



EMPLOYEE ENGAGEMENT PROGRAMME

SERVICE LEARNING VISIT: FEEDBACK FORM

Brumley Brae Depot
Wednesday 16th May 2018

CMT Reps:	Roddy Burns, Chief Executive Rhona Gunn, Corporate Director (EDP & I)	
Councillor Rep:	Councillor J Cowe, Councillor M MacLean	
HR Rep:	Kara Morrison, HR Adviser	
FEEDBACK		
<p>The visit commenced by meeting with approximately 40 Waste & Cleansing employees in the Canteen area within Brumley Brae, followed by a meeting with the foreman/recycling assistants and finally management.</p> <p>The Chief Executive and Corporate Director provided everyone with a brief overview of where Moray Council currently stands and acknowledged that significant change was forthcoming, particularly the change to 3 weekly waste collections.</p> <p>During the visit a number of issues, concerns and opportunities were discussed highlighting the challenges frontline employees experience whilst also identifying developments that would assist in improving service delivery. The table below serves as a summary of the discussions with feedback and action points where appropriate.</p>		
<u>Summary of Points from Visit</u>		
Issue	Points Raised/Noted	Feedback
3 weekly collections	<u>Education of the public</u> Can a sticker be placed on every bin advising employees what type of waste can be placed in each bin?	<u>Education of the public</u> A leaflet has been delivered to all households in Moray highlighting the changes to collections educating members of the public what type of waste goes in each bin. We need to embed this change before we determine if any further action is required.
	<u>Enforcement</u> How can we enforce recycling?	<u>Enforcement</u> We currently have a 3 strike policy where we can then stop collections. Again, we need time to embed the change to 3 weekly before we go down the route of enforcement. A large campaign has taken place to educate the public based on inform, advise and educate. Compliance after the

	<p>move to 3 weekly will be monitored and the power to enforce will be considered at a later date.</p> <p>Management are looking to prepare a report for elected members demonstrating the different options available in terms of enforcement, however there are concerns over the impact this will have on the wider community, for example an increase in fly tipping.</p> <p><u>Risk assessments</u></p> <p>The risk assessment folder in vehicles needs updated to reflect the revised routes.</p> <p><u>Transition</u></p> <p>We have been handed a piece of paper with our new route on it, there has been no discussion beforehand.</p>	<p><u>Risk assessments</u></p> <p>Updating risk assessments is an ongoing process being undertaken by the monitoring team. If anyone identifies a hazard whilst out on their route, they can fill out a reporting sheet and the monitoring assistants will carry out a site visit and undertake an assessment.</p> <p><u>Transition</u></p> <p>The move to three weekly collections is a significant change, there is still time before it is implemented and I would expect through team meetings that there will be further opportunity for discussions surrounding its implementation and what it means for you. There are already 6 other local authorities who have moved from 2 weekly to 3 weekly collections, as far as I am aware none of them have reverted back because it hasn't worked. I acknowledge that this is a difficult transition, if you have any queries relating to the move I would urge you to raise them at your monthly team meeting.</p>
Additional fleet/ budget	<p>We have more recycling to collect, does this mean that we are going to get another recycling lorry?</p>	<p>There will not be any additional vehicles as the new routes can be accommodated using our existing fleet. We acknowledge that we need to take into account the reliability and age profile of vehicles, however we are not unique as all services are being pushed to do more with less. We</p>

		<p>have talked before about the savings which need to be made to bridge the gap. Policy and legislative constraints within Education & Social Care mean that only 42% of our budget can be explored to identify savings – part of this percentage includes Waste. This is the reality of where we are and the need to continually identify ways to generate savings is not going to go away.</p>
Back door collections	<p>In our experience members of the public just seem to phone up and can arrange a back door collection without question, taking up additional time for the crews.</p> <p>Can we introduce set criteria? Or ask members of the public to provide a medical note in order to qualify?</p>	<p>We cannot introduce a system of requesting a medical note as it costs money to obtain one and would be complex to manage.</p> <p>The assisted Back Door Collection service is available to anyone who is unable to present their wheeled bin to the normal place of collection due to health problems, disability or infirmity and have no person residing with them or visiting them on a regular basis who could present the bin for collection on their behalf. An application form is required and monitoring assistants complete spot checks to ensure full compliance.</p>
Charging for extra brown bins	<p>Can we start charging for extra brown bins? Some households have more than one bin which means there are more bins to collect and waste to dispose of.</p>	<p>At present our priority is educating the public on the correct disposal of their waste. We could look into charging for 2+ brown bins (we can't charge for the first as that's needed for food waste), however further analysis would need to be undertaken. We would need to identify how many households have 2+ bins, what revenue would be raised and the admin costs to recover this to determine if it would be outweighed by the income.</p>
Communications	<p><u>Internal communications</u></p> <p>We have regular team meetings but the minutes haven't been produced for the past 2 months.</p>	<p><u>Internal communications</u></p> <p>We need to keep lines of communication open; your team meetings are vitally important so we can work collectively. The notes taken were not distributed and we apologise for that. In future, notes will be posted within 5 working days. If you have any queries please raise them with</p>

	<p><u>External communications</u></p> <p>The change to our collections over the festive period was communicated via social media, but this method missed some elderly people. We should be advertising in the newspaper as well.</p>	<p>your line manager in the first instance.</p> <p><u>External communications</u></p> <p>Advertisements in newspapers are expensive, therefore we have moved to modern lines of communicating via social media with success. The majority of the public have moved to this method as well, so for example, if we want to communicate a marriage or birth for example we tend to steer towards social media rather than placing it in the local newspaper. However, if you feel that we have missed out a particular group then this can be considered and looked into further nearer the festive period. We're happy to assess any relevant suggestion for better communication internally and with the public.</p>
Moycroft	<p><u>Festive period</u></p> <p>Will Moycroft still be open during the festive period this year? We are approx. 3 times as busy during this period.</p> <p><u>Re-development</u></p> <p>What is happening with the refurbishment of Moycroft?</p> <p><u>Recycling bays</u></p> <p>The recycling bays are full especially those for paper/plastics and cans.</p>	<p><u>Festive period</u></p> <p>The timescales associated with Moycroft will be reviewed, if it is not going to be open then we will have a contingency plan in place. Feedback has been acknowledged and noted.</p> <p><u>Re-development</u></p> <p>The initial costing was in excess of the allocated budget set by elected members. Senior management and architects have worked together to review the design and bring it within budget. The new design should be finalised in the next few months and will then go to committee for approval.</p> <p><u>Recycling bays</u></p> <p>Feedback has been acknowledged and noted. In future, routine operational queries like this can be raised through your regular team meetings.</p>
Parking charges	<p>Why are you not introducing parking charges in other towns? We need to pay at Cooper Park but we don't</p>	<p>Imposing parking charges is a political decision. The other areas mentioned have a wealth of free</p>

	need to pay in surrounding areas like Keith, Buckie, Lossiemouth.	on street parking meaning that more people would choose to park <u>there</u> and it would cause issues with local residents. We are looking at every option possible to bridge the gap and balance the books, parking charges have been one of our options.
Trade Waste charges	Is there a review on the price we charge for trade waste?	Pricing is reviewed every year as part of our annual charging report. If we are losing customers and you feel that we should keep fees static then this should be fed up to management as we need to provide a competitive service. We may generate more income by keeping prices static and retaining/increasing our customers. It is important to keep our channels of communications open so that messages like these get passed from the front line up to management.
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