

Appendix I:

Implementation Plan - charging for non-household waste at the Household Waste Recycling Centres

v1

Key Tasks	Activity	Timeline						
		Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Beyond June 19
1.0	Operational Considerations							
	Conversations with contractors (HWRC and material contractors)	█	█					
	HWRC operational survey (i.e. container locations etc)	█	█					
	Recruitment of Meet and Greet Operator (working with HWRC contractors)		█	█	█			
	Works to amend site layouts (as identified in operational survey)			█	█	█		
	Body Worn Cameras purchased for use by meet and greet operators		█	█				
	Site Staff Training (policy knowledge and technology)				█	█		
2.0	Technological/ payment Considerations							
	HWRCs - Connectivity Survey	█						
	Order iPads	█						
	Order payment machines	█						
	Develop data recording app/e-form	█	█	█	█	█		
	Install technology				█	█		
	Create emergency cash handling process (in case of technology failure)				█	█		
3.0	Communications Campaign							
	Produce communications plan	█						
	Design of all comms materials and signage		█					
	Print of all materials		█					
	Communications live			█	█	█		█
4.0	HWRC Duty of Care campaign							
	Design materials			█				
	Print materials (if applicable)				█			
	Campaign live						█	
5.0	LIVE policy date – charging commences – 3rd June							
	KCC Waste Management Officers at the HWRCs (to support site staff with implementation)						3 rd June - start date	
6.0	Post LIVE policy date							
	Ongoing communications with customers						█	█
	Monitoring of fly-tipping data							█
	Monitoring of tonnage data							█