

## Environment Department – Streetscene

### Action Plan – New waste collection service

#### Operational/Training Plan

Ref	Issue	Member Suggestion	Action	Timescale RAG Status	Responsible Officer
O1	Lack of knowledge of rounds	Reinforce buddy working groups to more effectively share knowledge throughout the workforce	Buddy groups introduced	July 2012	K Edwards
		Operatives should know more than one round, so that during times of sickness/annual leave operatives can cover rounds	Training on additional rounds	July 2012 G	K Edwards
O2	Drivers unable to find properties for repeated missed collections	Maps of previously missed collections should be given to drivers to help find the more obscure addresses	Provide maps for repeated missed collections	Immediate G	K Edwards
O3	Food waste removed from containers and stacked or carried on the street	Food waste must be disposed of correctly – currently several bins are emptied onto the street in a heap before then being lifted onto the wagon. This is obviously unhygienic and unpleasant for residents	Tool box talks and continued training	Immediate G	K Edwards

O4	Avoid wherever possible changes to the services (Christmas) so as not to confuse people	General agreement that recycling must be collected over the Christmas period but that brown bin collections should be suspended to allow resource to be directed into residual and recycling collections.	Review Christmas arrangements	July 2012 G	Kevin Gardiner H Mitchell
O5	Repeated missed collections per property	Record the number of times that property has been missed on works ticket.	Number recorded on second and subsequent missed collections	Immediate G	Hilary Willaims
O6	Workforce not engaging with the new collection arrangements	1. Employee Workshops to be held that discuss general County wide issues eg service standards, baseline performance standards	Agreed	July 2012 G	K Edwards
		2. Tool Box talks/Area Teams to impart relevant area based information, to be reactive to problems and proactive in solutions, deviation from baseline standards where problems identified.	Agreed	On going	K Edwards
		3. Training should be given to operatives on the policy/procedures.	Agreed	July 2012	K Edwards
		4. Have individual team (round) targets, to promote friendly competition, eg. Least number of missed collections per round in a month.	Possible future development		S Jones

O7	Workforce not returning bins correctly and leaving lids open	Stress importance of closing lids on wheelie bins and food waste bin at tool box talks	Tool box talks and continued training	Immediate G	K Edwards
O8	Members unsure on the performance of the service	Regular quarterly performance reports to the relevant scrutiny committee to monitor improvements on missed collections.	Missed collection information will be included in the Streetscene standards and will be reported from Q1	1 <sup>st</sup> July 2012 G	S Jones
O9	Side waste collections	Clear instructions to staff, operational teams, Members and the public need to be provided once the decision to collect has been made. This decision needs then to be consistently applied	Notify all staff and operational teams once decision is made  Inform Members and public	Once agreed G	K Gardiner H Mitchell