

## Report to Cabinet

26<sup>th</sup> May 2016

By the Cabinet Member for Waste, Recycling and  
Cleaving



**Horsham  
District  
Council**

### **DECISION REQUIRED**

Not Exempt

**Appendix 2 Exempt** under Paragraph 3 of Part 1 of  
Schedule 12A to the Local Government Act 1972

## **Appointment of in-cab technology – equipment supplier**

### **Executive Summary**

Horsham District Council was successful in being awarded £392,270 funding supplied by the Department for Communities and Local Government (DCLG) in December 2012. As part of this funding application a technologies solution known as 'in-cab' devices was seen as a benefit offering enhanced customer service with options in the software to improve recycling quality and participation.

The Council therefore needs to procure a system that meets the requirements set out in the specification documents. In order to identify what products were available, Officers invited all suppliers listed on the Crown Commercial Services Local Authority Software Agreement (LASA) Lot 11 Framework, to tender against a specification which meets the Council's requirements.

### **Recommendations**

The Cabinet is recommended:

- i) To accept the single tender submitted by Company A (exempt appendix 2) and award the contract for 27 hardware installations plus software (residential and commercial options) with maintenance and licensing included.

### **Reasons for Recommendations**

- (i) Under the Council's procurement rules it is necessary for Cabinet to agree to the award of a contract of this size.

### **Background Papers**

Report to Council 19th December 2012 'Acceptance of offer from the Department of Communities and Local Government Funding- Improving the quality of collected recyclables'.

### **Wards affected: All**

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## **Background Information**

### **1 Introduction and Background**

- 1.1 The DCLG funding secured in 2012 (for a five year period) has allowed the Council to implement a number of service improvements, particularly with regard to improving the quality and quantity of recycled waste collected. Part of the successful DCLG funding bid included the purchase of live link “in-cab” technology devices. These are devices installed into each of the refuse collection vehicles which can record the quality of material in each bin when put out for collection.
- 1.2 Recyclate quality is a key issue in ensuring that our recycling collection service remains as efficient as possible and to ensure that the authority is not unnecessarily accepting and transporting non-recyclable waste to transfer facilities where they are rejected and the Council is charged.
- 1.3 In addition to this, the West Sussex Waste Partnership Memorandum of Understanding (MOU) agreed by Cabinet in January 2016 outlines the requirements for high quality recyclates which is linked to performance payments. With the benefit of in-cab technology we will be able to maximise our revenue from recycling materials by improving the quality of material collected. The MOU also penalises waste collection authorities for delivering contaminated recycling waste to transfer facilities. Non-compliance of recycling materials can lead to entire loads being rejected at Waste Transfer Stations and expensive disposal.

### **2 Relevant Council Policy**

- 2.1 The delivery of the Horsham District Council Corporate Plan Priorities 2016-19. Environmental Key Objective- by maximising the efficiency of the waste service and by contributing towards reaching a 50% household recycling rate by 2020.

### **3 Details**

- 3.1 Horsham District Council has a fleet of 24 frontline collection vehicles providing service to nearly 60,000 homes across the district collecting recycling, green waste and residual waste with over 120,000 collections a week taking place. In addition we have 3 trade refuse vehicles servicing around 1,300 business customers. Considering the number of service transactions undertaken per week, it is now imperative that the Council has the ability to convey information quickly to customers via technology based solutions and in addition, review performance linked to service delivery.
- 3.2 The refuse operative is able to identify whether the material in the recycling bin meets quality measures and is able to decide whether it is collected. If the contents do not comply with the materials that we collect for recycling, the operative can enter this into the in-cab device. The in-cab device automatically registers that the bin has not been collected and the reasons why - e.g. contamination of recycling materials. In additional it can also record whether a bin has not been put out for collection (to avoid missed bin complaints); which households require assisted collections; which households need to be targeted with publicity and advice on materials to be recycled etc. The automatic generation of information can be sent to a household explaining which material can and cannot be placed in the recycling bins.

