



# ENVIRONMENT SERVICES

POST COVID COUNCIL

## Pre COVID

Bulky collections were picked up from houses, pest visits were fully controlled and recycling centres were the 'drop-in' places citizens could to drop off the larger items from our house renovations. It was simple, and it worked like a well-oiled machine.

## COVID Challenge

The Environment department has been as badly affected as any other area of the council. Recycling centres were a hotspot for traffic – cars and people alike – and this cannot continue. Bulky collections had to be stopped in many councils and coupled together with recycling rules having been amended and green waste collections reduced or removed, houses are bursting at the seams.

Already, those who are opening up their recycling centres are finding queues for several hours forming, which does little to aid the messaging of maintaining social distancing, and generates frustration for all involved. The closing of restaurants and the abundance of mass panic and bulk purchases of food that began the crisis; has also had an impact on pests. With rats unable to dine out at our favourite restaurant bins, the pests find themselves spending more time around our homes. The bins of most homes are overfilled with excess waste generated by our 'stay at home' rules, and as a result, a vicious cycle is building. The need for pest control is increasing.



No Zipporah recycling centres have been forced to close due to demand exceeding capacity



## How Zipporah can assist with the issue

- Zipporah have created a recycling centre solution to allow appointments to be booked. Visits at recycling centres can be set to any time-duration and broadly controlled – allowing a set number of bays to be opened and some blocked out – ensuring the safe delivery of social distancing. Email confirmations are sent which can be used to put in the windscreen of cars to confirm allotted time and place for easy review on-site, and to act as an easy reminder for your citizen; and reports output number plates and car models, to allow for easy ticking off of availability/attendance. Rules around numbers of visits in a period can also be applied, to ensure that overuse by individuals is avoided, alongside measures within centres to ensure individuals attendance (unless items are too heavy), and to keep a one-way flow where possible, supports a safe environment whilst also being efficient and effective.
- Our bulky waste system ensures collections and payments for collections can be done online, reducing the burden on customer service centres which are working from home and avoiding the security concerns in home workers taking payments over the phone. Systems ensuring that relevant numbers of slots are used to ensure collections are managed with reminder notices to customers over the time; ensuring they know what to do and when. Clear knowledge of the items to be collected helps team size preparation for dealing with numbers of people in the cabs etc.
- Pest control officers have to know more than ever exactly where the pest issues are arising. It will be vital going forward to ascertain whether the visit will involve going inside the property and to allow for urgent appointment types (like the increase in rats around homes) to be dealt with immediately. The Zipporah system ensures these details are captured and rules ensure that urgent matters are dealt with accordingly. Preparation for the visit is made easier with the data to hand from mobile devices and ensuring that customers are booked-in for the full course of treatments (where multiple visits are needed for the pest) will become vital to ensure the newfound issues with vermin around homes is stamped out quickly and efficiently.

## Features & Benefits

**Patch/ward management** allowing intelligent scheduling to teams – ensure your teams are travelling within their own patch and region.

**Handle mandated treatment schedules** – ensure teams stay on-top of treatment cycles, securing against the spread of pests and reducing localised breakouts requiring greater resources.

**Online, upfront payments** – ensure that your payments are digital, and up-front, further reducing unnecessary contact.

**Increased public access** to trusted services – ensure your residents get a good deal while simultaneously generating an income for the authority.

**Maximise access** and reduces missed calls and resources – ensure there's constant 365 access to your booking solutions, with reminder emails and regular, automated contact reminding residents of scheduled appointments.

**Keep citizens and staff safe** with smooth running services by appointment – no queues, reduced social contact and, if desired, restrict repeat access to services, ensuring fair distribution of services across the authority.

## Learn more about our Post Covid Council services

Canteen Services

Customer Services

Environment Services

Finance & Accounting

Housing Services

Internal Services

Leisure, Outdoor Gatherings  
& Activity Centres

Library Services

Licensing & Trading Standards

MOT, Vehicles & Licensing

Parks & Highways

Registrars Services

Social Care Services

Sports & Venues

Training Services

Launch Post Covid Council