Digital services so good that people prefer to use them

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Revision History

Document	ICT Steering Group – Production of a Litter Bin Round Database for use by Client and Contractor alike with the potential of using the mapping and geolocation technology for the use of QR Codes as tool for direct reporting of litter bin issues
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Reviewed Date	

Version	Revision Date	Revised By	Revisions Made
0.1			
0.2			
1.0			
2.0			
3.0			
4.0			

Approvals

This document requires the following approvals:

Title
ICT Steering Group

Distribution

This document has been distributed to:

Name	Title

1 Business Problem Analysis

1.1 Business Problem
The production of a Litter Bin Round Database will provide an opportunity to improve the Street Cleansing Service and therefore a Business Opportunity (See Section 1.2 below)

1.2 Business Opportunity.
A Litter Bin Round Database will

- Provide clarity to the location, number, type and frequency of emptying of Warwick District Council's Litter Bins.
- Ensure easy access to information whilst dealing with telephone, on-line and/or face to face enquiries.
- Provide the opportunity to allow direct reporting by the public of Litter Bin issues through the use of QR Codes
- Useful tool for Asset Management

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2 Preferred Solution

2.1 The production of a Litter Bin database and potential use of QR Codes on Warwick District Council Litter Bins

2.1.1 Description

ICT Services and Neighbourhood Services to build a litter bin database to provide a reference tool for day to day queries/strategic decisions/ asset management. In addition:

- Use QR Codes for allow a direct reporting opportunity for members of the public to highlight and with the use of QR codes both a direct reporting opportunity for members of the public to highlight litter bin issues.
- Potentially use the Data Capture contractor to add the litter bins off the database to a GPS mapping layer.
- It will potentially link to an proposed Neighbourhood Services IT Project entitled "Providing Total Mobile for Contractors" allowing contractors to report back on the resolution of an issue

2.1.2 Benefits, Goals and Measurement Criteria

Category	Benefit	Value
Financial	• A consistent, accurate reference database will provide a more cost effective approach to queries • Provide a more efficient approach to dealing with and targeting issues with litter bins. • Allow strategic decisions to be made about the allocation and/or removal of litter bins. • Provide clarity on the frequency and therefore the cost of emptying and maintaining the litter bin stock	• Informed decisions can be made on the litter bin stock relating to asset renewal
Operational	• The production of a litter bin database will save WDC staff time in the back office when dealing with queries, asset renewal, requests for new bins etc. • With an operational database there will be the opportunity to use QR Codes for the direct reporting of litter bin issues • Contractor could potentially use Total Mobile form to report back that problem has been fixed	• Although few emails are generated about litter bins, there is the opportunity to automate the whole process
Customer	• Improved customer satisfaction • Increased customer retention • Greater customer loyalty	• The production of a database reduces the barriers to accessing the information and therefore the service provided
Staff	• Increased staff satisfaction	• Time saving and operational benefits

2.1.3

2.1.4 Digital Benefits

Description	Value
• Will enable all members of the public with smart phone technology to report litter bin issues directly	

• With litter bins added to the Data Capture work, it will allow all residents to view the location and emptying frequency of the litter bins within the District • Ability to present and manipulate data spatially	

2.1.5 Costs and Funding Plan

Capital Costs	Amount
• Initial software purchase	£0
• Data gathering	£0
• New hardware	£0
• Temporary additional resources	£0
Total	
Revenue Costs	**Amount**
• Software licence costs • Support costs • Permanent additional resources to maintain/operate system/process	If mobile devices are provided to contractors then the costs per user are: TotalMobile licenses at £810 each. TM license support & maintenance £81.00 pa Mobile data contract x 1 £125
Total	**£810 one off cost** **£206 per year**

For both the capital and revenue amounts identified above, please indicate how the funding will be made available.

Funding Source	Amount	Notes
To be discussed		

2.1.6 Risks
Summarise the most apparent risks associated with the adoption of this solution.

Description	Likelihood (1 – 5)	Impact (1 – 5)	Mitigating Actions
Information used for database is inaccurate	1	3	This should be minimal as there have been a number of opportunities to collect the relevant information
Failure to maintain the data once	1	5	Appropriate resources need to be identified

database has been completed			

2.1.7 Issues

Summarise the highest priority issues associated with the adoption of this solution

No.	Issue - Description
1.	The skills/time to enable the captured data to be kept up to date

2.1.8 Assumptions
List the major assumptions associated with the adoption of this option.

No.	Assumption - Description
1.	There is sufficient funding to complete the project

3 Implementation Approach

3.1 Outline Project Scope
To be agreed

3.2 Service Area Resources
Please use this section to describe how the service area is going to produce the necessary capacity to deliver the project. Specific consideration should be given to:

- Project Manager – to be confirmed
- Design Team – Combination of NS officers and ICT
- Testing – Neighbourhood Services
- Training – Not known
- System Owner – Contract Services Manager

3.3 ICT Services Resources
Application Support developers