

**MANAGED WEEKLY COLLECTION WORKSHOP
23 FEBRUARY 2012**

BREAK AWAY SESSION

THEME: MISSED COLLECTIONS

	ACTION
<p>WORKFORCE/TRAINING</p> <ul style="list-style-type: none"> • Ensure operatives know their own rounds. • It was suggested that operatives should know more than one round, so that during times of sickness/annual leave operatives can cover rounds they know, which will help reduce the risk of missed collections. • Training should be given to operatives on the policy/procedures. • Have individual team (round) targets, to promote friendly competition, eg. Least number of missed collections per round in a month. 	<p>01</p> <p>01</p> <p>06</p> <p>06</p>
<p>POLICY</p> <ul style="list-style-type: none"> • Revisit the policy if missed collections continue to see if there are any gaps in the policy. • Develop a procedure from the policy for operatives and local members to have, which may be more easily understood. • 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. 	<p>P1</p> <p>P1</p> <p>P2</p>
<p>COMMUNICATIONS INTERNAL/EXTERNAL</p> <ul style="list-style-type: none"> • There should be a clear process of communication from the manager through to the individual operative who collects the bin. There may be instances when that individual operative is not aware of the missed collection. • Two way communication between officers and local members. If members report a problem, the officer should feedback the outcome. • Residents in receipt of assisted collections should be communicated 	<p>C1</p> <p>C8</p> <p>V6</p>

<p>with on the process; there are examples of assisted collection labels being placed in home windows and not on the bin, which may increase risk of a missed assisted bin collection.</p> <ul style="list-style-type: none"> Local members should be familiar with the expected standards, eg how soon a bin will be emptied following a missed collection. Regular quarterly performance reports to the relevant scrutiny committee to monitor improvements on missed collections. 	<p>P1</p> <p>08</p>
<p>VEHICLES/EQUIPMENT</p> <ul style="list-style-type: none"> The tracking system should identify missed collection properties. Ensure the numbers of missed collections are logged on the software system to identify repeat occurrences. Introduce assisted collection addresses onto the tracking system. 	<p>V6</p> <p>05</p> <p>V6</p>
<p>Workforce and Training</p> <p>Consistent messages by all officers – ensuring that whatever advice/information is given by a contact centre officer, the same is given by supervisors, by operatives, by managers etc. this will provide members with confidence to then deliver the same messages in their communities.</p> <p>Improve daily communication between managers – supervisors – crews – not tool box talks but on daily operational issues which need to be addressed</p> <p>Continue to receive feedback and then full analysis of that feedback (Hilary)</p>	<p>C1</p> <p>C1/06</p> <p>C7</p>
<p>Policy</p> <p>The policy for flats needs to be developed and then clear consistent and timely communications with crews, residents and members.</p>	<p>C5/C2</p>
<p>Vehicles and Equipment</p> <p>Provide more telephone lines to receive volume of calls</p> <p>When calls are in a queue can the system tell them where in the queue they are – e.g. you are now the 10th call in the queue.</p> <p>Not advocating an automated telephone service – but there could be the opportunity in times of significant disruption for a short message on</p>	<p>C12</p> <p>C12</p> <p>C12</p>

<p>answering (similar to Scottish Power during power cuts) that advises what the disruption is and what areas it is affecting. This would not stop customers progressing through to the service in the normal way after the message.</p>	
<p>Communications – Internal and External Learn from pilot which was a good example. There was however acknowledgement that the pilots were smaller areas and so more direct communications were easier to achieve.</p> <p>Clear and consistent information in all communications – whatever we say on the website, should be exactly the same as the leaflets, as the stickers, in YCYC, as what officers and members are saying, etc.</p> <p>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.</p>	<p>Comment</p> <p>C2</p> <p>C3</p>
<p>Members very keen to work together with officers to deliver the messages within their communities but the information they are given needs to be consistent and timely to provide members with the confidence to be the service ambassadors out in the community.</p>	<p>C3</p>
<p>Avoid wherever possible changes to the services (Christmas) so as not to confuse people. Discussion around how practical that is considering that Christmas Day and New Years Day always follow on the same week day and so some residents could be 3 weeks without a collection. General debate was to consider ways perhaps to address the Christmas Day and New Years Day collections without disrupting other service days.</p>	<p>C3</p> <p>Comment</p>
<p>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.</p>	<p>C3</p>
<p>Record the number of missed collections per property – at present the service accepts calls for missed collections but it doesn't record the number of times that property has been missed.</p>	<p>05</p>
<p>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. The same information needs to be communicated to contact centre staff so that if a call is received from the household to report a missed collection then they know not to record it as one.</p>	<p>C4</p>
<p>Work more closely with other internal departments, say Housing, to learn when properties have changed tenancy.</p>	<p>C5</p>
<p>Estate specific collections. Particularly around social housing estates, flats</p>	<p>C5</p>

etc. Provide landlords with information leaflets on collections that can be handed out to new tenants.	
Provide leaflets to local estate agents to go out with new buyer packs.	
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.	C5
<p>Best method of communication</p> <p>Generally felt that using as many channels as possible to get the word out was best but that stickers on bins or leaflets through doors was the most effective method direct communication. There was acknowledgment however that we couldn't keep issuing stickers on bins as they would quickly become unsightly and any new messages would become lost in the plethora of old messages.</p>	Comment
Members welcomed the direct line to Hilary but also felt that a direct email (just for member use) say waste@flintshire which would go direct to Hilary and her team (for when she is absent) would be very helpful.	C7
Introduce a contact card for members with the direct number and email address.	Done
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.	C8
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.	C9