

LBM / VEOLIA Service Improvement Action Plan: APPROVED 2022

OVERVIEW OF CURRENT PLANNED PROJECTS

Number	ACTION	DESCRIPTION	Milestones	Measures of success	Resources / Additional Personnel	Start Date	End Date	RAG Status
1	Rescheduling Street Cleansing	Following the implementation of mechanised footway sweeping, review of street cleansing operations and potential to fully reschedule to fit new working practices and method statements Current beat sizes to be reviewed and potentially reduced from 6-7KM down to 4.5-5.1KM	<ul style="list-style-type: none"> - Mobilisation of Pavement Sweeper Fleet - Veolia to recruit 2 additional 3.5 tonne drivers - Complete full salvage clean and produce report that captures streets with correct pavement widths. - Review of appropriate Footways and PROWs for mechanised sweeping suitability - Review streets for suitability of full pavement and channel mechanised sweeping (Double Yellow / Red Routes) - Develop supporting scheduling for appropriate litter picking beats - Develop channel cleansing beats to compliment new schedule - Share new Schedules with LBM Officers - New Schedules Published 	Improved internal inspection scores for litter, weeds and detritus	Veolia has proposed to fund 5 additional barrow sweepers. - Resources and Scheduling Team - 2x 3.5 tonne drivers	May 22	Sep-22	Green
2	Change EM timetables	Veolia will redeploy 1 x EM to on street location at allocation 06:00 and debrief 14:00 to check arrival and departure times of beat sweepers and better allocation of emergency heavily littered roads from the night time economy. This will focus sweeping standards and improve last hour productivity. Use BI to lead the teams and direct to areas with highest or increasing issues.	- This has been superseded by changes to the management team in general, however the allocation and de-brief will be undertaken by one EM resource ensuring that there is always at least one on street prior to 6am and between 1pm and 2pm as the morning shift is finishing.	<ul style="list-style-type: none"> - Improvement in last hour productivity - Better response to roads affected by the night-time economy 	N/A	Jul-22	Aug-22	Green
3	Night Time Economy enhanced service	1x RCV (D+1) Wed - Sun. Primarily this team will concentrate on abandoned waste, fly tips and litter bins in Town Centres and shopping parades.	<ul style="list-style-type: none"> - Identify correct vehicle (capacity) - Identify and train staff (Driver should be Chargehand level [self-monitoring]) - Identify most efficient route 	<ul style="list-style-type: none"> - Improved standards at weekends - Reduced workload for Mobile Response Teams 	<ul style="list-style-type: none"> - Double shift RCV. - Driver +1. Unsociable hours. 	Trial June 2022	TBC	Green
4	Soft Road Closures	Road closures with voluntary signage to make way for a deep cleanse crew	<ul style="list-style-type: none"> - Veolia to produce 6 weekly schedule with input from Client officers - Signage to be produced by Veolia - Assess requirement to use Highways Act section 14.1.C 1984 to remove parked cars - Review Client Officer and resident feedback - LBM Client Team to conduct pre and post clean inspections and grades - Veolia to provide photographic evidence of cleaned streets 	<ul style="list-style-type: none"> - Improved standards of cleanliness (in particular, detritus and weeds) - Cleansing of blocked gullies (normally hard to reach due to parked cars) - Improved resident satisfaction 	Veolia has agreed to match fund 1 FTE and completely fund transportation, signage, leafleting, fuels and tools and Labour resources. Annualised programme funded by Veolia - £100K	May 22	Mar-23	Green

