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City of York Council Chooses Power Depot to Manage its Commercial Waste Operations

The City of York Council has chosen Whitespace's Power Depot Waste Management system to run its growing Commercial Waste operations. The system is an easy-to-use application that will transform The Council's operations, reduce its labour resources and maximise its revenue creation and collection.

Power Depot records, manages and administers all of The Council's Commercial Waste operations to provide correct management information and customer invoicing requirements. The system possesses a suite of applications to address the Council's following activities:

- Rounds and Routing – the system's multi layered scheduling engine allows the allocation of containers, bags, bins or services against locations and is mapped over time. Power Depot has the ability to deal with all scheduled Work.
- Worksheets – Power Depot deals with all ad hoc work using the system's workflow driven Worksheets Module and maps some 60+ supporting processes including for example Bin Delivery, Collect Bin, Complaint, Bulky Waste, Delivery Kerbside Box, Fly Tipping, etc
- Duty of Care - the system provides automatic creation of DOC agreements and uses Microsoft Word Templates for their creation.



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- Invoicing / Customer Care - Power Depot acts as a hub for data collection and passes information to various third party applications including, FMS links for invoicing and Customer Contact Centre for queries and information.

The system also logs and monitors contracts together with variations for both scheduled and unscheduled work plus complaints and resulting remedial action.

Power Depot's single database integrates with various other Council IT systems including Accounting, Gazetteer, GIS and complaint management and produces exportable reports on all aspects of system information and data. This ensures that all customer queries reflect information and history used across the entire Commercial Waste department and liberates its staff resources by reducing the amount of manual data input.

The Council can also produce reports on the success of its Waste department, both in terms of efficiencies and waste targets, and also help to address DEFRA and BVPI regulatory reporting requirements.

Andy Kelly, waste operations manager at City of York Council, said, "The council is in the process of reshaping the collection of commercial waste including the introduction of a commercial waste recycling scheme. From speaking with our customers to accepting payment for the service, everything we do will be aimed at making the process quicker, easier and more efficient."

Kelly added, "We recognised that we needed a commercial waste solution that was capable of dealing with all these processes and would still have room to increase its capacity along with the collections operation. The 'Power Depot' system is designed with local authority waste collections in mind and we hope that with the help of Power Depot



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we can make our commercial waste operations even more efficient and customer focused, in line with the council's over-arching Corporate Strategy."

The Power Depot system is based on a Microsoft .Net platform resulting in a fully web enabled application. At the heart of the system is a common database based on the industry standard SQL from Microsoft.