

Environment Department – Streetscene

Improvement Action Plan – New waste collection service

Communications

Ref	Issue	Member Suggestion	Action	Timescale	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	Kevin Gardiner
C2	Clear and consistent information in all communications	Formal check process for all external communications – includes independent customer	Agreed	Immediate	Kevin Gardiner
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 st – 8 th . Process to be approved through Executive as part of service review.	Agreed	1 st July	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	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	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	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	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</p> <p>July 2012</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	December 2011	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	December 2012	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	December 2012	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 10th call in the queue.</p>	Consider suitability of CRM this service	July 2012	Denise Naylor

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Vehicle/Containers

Ref	Issue	Member Suggestion	Action	Timescale	Responsible Officer
V1	Containers blowing away.	Interim arrangements to stop blue bags blowing away eg put blue bag in the weighted white sacks, turn blue boxes upside down and put recycling bags underneath, put the blue bags in the handles of the wheelie bin Introduce weighted bags for all future replacements	Implement suggestion Toolbox talks to start immediatly Implement suggestion – 3 month delivery	Immediate June 2012	Kevin Edwards Gabrielle Povey
V2	Containers are unsuitable	Trial new containers Stacked recycling bins Smaller wheelie bins for single occupants New blue bag with velcro fastening for paper	Identify suitable area and trial new containers	1 st July	Gabrielle Povey
V3	Bins blown into road with potential to damage	Reflective strips should be attached to dark bins – if they're	Proposal to be discussed with insurance company	July 2013	Kevin Gardiner

	vehicles	blown into the road then they're a traffic hazard and difficult to see Replacement bins to get strips Provides strips to residents to fix to their bins			
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V4	Vortex problem – when the trucks are filled, sometimes turbulence inside will blow the rubbish back out onto the street	Investigate and produce revised working arrangement to avoid	Agreed	July 2012	Kevin Edwards
V5	Vehicles too big for some roads	Ensure vehicles are fit for purpose – bigger vehicles make for shorter collection times, but may be unsuitable for narrow streets and lanes Full review of fleet suitability	Agreed	Dec 2012	Kevin Gardiner
V6	Reliance on paper system for assisted collections	Introduce assisted collection addresses onto the tracking system	Agreed	December 2012	Kevin Gardiner

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Operational/Training Plan

Ref	Issue	Member Suggestion	Action	Timescale	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	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	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	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	Kevin Gardiner
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	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	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	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 st July 2012	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	K Gardiner

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Policy

Ref	Issue	Member suggestion	Action	Timescale	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	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 st Dec 2012	S Jones
P3	Introducing 6 day working	Consider Saturday collections for flats and rural areas	Agreed	1 st Oct 2012	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 th March 2012	S Jones
				Delivery July 2012	S Jones