

**EXETER CITY COUNCIL**  
**SCRUTINY COMMITTEE - COMMUNITY**  
**10 NOVEMBER 2009**

**EXECUTIVE**  
**24 NOVEMBER 2009**

**FUNDING OF NEW TECHNOLOGY FOR EFFICIENCY GAINS IN CLEANSING SERVICES**

**1 PURPOSE OF REPORT**

- 1.1 To seek approval for the introduction of new technology and working practices as outlined in this report with the initial costs being met from external funding of £110,000 from SWRIEP and up to £127,100, subject to confirmation of final prices from systems providers, from the Council's LGR and Mobile Working budget.

**2 BACKGROUND**

- 2.1 During 2008 Cleansing Services, supported by the Council's mobile working project consultant, conducted a review of its key communication processes with a view to making greater use of automation, integration and mobile technology.
- 2.2 During the review in 2008 Cleansing Services identified two major parts capable of deriving the most benefit from technological and process improvement, namely:
- Part A) in-cab technology and hand-held mobile technology for use by both vehicle-based and on-foot outdoor workers; and
- Part B) a Customer Relation Management (CRM) link between the Council website and back and front office systems for use by customers and office based staff.
- 2.3 Subsequently, the Council has been successful in bidding for £110,000 external funding from South West Regional Improvement and Efficiency Programme (RIEP) for Part A, on the grounds of innovation and improved efficiency of the service offered to customers.

**3. THE BENEFITS FROM NEW TECHNOLOGY**

- 3.1 The introduction on in-cab and other mobile devices for staff in the field (Part A) will give significant qualitative improvements to the service and potential financial savings. The key objective identified in Part B was to create more effective and efficient electronic communications between the Council website, Cleansing Service's database and the Customer Service Centre systems.
- 3.2 A detailed appraisal of the costs and benefits of Parts A and B are contained in Appendix I: Business Case for Improving Customer Service & Freeing Capacity for Future Demand through Efficiencies supported by Technology Enhancements.

#### **4 PROPOSAL**

- 4.1 To purchase the technology outlined in Paragraph 2.2 above and detailed in Appendix I, commencing this financial year using £110,000 external funding secured from SWRIEP and up to £127,100, subject to confirmation of final prices from systems providers, from the Council's LGR and Mobile Working budget.

#### **5. RESOURCE IMPLICATIONS**

- 5.1 The efficiency gains generated by the investment of £110,000 external funding and £127,100 internal funding, will be derived by increased income generation of £46,100 per annum and staff savings of £26,900 per annum. This gives a predicted return on investment of 32.7% (see Appendix I).

#### **6 RECOMMENDED**

That Scrutiny Committee – Community support and Executive approve

- (1) the introduction of new technology and working practices as outlined in this report with the initial costs being met from external funding of £110,000 from SWRIEP and up to £127,100, subject to confirmation of final prices from systems providers, from the Council's LGR and Mobile Working budget.

HEAD OF ENVIRONMENTAL HEALTH SERVICES

S:PA/LP/ Committee/1109SCC18  
23.10.09

COMMUNITY & ENVIRONMENT DIRECTORATE

**Local Government (Access to Information) Act 1985 (as amended)**  
**Background papers used in compiling this report:**