

## Environment Department – Streetscene

### Improvement Action Plan – New waste collection service

#### Policy

Ref	Issue	Member suggestion	Action	Timescale Rag Status	Responsible Officer
P1	Lack of clarity on policy and standard by Members	Revisit Policy to reassess baseline standards	Review policy and communications in update report to Scrutiny	Sept 2012 G	S Jones
P2	Missed collections are not always the fault of the Council – what should happen then	Identify and record the reason for the missed collection so that the remedy can be targeted properly, and record the remedy, e.g. it may not always be the fault of the operatives, there will be occasions when resident forget to put their bins out for collection	Identify process for missed collections when not the responsibility of crew. This will be achieved by electronic system on vehicle	1 <sup>st</sup> Dec 2012 G	S Jones
P3	Introducing 6 day working	Consider Saturday collections for flats and rural areas	Agreed	1 <sup>st</sup> Oct 2012 G	S Jones
P4	Introduce flats to new arrangement	The policy for flats needs to be developed and then clear consistent and timely communications with crews, residents and members.	Agreed	Action plan - 19 <sup>th</sup> March 2012  Delivery July 2012 G	S Jones  S Jones