A. Specific recommendations

	Title	Davis Report Recommendations	Council Suggested Action	Action Owner	Target Date	Comment
1	**Introduction of any further new vehicles**	Any new vehicles are used as a backup for a short period initially and to allow the new driver to get used to their new round before needing to collect from that round in a given timeframe.	• New vehicles will be trialled operationally prior to orders being placed. • Support vehicles will be available when new vehicles are introduced to the fleet or collection rounds change. • Team Leaders will be involved with the development of new rounds and be provided time to learn new rounds prior to implementation.	**Head of Recycling, Waste and Fleet**	• Ongoing. • Ongoing. • Ongoing.	
2	**Optimising the efficiency of in-day tipping**	In-day capacity issue is an important element of training for any new crews and, particularly, drivers.	• Training for new staff about optimising tonnage on collections • Refresher training with all staff about optimising tonnage on collections • Monitoring of vehicle tonnages by service supervisors	**Head of Recycling, Waste and Fleet**	• Ongoing • February 2017 • Ongoing	
3	**Review of collection rounds:**	In the light of the higher volumes, it is necessary to review the round sizing and number and I recommend that this should be done as soon as practicable to allow the changes to be well communicated to any	• A technical review in terms of tonnage collected, vehicles and staffing utilization to be undertaken. • In day round adjustments to be undertaken as soon as possible. • Day changes and communications to residents only undertaken once revised round trialled	**Head of Recycling, Waste and Fleet**	• March 2017 • April2017 • July 2017	

	Title	Davis Report Recommendations	Council Suggested Action	Action Owner	Target Date	Comment
		residents affected by a changed collection day.				
4	The council's 'place' database	A failsafe system is put in place to ensure that all properties within the Borough are transferred when new computer systems are introduced as there should only be one 'Master' council database of 'place' which others should then duplicate from if that's needed.	• The Local Land and Property Gazetteer will be updated and integrated into Bartec on a regular basis. • The Local Land and Property Gazetteer will become the "Master" council database of "place" for all services. The only system where this is not currently the case is Revenues and Benefits for which the feasibility will be investigated	**Executive Director (Resources and Support Services)**	• Ongoing • March 2017	
5	Assisted Collections	Operatives are reminded that they should address any requests for an assisted collection to the Council's call centre (preferably by using the online form on the website).	• Staff to be reminded via training that only authorised assisted collections should be undertaken. Requests for bespoke or assisted collection should be directed to customer services.	**Head of Recycling, Waste and Fleet**	• January 2017	
6	Bartec User group	The council prioritises its membership of the Bartec user group to ensure that it receives the early benefits of any additional developments of the system as they are likely to be valuable in service	• Staff in Recycling and Waste, ICT and Customer Service to take an active part in the Bartec User Group. • Work directly with Bartec to maximise the impact of the technology • Ensure staff are trained to	**Head of Recycling, Waste and Fleet**	• Ongoing • Ongoing • February 2017	

	Title	Davis Report Recommendations	Council Suggested Action	Action Owner	Target Date	Comment
		improvements.	maximise the impact of the technology			
7	**Enforcement of kerbside collection**	At the earliest opportunity, the Council uses a specific article in The Reporter to clarify that it is now delivering a universal service to all households in the Borough except where an assisted collection has been agreed.	• The service standards should first be circulated to all Members with additional detail how they are applied and enforced. • Information and policy should then be published on website. • Working with the Communications Team an article should be written in Spring Reporter detailing the policy with examples why this is necessary.	**Head of Recycling, Waste and Fleet / Head of Communications**	• February 2017 • February 2017 • March 2017?	
8	**Cardboard and Glass Boxes**	Whilst the decision about a preferred way forward is made without delay, very careful consideration is given to communication and potential implementation before initiating any change, especially as this may not be delivered universally.	• Simple instructions/options to be developed detailing options for residents to present cardboard and glass separately, supported by the Communications Team. • Financial resources identified for specific communications activities. • Ensure resources (boxes) are available to back up options.	**Head of Recycling, Waste and Fleet / Head of Communications**	• January 2017 • March 2017 • March 2017	
9	**The provision of trolleys**	This is an outstanding decision which requires resolution and I recommend that this is dealt with speedily.	• Develop policy regarding the supply of trolley boxes in conjunction with Portfolio Holder • Agree budget implications arising from the policy.	**Head of Recycling, Waste and Fleet**	• January 2017 • March 2017	

