

<b>EMPLOYEE COMMENTS - STREETSCENE REVIEW</b>	
<b>COMMENTS</b>	<b>OFFICER RESPONSE</b>
<p>Whilst I appreciate that with any large review not everything is going to be right from the start and that certain elements of Streetscene Service work well, it's also fair to say certain areas within the service are not working well and need to be looked at and addressed as a matter of urgency.</p>	
<p><b>1. Lack of Resources</b></p>	
<p>There seems to be an obvious lack of resources across the service both at operational and staff level. This is quite apparent when a large amount of overtime seems to be being worked at the moment in order to keep up with the service requirements of Streetscene, along with the amount of Agency staff being employed in certain areas across the service. It appears that at the start of the process / review not all roles were considered fully and a number of functions were not included.</p>	<p>See Service Review - Staffing</p>
<p>The lack of staff within the Technical, Admin &amp; Finance team seems to be even more worrying. This team is primarily there as a support and technical facility for the rest of the Streetscene Services. From my observations and those across other service areas it's quite obvious that the team is struggling to provide the necessary support and backup required due to numerous functions which seem to be off loaded on to the team, the amount of problem solving the team seems to become involved with on behalf of service specific areas, and more worryingly the amount of tasks / duties expected of the team which have materialised / come out of the woodwork (e.g. Trade Waste, Passing Information on to Members) from previous service areas being delivered prior to the implementation of Streetscene.</p>	<p>See Service Review - Staffing</p>
<p>The lack of resources within this team not only impacts directly on the team but also that of the service as a whole, if the team is not fully resourced then how can you possibly manage or provide an adequate support function to solve the issues / problems this team seems to encounter / get bombarded with on a daily basis. Again as previously stated it appears that not all roles and respective functions within the review were fully considered or appreciated.</p>	<p>See Action Plan - Staffing</p>
<p><b>2. Training</b></p>	
<p>An emphasis on training under the Streetscene Service was quite rightly being pushed within the review and identified as being extremely important to the whole service. Whilst training needs are progressing through work undertaken by the Health &amp; Safety Training Officer, it's quite clear that the ability to undertake shadow training is not happening due to those resource issues as mentioned above within point 1.</p>	<p>Training for all staff will be identified through the Appraisal process to be completed within the next month.</p>

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<p>The demanding workload being put on to the T, A &amp; F team whilst providing a support function to the whole service does not allow the time for shadow training and means large amounts of staff within the team are still carrying out tasks and duties from their previous roles prior to Streetscene being Implemented. The impact of all this ultimately means adequate cover is not able to be provided to cover things like sickness / holidays etc, backlog of work upon return, working reactively rather than proactively, and staff not being given the opportunity to learn something new. All this serves to do is cause stress levels to increase for individuals and animosity amongst team members which will ultimately impact on the service expected to be provided and delivered to service areas, members of the public, and all other stakeholders.</p>	<p>See Action Plan - Staffing</p>
<p><b>Third Party Claims</b></p>	
<p>The previous inspection regime made adequate records showing inspection and repairs of carriageway and footway defects providing a sound defence in relation to 3rd party claims. Since the reorganisation I have provided reports and records to the Insurance Services section and it has become evident over the last few months that there have been no records available on the system in order to defend some 3rd party claims that have been sent to the Council. There is a lack of records showing the raising of work tickets and records of remedial works that are carried out.</p>	<p>Safety inspections are now monitored to ensure they are completed on time and provide an adequate defence against claims.</p>
<p><b>Office Environment</b></p>	
<p>The open plan office does not lead to a constructive and productive environment. The continual buzzing and bleeping of mobile calls and text messages, telephones ringing and not being answered by other team members, the alarm loudly bleeping on the door of the data centre when IT visit and leave, people walking up and down the office at the same time as talking on mobiles, the clicking and banging of the door opening and closing, temperature fluctuation, the volume of peoples voices, to list but a few is not creating a good working environment or to level of work output due to constant interruptions, sometimes it is totally impossible to concentrate.</p>	<p>The office has been designed in line with all future offices operated by the Council. Environmental issues will be dealt with by Action Plan - Office and Depot arrangements.</p>
<p>When streetscene was first introduced I was quite excited as it would be a chance for me to progress and further my career and I believe in some ways it has made the original service better however there are a few problems that I feel need addressing or at least people need to know what is happening to see some sort of progression</p>	
<p><b>Contracts</b></p>	
<p>A number of people have mentioned to me about how there has been no contracts issued with regard to the new roles when will this happen?</p>	<p>Where assimilation has taken place, no contracts are required.</p>

