

Appendix 2

UNION COMMENTS - STREETSCENE REVIEW	OFFICER RESPONSE
COMMENTS	
Generic roles - are the generic groupings of staff still relevant or do they need to be reviewed?	Reviewed as part of the Service Review
Working hours - Working hours that are being lost by staff ?	Will be picked up during Appraisals with staff and best practice shared across the Service.
Vans - has the criteria that has been agreed now been applied and is it now deemed to be acceptable to the employees?	Criteria for vans has been approved by Unions and staff.
Agency workers - Sourcing of agency staff, their suitability in terms of induction and H&S in particular	All staff are sourced through Matrix. Induction process needs to be improved.
Risk Assessments - Have all risk assessments now been completed?	Risk Assessment Reviews on going.
Area working - Is this working as expected?	Area Working is delivering the benefits that were expected however some minor amendments to the area is required to balance workloads.
Highway Inspections - Are the level of expected inspections being achieved, does there need to be any revision given to the areas allocated?	Please see previous item.
PDA's or other mobile communication/IT devices	New PDA's will be provided to the Supervisors in the next few days.
Sickness absence monitoring - What are the trends under the new shift system?	Sickness levels are lower across the service in the first quarter of the new year.
Considering the short period of time that all aspects of the service have moved onto the new working patterns no one thought that things would be working as well as they are, yes there are still some significant problems to iron out but these are being worked through as and when they arise, continual improvement and dialogue is essential to any modern service's progression.	Workforce groups will continue to meet to ensure the communication lines are maintained.
Communication has been the key to the success of such a major change to peoples lives, the monthly meetings although very difficult at times have been essential in moving forward the service, people have the confidence to raise difficult issues knowing they won't be ostracized or disciplined for doing so. Long may this continue to be the case?	Noted
The training ethos has fundamentally changed from the blue eyed boy syndrome to a more transparent and open to all equality principal depending on the needs of the service, offering such a range of training from basic skills to chain saw license to HGV, covering both the essential requirement and additional skills is to be hailed as another major success. Having a trade union Rep involved in this area is a good idea as it helps remove some of the previous concerns raised regarding preferential treatment. This needs to continue and as one of the main priorities as the workforce will be required to be more flexible where they work etc.	Noted

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<p>The major increase in recycling is yet again another significant step forward (previously Flintshire was in the bottom core tile and has now moved to second in Wales), capacity will have to be monitored as additional resources maybe required to maintain/improve further this area of the service.</p>	<p>Noted</p>
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