

Container Delivery

The responses to questions are a composite of session responses and paraphrase from the discussions and available guidance.

Question	Answer
Why do you recommend container assembly in the round compared to putting packs together at the depot?	Assembly on the round is generally considered to be more efficient overall. Whilst pre-assembling packs saves time on the round the delivery teams can't stack the boxes and so several more crews are needed to help with drop offs are required. If the Council has a large number depot and warehousing space with access to labour then pre-packing kits may make sense.
How long would it take to deliver caddies to flatted properties on average?	The rate depends on the number of dwellings at the site and design of the estate but is generally much lower than kerbside drop offs. This is because of the time to arrange the delivery of large numbers of caddies and time to drop off wheeled bins, plus securing them, takes more time than for each kerbside property.
How long is the procurement process for getting an external contractor on board? Any key tips?	The procurement process timescales depend on the route to market. Suppliers are available on established procurement frameworks and can supply quotes quickly. Going out to the market will take several months including a recommended pre-procurement engagement. Being realistic and flexible around your delivery schedule and providing as much information on the available Council infrastructure and support that is available to help as well as housing data will help suppliers provide an accurate quote.
If we use Agency staff, is there an optimum ratio compared to in-house staff?	It's vital that container delivery crews have local knowledge of the areas and so prioritising experienced resource and using agency staff in support is advised. Using agency staff to help deliver containers under clear instruction from experienced staff and to use them temporarily as backfill on the main collection rounds is recommended.
What training would you recommend for delivery staff?	Since staff will be delivering container adjacent to and from the highways going through risk assessments and safe systems of work is essential. Vehicle familiarisation, manual handling, working with the public are considered important. Where agency staff may be backfilling collection round staff training relative to that task and sufficient supervision are essential.

Should we go big bang and roll out in one large wave? Or do in smaller roll outs over a long period? What are the advantages of each approach?	For smaller sized authorities rolling out across the district in a concentrated wave may be feasible. The priority is to ensure that mistakes in delivery are minimised so as not to adversely affect public opinion of the service. For the majority of Council areas steadily rolling out in smaller roll outs ensures accuracy in delivery and makes best use of the experienced staff resource and support staff.
What is the optimum type of truck that we should use to delivery the containers?	Deliveries tend to be made using 3.5 tonne box vehicles with tail-lift because of the driver licensing requirements and the limited weight required compared to volume to sore stacked containers.
Any key things we should include in our risk assessment?	Risk assessments for container delivery should align with those for the service delivery. These include route risk assessments which consider staff moving close to the highway and traffic, times of day, inclement weather, and issues of ground and access in delivering containers onto private property. Hazards should be identified by supervisor and training and PPE provided.
If we are doing a bigger system change should we delivery all the bins at the same time with same crew or split it out?	Different capacity containers such as wheeled bins and food caddies stack differently and require different amounts of time to assemble according to the design of lids and wheels. It's better to focus on accurate delivery with one service before delivering the next service.
Where did you obtain your property data from that was passed to crews? Does this provide any intel on access issues?	There may be several sources held within the Council such as GIS, CRM systems, waste and recycling route software. In particular Unique Property Reference Number, address and location co-ordinates for each property. The waste and recycling teams would normally record site access issues. Data may not be consistent across Council departments and is another reasons using experienced crews in delivery will help with accuracy.
Where on the property should containers be positioned?	Food containers should be delivered onto the property but close to the boundary. Delivering containers well on the property creates further risks to delivery staff, potential damage to property and slows the rate of distribution down.
Any times of the year you would advise against rolling out containers?	Times of delivery should be scheduled for when residents are more likely to be in to receive the containers and start the service. So, in general, avoid holiday periods at Christmas, Easter and summer holidays.
The first slide said to deliver no more than 2 weeks before service go live - is it better to deliver containers after	If the containers are delivered with a gap to the first collection as well as potential odour issues there is a high risk that the collection crews will not be able to complete rounds thereby adversely affecting future participation. The advice is to roll out

the go live date as you can't deliver to thousands of properties in 2 weeks?	containers steadily into areas with a short gap to collection in order to get the collections going smoothly without problems.
We're looking to roll out communal roll out later next year but where this may be done in house, we might not be able to roll out less than 2 weeks. Is there anything we can do to prevent use to residents? Seen stickers over internal caddies and wondered how effective they may be?	Communal collections using wheeled bins should be easier to deliver an early first collection than compared to kerbside properties. If this is not feasible then being clear on when the first collection will commence and taping over containers to prevent early use can be helpful. It's likely that call centres will still receive calls on the service in advance.
We have no choice but to deliver containers during school holidays. Any tips for avoiding the expected complaints regarding advertising to burglars the empty home while family away etc?	Unfortunately, this is a risk to all households through the roll out periods.
How do you actually get residents to put their bins out for exchange, especially if you are reducing the size in bins?	Early notification with leaflets to households is essential. A wider communication plan is needed to explain the reasons for the switching of containers
Considering participation rates of householders, have there been any issues with unwanted caddies from residents when delivering to everyone?	There are very few instances where residents refuse to accept the containers and the collection crews will record the property number and not deliver.
Any advice for delivering 140 or 240 wheelie bin housings?	Bin housing units are delivered already assembled using vehicles with a tail lift and then secured to the floor or adjacent wall. Site audits are required to understand the location where they should be optimally located for use and that the fixings are permitted according to the landowner having regard to utilities access.

How are caddies stacked for delivery with the kitchen caddies inside the external ones?	Internal and external caddies tend to be stacked separately. Combining the 2 bins along with liner rolls and communications means that the volume of the vehicle needs to be fairly large.
If you are adding address labels to containers on the street do you need to align adding the labels to the same delivery sequence?	Ideally the labels should be added whilst in delivery to account for any data errors or amendments needed.
We are having to deliver in January. Any suggestions on how to manage this as best we can?	Ensure your risk assessments include for delivering in potentially inclement weather and where light may be limited. Schedules may need to be or reduced or postponed to ensure staff are not exposed to additional risks associated by weather at this time of year.
How has uptake for communal properties been, with regards to getting access to flats to deliver caddies and comms to doors?	Starting the engagement very early with residents associations and landlords is essential to ensure that uptake achieves good levels.
Has anyone had any experience with regards to offering residents to collect food caddies from a central location?	In areas where access to properties is restricted then agreeing a drop off location for food caddies with the site manager can help ensure residents access the service. Prior agreement with the residents association and landlord is essential to avoid containers becoming a nuisance, blocking access or at risk of damage or theft.

Further questions were asked within the session and are available in the recording.