

## Appendix 2: Trade Waste and Recycling Delivery Plan

ACTION TRACKER as of 04/03/2021				
Total	complete	green	amber	red
59	6	52	1	0
PROGRESS TRACKER				
1.24%				

TRADE / COMMUNAL BIN WASTE & RECYCLING DELIVERY PLAN						
	Task Name	Start	Finish	Project Links	% Complete	Status
GOVERNANCE AND MANAGEMENT						
	Monthly updates to Waste Project Board	01/02/2021	30/12/2022		4%	GREEN
	Monthly meetings with Project Team	01/04/2021	31/12/2022		0%	GREEN
	Performance Scrutiny Trade Waste update report		18/03/2021		100%	COMPLETE
TWRR	Trade Waste External review	01/07/2020	09/01/2021	Internal Audit	100%	COMPLETE
TWRR	Prepare and Present Trade Waste findings and recommendations to Project Board		24/03/2021		50%	GREEN
	Develop and adopt Communal Collection point waste collection policy	01/03/2021	30/06/2021	To enable co-collection on trade rounds	20%	GREEN
IA	Internal Audit rescheduled from 2020 to 2021	TBC	31/03/2021	Internal Audit	10%	GREEN
	Communities Scrutiny update report	01/04/2021	10/05/2021	Project Board Action	0%	GREEN

## GENERAL TRADE WASTE SERVICE IMPROVEMENTS (PHASE 1)

### RECOMMENDATIONS FROM TRADE WASTE REVIEW

TWRR	<b>Develop a medium to long term commercial strategy (to March 2025) including adoption of Environment Act (Wales) 2016 requirements</b>	01/04/2021	31/03/2022		0%	<b>GREEN</b>
TWRR	<b>review pricing structure to aid service transition</b>	01/04/2021	08/08/2021	Annual budget setting process	0%	<b>GREEN</b>
TWRR	<b>review customer contract Ts and C's to reduce risk of customer loss</b>	01/04/2021	31/12/2021		0%	<b>GREEN</b>
TWRR	<b>Ensure customer contact details are up to date including email addresses and business "sic" codes</b>	01/02/2021	31/04/2021		30%	<b>GREEN</b>
TWRR	<b>Introduce Periodic Invoicing Management to ensure regular and timely billing</b>	TDB	31/03/2022		0%	<b>GREEN</b>
TWRR	<b>Review C360 web forms to ensure relevant and essential data capture</b>	01/04/2021	31/05/2021	CSSR Review	0%	<b>GREEN</b>
TWRR	<b>Expand suit of KPIs to include Recycling Operations and back office functions</b>	01/011/2020	31/04/2021	Team Objective	10%	<b>AMBER</b>
TWRR	<b>Monitor suit of KPIs to include Recycling Operations and back office functions</b>	01/05/2020	ongoing	review at W & R Management Meetings	0%	<b>GREEN</b>
TWRR	<b>Back office staffing review including implement dedicated "contracts and commercial team"</b>	01/03/2021	01/07/2021	HR Training and Recruitment Plan	5%	<b>GREEN</b>

TWRR	Identification of resources to implement dedicated trade waste officer	01/03/2021	01/07/2021	HR Training and Recruitment Plan	0%	GREEN
<b>SERVICE CHANGE MOBILISATION (PHASE 2)</b>						
<b>PROCUREMENT</b>						
	Specify, procure and award new Trade Waste (Residual only) contract	01/04/2021	01/07/2021		0%	GREEN
	Mobilise new Trade Waste contract	01/08/2021	31/08/2021		0%	GREEN
	Manage new Trade Waste Contract through quarterly meetings	01/08/2021	31/03/2024		0%	GREEN
	Arrange trial vehicle for April to test access issues	09/03/2021	01/04/2021	Routing mobilisation plan	0%	GREEN
TWRR	Specify 2 x Trade Recycling vehicle requirements inc. bin weigh system	01/05/2021	30/07/2021		0%	GREEN
	Procure and order 2 x Trade Recycling fleet vehicles	01/08/2021	31/08/2021		0%	GREEN
	Delivery and prep of new Trade Recycling vehicles (including branding and vehicle wrap and in cab technology)	01/08/2022	31/08/2022	Comms Plan	0%	GREEN
	Determine new /refurbished bin requirements for existing customer database	01/04/2021	30/06/2021		0%	GREEN
	Determine new /refurbished bin requirements for communal bin locations	01/04/2021	30/06/2021		0%	GREEN
	Prepare specification for all new bin/ refurb procurement for service change	01/07/2021	30/09/2021	Circular Economy funding potential	0%	GREEN

