

Veolia - Local Improvement Plan

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Status of LIP:

ID #	Investment	Priority	Title/Description	How success is Measured	Actions	Expected Start Date	Review Period
M.LIP01	Staffing	High	Additional EM assigned to the East of the Borough	Hours Worked	Focus on improved standards of teams deployed; Delivery success managed through management 1:1	23 September 2019	Quarterly
M.LIP02	Staffing	Normal	Circular review of barrow crew performance	Improved street grading	Improved use of sweeping equipment Focus on weeding & street tree bases Improved detritus cleansing	30 September 2019	Weekly
M.LIP03	Staffing	High	Re-Induction of street cleansing staff	% Staff Trained	Re-induction of all staff with subsequent Performance Improvement Plans being used to raise standards	08 July 2019	Monthly
M.LIP04	Resource	Normal	Issuing of SLWP manual	% Staff signed for manual	The SLWP manual clearly states standards required and supports routine business processes	23 September 2019	Monthly
M.LIP05	Resource	High	Re-routing of sweeping schedule in affected Wards (East)	% Completion of Re-scheduling	Weaknesses were identified in the cleansing schedule; Re-scheduling prioritised to develop more efficient 'beats'	02 September 2019	Weekly
M.LIP06	Staff & Resource	Normal	Targeted deep-cleansing programme to return to baseline, enabling barrow crews to maintain standards	% Completion of Deep-cleansing Programme	To date, targeted deep cleansing delivered in Pollards Hill, Figges Marsh & Graveny Wards	14 October 2019	Weekly
M.LIP07	Infrastructure	Low	Development of East Borough sub-depot	Progress of plan to delivery	To work with LBM to identify possible locations and agree proposals to develop a sub-depot in the East of the borough to improve service efficiency	TBC	Monthly
M.LIP08	Staff & Resource	Normal	Trial of mechanised pavement cleansing	Improved street grading	In January, trial the use of the Tennant pavement cleansing machine - to improve detritus cleansing	January 2019	Weekly

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