

## Environment Department – Streetscene

### Improvement Action Plan – New waste collection service

#### Communications

Ref	Issue	Member Suggestion	Action	Timescale RAG Status	Responsible Officer
C1	In consistent messages by officers - ensuring that whatever advice/information is given by a contact centre officer, the same is given by supervisors, by operatives, by managers etc.	Improve daily communication between managers, supervisors and crews to ensure that whatever advice/information is given by a contact centre officer, the same is given by supervisors, by operatives, by managers etc. Continue to receive feedback and then full analysis of that feedback (Hilary)	Weekly update for all staff through periods of change  Existing Member contact arrangements to remain	Immediate G	Kevin Gardiner H Mitchell
C2	Clear and consistent information in all communications	Formal check process for all external communications – includes independent customer	Agreed	Immediate G	Kevin Gardiner H Mitchell
C3	Information to members must be timely. For example any changes to services around Christmas should be communicated to Members at least a month, possibly more, in advance so that it gives them opportunity to include the messages in their own newsletters.	Produce annual operational plan with key dates i.e. Christmas calendar's to be sent out on December 1 <sup>st</sup> – 8 <sup>th</sup> .  Process to be approved through Executive as part of service review.	Agreed	1 <sup>st</sup> July G	Gabrielle Povey

C4	Residents unsure why waste is still in their bin	Non collection of waste (as a result of Policy) needs to be communicated to the household so they understand why their waste is not being collected. Stickers to be posted on bins	Review of communications process and stickering arrangement	July 2012 A	Gabrielle Povey
C5	Collections at flats and Housing estates unclear	Produce estate specific collection leaflets, particularly around social housing estates, flats etc. Provide landlords with information leaflets on collections that can be handed out to new tenants.	Agreed	July 2012 G	S Jones
C6	New residents unsure of collection arrangements	Consider the opportunity to create a new Flintshire resident pack. Triggered by people registering at a new property for Council Tax a welcome pack to be dispatched that would not necessarily only include information on Waste Collection but on a whole range of council services.	Agreed	April 2013 G	Gabrielle Povey
C7	Members need to contact service	Introduce a direct email (just for member use) say waste@flintshire which would go direct to Hilary and her team (for when she is absent)	Agreed	Immediate G	Hilary Williams

C8	Members unaware when collections will be made due to vehicle breakdowns and other issues with the service	<p>Develop a text services for Members advising when there are problems, such as a broken down vehicle which is delaying collections in their area. They will then be able to answer any resident queries.</p> <p>Use of automated telephone message to impart information eg change to service because of bad weather, collection running late similar to utility companies model (eg power cuts)</p>	<p>Staff to phone Members if problems arise pushing collections beyond 5pm</p> <p>Consider suitability of CRM this service</p>	<p>Immediate G</p> <p>July 2012 G</p>	<p>Kevin Edwards</p> <p>D Naylor</p>
C9	Resident unsure on changes to collection arrangements	<p>More use of social media – twitter – delays as mentioned above could be ‘tweeted’. Acknowledgement that the service as a twitter site but that it isn’t yet activated.</p>	All ready in place	<p>December 2011 G</p>	Gabrielle Povey
C10	Bins left blocking the footway	<p>Better information to residents on where to put their containers in terms of driveways, access, kerbside and pavements rather than cartilage. Where new local arrangements are agreed ensure that this is communicated to the operatives</p>	Information provided as part of yearly calendar replacement	<p>December 2012 G</p>	Gabrielle Povey
C11	Non English speaking residents unable to understand service	<p>Clear communications must be sent out to foreign communities – Trevor Jones from the PPP unit has worked a lot with the Polish communities and may be of some help</p>	Review information as part of communication plan	<p>December 2012 G</p>	Gabrielle Povey
C12	Callers don’t know how long until an officer will answer in busy periods	<p>When calls are in a queue can the system tell them where in the queue they are – e.g. you are now the 10<sup>th</sup> call in the queue.</p>	Consider suitability of CRM this service	<p>July 2012 R</p>	Denise Naylor