**Site improvement plan**

Use this template to detail the exact changes that will made to the waste and recycling services on the site. Amend where necessary. Note that responsibilities detailed in this document are for example only and will change depending on each site.

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| **Site improvement lead** |  |
| **Site name & address** |  |
| **Date and version of plan** |  |
| **Date plan agreed by stakeholders** |  |
| **Proposed installation date for changes** |  |

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|  | **Name** | **Company** | **Phone number** | **Email** | **Plan agreed (e-signature required)** |
| **Project manager[[1]](#footnote-1)** |  |  |  |  |  |
| **Caretaker** |  |  |  |  |  |
| **Local authority lead** |  |  |  |  |  |
| **Collection contractor lead** |  |  |  |  |  |
| **Site managing agent lead** |  |  |  |  |  |

*NB Site managing agent refers to the social housing provider, a private landlord or a managing company*

**Accept plastic carrier bags**

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| **Information and site detail** | Our research shows that most residents living in flats already use carrier bags to store and transport their recycling, so plastic bags should be accepted in order to make recycling easier for residents. |
| **Project manager responsibilities** | The PM agrees to consult with the materials recycling facility (MRF) or collection contractor about the acceptance of plastic bags. |
| **Managing agent responsibilities** | Make sure you let caretakers know that plastic carrier bags are accepted – so caretakers do not mistake for contamination. |
| **Local authority responsibilities** | Ensure your crews are aware that plastic carrier bags are accepted and are not a contaminate. Also, review all communications to residents, to see if the use of carrier bags is included. |

**Collect a full range of dry recyclables**

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| **Detail** | Recycling bins to accept glass bottles and jars; paper; card; food and drink cans; plastic bottles; plastic pots, tubs and trays; and carrier bags. |
| **Project manager responsibilities** | The PM will ensure that all communications to residents (e.g. recycling bin stickers, signage and service leaflet) detail all the items that are recyclable. See the toolkit for the Flats Recycling Package. |
| **Managing agent responsibilities** | The managing agent should let all caretakers know which materials are accepted in the recycling bins. This is important, as caretakers often communicate with residents, and often check for contamination in the recycling bins. |
| **Local authority responsibilities** | The LA will ensure the collection crews are aware which materials are accepted, so bins are not incorrectly rejected. |

**Clean and well-maintained bins and bin areas**

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| **Detail** | Clean and well-maintained bins and bin areas for all waste streams are an essential part of the service. This should include ensuring the bins areas are well-lit, at least a weekly clean of the bin lids/apertures as well as regular cleaning of bins and floors around the bins and ensuring any issues, i.e. broken wheels, are promptly rectified. Bulky waste should be cleared regularly.  For locations please see map (*ensure you have plotted these on your block plan*) | | | | | | | | | |
| **What is the current schedule and what changes are required for the following?** | **Cleaning bin aperture and lids** | | **Cleaning signage** | | **Sweeping around the bins** | | **Cleaning the bin rooms/chute rooms** | | **Clearing of bulky waste** | |
| Current | Changes | Current | Changes | Current | Changes | Current | Changes | Current | Changes |
|  |  |  |  |  |  |  |  |  |  |
| **Who owns the bins and therefore is responsible for maintenance?** |  | | | | | | | | | |
| **Project manager responsibilities** | The PM will review current cleansing schedule for the bins and bin areas, and check that bin lids and apertures are included. The PM will also check maintenance during their site visits. | | | | | | | | | |
| **Managing agent responsibilities** | Below is a check list for the managing agent with regard to maintaining clean bins and bin areas   * Bin lids & signage wiped clean, weekly * Bin apertures cleaned weekly * Chute hopper door handles cleaned weekly * Fly tipping/bulk items removed * Bin areas swept and left tidy, daily * Any light bulbs replaced, and lights repaired * Mopped and cobwebs removed on regular basis * Walls washed and/or repainted if stained/scratched * Bulky waste cleared | | | | | | | | | |
| **Bin owner responsibilities** | Below is a checklist of responsibilities for who owns the bins – this may be the local authority or the landlord   * Lids and apertures present and in usable condition (undamaged and in working order) * Bin lid locks in working condition * Stickers and signage readable, and in good condition * Wheels and wheel locks, and in working order * Bins without major dents and scratches * Bins cleaned on a regular schedule | | | | | | | | | |
| **Local authority responsibilities** | Below is a checklist list of responsibilities for the local authority’s collections contractor. It may be useful to check these actions are included in any crew training.   * Bin areas left tidy after collection * Bin returned to correct location after collection. Ensure recycling, rubbish and food waste bins are placed under the relevant signage. * Bin lids locked after collection * Wheels locked | | | | | | | | | |