- 3.3 As the system is a 'live' real-time mobile GPS device, information is relayed immediately to the Council's Contact centre which enables timely information to be provided to the customer. The in-cab devices will allow a live link from each respective collection vehicle enabling reporting of non-compliant recycling bins and wheeled bins that are not out on the prescribed day of collection. Additional information regarding a particular property can also be uploaded. Officers will be able to focus their efforts on to non-compliant properties, offering advice to assist customers with recycling quality and participation.
- 3.4 Additionally the system will allow Officers to migrate collection information to the website keeping customers up to date with developments linked to scheduled collections, e.g. weather conditions, vehicle breakdowns etc. The system has a wide range of functions within the software package allowing the Council to send automatically generated correspondence to customers with regard to recycling contamination as an example, once live feedback has been received from the collection crew. In addition another key functions offered addresses the long standing issue of missed bins. Operatives can accurately record whether a bin has been placed out at the correct time on the correct collection day. If a bin/bins are not out for collection on the appropriate day, this can be recorded on the system and sent immediately to Contact Centre staff. This will reduce unwarranted resource time spent returning for erroneous missed collections with associated costs.
- 3.5 The tendering process was undertaken using a framework agreement – Local Authority Software Agreement (LASA) Lot 11. The LASA software agreement is a pre-tendered EU compliance framework contract, which was undertaken by the Crown Commercial Services on behalf of the wider public sector. Horsham District Council can therefore legally access this agreement and the suppliers contained within it without the need to re-advertise our requirements.
- 3.6 Prior to the tender exercise a soft market engagement exercise was undertaken. Four key suppliers were invited to demonstrate their products to assess core suitability and assist with the production of a tender specification. The tendering process via the framework elicited only one response which has been evaluated. The submission scores well against the specification and the associated costs have been compared with other similar installations in the marketplace to ensure that Horsham District Council is getting good value for money. Details of the tender can be found in the Exempt Appendix 2.
- 3.7 The tender required different service led applications; either as essential or desirable. The essential elements will be delivered for Residential Collections and Commercial Waste Collections via in-cab hardware and software. The installation will reflect the need to replace the current fleet of vehicles in 2018 and as such transfer of hardware will cause minimal disruption when undertaken.
- 3.8 The proposal would see hardware being fitted into the existing collections fleet making allowances for ease of transfer into any new vehicles procured in the future. In addition this technology offers software to enable a range of options to be used that improve customer experience as well as improving efficiencies linked to service delivery across the district.
- 3.9 Live feedback from crews will allow the Council to inform customers of progress for each road which will help to inform customers in a more timely manner with information uploaded on to the Council's web page accordingly. This is achieved via

3G or 4G technology whilst out in the district. Overnight the system can be updated with any round changes.

- 3.10 The System is used by other Councils to great effect, which has virtually eliminated return journeys linked to missed collections as well as offering a more effective communication channel with customers particularly regarding recycling.
- 3.11 The System also offers a benefit linked to Health and Safety given that it can add in safety updates whilst crews are out collecting via the overnight updates.
- 3.12 The trade waste module affords greater control with regard to the Council's customer database and invoicing for trade waste collections. The devices have the ability to create revised invoices dependent upon any service variation provided, therefore enhancing revenue collection.

## **4 Next Steps**

- 4.1 Initial Staff consultation has taken place however further training will need to take place.
- 4.2 Key collections staff and Union representatives have visited other Councils who have the same devices in order to see the system in a live setting.
- 4.3 Installation phasing has to be agreed with the supplier. A data migration exercise will need to take place for full integration.

## **5 Outcome of Consultations**

- 5.1 Key staff have been consulted in a preliminary consultation exercise, including GMB representatives.
- 5.2 The Cabinet Member for Waste & Recycling and the Cleansing has also been consulted.
- 5.3 The Director of Corporate Resources comments have been incorporated in to this report.
- 5.4 The Council Solicitor/Monitoring Officer comments are incorporated in this report.

## **6 Other Courses of Action Considered but Rejected**

- 6.1 Other suppliers were consulted with appropriate demonstrations arranged. Other systems were considered unlikely to meet our needs.

## **7 Financial Consequences**

- 7.1 The tender costs are in line with those forecast from the soft market testing exercise. Costs for the in-cab technology are to be funded from the £392,270 DCLG ring-fenced grant of which £254,100 remains.

A detailed breakdown of the tender costs is contained within Exempt Appendix 2. Horsham District Council requires a combination of 24 fixed units and 3 dockable units.

## **8 Legal Consequences**

- 8.1 The relevant legislation is covered in the Environmental Protection Act 1990 and the Household Waste Recycling Act 2003.

## **9 Staffing Consequences**

- 9.1 Training will be required in order for operational and back office staff to become fully conversant with the system. Therefore manufacturer training and internal support training will be required. ICT have had significant involvement prior to the tendering exercise to ensure compatibility and functionality requirements. Further support is required to ensure that data is transferred accurately and that any minor compatibility issues are resolved by working with the supplier.

## **10 Risk Assessment**

- 10.1 We have mitigated risk associated with the transfer of equipment from the existing fleet to any new fleet. The technology also covers the need to maintain and improve recycling quality and participation.

## Appendix 1

### Consequences of the Proposed Action

How will the proposal help to reduce Crime and Disorder?	The technology will support compliance requirements undertaken by customers covered by legislation. It will also allow the Council to enact legislation if required
How will the proposal help to promote Human Rights?	The technology will be used to positive effect and so may well enhance Human Rights
What is the impact of the proposal on Equality and Diversity?	There are no considerations under Equality and Diversity
Sustainability	The recommendation enhances carbon foot print by reducing unnecessary journeys linked to missed collections. Recycling quality is improved therefore reducing landfill requirements