

Theme	Actions	Assigned to	Indicative timeframe	
Service design	Agree timetable for scheme implementation		6-12 months	
	Agree key assumptions and parameters			
	Review vehicle options and determine vehicle type			
	Design collection rounds			
	Supporting policies - implment			
Procurement of vehicles and containers	Confirm vehicle procurement process & place orders (including when they will be delivered)		6 - 14 months	
	Arrange vehicle livery			
	Agree container spec			
	Agree food waste caddy liner supply policy			
	Procure containers (when orders to be placed and receipt of delivery)			
	Appoint container distribution team			
Treatment, processing and bulking	Arrange storage of containers prior to distribution		3 months	
	Confirm transfer site for bulking			
	Determine site needs			
Mobilisation	Agree bulking arrangements and contingency with site manager		3 - 6 months	
	Recruit additional collection crews or transfer existing staff			
	Appoint temporary Food Waste Recycling Advisors and Customer Contact Centre staff			
	Carry out and complete H&S risk assessments for all aspects of the service			
	Ensure that all staff are provided with appropriate personal protective equipment (PPE) and spill kits for vehicles			
	Identify training needs for collection crews and supervisors			
	Train collection crews and supervisors			
	Identify training needs for Customer Contact Centre staff			
	Train Customer Contact Centre staff and issue FAQs			
	Add vehicles to O licence			
	Arrange vehicle insurance and tax			
	Agree maintenance schedule			
	Agree contingency arrangements in event of breakdown			
	Agree container distribution schedule			
	Delivery of containers			
Communications	Service change communications plan		3 - 12 months	
	'Pre-launch' communication activities	Arrange vehicle livery and stamped messages on containers		
		Produce and circulate 'stakeholder information packs' for council members, collection crews, union reps and other key stakeholders		
		Community engagement		
		Prepare FAQs for council staff & presentations to Customer contact centre staff		
		Design and print householder information packs (including instruction leaflets explaining how to use the new service)		
		Circulate introductory letter / 'teaser' information to ensure residents are aware of the planned changes		
	Launch of service communication activities:	Information about the service change on website and social media, press releases		
		Distribute householder information packs		4 - 6 months
		Issue contamination tags where material for recycling is incorrectly presented		
		Issue press releases to local media		
		Issue regular social media updates		
Provide all customer facing staff with stakeholder information packs to enable them to answer any queries they receive in the course of their work				
'Post-launch' activities	Issue regular updates on the progress of the implementation to council members and other key stakeholders			
	Issue 'thank you' communication to householders			
Monitoring and evaluation	Monitoring & Evaluation (see below)			
	Business as Usual' communications			
	Agree monitoring protocol, recording of complaints and reporting between ECSS / ECDC			
	Ensure arrangements for collection of data			
Monitoring and evaluation	Agree tonnage data returns from treatment / processing plant			
	Post roll-out review			