**Appropriate collections to prevent overflows (residual and recycling)**

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| **Detail** | Frequent enough recycling and rubbish collections to prevent overflows. It is essential that all sites have the appropriate collections to prevent overflows of residual and recycling waste. This is not only from a health and safety and deterring dumping perspective but also to show residents that their facilities are cared about by the managing agent and the local authority to hopefully instil the same behaviour in them towards the facilities. | | |
| **Current schedule of collection – days of week** | **Recycling** | **Rubbish** | **Food** |
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| **Proposed changes[[2]](#footnote-2)** |  |  |  |
| **Project manager responsibilities** | The PM will review information collected from the site visit to ascertain if collection frequency is adequate to prevent overflowing bins for every material. They will then recommend any changes required to improve the site and liaise with the local authority. *This could be an increase in collection frequency or in the number of bins provided.* | | |
| **Managing agent responsibilities** | The managing agent needs to agree any changes to the current collection schedule (this may have cost implications). They will then ensure caretakers are aware of any changes to collection schedule. The managing agent will report missed collections to local authority contact. | | |
| **Local authority responsibilities** | Below is a checklist for the local authority and collections contractor:   * Once any additional collections have been agreed, the LA will ensure their collections contractor is aware of the revised schedule. * The contractor will respond to reports of missed collections within contractual timescales; and * It is recommended that the collections contactor supervisors should spot check for missed bins. | | |

**Appropriate recycling capacity**

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| **Detail** | From the information collected in your site visit[[3]](#footnote-3), calculate the current capacity of recycling per household per week. We recommend providing a minimum of 60 litres per household per week. |
| **What is the current total capacity at this site? Is this less than 60l/hh/wk? If so how many extra bins are required? Remember to plot on your site map where the new bins will be sited.** |  |
| **Project manager responsibilities** | The PM will calculate existing recycling capacity at the site and ascertain if extra bins are required[[4]](#footnote-4). Thinking about the information gathered on the site visit, they will then clearly plot on the site map where the extra bins should be sited[[5]](#footnote-5). This site map will be provided to the contractor, to ensure the bins are put in the correct location. The PM will ensure new bins are delivered on time.  We recommend that the PM is on site when the bins are delivered, to ensure they are left in the correct position. |
| **Managing agent responsibilities** | The managing agent needs to agree location of extra recycling bins. (extra bins may have cost implications and ensure their caretaker is aware of this. |
| **Local authority responsibilities** | Ensure crews are aware of any extra bins recycling bins and where on site they have been positioned (for any new sites). |

**Location of recycling bins**

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| **Detail** | Use the information gathered on your site visit to assess if the recycling bins and food waste bins are in convenient and accessible locations for residents. You can also use this table to detail new locations of new bins (if not being added to an existing location). | | | |
| **Include detail of any sites which require relocating.** |  | **Location ref no** | **Describe location** | **Quantity of recycling bins** |
| Site to be relocated (example) | R3 | Round the back of block C near the chute bin chamber | Two recycling bins and one food waste bin |
| New location (example) | R5 | Against the wall, on the pedestrian exit to Acacia Road, on the left-hand side. Please ensure the food waste bin is on the left-hand side, as you face the wall, with the recycling bins to the right. |  |
| Site to be relocated |  |  |  |
| New location |  |  |  |
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| Site to be relocated |  |  |  |
| New location |  |  |  |
| **Project manager responsibilities** | Using the information collated from the site visit, suggest and agree new locations for the recycling and food waste bins (if required) with all stakeholders. Plot the new location on the block plan. Ensure you provide the contractor with the block plan to ensure bins are moved to the correct location and signage is installed behind the bins. Finally, ensure the local authority is aware of the new location(s) so they can inform the collection crews. | | | |
| **Managing agent responsibilities** | Agree to the relocation of recycling bins, in partnership with stakeholders. You then need to ensure the caretaker is aware of any new locations, and add these to the cleansing schedule. | | | |
| **Local authority responsibilities** | The local authority needs to ensure the collection crews are aware of the new location. | | | |

