, as the rounds are taking place. The improved visibility of reasons for non-collection will help the Supervisory team to ensure that they are addressing issues more effectively and more quickly. The system will also be configured such that recycling bins not collected as result of contamination, can be logged and educational information sent to the property promptly. It is anticipated that this will support the service in tackling the issue of contamination that has been well documented.
- 2.8 As the Call Centre will be able to see on the system as whole roads are completed and any issues that have been raised by crews, they will immediately be able to inform residents who phone in to report missed collections of the status of the work for their road. This is a significant improvement to customer service and should help to reduce residents frustrations linked to a lack of information.
- 2.9 With the implementation to the Domestic Crews, work has commenced to link Love Clean Street with Collective. This will help to ensure that issues identified by residents and visitors to the Borough can be swiftly passed to the individual that can take the required actions to resolve them. As the work is done and the Service Request closed, it is intended that the update will be communicated directly to the resident.

3. Summary

- 3.1 The Bartec Collective system implementation is progressing well with real time benefits for both residents and staff. These include improved access to information, a quicker turnaround for reporting and understanding reasons for work not completed and real time processing of work action plans, which can be updated after crews are deployed.

4. Reasons for Recommendation

- 4.1 For Cleaner, Greener and Safer Overview and Scrutiny Committee to review the report and note the contents.

5. Consultation (including Overview and Scrutiny, if applicable)

Not applicable

6. Impact on corporate policies, priorities, performance and community impact

Not Applicable

7. Implications

7.1 Financial

Implications verified by: **Laura Last**
Management Accountant

There are no financial implications relating to this report.

7.2 Legal

Implications verified by: **David Lawson**
Assistant Director of Law & Governance
& Monitoring Officer

There are no legal implications relating to this report.

7.3 Diversity and Equality

Implications verified by: **Becky Price**
Team Manager - Community Development and
Equalities

There are no specific Diversity or Equality implications relating to this report.

7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

None.

8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

Not Applicable

9. Appendices to the report

Not Applicable

Report Author:

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