

122/2014

REQUEST AND RESPONSE

1. The waste management market

- Is it correct that districts are responsible for household waste collection? Yes

- How is industrial/commercial waste management handled in your district? Is it the case that this is all handled by private parties? Is it officially outsourced by municipalities, or do commercial and industrial companies themselves contract with a waste management company to collect and dispose of their waste?

Some Councils offer a commercial waste collection service which is chargeable but it is down to individual companies to make their own arrangements with a private waste disposal company, which could be the local Council.

2. The market trends

- Do you outsource any elements of waste management? If so, which elements do you outsource?

We outsource our rubbish and recycling collection service and also our street sweeping service.

- Are there any (upcoming) governmental rules and regulations that change the market? For instance, in terms of reporting requirements, tracking, etc.?

There are no major changes upcoming that will affect the market although there is a requirement from 1st January 2015 to collect some recyclable materials from the kerbside separately.

3. The IT-systems in use

- Do you use any waste management IT systems? If yes, what (type of) systems? Are these integrated or do they consist of various individual components? For instance, separate customer portal (to arrange pick-up of bulk waste), financial billing, weighing software, route planning, etc.

As our service is outsourced we do not have any specialist waste management systems.

- Does your IT system integrate the operations of the council, districts, and possible third parties (in case of outsourcing)? Do you use the same IT systems as the Council?

We use one of the Council IT systems to record customer complaints and make work requests to our contractors.

- What are the most important elements of your waste management activities that require an IT solution? Do you expect that this might change in the future?

For us it is the management of customer requests.

4. Further information

- Would you know of any resources that I could use in order to get further information on such topics? For example industry publications or government websites.

DEFRA website, WRAP, Recycle Now are all useful resources.

- I have already spoken to a few Councils and Districts, private waste management companies, and waste management software developers. Do you know of any IT implementation or consultancy companies specialized in waste management that I could speak to? So far, I have not been able to find such companies easily online.

We are not aware of any although there are several that offer in vehicle technology that you may be able to find on the internet.