



Report of the Head of Environmental Services

South (Inner) Area Committee

Date: 25th March 2010

Subject: Streetscene Services Change Programme - Update Report

Electoral Wards Affected:

Beeston & Holbeck
City & Hunslet
Middleton Park

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

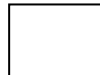
Community Cohesion

Narrowing the Gap

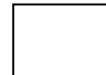
Council
Function



Delegated Executive
Function available
for Call In



Delegated Executive
Function not available for
Call In Details set out in the
report



Executive Summary

The period of industrial action in Streetscene Services (07/09/09 to 26/11/09) was brought to an end with agreement between the Trade Unions and Leeds City Council to set proposals that will deliver service efficiencies within the service through the Streetscene Change Programme.

The improvements will be,

- More efficient and flexible refuse collection service based on area working to deliver more streamlined collections for residents.
- Street Cleansing Services to have a more efficient 7 day city wide service.
- Improvements in attendance across the service.
- Waste Management Services to be reviewed as part of the Waste Strategy.

An implementation timetable has been proposed which will deliver service improvements by June 2010.

1.0 Purpose Of This Report

- 1.1 To update the Area Committee on the proposals for improvements within Streetscene Services. The proposals have been agreed with the Trade Unions and workforce and are the result of the negotiation associated with the industrial action between September and November 2009. The report outlines the negotiated improvements and the programme to implement the proposals.

2.0 Background Information

- 2.1 In 2008 a detailed review of Streetscene Services was carried out that identified areas where improvements could be made to improve efficiency and service delivery.
- 2.2 At the start of 2009 constructive negotiations took place with the Trade Unions and workforce to deliver the efficiency improvements. However, it became clear that delivery of the improvements was dependent on the Council closing the pay gap for refuse collectors created as part of the job evaluation process.

The Executive Board agreed that as the Council and Trade Unions were not able to agree on the conditions to close the pay gap and hence the efficiency improvements that market testing the service should be the preferred option to deliver service improvements.

- 2.3 The Trade Unions responded to this by balloting their members for industrial action despite intensive negotiations in July and August.
- 2.4 The strike action started on 7 September 2009 and continued until 24 November 2009 when agreement was reached over a series of proposals to improve Streetscene Services and enhance pay levels amongst the workforce.
- 2.5 The Council has agreed to suspend the process of market testing provided milestones are achieved.

3.0 Main Issues

Within the proposals the main issues to be delivered are :

3.1 Refuse Collection

- Citywide route rationalisation – the refuse collection routes are to be re-developed on a zone basis that will allow more flexibility within the service and a localised approach to service delivery
- Introduction of a performance related payment scheme
- Flexibility between different waste stream collections
- Improvement in attendance levels in line with corporate targets

3.2 Street Cleansing

Street Cleansing Services to move to a more effective 7 day city wide service. This will require a review of the current street cleaning service and allow a more flexible service and provision of services to those areas currently not covered during the weekend for example commercial centres.

The fall out of the grant funding for resources in the Intensive Neighbourhood Management areas will be considered as part of this review

Improvements in attendance levels in line with corporate targets

3.3 Waste Management

Household Waste Sites to be reviewed as part of the Waste Strategy. This will look at the current range of services provided at the sites, customer interface, acceptance of trade and commercial waste and cross border use of sites.

4.0 Milestones

4.1 The Council has agreed proposals for improving services with the Trade Unions and the workforce. The key milestones are as follows:

Milestone	Proposed Date
Programme Plan agreed by Leeds City Council and Trade Unions	January 2010
Refuse collection routes redesigned and ready for inspection	June 2010
PRP Scheme for refuse collection staff in place	June 2010
Reduction in absence rate to 11 working days across Streetscene	June 2010

4.2 The focus until June 2010 will be on delivery of the above milestones. However, the process to fully modernise the service will continue beyond that date and include delivery of the ICT Strategy.

4.3 The above proposals have been agreed with the Trade Unions and the implementation of many aspects of the proposals will require collective agreements between the Trade Unions and the Council. Consequently the Trade Unions will be intrinsically involved in the programme through formal negotiation meetings.

4.4 In the event that service improvements are not realised within agreed timescales the Council will progress privatisation of the service to achieve the efficiency savings.

5.0 Implication for Council Policy and Governance

5.1 The successful delivery of the Streetscene Change Programme will contribute to a wide range of Council priorities i.e. improving recycling rates, achieving environmental quality targets, reducing absence rates and improving customer relations.

5.2 The development of the street cleaning service from 5 to 7 days will require a review of current service provision. In terms of street cleansing as an Area Committee enhanced service this review will provide Area Committees with the opportunity to influence the localised delivery of the service.

6.0 Legal and Resource Implications

- 6.1 The proposals to improve Streetscene service delivery will generate financial savings. However, in the initial stages of the programme a project management resource will be required. In addition a significant input will be required for operational Streetscene Services.

7.0 Recommendation

- 7.1 That members note the content of the report.
- 7.2 That a further update report be presented to the Area Committee in June 2010

Background Papers

None