

## Waste Data Management System (at West Sussex County Council)

In 2004 West Sussex County Council signed a £540m 25-year PFI contract for the provision of a new county-wide waste management service. This was the largest contract ever signed by the Council and aimed to increase recycling rates to 45% for household rubbish by 2015, in order to meet tough landfill reduction targets.

The contract covered the seven waste collection authorities (both district and borough councils) and waste collected at the household waste recycling sites located throughout the County.

### Business Problem

Performance measurement, incentives and information sharing were key components of the PFI contract and the Council quickly identified that its existing IT systems were not suitable to support such a contract. The key requirements were:

- To collate, reconcile and report data derived from all of the service providers to the contract
- Catalogue the types of waste managed within the County
- Define the waste management facilities used by the Council and its contractors
- Define valid disposal routes for each waste stream
- Record and measure against targets set for each contractor

The previous system (compiled from Access Databases, Excel spreadsheets and multiple communication routes) was not capable of supplying the required information in a cost-effective and timely manner. Multiple disparate systems also raised the issue of data integrity and authenticity. The new system would also require a comprehensive audit trail facility

### Tessella solution

Tessella was commissioned to develop and support an e-GIF compliant Waste Data Management System to meet these needs. The web-based architecture enables all contractors and staff to access the system using industry standard username and password access controls.

Being web based, no additional infrastructure was deemed necessary as all sites had Internet access. Information on waste types, tonnage and vehicle registrations is uploaded and the system checks this against a configuration for each contractor.

For those staff conducting site inspections a roaming capability was implemented, using a Pocket PC connected over a mobile phone network, to allow the Council to monitor and inspect waste management facilities.

The system then produces statutory reports and National Indicators relating to the waste being collected and processed, and allows contractor performance to be monitored through an issues and deduction framework specified in the performance-based contract. A report generating tool allows specific information to be identified.



### Results and benefits

Ian Spicer, Business Manager at West Sussex County Council commented:

“The WDMS replaced the eight disparate systems we were using. Once it was installed we saw immediate benefits. Information that had taken up to a year to acquire was available every month and access to that information was simple and straightforward.

For the first time we had information that was accurate and auditable, error rates reduced from over 30% to less than 5%, and problem solving that was taking several weeks to complete now takes a few hours.

The time spent on basic data processing was reduced by 75% enabling our staff to focus on more productive and interesting work, resulting in improved contract management.”

### Future planned developments

DEFRA can now accept the electronic upload of data into the Waste Data Flow system.

The Tessella Waste Data Management system is being enhanced to enable customers to collate, check and upload their data without the need for report printing and manual data re-entry. LATS (Landfill Allowance Trading Scheme) forecasting capability is also being developed.

WDMS is now available to all Waste Disposal Authorities.

Please contact Tessella for more details via [info@tessella.com](mailto:info@tessella.com)



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