



EMPLOYEE ENGAGEMENT PROGRAMME

SERVICE LEARNING VISIT: FEEDBACK FORM

Freuchny Depot
Wednesday 15th August 2018

CMT Reps: Rhona Gunn, Corporate Director (EDP & I)
Councillor Rep: Councillor G Leadbitter,
Councillor S Warren
HR Rep: Anne Smith, Senior HR Adviser

FEEDBACK

The visit commenced with a tour of the depot and was followed by meeting with 6 Roads employees in the Canteen area within Freuchny depot.

The Corporate Director provided everyone with an opportunity to raise any questions, share any concerns and provide feedback on how their area of work.

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.

Summary of Points from Visit

Issue	Points Raised/Noted	Feedback
Depot facilities	Issues raised in relation to the poor standard of the toilet facilities. It was noted that roads and recycling staff use the same toilet facilities and staff using the fuel pumps may also ask to use the facilities. Standard of cleanliness was poor. Some depots have cleaners.	Noted The facilities themselves were observed and noted that the standard of cleanliness was poor. To raise with the service manager to consider options for addressing.
Staff deployment	Not everyone has a ticket for driving. If staff are deployed to other areas of work this can impact on what jobs within the team can be completed which may impact on service delivery. It was highlighted that in the main most jobs within roads are completed before staff are moved to other areas but support for lighting work may impact	Noted Advised that the replacement project for lighting was initially to be rolled out over a 5 year programme however it has been accelerated to be delivered over fewer years to achieve the savings/efficiencies in a quicker timescale where possible. This has impacted on staff being asked to support the amended roll out programme

Weather conditions - availability of water when out of the depot	Discussed the impact of the hot weather on the working environment and access to water when out of the depot	Noted that this year we have had an exceptional summer which has impacted on the conditions staff are working in. Provision of water could help i.e. provision of water bowlers but noted staff are proactive in bringing in additional water bottles.
Compressed hours	A staff member suggested that a compressed working hours pattern would be welcomed where feasible i.e. working 4 days instead of 5	Acknowledged and noted but recognised that service delivery often means this is not feasible.
PPE	Quality of workwear is poor with the new shirts and long sleeves being very uncomfortable particularly in the warm weather. Not involved in selecting workwear. Yellow colour can be lost when working in areas with trees	Testing of new workwear was undertaken in Elgin. Working on trying to improve the PPE i.e. recently quality of waterproof trousers has been improved. There is a code of practice for those working on live roadworks which mean you have to have a $\frac{3}{4}$ length sleeve. This doesn't apply to waste with which comparisons are often made.
Workshop issues	<p>A vehicle was put into the workshop for a part, it was 6 weeks before being returned.</p> <p>We had a still saw in the workshop for 3 months and had to borrow equipment from Dufftown but this is an inefficient use of time as we have to pick up and return. We are not able to hire equipment in the interim period.</p>	<p>Noted.</p> <p>Acknowledged that there has been some staffing issues within Fleet Services that has impacted on the turnaround times in the workshop.</p> <p>It's not economically viable to have spares available – this was a previous budget saving.</p> <p>The issue will be raised with the Service Manager to consider the possibility/feasibility of hiring when necessary and thresholds for which it is reasonable to wait for equipment to be repaired</p>
Quality of Shovels	Shovels currently provided are of poor quality and handles break. Given feedback but told it's just a procurement issue.	Often when a range of items are being procured from the same provider there is differentials in quality of some the items but due to procurement requirements we cannot source from another provider. This is difficult and noted that it is frustrating for you.
Lighting/Electrics within depot	A previous issue with electrics (light switch) took a while to remedy and there remains no lighting at the wash bay which is dangerous when washing vehicles in the dark	Noted. It's recognised that the conditions in some depots are far from ideal and although work has been done in some, this hasn't extended to all. As part of the

		<p>ongoing budget reviews there will be an opportunity to see if we can further rationalise the number of depots we have and part of this would look at facilities.</p> <p>Issue of lighting to be passed to Service Manager for information and action.</p>
<p>Acknowledgements</p> <p>The Corporate Director and Elected Members would like to thank all those who attended and participated in the Service Learning Visit. They recognised the contribution everyone makes and thanked everyone for their continued support and commitment.</p>		