	Title	Davis Report Recommendations	Council Suggested Action	Action Owner	Target Date	Comment
			• Communication the policy to Members and residents as appropriate.		• March 2017	
10	**Customer Services' Team Resilience**	The council considers providing further resilience to its customer services team through a pre-planned mutual support arrangement with another council.	• Consideration of the need for a mutual support arrangement will be part of the annual service and resource planning process	**Executive Director (Resources and Support Services)**	• Ongoing	
11	**Review of Complaints**	The council continues to see complaints as a key performance indicator which should be kept under review by elected Members and officers through the council's performance management reporting arrangements.	• The performance indicator will be part of the regular reports that are produced for the Cabinet and the Executive Management Team by the Council's Performance Section.	**Executive Director (Resources and Support Services)**	• Ongoing	
12	**Missed bins KPI**	The Key Performance Indicator "Measure missed bins collections on all our routes" be reintroduced as a corporate performance measure.	• Agree the format and reporting cycle of the key performance indicator with the Portfolio Holder. • Develop automatic reporting tool from Bartec to deliver agreed key performance indicator.	**Head of Recycling, Waste and Fleet**	• January 2017 • March 2017	
13	**Communications**	Where the council is planning such a major service change in the future, a communications contingency strategy	• Communications input required throughout development and planning of any major service change to ensure an appropriate strategy is in place and this should	**Head of Communications**	• As and when required as part of any future major service change.	

	Title	Davis Report Recommendations	Council Suggested Action	Action Owner	Target Date	Comment
		should be prepared before implementation.	include contingency measures.			

B. General Recommendations.

	Title	Davis Report Recommendations	Council Suggested Action	Action Owner	Target Date	Comment
G1	Push Messages	The council should encourage residents to register for 'push' messages which can be delivered by email, text, Twitter or the like (according to customer preference). These can be used to send targeted information to customers about service changes, issues or information.	• A report outlining a revised "Communications Mix" has been written and this will be considered by Cabinet in January 2017. This includes developing a "push" message system.	**Head of Communications / Executive Director (Resources and Support Services)**	• January 2017	
G2	Scrutiny Committee (Report)	The relevant scrutiny committee review the recommendations made in this report to ensure that the council has considered the actions it will now take as a result	• Report to Cleaner, Greener and Safer Communities Scrutiny Committee on 21st December 2016 to consider the Report recommendations.	**Executive Director - Operational Services**	• December 2016	
G3	Scrutiny Committee (Annual Review)	A brief should be prepared for the relevant scrutiny committee to review the running of the new	• A report detailing a review of progress after running the service for a year will be considered by the Cleaner, Greener and Safer	**Head of Recycling, Waste and Fleet / Executive**	• September 2017	

		service, and that this review should be commenced in the summer of 2017.	Communities Scrutiny Committee	**Director - Operational Services**		
G4	**Customer Service Excellence programme**	The recycling and waste service should be considered a priority for the next phase of rollout of the Customer Services Excellence accreditation process	• Working with Customers Services to scope the requirements of the 'Customer Services Excellence accreditation process.' • Develop a timetable for accreditation. • Ensure resources are available to deliver service.	**Head of Recycling, Waste and Fleet / Executive Director – Operational Services**	• February 2017 • March 2017 • March 2017	
G5	**Twitter**	The separate account is deleted and focus provided through the council's main Twitter username.	• Recognised process to be put in place between Communications and Recycling and Waste to ensure customer issues are dealt with in a timely and appropriate fashion using the corporate social media accounts. • Separate twitter account to be deleted.	**Head of Recycling, Waste and Fleet / Head of Communications**	• December 2016 • Completed	
G6	**Programme Board**	In implementing projects of similar scale the council's Executive Management Team should put in place, as a matter of course, a programme board to ensure project oversight beyond the immediate service area	• Appropriate project oversight arrangements will be made as an integral part of planning for projects of a similar scale.	**Executive Director - Operational Services**	• As and when appropriate.	