

# Waste & recycling frontline workforce transformation

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# Overview

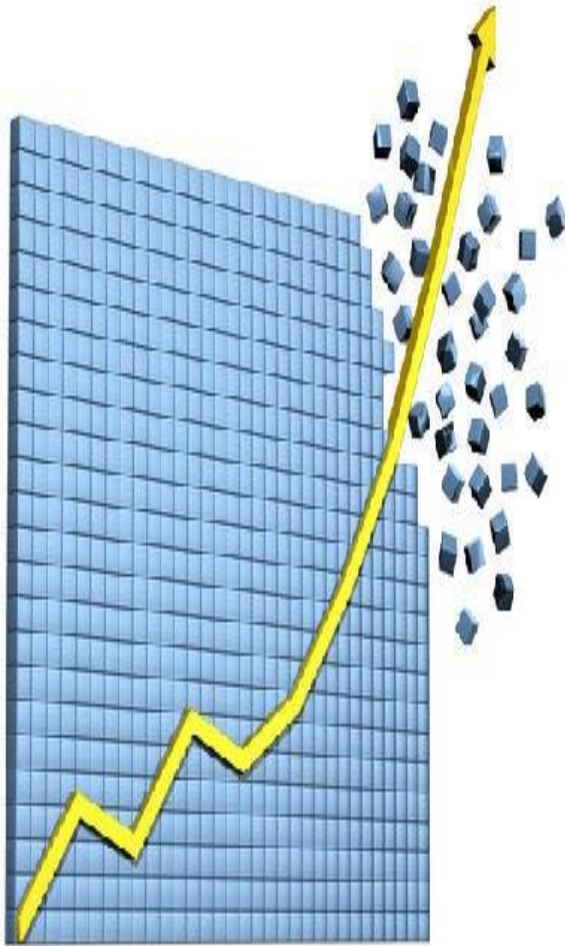
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Currently fortnightly residual, mixed dry recycling and garden waste (chargeable service) collections to over 43,000 households. Very rural district with areas at both ends of the spectrum (very affluent areas and very deprived areas and everything in-between)

- 2,000 properties on a weekly bag collection service
  - 28,000 green waste subscriptions sold pa
  - Operatives work 4 days a week, 9.25 hours per day
  - Currently 2 depots at either side of district
  - 40 blocks of work (10 weekly rounds (excluding garden waste))
  - Bulky waste collection service (Chargeable)
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# Where we were.....

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- High sickness levels
- High missed bin levels
- High number of incidents/accidents
- No ownership of duties by most of the workforce
- Weak supervision



# Where we are now....



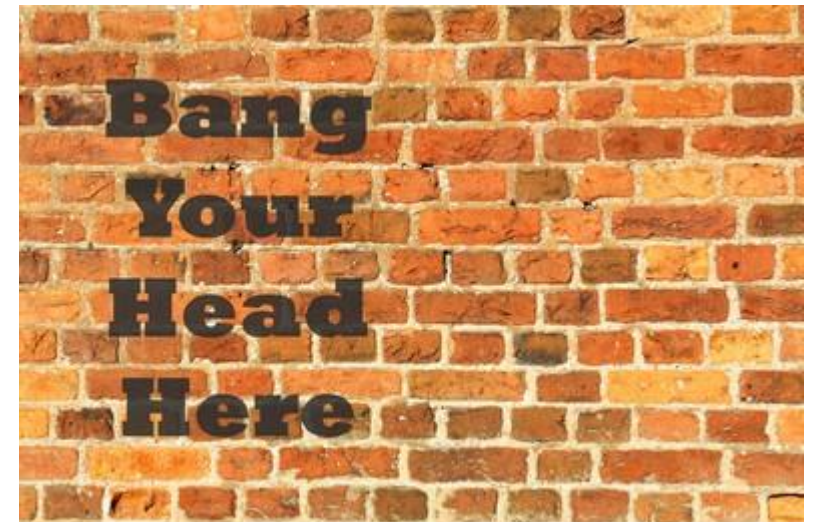
- Dramatically reduced sickness levels
- Reduced missed bins
- Ownership of the rounds by operatives
- Reduced incidents/accidents
- Stronger supervision



# How did we get there?

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- Where to begin?
- Wasn't an easy process
- Look at what is occurring
- Found several issues
- Induction & annual refresher training
- Putting the right people in the right positions
- What policies and procedures are there to utilise?
- Planning & Commitment to end goals



# Still getting there....

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Once lines have been drawn and goals had been set, begin!

- Supervisors
- Health & Safety
- Sickness
- Missed bins



# What next?

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- Continually updating refresher training
- Continually adding more learning and development to the supervisors
- Development opportunities for operational staff



# Exciting times ahead....





# End of chapter one

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There we are, a presentation without the dreaded “C” word.  
Thank you for listening and if you have any questions please feel free to ask.