<p><b>Training</b></p> <p>I know that we are still in the stages of changing over but no training has been issued in order to get people out of doing their old jobs and into their new jobs. I am very eager to improve my knowledge and qualifications which are why when I was offered a Technical Officer Career graded position I jumped at the opportunity. I believe there have been some issues regarding the Job Evaluation Questionnaires and Job Descriptions for the Technical Officers position that was indicated a few months ago but nothing more has been said and there is no guideline as to what the technical officers are working towards and what they need to achieve in order to move on to the next level and since it is now late August any College training will be missed and another year will have to pass in order to gain these qualifications. Also with a number of people still doing their old jobs the people that are carrying out their new roles are struggling with the workload as there is less support than originally planned this is leading to a number of staff becoming rather worried and upset as they are feeling very stressed</p>	<p>Training assessments will be carried out before the end of October</p>
<p><b>Career Grade</b></p> <p>I have a very positive view regarding career graded roles however I don't understand that at the current time how someone who has no experience or qualifications in the role is at a higher level than someone that has a number of qualifications and over 10 years experience. Please could you explain this?</p>	<p>Assimilation took place to the new grades following the Council's corporate processes.</p>
<p><b>Open Plan Office</b></p> <p>Now that half of the Altami depot work force is in the new open plan office it is very helpful, as I am able to speak to colleagues about different tasks a lot easier however there is no places or opportunity to speak to colleagues or members of the public in a private manner e.g. I received a phone call from a member of the public complaining however there were a number of other people on the phone so I could hardly hear the member of public speaking and I felt rather rude asking them to constantly repeat themselves</p>	<p>The office has been designed in line with all future offices operated by the Council. Environmental issues will be dealt with by Action Plan - Office and Depot arrangements. Further breakout rooms will be available once the new office has been completed.</p>
<p>I'd like to start by saying that I do understand the need to save money; however, I find the lack of staff in Streetscene worrying. Our role as Technical Officers is to support other service areas such as Street lighting, Highways, Waste etc. Unfortunately, due to the lack of staff our roles seem to be stuck in one section providing support.</p>	
<p>The idea of the Technical Officers shadowing other sections interested me greatly; however, most of my time is spent providing support to the Street Lighting section; which doesn't allow me anytime to shadow other sections.</p>	<p>It is accepted that Technical Offices have yet to benefit from the generic role however, the training plan which will be developed at the Appraisals will ensure staff movement takes place.</p>
<p>The career grade was also something I found to be a good idea, however, there is a real lack of understanding as to how much points or experience you will need to move up the scale. Once this issue is rectified it will be a big bonus for me and the other Technical Officers.</p>	<p>Noted</p>
<p>In my role I'm expected to use the phone for various things, such as dealing with community councils and members of the public; unfortunately, I'm finding it increasingly frustrating working in an open plan office as I can't hear what the user is saying most of the time due to the high level of noise. I have to take note of the person(s) number and contact them back on my mobile phone when I find an area quiet enough to do so, which in this depot is almost impossible. I'm also finding it incredibly difficult to work in this type of office; it's very difficult for anyone to concentrate on their work due to the noises from people talking on the phone(s) or from people typing on their keyboard &amp; also the telephone(s) ringing non stop</p>	<p>The office has been designed in line with all future offices operated by the Council. Environmental issues will be dealt with by Action Plan - Office and Depot arrangements. Further breakout rooms will be available once the new office has been completed.</p>

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<p>I'm also concerned about us not receiving our Contracts to sign. It's been several months since StreetScene began and I've only ever signed a temporary contract. We were told we'd be issued with contracts almost immediately.</p>	<p>Where assimilation has taken place, no contracts are required.</p>
<p><b>1) From the whole service a lack of feedback when asking for information that is required for operational requirements.</b></p> <p>What operational works need carrying out on a daily basis in certain area's.</p> <p>What Numbers are required</p> <p>The daily whereabouts of operatives</p> <p>Vehicle Requirements and correct legislation (i.e. are drivers driving the correct vehicles they have licences for)</p> <p>Plant Requirements (to comply with procurement policy)</p>	<p>See Action Plan - Operational</p>
<p><b>2) No pre planning of works for the work force on a daily or weekly basis</b></p> <p>It seems as though the Co-ordinators look at work load on daily basis in the morning when operatives turn up. The work time has changed but are we getting any more out of the operatives as vehicles seem to be coming into the yards regularly at 4.45 on a daily basis?</p> <p>With structured planning we should be able to fill the extended day for the operatives.</p> <p>Too many operatives look to have changed the shift patterns from the original rotas handed out in April.</p> <p>No consistency with booking of leave or sick</p>	<p>See Action Plan - Operational</p>
<p><b>3. A lack of will or wanting to help out a member of there team whether individual or in a group.</b></p> <p>Operatives have been kept in their Service Area and not started moving across areas to start learning other skills. There is a lack of wanting to help out other service area's when help is required.</p> <p>It seems people would rather overload certain individuals with work load than pull together and make this project work.</p> <p>All the above are minimal teething problems that can easily be overcome, the procedures have been set up for them but without getting feedback and information back there is only so much you can do.</p>	<p>See Action Plan - Operational</p>
<p><b>If we can get the basic Service requirement's needed on a daily bases and get everyone's correct shift patterns and needs we can iron these basic problems out with pre daily planning of work requirements and correct staffing levels in accordance with rotas.</b></p>	