

SERVICE UPDATE

<u>Name of Function:</u>	Operations, Waste & Recycling Service
<u>Date:</u>	28/05/2020
<u>Title of Update:</u>	LGV Driver Retention/Recruitment
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Background

A Committee Report was presented to the Staff Governance Committee of the 10 December 2019 which highlighted the issue that the Waste & Recycling Service was facing with difficulty recruiting LGV Drivers. It was recommended a Service Report to be circulated in 6 months' time.

The Service has a daily requirement for 48 LGV drivers to run the waste and recycling collection services and an establishment of 59 LGV Driver posts.

At that time, the service was running with 14 LGV Driver vacancies and relied on agency drivers to keep the service running.

Current Position

As at May 2020, the number of driver vacancies has vastly reduced and the number of applicants for vacant posts has increased. The service has been running with an average of 6 driver vacancies which are considered a normal turnover rate of staff for a service of this size and nature. This is the lowest amount of vacancies the service has had for several years.

There are several activities and circumstances that have occurred which have contributed to this improvement in recruitment. These include:

- Continuation of open advert to maximise opportunity for potential applicants to apply
- Increased advertising and social media activity (Facebook)
- Emphasising the additional benefits of employment by ACC – adverts included information about pension benefits, daytime working and short haul driving
- Salary increase in April 2020
- Training of existing staff – offer existing refuse loaders the opportunity to become drivers. Four refuse loaders expressed an interest and two have

taken advantage of this and have become drivers within the Service. One further member of staff has also shown interest and it is planned to continue to encourage existing staff to take up this opportunity

We continue to receive an unprecedented amount of interest in driver vacancies.

Next Steps

Despite the recent success in recruitment the churn rate of LGV Drivers remains and it is important that we continue to focus on recruitment and retention. The team continues to work on developing initiatives to attract new staff and retain existing staff.

These include:

- Contacting contractors that are engaged on local projects that are coming to an end to raise awareness of LGV employment opportunities at ACC.
- Using other non-digital methods of advertising, e.g. distribution of flyers to public spaces such as leisure centres, libraries, doctor's surgeries, lorry parks, etc.
- Consideration of an open day at Altens East to showcase the high-quality facilities and vehicle fleet that ACC has.
- Contact with MOD to make those leaving the armed forces aware of these opportunities.
- Investigate availability of further funding and potential to offer training opportunities to staff in other Council services.
- Review of establishment numbers as part of the Service's working practices review.
- Further promotion of the non-financial benefits of working for ACC – employee benefits, pension, annual leave, training, etc.
- Investigation of a "job bank" which could reduce the time taken to recruit to vacancies and subsequently further reduce reliance on agency staff.

Summary

The Service has now resolved the recruitment issues faced last year. The high profile story in the press last year made a significant difference to the interest in the LGV vacancies within the service, and this, coupled with the hard work put in by the staff from the service supported by P&O staff has reaped results. The training of existing staff has also been a success and we see this as a valuable way of succession planning for the future and will continue to explore ways of funding this.

No further action is recommended at this stage although the team will continue to keep recruitment as a priority for the service and monitor the situation and should the number of vacancies rise above acceptable levels additional steps will be taken to increase activity on this issue.