**Improvements to existing bins**

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| **Detail** | From the information collected on your site visit, what immediate improvements are required for the existing bins? This can include:   * Recycling bin lids. Reverse lids are recommended due to their larger aperture, the inability for residents to lift the lid and dump black sacks and the protection of the recycling bin stickers. * Bin sticker requirements. Recycling aperture stickers, recycling bin stickers and rubbish bin stickers. * Cleaning of bins. * Fixing any broken locks or wheels | | | |
| **Detail improvements required for the existing bins.** | **Location ref no[[6]](#footnote-6)** | **Recycling** | **Rubbish** | **Food** |
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| **Project manager responsibilities** | Refer to information gathered on site visit and consider improvements required for every bin and complete the table above. Ensure you refer to the Toolkit for stickers design and suggested sizing. Clearly identify which bins require which improvements for the maintenance team, by using the location reference form your site block plan. Finally, ensure you order the required bin (recycling, rubbish, food) and aperture stickers. | | | |
| **Managing agent responsibilities** | If you own the bins, agree to fund required improvements listed above. Please ensure caretakers keep bin apertures, lids and the outside clean. | | | |
| **Local authority responsibilities** | If the bins are owned by the LA, agree to fund required improvements. Please ensure crews know how to empty reverse lid bin containers, if these are introduced. Also, remind crews to always lock wheels into place and to lock the bin lids. | | | |

**Improvements to existing bin locations**

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| **Details** | For all immediate improvements at each bin location | | |
| **Please list all improvements required i.e. repairs, lights, dumping, rodent treatment** | **Location reference** | **Location description** | **Improvements to be made** |
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| **Project manager responsibilities** | Refer to information gathered on site visit and consider improvements required for each location. Liaise with the key stakeholders to agree all repairs and complete the table above. Check for improvements when you carry out your site visits. | | |
| **Managing agent** | Liaise with the project manager regarding site improvement requirements. Draw up a schedule of works and employ contractors to complete the agreed tasks. | | |
| **Local authority responsibilities** |  | | |

**Communications**

**Recycling location signage requirements**

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| **Details** | **All signage requirements for the recycling locations[[7]](#footnote-7)** | | | | | | | |
| **Consider which recycling bin loctions require new signage; what that signage is; sizes and quantity of signage:** | **Location reference** | **Recycling bin area sign** | | **Bin store door sign** | | | **No dumping waste sign** | |
| **Size (mm)** | **Quantity** | **Type[[8]](#footnote-8)** | **Size (mm)** | **Quantity** | **Size (mm)** | **Quantity** |
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| **Project manager responsibilities** | The PM is responsible for arranging the design and print all signage. Installation responsibilities may fall under the managing agent, so ensure you work together to agree this. If you are arranging the installation, ensure you communicate the installation dates, times and arrangements with key stakeholders. Inspect the signage as part of ongoing site visits and arrange for the supply and installation of replacement signage if it is damaged. | | | | | | | |
| **Managing agent responsibilities** | Agree with the PM on how the signage can be mounted i.e. fixed to the wall, free standing etc. Ensure caretakers are available on site on the installation dates and that access is available to all relevant areas. Add the signage to the caretakers or cleaners cleansing schedule. Signs should be cleaned on a weekly basis. | | | | | | | |
| **Local authority responsibilities** | Please ensure crews return recycling bins to the correct position under the recycling site signage. | | | | | | | |

**Rubbish bin area signage**

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| **Details** | **All signage requirements for the rubbish bin areas[[9]](#footnote-9)** | | | | | | | |
| **Consider which rubbish bin areas require new signage; type of signage: sizes and quantity of signage:** | **Location reference** | **Rubbish bin area sign** | | **Bin store & chute room door sign** | | | **No dumping waste sign[[10]](#footnote-10)** | |
| **Size (mm)** | **Quantity** | **Type[[11]](#footnote-11)** | **Size (mm)** | **Quantity** | **Size (mm)** | **Quantity** |
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| **Project manager responsibilities** | The PM is responsible for arranging the design and print all signage, following the design guidelines in the Flats Toolkit. Installation responsibilities may fall under the managing agent, so ensure you work together to agree this. If you are arranging the installation, ensure you communicate the installation dates, times and arrangements with key stakeholders. Inspect the signage as part of ongoing site visits and arrange for the supply and installation of replacement signage if it is damaged. | | | | | | | |
| **Managing agent responsibilities** | Agree with the PM on how the signage can be mounted i.e. fixed to the wall, free standing etc. Ensure caretakers are available on site on the installation dates and that access is available to all relevant areas. Add the signage to the caretakers or cleaners cleansing schedule. Signs should be cleaned on a weekly basis. | | | | | | | |
| **Local authority responsibilities** | Please ensure crews are instructed to return recycling bins to the correct position, under the recycling site signage. | | | | | | | |

