

6-Month progress highlights for the Clean Streets service review implementation plan

Action #	Recommendation	Status
39	Consider implementation of a Litter prevention program	Ongoing Cross Council Litter prevention taskforce established - meeting monthly
3	Implement the communication model detailed in Appendix 6 of review to improve 2-way communication.	Ongoing Daily, weekly and monthly staff meetings established improving communications and awareness
4	Implement recommendations 1 to 6 of the Beach and Street Services Management/Supervisory Structure Review 2018:	
	<i>i. Implement a new management / supervisory structure that creates additional supervision resources without creating additional levels of supervision and management</i>	Planning – To be implemented February - March 2020 subject to formal consultation process.
	<i>v. Develop and implement a systemised communication plan</i>	Ongoing - Aligned with action 3
19	The residential street sweeping cycle be once every 4 weeks with all residents having a consistent set week in the cycle when their street is swept.	Ongoing – 4-week cycle in effect and achieving significant improvements in service reliability and efficiency (including a 35% increase in streets cleaned)
36	Consider the implementation of a rapid response crew	Ongoing – Rapid response team operational.
50	Implement the GPS and telematics with the supporting operational system for all services.	Ongoing – GPS (Smart fleet) fitted to all operational vehicles and being utilised in day-to-day operations.
52	Implement smart phone-based communications and operational systems with additional funding of \$32,000 in 2019-20 Budget for application licencing and the provision of an employees' phone allowance.	Under way - A 'technology allowance' specific to this action was approved as part of the 2019 Enterprise Agreement and rollout of this allowance is underway.
12	OH&S improvements including:	
	<i>a. Re-implement the Incident (and near miss) Reporting System;</i>	Underway – Done Safe Application to be reimplemented as part of technology allowance work (action 52)
	<i>b. Update the identification of risks, identify and implement risk controls;</i>	Underway – Upgrades to standard operating procedures underway. Implementation of traffic management changes at South Melbourne Operations Centre is underway.
	<i>c. Develop and document safe work procedures;</i>	Completed – Safe Operating procedures renewed and documented for all tasks

Attachment 1: 6-month progress highlights of the Clean Streets Service Review

	<i>d. Provide training and support to staff and supervisors to implement and use these systems effectively.</i>	Ongoing - Training and support plans accompany all new systems and technology currently being implemented with the teams
	<i>e. Develop a training/competency matrix that covers OH&S, Corporate and specific job training for staff</i>	Underway – Supervisor competency framework development and associated training plan is underway.
17	Using the functions of the new fleet management system develop a consistent and effective approach to vehicle service bookings and repair and maintenance requests and recording vehicle problems.	Underway - The CX program will now deliver on this action. Officers are working with the Technology One system administrators to ensure full integration including inventory management. Expected completion Dec 2020.
21	The streets impacted by Autumn leaf fall receive an additional intervention level up to once every week as required by the leaf fall.	Underway - Planning for leaf fall season 2020 has already commenced during development of the new 4-week cleaning cycle. This will be refined over the next few months in preparation for implementation in March/April 2020.

Actions brought forward from year 2 of the implementation plan

Action #	Recommendation	Status
2	Seek gender equal numbers of staff when engaging agency staff and conduct exit interviews with these staff to gain insight into what the service needs to do to ensure it becomes a more gender diverse workplace.	Ongoing – Minor progress has been made in this area. Recruitment agencies are being engaged to assist with seeking a more diverse workforce.
15	Consider with staff input some quick, low cost refurbishment options for the depot.	Completed – Operations Centre rebranding is complete. Minor upgrades have included the installation of digital display boards that are being used for communications with field-based staff.
18	Consider in all future vehicle, plant or equipment purchases whether operationally viable alternative energy/fuel vehicles, plant and equipment is available.	Ongoing - The procurement process is underway for the purchase of an electric vehicle for use in street cleansing operations. Subject to feasibility, vehicle due July 2020.
29	Seek improvements to amenity during the Summer peak service demand through efficient service planning use of smart technology such as smart bin sensors and/or solar compacting litter bins.	Ongoing - Roll out of both the smart sensor and solar compacting bin programs is approved and will commence procurement in February-March 2020