



From Pilot to Borough- Wide Rollout

Practical Lessons from
Introducing Food Waste
Collections in Slough

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About Slough

- Approx. 55,000 properties
- Approx. 165,000 residents
- ~40,000 street-level households
- ~15,000 flats
- Fully in-house waste, street cleansing, HWRC & transfer station
- Decision made to contract out food waste collection

The Pilot - July 2024

5 wards selected

- Mixed deprivation & housing profiles
- Tested participation and contamination
- Tested communications approach
- Lesson: Pilot with intent and design it to inform scaling.

Strategic Decision: In- House or Contractor?

Cabinet approval – March 2025

- Decision to use private contractor
- Phased rollout from November 2025
- Implementation responsibility from April 2025
- Lesson: Political decisions shape operational timelines.

Procurement Under Pressure

Very tight mobilisation window

- Tender drafting & KPIs
- Contract mobilisation planning
- Coordination with internal operations
- Lesson: Build contingency into compressed programmes.

Fleet: A Critical Success

Vehicles ordered early

- Delivered months before rollout
- Removed major mobilisation risk
- Lesson: Order vehicles early - supply chains tighten quickly.

The Caddy Challenge

No storage for 55,000+ containers

- Split deliveries into 3 phases
- Deliver to residents before next shipment arrives
- Requires tight operational coordination

Supplier Risk & Escalation

Delivery dates confirmed only 1 week in advance

- At one stage told supply could not be fulfilled
- Considered alternative suppliers
- Escalated and secured revised schedule
- Lesson: Supplier management requires active escalation.

Two Distinct Rollouts

Street-Level Properties:

- 5L kitchen caddy
- 23L external caddy

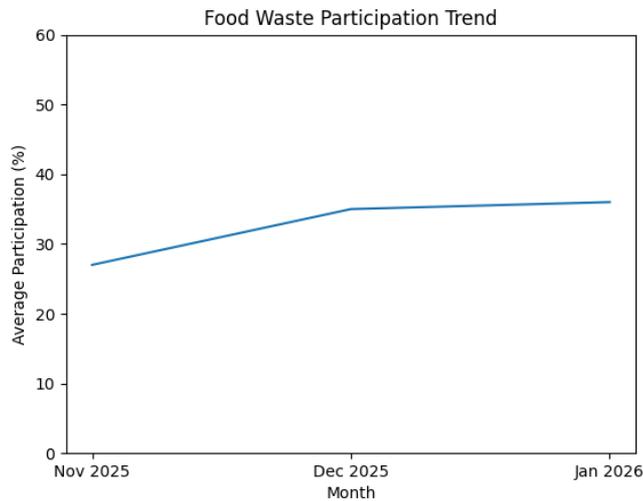
Flats (Starting Soon):

- 140L communal bins
- Engagement with managing agents

Engagement & Behaviour Change

2 Sustainability Officers

- Door-to-door engagement
- Resident surveys
- Borough-wide comms campaign (letter drop, radio, digital, social)
- Lesson: Containers don't drive participation – communication does.



Participation increased month-on-month following rollout

- Nov 2025: 27% average participation
- Dec 2025: 35% average participation
- Jan 2026: 36% average participation

- Highest single-round participation recorded at 60%+

- Weekly tonnages increasing steadily
- Now on course for 100+ tonnes per month

- Key Message: Behaviour change builds progressively - participation strengthens as residents adapt.

Where We Are Now

Final household deliveries
commencing

- On track for 1 April 2026 completion
- Flats rollout starting shortly
- Participation improving steadily
- A high-pressure mobilisation nearing completion.

Key Lessons for Other Authorities

Pilot with intent

2. Lock in political decisions early
3. Order vehicles early
4. Actively manage suppliers
5. Flats require a different operational model
6. Invest in engagement early