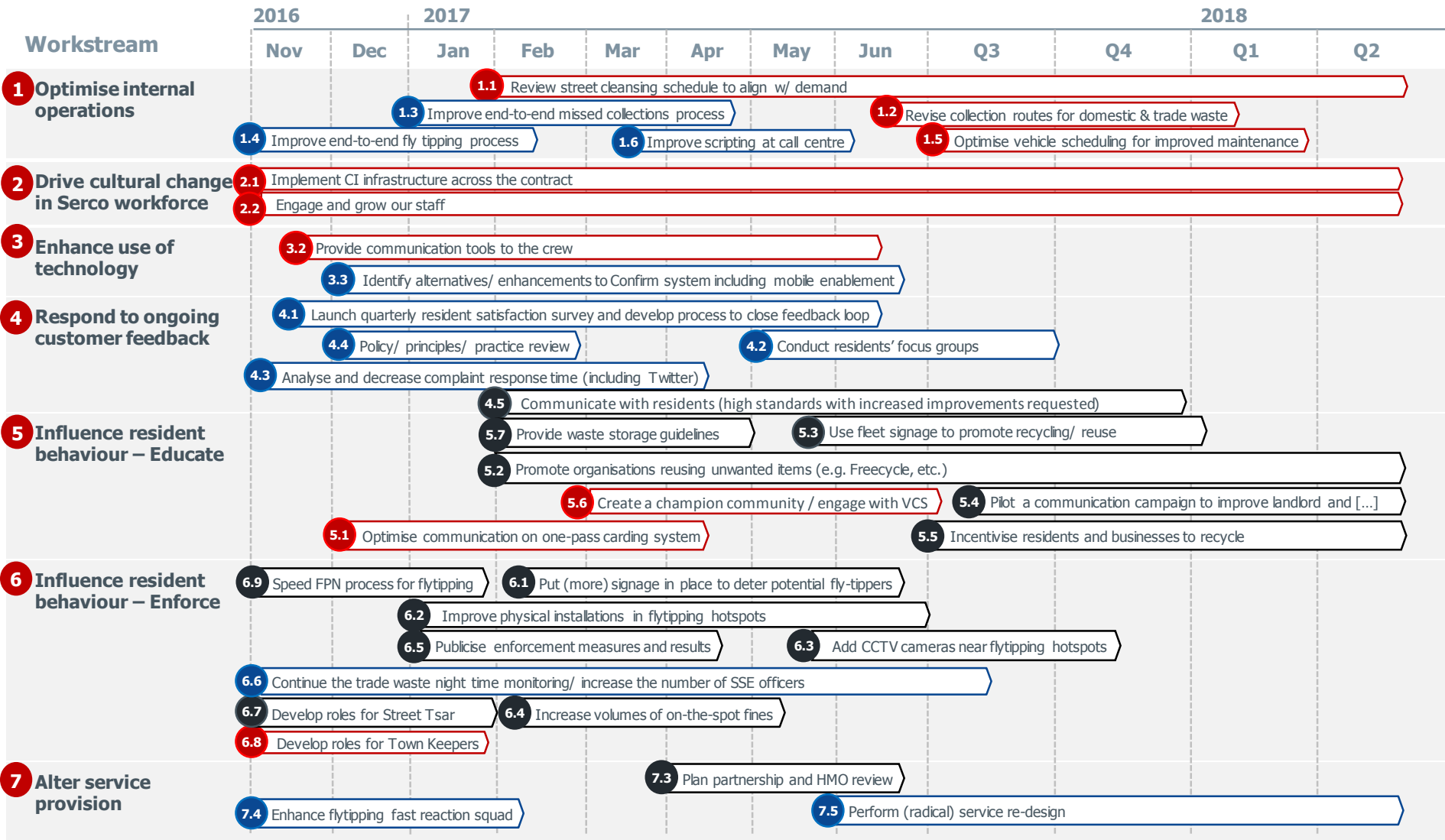


# We have identified a comprehensive set of improvement ideas centred around 7 key themes

Workstream	Improvement ideas	X.X Joint initiatives X.X Serco led	X.X LBHF led [*] previously attempted / partially underway
<b>1 Optimise internal operations</b>	<b>1.1</b> Review street cleansing schedule to align w/ demand <b>1.2</b> Revise collection routes for domestic & trade waste <b>1.3</b> Improve end-to-end missed collections process	<b>1.4</b> Improve end-to-end fly tipping process <sup>2</sup> <b>1.5</b> Optimise vehicle scheduling for improved maintenance <b>1.6</b> Improve scripting at call centre	
<b>2 Drive cultural change in Serco workforce</b>	<b>2.1</b> Implement CI infrastructure across the contract <b>2.2</b> Engage and grow our staff		
<b>3 Enhance use of technology</b>	<b>3.1</b> Implement weight sensors on the fleet <b>3.2</b> Provide communication tools to the crew	<b>3.3</b> Identity alternatives/ enhancements to Confirm system including mobile enablement <b>3.4</b> Introduction of bin sensors [*]	
<b>4 Respond to ongoing customer feedback</b>	<b>4.1</b> Launch quarterly resident satisfaction surveys and develop process to close feedback loop [*] <b>4.2</b> Conduct residents focus groups <b>4.3</b> Analyse and decrease complaint response time (including Twitter and response time to collect flytipping)	<b>4.4</b> Policy/ principles/ practice review <b>4.5</b> Communicate with residents (high standards with increased improvements requested)	
<b>5 Influence resident behaviour – Educate</b>	<b>5.1</b> Optimise communication on one-pass carding system <b>5.2</b> Promote organisations reusing unwanted items [*] <b>5.3</b> Use fleet signage to promote recycling/reuse [*] <b>5.4</b> Pilot a communication campaign to improve landlord and tenant waste behaviours	<b>5.5</b> Incentivise residents and businesses to recycle [*] <b>5.6</b> Create a champion community / engage with VCS <b>5.7</b> Provide waste storage guidelines	
