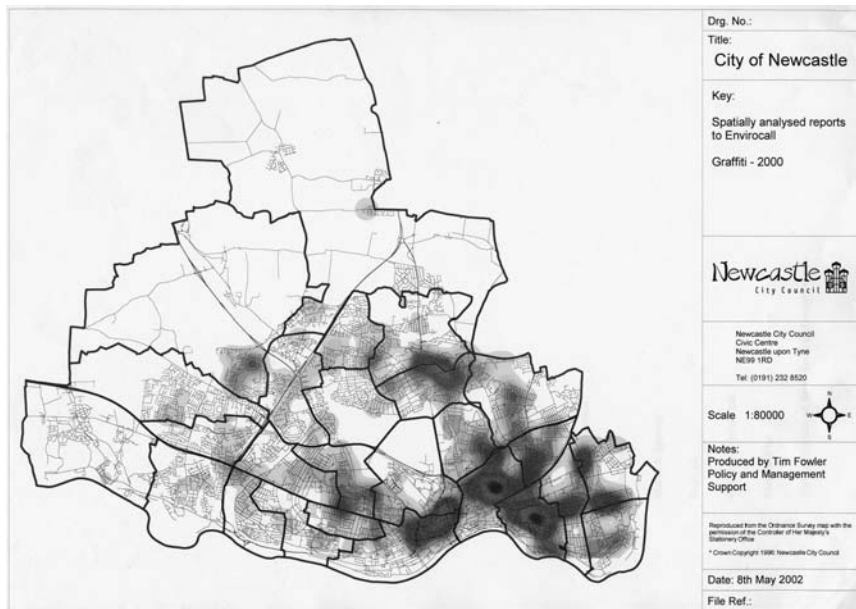


BOX 6.11 NEWCASTLE-UPON-TYNE: ENVIROCALL



Graffiti incidents across Newcastle as mapped by Envirocall

Envirocall is a call centre and one-stop shop that coordinates and monitors resident and business environmental and public space enquiries for 45 public space services. Aware that many residents and businesses were ringing the council and either not getting through or reaching any number of different departments and staff, Newcastle created Envirocall to make public space services quicker, more responsive, and more consistent.

The Envirocall HQ is staffed by up to 25 telephone operatives, six days a week, from 8am–8pm. Residents and businesses can either telephone, email through a dedicated Envirocall website, or report personally in any City Council Customer Service Centre. Operators have the means to answer enquiries (i.e. about waste collection times) and can organise council services such as

bulky item collection. Operatives can also arrange to rectify public space problems that are reported.

The coordination and distribution of such a wide range of public space services is made possible through structured case-based reasoning software. Envirocall operatives log public space problems or requests using GIS and Windows software to locate and track complaints, and then coordinate council public space services. GIS software is used so that an operator can locate exactly where a public space problem is, what land the council owns, can track routes of waste collection or cleaning regimes, or even find the number of a broken streetlight.

The software will automatically assign a team, vehicle and depot to handle the problem, with jobs electronically sent to the correct depot. The software will also tell the Envirocall operative if a charge is associated with the service, such as for commercial waste collection. Once a job is completed the depot staff will update the file to a 'done' status.

GQL software is used in combination with the GIS software to print off maps for any part of the city for different instances of the public space management issues covered over any time period. The results of the monitoring are used for a number of important purposes: the identification of outstanding jobs; compilation of maps and statistics to monitor staff working and efficiency; and performance management of set public space standards and council response times at city and ward level.