



Upgrading your process

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Welcome

Local authorities are always under pressure to deliver high quality services to the community – especially when it comes to waste management. Residents want to see that you're taking good care of their neighbourhood, and your waste management team needs to show that targets are being met (or exceeded) within your current budget.

If you're looking for ways to improve waste management services in your local authority, sometimes small tweaks aren't enough. Instead, you should be considering a new waste management system, which uses cutting-edge technology to improve performance, efficiency and collaboration.

Here are some things to consider before upgrading your system – and the major benefits to investing in municipal waste management software.



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Reviewing your process

Be honest about your biggest weaknesses

The key to improving refuse collections is to identify where your biggest vulnerabilities lie. Data, reports and customer feedback will help you determine what worked well – and where there's room for improvement. For example:

- Are you currently relying on manual spreadsheets to share information, so it's difficult for everyone to gain an accurate overview of exact requirements?
- Do you find it difficult to pull reports together that demonstrate your performance, tracking activities against targets and budgets?
- Is pulling together round sheets a time-consuming task involving lots of paper, which is often prone to error?
- Do you find it hard to respond quickly to community feedback or ad hoc requests, meaning it takes longer than you'd like for problems to be resolved?
- Would you like to improve communications between office staff and collection crews?
- Are your records of missed collections and resident complaints often out of date, so you don't have a true picture of how well your waste management team is performing?

These might seem like individual and diverse problems, but they can be solved by the same course of action: investing in municipal waste management technology.

Quickly prove the value of new technology

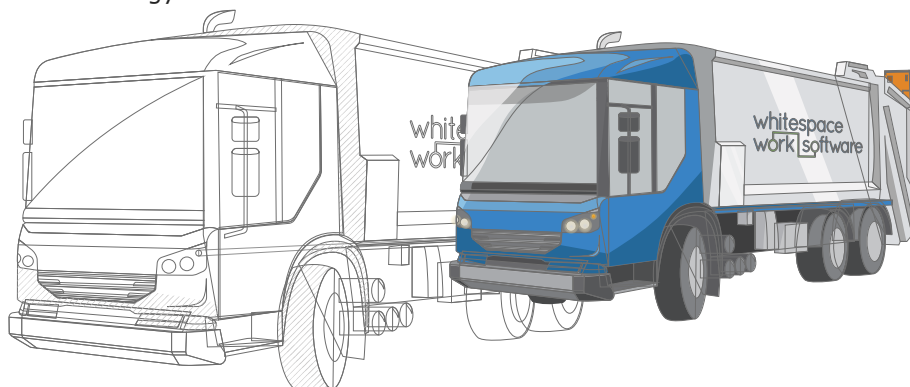
Rather than 'putting up' with current processes and continuing to make mistakes, investing in new waste management software is the simplest way to tackle underlying systemic issues.

Taking a modern, integrated approach to controlling refuse collections will streamline and speed up working processes. It will enable your waste management team to accurately record and report on key activities, and ensure that staff both in the office and out in the field are working together to provide a more efficient, smooth-running service.

Some local authorities can be reluctant to commit budget to new software, but the right waste management technology quickly delivers return on investment. In fact, the performance improvements it generates can actually save you money in the long-term.

Main office teams work faster, and focus on priority tasks – at the same time as cutting back on paperwork. And collection crews are able to access and share real-time information, to tackle issues as soon as they arise.

In addition to smashing waste collection targets, bringing new technology on board also motivates staff. They can learn valuable lessons from in-built reporting tools, and get renewed energy from the fact you are providing them with better resources to carry out their job more effectively.



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Working with us

It's easy to talk theoretically, but real-life examples such as [Ashfield District Council](#), [West Devon Council](#) and [Cannock Chase District Council](#) show just how quickly a new waste management system can pay off for local authorities.

Each of these organisations uses Whitespace Municipal waste management software to power their operations; in fact, we supply to technologies to over 100 local authorities.

If you're looking to improve refuse collection services in the same way as these industry leaders, we'd love to talk to you about the value of investing in a new waste management system.

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