KEY: EP: Elizabeth Parker, MCA: Mary	Costa-Alves, SG: S	ara Good	head,		KEY: **	** as and	d when v	work					Annex	2	
BC: Rebecca Copley, JC: John Crosby, V	VSDM: Rachel Ste	wart, TBC	: work		ongoing	g work . E	Blocked	out mont	hs labour				Ailicx		
not yet assigned					intensiv	e /work	must be	done the	en						
				2015/16	5					2	2016/17	•	•		
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
On main a Daily/Daytina Taaka															
Ongoing Daily/Routine Tasks															
Administration of Waste Strategy															
Mailbox															
Detail															
Stage 1 & 2 Complaints	BC/MCA/EP/SG														
Feedbacks	BC/MCA/EP/SG														
Cllr enquiries	BC/MCA/EP/SG														
Direct contact telephone / email	BC/MCA/EP/SG														
FOI's	BC/MCA/EP/SG														
Sending out Calendars	BC/MCA/EP/SG														
Sending out free green waste Stickers	BC/MCA/EP/SG		T	ı		T	I					T	1	ı	
Garden Waste Subscription															
Management															
Detail															
Renewals	BC/MCA/EP/SG	<			>			<			>				
New requests	BC/MCA/EP/SG														
Container management	BC/MCA/EP/SG														
Updating EXOR	BC / EP	<			>		I	<			>				
Communications, doubt dou															
Communications: day to day															
Detail (1)		-										1			
CYC web page content (keeping up to	50 / 55														
date)	BC / EP														

				2015/16						2	2016/17				
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
social media Facebook and Twitter															
responding to contact	BC / EP / MCA														
responding to contact	BC / EP / IVICA														
Social media Facebook and Twitter															
putting information out via	BC/EP/ MCA														
Day to day management of waste															
contracts contractors															
Detail															
HWRC	SG	<													
sharps	TBC	<													
bring banks	SG	<													
bulky		?													
St Nicks	EP	<													
Managing and Monitoring national &															
local data systems															
Detail															
Wastedata flow	SG	<	>		<>			<	>		<	>		<	>
EA returns	SG	<	>		<>			<	>		<	>		<	>
Compilations & analysis of data for															
monitoring & reporting															
Detail															
Pulling information out as and when		<											1		
requested	SG		T									T			1
Ensuring quarterly information is passed to relevant parties	SG														
·															

				2015/16	<u> </u>					2	2016/17				
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Quarterly returns to waste arisings															
reporting outputs to head of service															
Detail															
Providing quarterly data	SG														
Monthly reports on key national and															-
local performance															
Detail															
	SG	<													
monthly data as requested	30	1													
Analysis of contract and waste target															
performance															
Detail															
As per contract specifications	TBC														
Procedures in place to adhere to															
council financial regulations. Supplies															
Invoices for waste services business															
Detail															
Yorwaste Invoices checking, assigning															
correct charge code and passing for		<													
	SG/MCA														İ
Invoices from Sharp collections	TBC														
invoices from Sharp conections	TBC														
Represent CYC at local, regional and															
national level on waste related															
matters															
Detail															

				2015/16						2	2016/17				
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Attending meetings as and when															
required	ALL	*****	*****	*****	*****	*****	******	******	*****	*****	*****	******	******	******	*****
3rd Party recycling credit															
management															
Detail															
checking credit claim forms	SG														
	SG														
HWRC Management															
Detail															
		<													
·	SG / EP	`													
Monthly Performance monitoring	SG	<													
CRM															
Detail															
Keeping Exor up to date	BC / EP	<													
dealing with issues that arise from CRM		<													
system	BC / EP / MCA		ı	ı	I				ı					I	
_															
Bartec															
Detail	_														
	BC &	<													
helping with management of system	wsupervisors														
Reports - using them to help with									tbc						
project work and make service efficient	the								IDC						
project work and make service emcient	IDC														

				2015/16	5					-	2016/17				
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
New Developments: work to be															
undertaken accross service WMO and															
Waste Supervisors															
Detail															
liaising with developers	MCA & EP	<													
Liasing with supervisors (work to be															
undertaken between both WMO and															
Wsupervisors)	MCA & EP														
forming a 'plan' with information on															
new developments and when coming						<									
on line	tbc														
Updating EXOR	EP / MCA/ JC	<													
	, , , , , , ,														
Liaising with Jayne to raise invoices	EP/MCA	<													
Students and Waste															
Detail															
attend student partnership meetings	BC or MCA														
develop and maintain links with						1					1				
Student Unions & other partners	ВС	<													
Put in place work plan for															
communications to help with issue of															
student waste at certain times of year															
(xmas, new yr, easter and end of term)	the														
(Amas, new yr, caster and end of term)															
Commerical Waste Transfer Notes															
Detail															
	MCA														
Send out on a monthly basis	IVICA	<													

				2015/16	5					2	2016/17				
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Mark when WTNs are returned	MCA	<													
Act as spokesperson for waste															
services at events															
Detail															
Attending events / group mtgs as and		*****		· · · · · · · · · · · · · · · · · · ·	****	****	****		***	***	****	****	****	****	*****
	All	******		 					*****				* * * * * * * * * * * * * * * * * * *		****
Promote and maintain profile of waste															
services															
Detail															
Through communications, links with															
other departments and developing															
partnerships	All										1				