**Rubbish chute signage requirements**

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| **Details** | **All signage requirements for the on the chute hopper and next to the chute hopper[[12]](#footnote-12)** | | | | | | | | |
| **All chutes should have signage on the chute as well as the large items sign alongside** | **Location reference[[13]](#footnote-13)** | **Rubbish chute sign[[14]](#footnote-14)** | | **Large items sign** | | | **No dumping waste sign** | | |
| **Size (mm)** | **Quantity** | | **Size (mm)** | **Quantity** | | **Size (mm)** | **Quantity** |
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| **Project manager responsibilities** | The PM is responsible for arranging the design and print all signage – following the design guidelines in the Flats Toolkit. Installation responsibilities may fall under the managing agent, so ensure you work together to agree this. If you are arranging the installation, ensure you communicate the installation dates, times and arrangements with key stakeholders. Inspect the signage as part of ongoing site visits and arrange for the supply and installation of replacement signage if it is damaged. | | | | | | | | |
| **Managing agent responsibilities** | Agree with the PM on how the signage can be mounted i.e. fixed to the wall, free standing etc. Ensure caretakers are available on site on the installation dates and that access is available to all relevant areas. Add the signage to the caretakers or cleaners cleansing schedule. Signs should be cleaned on a weekly basis. | | | | | | | | |
| **Local authority responsibilities** | Please ensure crews are instructed to return recycling bins to the correct position as indicated in the site block plan. | | | | | | | | |

**Internal posters**

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| **Details** | Use internal posters to 1) promote the items that be recycled around the home and 2) to inform residents of how to dispose of large items. Where possible, two A4 posters should be posted on all available noticeboards. Locations of the noticeboards should be plotted on the site block plan. |
| **Project manager responsibilities** | The PM is responsible for arranging the design and print of the posters, following the design guidelines in the Flats Toolkit. Installation responsibilities may fall under the managing agent, so ensure you work together to agree this. Inspect the posters as part of ongoing site visits and check they have not been covered up by other posters. Arrange for replacement or additional posters, if required. |
| **Managing agent** | The managing agent will agree to make room on each noticeboard to accommodate 2 x A4 posters. They should instruct caretakers and others to ensure these posters are not covered over by anyone else using the noticeboard. |
| **Local authority responsibilities** | None |

**Yearly recycling communication to residents**

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| **Details** | A recycling service leaflet will be provided to each household around the time the changes are rolled out and then yearly thereafter. This will provide info to residents on how to dispose of all their waste correctly as well as some key facts. |
| **Project manager responsibilities** | The PM is responsible for arranging the design and print of the recycling service leaflet, following the design guidelines in the Flats Toolkit. This should be designed in partnership with the local authority, to ensure all details are correct. The PM will arrange for the delivery of the initial leaflet at the time of the site improvements, and on an annual basis thereafter[[15]](#footnote-15). |
| **Managing agent responsibilities** | The managing agent agrees to provide all new tenants with a recycling and rubbish service leaflet, either directly or via the local authority (by providing an address). |
| **Local authority responsibilities** | The LA agrees to make the project manager aware of any service changes (and therefore any changes required to the leaflet). |

1. The person leading on all the changes to this site. NB may be the same as the local authority or site managing agent lead [↑](#footnote-ref-1)
2. NB you may choose to increase capacity and retain the existing collection schedule. This too will help with overflows. [↑](#footnote-ref-2)
3. See section 7.3 of the Site Assessment Template for this site [↑](#footnote-ref-3)
4. NB Extra capacity can be achieved by increasing the number of collections per week. [↑](#footnote-ref-4)
5. If this is a completely new location, please fill in the details in the table for “location of recycling bins”. [↑](#footnote-ref-5)
6. Use corresponding reference to site plan. Add more lines if required. [↑](#footnote-ref-6)
7. See communication section of the Toolkit for guidance [↑](#footnote-ref-7)
8. Recycling store only or recycling and rubbish store – see Toolkit for details [↑](#footnote-ref-8)
9. See communication section of the Toolkit for guidance [↑](#footnote-ref-9)
10. Note where else on site that the no dumping waste sign may be required. [↑](#footnote-ref-10)
11. Rubbish store only or recycling and rubbish store – see Toolkit for details. Ensure you do not double up on the “recycling and rubbish store” signage. [↑](#footnote-ref-11)
12. See communication section of the Toolkit for guidance [↑](#footnote-ref-12)
13. No need to list every chute hopper if there is more than one in a block. However, you do need to check every chute hopper, in case one has been replaced and does not measure the same as the others. [↑](#footnote-ref-13)
14. Remember to think about whether the sign will say “no recycling” only or “no recycling or food waste” [↑](#footnote-ref-14)
15. NB this is likely to fall under the LA responsibilities [↑](#footnote-ref-15)