	(Wheeled bin customers and communal collection points)					
	Design Branding new bin/ refurb bins for trade and communal locations to add to bin specification	01/06/2022	01/09/2021	Comms Plan	0%	GREEN
	Procure and deliver new bins and refurbishment contracts	TBC	TBC	Circular Economy funding potential	0%	GREEN
<b>DATA COLLATION</b>						
	Confirm all communal locations		01/11/2020		100%	COMPLETE
	Confirm all communal bin quantities and types existing		01/11/2020		100%	COMPLETE
	Confirm all communal bin quantities and types required	01/04/21	31/04/2021		0%	GREEN
	Confirm all Trade container quantities and types Bins existing	01/04/21	31/04/2021		50%	GREEN
	Confirm all Trade container quantities and types Bins required	01/04/21	31/04/2021		0%	GREEN
	Collect all contacts for communal bin store "managers"	01/04/2021	31/07/2021		0%	GREEN
TWRR	Confirm all trade customer microsites (to be serviced on domestic round)	15/03/21	31/04/2021	Routing mobilisation plan	0%	GREEN
	Add all communal bin locations to details to Webaspx		31/12/2020		100%	COMPLETE
	Add all bin trade waste customer locations to Webaspx		31/12/2020		100%	COMPLETE

TWRR	Confirm recycling weights currently collected and feed into routing work	15/03/2021	30/04/2021	Routing mobilisation plan	0%	GREEN
<b>OPERATIONAL</b>						
TWRR	Introduce In-Cab Technology with C360 Integration		01/04/2022	In Cab technology Work Stream	0%	GREEN
	Routing of Trade/communal Rounds	01/05/2022	31/06/2021	Routing Mobilisation Plan	0%	GREEN
	Rolling 4 wheeled bin refurbishment programme				0%	GREEN
	Deliver new recycling bins		31/08/2022		0%	GREEN
TWRR	Review food rounds due to planned expansion	01/09/2021	ongoing	Comms Plan	0%	GREEN
	Initiate new trade bin rounds		01/09/2022		0%	GREEN
	Monitor and review new trade/communal bin rounds (route optimisation)	01/09/2022		Routing Mobilisation Plan	0%	GREEN
	Confirm vehicle tracking and tipping sequence at new depot and contingency site	15/04/2021	01/05/2021		0%	GREEN
	Complete round risk assessments and SSOW	01/07/2021	01/09/2021		0%	GREEN
	Driver training / vehicle familiarisation	08/07/2021	31/08/2021	HR Training and Recruitment Plan	0%	GREEN
TWRR	All microsite trade recycling customers to move to a trolley box system	2023 onwards		Linked to domestic rounds roll outs and routing	0%	GREEN
<b>COMMUNICATIONS</b>						
TWRR	Develop and produce branding and marketing	01/04/2021	01/07/2021	Comms Plan	0%	GREEN

	materials for existing service					
TWRR	Develop and deliver Customer Surveys (recycling consultation)	01/06/2021	31/07/2021	Comms Plan	0%	<b>GREEN</b>
	Consult household bin store property managers on collection policy	01/09/2021	01/02/2022	Link to Budget Saving on bin charging	0%	<b>GREEN</b>
TWRR	Develop and implement marketing plan for Food Waste Recycling Service sales	01/05/2021	01/07/2021	Comms Plan	0%	<b>GREEN</b>
TWRR	Develop comms materials for Trade Food Waste Service promotion	01/05/2021	30/06/2021	Comms Plan	0%	<b>GREEN</b>
	Develop comms materials for Trade and communal Service change to source segregate	01/02/2022	01/05/2022	Comms Plan	0%	<b>GREEN</b>
	Deliver comms service change to bin customers / residents source segregate	01/06/2022	31/07/2022	Comms Plan	0%	<b>GREEN</b>
	Deliver comms service change to Trolley Box customers source segregate	01/04/2023	01/07/2023	Link to Domestic Rounds Mobilisation	0%	<b>GREEN</b>

**KEY**

**TWRR = WRAP Trade Waste and Recycling Review Action or recommendation**

**IA = Internal Audit**