



Association of Directors of
Environment, Economy, Planning & Transport

ADEPT President's Awards 2022

Entry form

Award category:	Digital innovation/ technology
Title:	Whitespace digital in cab
Entrant:	Wigan Council
Main contact name:	Ian Chappell
Email address:	i.chappell@wigan.gov.uk
Partner/s (if applicable):	
Headline summary (150 characters, c. 20-25 words) Wigan Council have recently introduced Whitespace a digital in-cab system enabling waste collection crews to report on-site issues.	

Please note we need **at least one supporting image** per award submission.
Supporting images should be attached separately as jpg or png files.

Please paste links to any supporting video evidence here

Link 1	
Link 2	



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500-word project outline (please ensure you do not exceed the word count and address all the judges' criteria – for more info see [here](#))

Wigan Council successfully implemented Whitespace using an Apple i-pad technology in May 2021. This immediately impacted on the number of missed bins that were reported by residents by around 350 bins per week. Residents are unable to report a missed bin when crews have logged information into Whitespace.

When residents contact the call centre to advise that the bin at their property has not been emptied the call centre is able to check if the crew have informed us on Whitespace that the bin was not out for collection or other issues leading to non - collection. The information logged against a street or property is displayed on the internet for residents to check.

If appropriate the information provided will advise when we will return to empty the bins.

If crews log contaminated recycling bin, emails will be sent directly to residents who have an active Myaccount. If there is no active MyAccount for that address, the system will generate a letter advising the resident of the contamination. If the resident receives 3 reports of contamination, either by email or letter the system will create a job for an environmental enforcement officer to arrange a visit and advise the resident of the next steps resulting in the bins being emptied for a fee and monitored for future collections or a section 46 notice of warning. If the bins get reported again by the crew a fine will then be issued. In the event that the resident requires educating regarding recycling, we are able to remove triggers, giving the residents time to resolve the issue.

Another priority for waste services was to reduce the amount of paper used. We have achieved this by using the digital incab to advise crews about missed bins, bin deliveries and assisted collection lists direct to the crew via Whitespace.

Whitespace can also perform as a Sat Nav providing directions for route optimisation which consequently makes savings on fuel and time spent out on site.