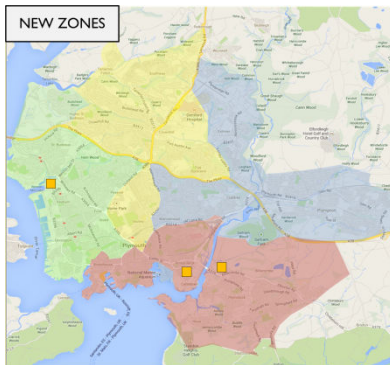


General Update

- We are on track for the implementation of new routes on 19/01/2015
- The initial routing exercise is complete. Routes are currently being tested by supervisors and staff



- Our Communication Campaign is underway. This will initially highlight when change will occur – more specific information for households will be provided from December
- A review of assisted collections will start within the next month

Timebanking Pilot

Linking in with work undertaken by Adult Social Care and in conjunction with Planning

Support required by local timebanking groups

- Help with application processes
- Risk management expertise
- Access to bins
- Promotion



Support required by PCC

- Help in putting out information
- People with the knowledge to answer questions within the community
- 'Champions' who understand the need for change who can advocate for us informally

Additional Benefits –

Building community capacity

Developing skills

Promoting co-operative values within the Council

A more open and responsive organisation

Staff Involvement

Key learning from other route reorganisation projects emphasises the importance of staff involvement:

- Staff will have multiple opportunities to identify potential problems and take ownership of change – for example in testing new routes
- Staff will have opportunities to get used to routes prior to the go live date. Crews will be allocated according to the knowledge base of individual team members. New routes will be presented in a clear manner for staff
- We will provide ongoing briefings for collection and contact centre staff
- Additional training will be provided in response to issues that have come up through consultation, for example in relation to returning bins to the correct position
- We will value engagement with business support staff and the Contact Centre – facilitating two way dialogue
- We will liaise with other teams such as Public Protection to co-ordinate our work more effectively. For example they will input into policies
- We will take a dementia friendly approach, link with Adult Social Care's Adult Safeguarding team – building skills within the team

Mitigating Risk

We are confident that our planning will minimise problems, but if they do occur:

- Multiple crews will be on standby to collect missed bins/provide additional capacity. This resource will not be withdrawn until the new routes are bedded in
- Every household will receive specific information regarding change, and we will engage with every community in the build up to enable two way dialogue
- We are already responding to feedback we have received through the project, for example we are installing more communal bins, putting additional resources into providing replacement bins and supporting staff to return bins to the right location
- Additional resources will be allocated to the Contact Centre. This includes a resource to manage social media, ensuring that we respond to feedback from all elements of the community