

Action and Communications Plan

Decision process	Key Dates - Actions by	General Actions	HRCs	School bring sites	Plastic and Card Bring sites	Other bring sites
Complete report and submit to Cabinet Member for decision process (Member briefing 5th July) Decision process including advertisements	24th July	Update websites on the process and results of the consultation				
	6th to 24th July	Update the following on possible outcomes and timetable (depending upon cabinet member decision) :- Collection service (for dealing with (1) inquiries (2) removal of north and south area PB+C skips and (3) check on completion of flats recycling project) Streetscene service (changes to cleansing commitments at and after closures) Corporate communications CSU Legal service (potential challenge) Hills Waste Solutions Ltd. (plan for closure and bin removal/transfer and contract payment adjustments)				
Following Cabinet Member decision	3rd August	Member briefing note/CSU briefing note/Media briefing note and press release/Staff briefing note and staff newsletter/Parish Council Newsletter.	Update notice at sites (confirm no summer opening).	Letter to relevant schools advising of closure date (31st August), nearest sites, contact information and options for school waste recycling. Plus information pack for schools about waste and recycling, including details of options and schemes available.		
	17th August	Develop a detailed transfer plan with Hills Waste Solution, including dates for the removal or replacement of bins.	Produce an additional poster to be displayed at the household recycling centres.		Inform parish council, local member and area board manager about the timescales for the site removal/bin swap (closure/changes by 1st October).	Inform parish council, local member and Area Board Manager about the timescales for the site removal. 2 months prior to removal.
	31st August	Confirm arrangements with streetscene for changes to public access sites. Update website with information on sites to be removed and other changes. FAQs to include what happens about users of sites which are not appropriate for kerbside collections of recycling. Send notification to parish and town councils. Provide information to community area boards. Issue information on new network. Update website with revised network (including Recycle Now).		Provide follow up support and advice if required - link with Wiltshire Wildlife Trust workshops. Redevelop schools pages on the Recycle for Wiltshire website to further advise schools on their waste obligations.	Inform site owner (if 3rd Party) about the decision, giving timescales for removal/swapping, including details of the process for removing the bins. Provide information for further contact if required. 2 months prior to removal. Put up notice at sites for sites to be converted - date of removal of PB+C service, arrangements for new bins and kerbside/HRCs for plastic bottle and cardboard collection. Also cleansing information.	Inform site owner (if 3rd Party) about the decision, giving timescales for removal, including details of the process for removing the bins. Provide information for further contact if required. 2 months prior to removal. Put up notice at sites for sites due to close completely - advising on date of closure, nearest sites and cleansing information. Also nearest alternative sites.
End of formal notice periods	schools - 31st August			Remove school paper skips provide information pack to LA schools that don't have a paper recycling skip.		
	other sites - 1st October				Remove PB+C skips from all sites (Hills and collection service). Following the removal/replacement of bins, erect a further sign to inform of the replacement service. Add transferred skips to retained sites (Hills).	-- remove skips from low performing sites and transfer to -- Following the removal/replacement of bins, erect a further sign to inform of the closure.
Following Completion			Renewed promotion of HRCs and opening hours, including, plus kerbside garden waste collections (early 2013).	work with remaining schools, with WWT.	Renewed promotion of kerbside plastic bottle and cardboard collections (early 2013).	Renewed promotion of kerbside recycling collections (early 2013).