				2015/16	;					2	2016/17				
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
															
ApproxI/Conserval Tools															
Annual/Seasonal Tasks															
Annual Calendars															
Detail															
Development of calendar	EP / MCA														- <u></u>
printing and delivery	EP / MCA														
information to web team & Exor	EP / MCA														
Communications: projects															<u> </u>
Detail															<u> </u>
Christmas	EP / MCA														
Green Waste Service	BC / MCA / EP														<u> </u>
															<u> </u>
Students and Waste															<u> </u>
Detail															<u>L</u>
Implementation of comunications plan	tbc							1	tbc						
Customer Service 'CSE' audit															
Detail															
Compiling evidence	BC / EP														<u> </u>
Arranging and being involved in meetings	BC / EP														
Project Work - Waste Review															
Assisting WSDM															<u> </u>
Partos															
Bartec															

				2015/16						2	2016/17				
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Detail															ļ
Update system with routes	tbc														
Update system with route risk															
assesments	tbc														<u> </u>
Work to link between new CRM /									Timesca	loc TRC					
Bartec / Exor	EP / BC				1	1			Timesca	ies ibc				1	
Review of assisted collections															
Detail	tbc														<u> </u>
review all on assisted collections	tbc														<u> </u>
Develop system to activate / expire															
collections	tbc														<u> </u>
More communications to those on the															
service	tbc														
Update Exor	tbc														
Work with customer service/business															
support to go forward they run the															
adminstration side of service	tbc														
administration side of service	tbc														
Review of Sharp / Clincial Waste															
Collections															
Detail															
Look at what we have to provide															
What we provide now - numbers and															
cost	EP and BC														<u> </u>
Look at current providers and service															
Proposals for service going forward															

				2015/16	;					2	2016/17				
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Route Optimisation															
Detail															
Providing support and information in															
relation to new rounds, sending															
information out	tbc														
Helping to update Exor	tbc														
	tbc &														
	Wsupervisors,														
Help to put together 'AS IS' model	Woperatives														
St Nicholas Fields SLA															
Detail															
Review SLA - linking in with wider															
service review	EP														
Service we get now, cost etc	EP/WSDM														
Proposal of options	EP/WSDM														
Misc. Support															
Detail															
Supporting Supervisors in work		<						>							
Further Support to WSDM as required									>						
Project Work															
CRM															
Detail															
Process mapping service for new CRM	EP/BC														

				2015/1	6					2	2016/17				
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
New CRM implementation work as							1		<u> </u>	>					
required	EP/BC														
Customer Service 'CSE' audit															
Detail															
Implement findings of CSE audit	BC / EP			<					>						
Review of written communications	BC / EP														
Ensure in easy read format	BC / EP														
Undertake consultations with public															
regarding waste services	All														
Detail															
Undertake at appropraite intervals				•								•			
when required	All		*****	*****	*****	*****	*****	******	******	*****	*****	*****	******	******	*****
Use results to help develop service	All		*****	******	*****	*****	*****	******	******	*****	*****	*****	******	******	*****
Community Impact Assessment for															
Waste Services	MCA														
Detail															
Write, Consult and implement as															
required	MCA		****	*****	*****	*****	*****	******	*****	*****	*****	******	******	******	*****
Alleygating	SG / MCA														
Detail															
Work with alleygating team in relation															
to change of collection points	SG / MCA														

				2015/16	;					2	2016/17				
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Reuse Centre for Hazel Court	SG														
Detail															
Work with interested parties	SG														
Look at options and costs	SG														
Put proposal together	SG														
Review of the HWRC permit scheme	SG														
Detail															
Work review in line with															
recommendations from report	SG														
Consultation with contractor	SG														
Draft new policy and put proposals															
together	SG														
3rd Party Recycling Credit Review	tbc														
Detail															
Cost of recycling credits	tbc														
What effect will be if stopped paying															
these	tbc														
Write proposal	tbc														
Bring Bank Review	MCA														
Detail															
Undertake review on locations &															
materials	MCA														
Write report with recommendations &															
costs	MCA														

				2015/16	;					2	2016/17				
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Carry out work linked to approved															
recommendations	MCA														
Updating CYC web contact to ensure															
in line with policy	BC & EP														
Detail															
Renewing downloadable documents				·											
and forms	BC & EP														
Updating content so in line with policy	BC & EP														
Bag to Bin Project	MCA / JC														
Detail															
Using recommendations from report	MCA														
Consultation in proposed areas	MCA														
Ordering and delivery of bins and															
information	MCA / JC														
Communication and information to															
crews	MCA / JC														
Updating Exor	MCA														
	_														
Increasing Recycling Rate	EP & MCA														
Detail															
to be added once have	_														
recommendations from report	EP / MCA														
Regional / National Waste Campaigns	All														
Detail															

		2015/16					2016/17								
Work Streams	Who(lead)	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Review of CYC Waste Strategy	All														
Detail															
Assist in procurement of services &															1
goods including writing contract															
specifications (SLAs, work															
agreements, manage tender process)	All														
Detail															