

# Case Study

Dorset Software: driving transparency and accountability across government

## Western Riverside Waste Authority



Managing around 500,000 tonnes of Waste per year, Western Riverside Waste Authority (WRWA) is the statutory body responsible for the disposal of waste across four London boroughs.

### Solution Snapshot

A Waste Management Suite, allowing analysis of recycling, third party and weighbridge collection data plus vehicles abandoned across the boroughs. Additionally a public website, providing access to waste and recycling information for the general public.

### Key Benefits

- Allows WRWA to combine all waste management into one central system
- Data is communicated more quickly than was previously the case
- More detailed and varied reporting is now possible
- Facilitates the completion of obligatory DEFRA returns
- Permits delivery of improved public facing service
- System maintenance overheads are significantly decreased

*"Dorset Software has developed a flexible and scalable solution that is capable of meeting our needs now and in the future."*

Jason Tomlins, Performance and Recycling Officer, Western Riverside Waste Authority

### The Challenge

In response to e-Government initiatives relating to recycling, Western Riverside needed a system that would collate information on the type and amount of waste and recyclable rubbish that is discarded by the residents of four London boroughs.

The information needed to be centrally collected and maintained, communicated efficiently to the individual boroughs and consolidated on a website to be made available to the general public.

Previously, information was collected via a computerised weighbridge system and emailed to the constituent councils on a daily or weekly basis. Problems occurred with accuracy and the communication of corrections.

### The Solution

Dorset Software's proposal to deliver a bespoke software solution was selected. Working closely with the Riverside Authority and the four London Boroughs to co-ordinate and combine their requirements, Dorset Software developed a Waste Management Suite, which comprises 3 main parts.

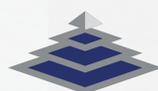
These included the Waste Management System, which includes detailed analysis of recycling, 3rd party and weighbridge collection data; the Abandoned Vehicle database, which stores data and allows reporting and tracking on vehicles abandoned in the boroughs and a public website to provide access to waste and recycling information for the general public.

### The Benefits

The solution allows WRWA and the four London Boroughs to combine all aspects of waste management into one central secure system offering more comprehensive reporting and decreasing maintenance costs.

Intuitive and easy to use, the Waste Management Suite facilitates the completion of Defra returns and ensures the transparency of target versus actual performance.

The solution from Dorset Software is helping to satisfy e-Gov regulations and enabling WRWA to offer a better public facing service at a reduced cost. "The software has worked flawlessly from day one," Mark Broxup - Deputy General Manager at WRWA - confirms.



DORSET SOFTWARE

## The Challenge

In response to e-Government initiatives relating to recycling, WRWA needed a system which would collate information on the type and amount of waste and recyclable rubbish that is discarded by the residents of the four boroughs and, longer term, would provide management with the capability to report on the amount of each type of waste.

A computerised weighbridge system already provided some data on the waste produced by each borough and this information was dispersed to the constituent councils by emailing spreadsheets on a daily and weekly basis. However, there were a number of problems with the system relating mainly to inaccuracies and inconsistencies and the problems with communicating the corrections at a later date, with changes often not getting through to the individual boroughs.

To hit e-Gov and recycling targets WRWA and the four London boroughs need to publish targets and how well they are performing against those targets. The information, therefore, needed to be consolidated and published on a website and made available to the public.

*“Dorset Software demonstrated how they could practically match our requirements. They communicated in clear, concise terms without using technical buzz words.”*

Mark Broxup, Deputy General Manager, Western Riverside Waste Authority

The Office of the Deputy Prime Minister (ODPM) agreed funding for the project. It was very quickly designated as a special Pathfinder project.

WRWA worked closely with Wandsworth Borough Council, who took the role of lead partner, to draw up a system specification. The specification was subsequently put out to tender.

## The Solution

Following presentations the contract was awarded to Dorset Software to produce a waste management suite. The suite was developed with Dorset Software co-ordinating and combining the requirements of the Riverside Authority and the four London Boroughs.

The final solution was delivered on time and within budget after just five months.

The solution is a suite of waste management applications, which comprises three elements: the Waste Management System; the Abandoned Vehicle database and a public website to provide information and navigation. The Waste Management System (WMS) includes detailed analysis of recycling, third party and weighbridge collection data. The Abandoned Vehicle database stores data and allows reporting and tracking on vehicles abandoned in the four London boroughs. The third element, the public website, provides access to waste information for the general public. In addition, the public can report a waste incident: abandoned cars, missed collections or fly tipping; make a service request or a complaint.

There are three levels of user security to the suite: an administrator role for setting up and configuring the system; an add, update and edit user who can enter waste management data and a read-only user who can view reports and make service requests.

## Technology Snapshot

Developed as a secure intranet web interface, the solution was built using Microsoft .NET technologies and is powered by a Microsoft SQL server database. In addition to online graphs, users are able to export data to MS Excel to create their own graphs for analysis. During delivery, historical data from the four boroughs was migrated using a CSV file import. A set of standard letters is also automatically created and dispatched in MS Word format. In addition, an automated scheduled process imports load data from the weighbridges managed by WRWA in XML format.

## The Benefits

The solution from Dorset Software allows WRWA and the four London Boroughs to combine all aspects of waste management into one central secure system that is available to everyone. Centralising and sharing data between the four boroughs allows more detailed and varied reporting and decreases system maintenance overheads. In addition, communication of large amounts of data is simplified and much faster. Updates and corrections are no longer a problem. Jason explains “Now if there is an error in weighbridge data, amendments can be made centrally and these changes can be communicated quickly and effectively to all relevant parties.”

With a wide range of users with differing levels of computer literacy, the system needs to be very easy to use. Jason comments on the user response to the application: “The users have had nothing but praise for the solution since they started using it. The waste managers, who use the system to report on statistics, think it is very straightforward and intuitive.”



The waste management suite improves visibility and levels of public services for its four London boroughs.

With the help of the system WRWA is able to offer an improved public facing service. For example, on the website residents can apply for a permit to take household waste to a civic amenity site. Once the request has been made, a permit will be very quickly issued by email. This has also contributed to a reduction in the cost of the service.

The Waste Management System facilitates the completion of obligatory Defra (Department for Environment, Food and Rural Affairs) returns and enables the Authority to publish information on waste and recycling levels so that the public can see performance against targets, satisfying e-Gov regulations.

Mark summarises his view of the solution: “The software has worked flawlessly from day one and its intuitive design makes training quick and straightforward.”

## The Future

As regulations relating to waste and recycling change, the system has to be adapted to cope with the new requirements. It was designed to be flexible and scalable to allow for modifications and enhancements.

Mark adds “I would not hesitate to use the services of Dorset Software again or recommend them to anyone else.”