

Futures Board Action Grid

Stream	Actions Agreed	Next steps
Contractor Performance	1. Analyse what people want - outcomes and NOT operational solutions	Customer Survey being undertaken by Serco
	2. Gather data on complaints, compliments, current schedules, and incidents of service failures	Serco report being compiled
	3. Consider the appointment of a "Street Tsar" to trouble-shoot street based issues and act as a Champion for residents, building a picture of where there are failures in the system that cause ongoing and repeat complaints.	Funding agreed in principle. Recruitment to commence November
	4. Develop solutions and model new operational approaches that include IT innovations and a more flexible approach by Serco	Serco report being compiled
	5. With Serco, build an analytical model to allow some operations to be tasked on, potentially, a daily basis	Options being considered 1 December
	6. Review contractual arrangements in parallel with the above, documenting any changes and working towards commercial sign off.	Options being considered 1 December
	7. Consider incentives and penalties, transfer of risk and freedom to innovate as well as investment in technology, such as hand held mobile devices.	Options being considered 1 December
Waste storage	8. Via its planning policies, improve and future-proof waste storage (e.g. for Old Oak Common)	Ellen Whitchurch to comment
	9. Provide much clearer waste storage guidance to residents	Lesley Gates to follow up
	10. Strengthen licensing regime and local HMO standards to ensure landlords take control of storage and disposal of their tenant's waste	Richard Buckley to comment on timings
	11. Ensure housing and waste colleagues and contractors work more closely to resolve rubbish dumping issues	Joint meetings been set up
	12. Ensure that relevant findings from the London-wide waste storage project are applied locally	London-wide project to launch end November
	13. In partnership with Groundwork and Avonmore Residents Association, pilot communal waste storage solutions, including mini green roofs.	Patrick McNab to update
Clean Streets comms plan	14. Research – a hackathon and focus groups	Finalise detail with Leader
	15. Brand and message development	Finalise detail with Leader
	Launch November: <ul style="list-style-type: none"> • Poster and digital advertising campaign (Exads) • Digital community organising • A social media campaign #HandFLitterCrackdown • Direct mails, news stories etc • Promotion of community projects 	Finalise detail with Leader