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## WEST LONDON WASTE AUTHORITY CASE STUDY

The First London Authority  
to Facilitate Boroughs  
Sharing Data. Delivering  
Better Waste Services to  
1.7m Residents in 6  
Boroughs in West London  
Waste Authority's Drive to  
Meet Sustainability Goals

### West London Waste

*Treating waste as a valuable resource*



# WiWDMS Waste Data Management System



# Summary

## **Up to date Waste Management System, enables secure continuation to deliver the ambitious waste management targets of West London Waste Authority.**

West London Waste Authority (WLWA) is a forward-thinking statutory waste disposal authority (WDA), responsible for the disposal, management and monitoring of waste collected by the London Boroughs of Brent, Ealing, Harrow, Hillingdon, Hounslow, and Richmond upon Thames.

They required a system to aid them in improving their waste strategy, reducing landfill, and increasing recycling – by providing clean and valid data, supporting production of reports such as waste data flow (WDF).

West London Waste Authority (WLWA) engaged OpenSky to help achieve UK & EU waste targets through the implementation of iWDMS (Integrated Waste Data Management System).

The innovative solution delivers accurate, real-time and measurable waste data – as well as security, compliance and confidence for waste authorities.

# Business Situation

Over the past decade, the waste industry has undergone massive changes. What used to be measured simply in tonnage and cubic metres has become far more complex.

In response to the climate emergency and stricter environmental regulations, West London Waste Authority (WLWA) is responsible for capturing hundreds of waste streams and their associated costs and carbon emissions. The data captured however, was stored in different places and measured in different ways, making it difficult to gain a true picture of waste and recycling flows in West London.

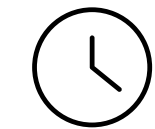
In the waste industry, there are no regulations that require authorities to share information. This meant that Borough Officers were unable to use data to compare themselves to each other and share best practices through benchmarking.

West London Waste Authority (WLWA) is a forward-thinking statutory waste disposal authority (WDA), responsible for the disposal, management and monitoring of waste collected by the London Boroughs of Brent, Ealing, Harrow, Hillingdon, Hounslow, and Richmond upon Thames. They required a system to aid them in achieving their strategic waste targets , reducing landfill, and increasing recycling. They required a system that would ensure high levels of productivity by reducing the reliance of time consuming manual data entry.

## Key Requirements



Customised Cloud Based System



Real-Time Insights and Data Tracking



Standardised & Customised Reports



Configurable Reporting to Support Waste Data Flow (WDF) Tonnages



Intuitive & Accessible Design

# The Solution

OpenSky's Integrated Waste Data Management System (iWDMS) is a unique custom-built cloud based system allowing for the gathering, transformation, management and reporting of data relating to the movement of waste from collection to disposal.

The iWDMS solution automates WLWA's waste data management processes and reduces the dependency on key people for the management of their in-house processes. It now takes one staff member just two days per quarter to prepare all waste data reports – saving approximately 80% on time.

iWDMS is a visually concise, easily accessible, online self-service hub that can be viewed in real time by all of WLWA's stakeholders and internal staff. Boroughs can now upload their data and generate reports automatically, eliminating the need for bespoke reporting. Because the data is automatically standardised, there is far more transparency and consistency - e.g. standardisation for calculating recycling rates which has significantly reduced a multitude of discrepancies between boroughs.

The system has enabled WLWA to communicate data-driven decision making far more effectively to its' boroughs. For example, by demonstrating Household Reuse and Recycling Centres (HRRC's) performance through KPIs like recycling rates, they have made a business case to separate rubble from residual waste which will save up to £150k of taxpayer's money each year. In this way, iWDMS has not only directly benefitted WLWA and their stakeholders, but also the 1.7 million residents that they serve.





An aerial night photograph of London, showing the River Thames flowing through the city. The city lights are visible, and St Paul's Cathedral is prominent in the center. The sky is a mix of blue and orange from the sunset.

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OpenSky's iWDMS is an essential system for informing a collective strategy and delivering waste services to 1.7 million residents in 6 London boroughs.

It provides the foundation for extensive management information used by both WLWA and boroughs.

**Jay Patel**

**Finance Director**

**West London Waste Authority**





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