<b>6 Influence resident behaviour – Enforce</b>	<b>6.1</b> Put (more) signage in place to deter potential fly-tippers [*] <b>6.2</b> Improve physical installations in flytipping hotspots <b>6.3</b> Add CCTV cameras near flytipping hotspots [*] <b>6.4</b> Increase volumes of on-the-spot flytipping fines [*]	<b>6.5</b> Publicise enforcement measures and results <b>6.6</b> Continue the trade waste night time monitoring / increase the number of SSE <sup>1</sup> officers [*] <b>6.7</b> Develop roles for Street Tsar <b>6.8</b> Develop roles for Town Keepers <b>6.9</b> Speed FPN process for flytipping	
<b>7 Alter service provision</b>	<b>7.1</b> Optimise refuse collection service/scheduling to encourage recycling [*] <b>7.2</b> Offer garden and food waste services [*]	<b>7.3</b> Plan partnership and HMO review (including waste contracts, size of bins) [*] <b>7.4</b> Enhance flytipping fast reaction squad <sup>3</sup> [*] <b>7.5</b> Perform (radical) service re-design	

1. Street Scene Enforcement  
 2. Includes reduction in response time and enablement of reuse/recycling on flytip collection routes  
 3. Includes the improvement of the reporting mechanism (channel management) and street prioritisation

# High-level transformation roadmap (2016 – 2018)



2 Note: The initiatives that are 'parked' (see following slide) are not included in this timeline

Source: Team analysis

# We have prioritised these ideas in a four-quadrant matrix

## Idea prioritisation matrix

x Led by Serco   
 x Led by LBHF   
 x Led jointly



- Ideas with high benefit and low difficulty should be progressed as a matter of priority
- Ideas with lower benefit but low difficulty should be considered next for implementation (in line with other priorities)
- Ideas with high benefits but that are difficult to achieve will typically involve a business case review and/or pilot to determine how to progress
- Remaining ideas should be parked for the time being

# We have agreed on the initiatives to implement in priority