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5	Green Sacks Operational: Training sweepers and Cage Vehicle	Veolia will deliver a new toolbox talk for green sweeper sack removal to all beat sweepers and MRT crews. Each beat will have defined green sack locations agreed with the beat sweepers, Beat sweepers will be encouraged to fill four sacks before depositing bags at agreed points. Beat maps will be updated and copy will be passed to council officers. MRT crews will be challenged on green collection point servicing during debrief and ECHO GPS will be used to ensure compliance. Include GIS mapping of agreed bag locations and corresponding data.	<ul style="list-style-type: none"> - TBT written - Deliver TBT and record that staff received and understood - Produce GIS map of sweeper sack locations, to be made available to public - Q3 2022 new beat maps with defined sweeper sack locations and MRT cage schedules. 	Sweeper sacks in larger volumes defined marked collection points	Additional administration cost to develop and map GIS sweeper sacks location with development costs funded by Veolia	May 22	Nov-22	Amber
6	Green Sweeper Sacks Housing	Install sweeper sack housing at 10 locations. To be identified.	<ul style="list-style-type: none"> - Veolia to present container storage options, LBM to approve - Discussion with Client officers and inspectors on locations) - Consider planning application permissions if required. - Link with sub depot and liaise with Merton Head of service 	10 locations agreed and sites installed	Capital costs funded by Veolia Delivery and installing team undertaken by Veolia	Sept 22	TBC	Green
7	Green sweeper sack reporting (integrate)	Veolia requests that LBM amend their CRM system to include green sweeper sack collection reporting. This will distinguish the reporting from the street below grade which is currently bundled together negatively impacting our joint results. This will allow actual measurement of green sweeper sack removal completion.	<ul style="list-style-type: none"> - Gap analysis from Veolia on what is captured in CRM and Echo - Improved functionality and data capture - Fix my street, to define fly tipping, Litter, Detritus and Weeds and pass to ECHO - LBM add Green sack integration to the Merton CRM. - Assess the requirement to use fix my street to enhance green sweeper sack reporting (internal report) 	<ul style="list-style-type: none"> - Improved data quality and understanding of type and location of request - Improved MRT cage scheduling to reduce wasted journeys and improve efficiency - Green sweeper sacks reduced time on street and less visible by residents 	LBM to develop fix my street and CRM reporting options and corresponding integration to Echo	May 22		Amber
8	Enforcement, Joint Partnership Working	Veolia will supply weekly fly tipping hotspots data to Enforcement Council officers, commencing with the highest volume locations. Tackling the top 20 offending roads will release Veolia MRT cage capacity to focus on street below grades. All parties to review last 3 months top 20 enforcement sites and how many proactive visits undertaken by Veolia MRT cages, education and outreach teams focus on discarded sacks to include data from Flats above shops project. Align with Street Scene Improvement project	<ul style="list-style-type: none"> - ID the locations Comms team to work on black sack education, photographic evidence and local knowledge, provide a proforma example - Securing evidence and witness statements - Design a form to share the data - Supply the data, Veolia to provide hotspot location to MRT cages crews via ECHO as inspection tasks. - LBM to provide adequate resource to investigate top 20 locations and meet crews on site. 	<ul style="list-style-type: none"> - Improved street scene, reduced fly tip sacks on public highway outside of collection times and days - Reduced fly tipping at top 20 locations, measure success. 	Training and resource from Coms team, loading top 20 sites to ECHO each week by ops manager.	July 22	Mar-23	Green

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9	Review Fix MyStreet app prioritisation of street below grade task, Veolia to provide data and process maps from ECHO data to evidence the number of wasted journeys	<p>Fix my street allocation data must be corrected, wasted journey times are significantly impacting Veolia's ability to deliver street below grade response times and improve the street scene.</p> <p>Street Below Grade are being issued for a single piece of litter which must not create an ECHO event for the MRT cage crews.</p> <p>These reports should be collected in ECHO and used to improve and create intelligent sweeping schedules.</p>	<ul style="list-style-type: none"> - ID a 'routemap' for public raised SBG events (not fly tips, litter bins or dead animals) Prepare a trial audit of 3 cages of wasted journeys photographic evidence, prepare a plan for draft trial. - Ideally "sent for inspection" "inspected" "next scheduled cleanse" or "will be rectified" 	<ul style="list-style-type: none"> - MRT cage crew improved availability - Reduced numbers of street below grade tasks - Improved SLA performance 	Project management cost, collating reporting and data. Produce final report	July - August 2022	TBD	Amber
10	Public Right of ways (PROWS)	Review PROW resourcing and current schedule against Sheltered team productivity	<ul style="list-style-type: none"> - Review of which PROWS could be swept mechanically - Full cleansing schedule agreed and approved - Schedule implemented 	<ul style="list-style-type: none"> - Improved cleansing standards - Reduction in complaints 	Remodelling PROW schedules, frequency and cleansing method	Sept 22	TBC	Green
11	Re-induction Saturday	Like a contract start, re-induct the staff into the new way of working - including the use of ECHO and FMS	<ul style="list-style-type: none"> - Refreshed and refocused staff - Staff fully trained in IT Systems (ECHO and FMS) - Green sack drop off point refresher - Cleansing and Collection staff behaviours, pride in Borough and standard of work 	<ul style="list-style-type: none"> - Motivated workforce - improved standards of work 	Overtime costs of retraining	Oct-22	Nov-22	Green
12	Flats above Shops Project	<p>The audit and review of collection arrangements for each parade of shops across the Borough that are currently being serviced by either the blue and purple bags collections or time-banded collections.</p> <p>- To ensure that residents know how to present correctly, that Veolia are delivering the service correctly and enforcement to ensure bags are not presented outside of the collection times.</p>	<ul style="list-style-type: none"> - Proposal to be discussed in the w/c 30.5.2022 - Review of Proposal by LBM - Report progress through operational meetings 	<ul style="list-style-type: none"> - Reduced incorrect presentation - Improved Street Scene - Increased satisfaction with service and street cleanliness 	Additional planning resources for round schedule integration and review of containers (bags) and supporting communications	May-22	Sep-22	Amber