Bridgend County Borough Council
Waste and Recycling Collection Service
Adverse Weather Plan
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1.0 Introduction

The waste and recycling collection service adverse weather plan sets out relevant background to the collection of waste and recycling; the levels of service the public can expect during periods of adverse or inclement weather; the management arrangements which will be implemented during periods of inclement weather and the communications plan, when the prevailing conditions make refuse and recycling collections unsafe for vehicles and collection crews. The plan is intended primarily to address the issues associated with disruption caused by snow and ice but equally it can be applied in other situations such as flooding.

Adverse weather conditions present the refuse and recycling services with particular difficulties and risks which the average road user would not face during his daily commute. The types and sizes of the vehicles combined with the general topography and varying road layouts across the County Borough pose significant difficulties during periods of inclement and adverse weather when snow and/or ice are present on the roads and footways.

2.0 Objective

The objectives of this plan are to:-

- Define the role of the Council’s Supervising Officer (SO)
- Set out the communication strategy
- Set levels of service
- Establish service priorities

During periods of inclement or adverse weather when disruption to the service has been experienced.

3.0 Waste Collection Service

The collection of residual waste and recycling from the 59,000 householders across the County Borough is a well-planned daily routine, undertaken by trained and experienced operatives.

3.1 Legislative Requirement

The statutory basis for the collection of refuse and recycling is set out within the Environmental Protection Act 1990. This legislation describes the duty imposed on the Council to ensure that domestic refuse is collected from every householder across the County Borough.

In addition to this the Council and its waste and recycling partner have to pay specific regard to the safety of the operating crews and the public under the provisions of the Health and Safety at Work Act 1974 and the relevant statutory instruments and guidance published under its provisions. Specifically, The Management of Health and Safety in the Workplace Regulations 1992, which sets out the requirement for suitable and sufficient risk assessments to be in place for activities which present a significant
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hazard either to the workforce or public. This requirement covers the need to ensure that risk assessments are undertaken and any hazards associated with an activity are properly considered and reduced before that activity takes place. In the case of refuse and recycling collection services this requirement means that where those hazards to the vehicles, operating crews or public are considered too great and cannot be overcome by introducing appropriate control measures that that activity cannot proceed.

In the case of adverse weather conditions where snow and/or ice is present on the roads or footways and these conditions are assessed as presenting an unacceptable hazard to the operating crews, the vehicle or the public which cannot be reduced or overcome, the only remaining course of action is to suspend the service until such time as the hazard reduces and the snow/icy conditions have abated.

Set against this is the Council’s duty under provisions set out in The Highways Act 1980 which state: -

“In particular, a highway authority are under a duty to ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice”

It is important to note that this is not an absolute duty and is qualified by the word “reasonable”. In practice the Council has to operate within the resources that are available to it. In discharging this duty it has to prioritise the needs of the road user against the full range of services which the Council provides to its residents and businesses.

Details of the level of service which the Council provides to clear accumulations of snow and/or ice from roads and footways can be found in its Winter Services Plan.

3.2 Contractual Position with Waste Partner

Where during any period of inclement or adverse weather conditions the Council’s waste and recycling partner Kier considers that it is impractical or unsafe to continue to operate the service they can make a request to the Supervising Officer to suspend collection services.

Under the terms of the contract only the Supervising Officer has the authority to suspend waste and recycling collection services. In reaching this decision the Supervising Officer will take into account the prevailing conditions and the views of the contractor. The Supervising Officer’s decision in this matter is final.

Where collection services have been suspended the Council’s waste partner and the Supervising Officer will remain in constant dialogue and will agree on a daily basis the need to continue with the suspension, until such time as it is lifted by the Supervising Officer.
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Following the resumption of collection services, the Contractor will prepare a plan setting out how he intends to deal with the backlog of collections and return the service to normal scheduled collections for the Supervising Officer’s approval.

During periods of inclement or adverse weather conditions the Supervising Officer can instruct the contractor to deploy his workforce to clear accumulations of snow or ice at locations across the County Borough.

The decision to deploy the contractor’s resource will be taken following discussions between the Supervising Officer and the Business Manager. The contractor’s resources will be deployed on the basis of the priorities detailed in Section 4 of this Operational Plan.

3.3 Structure of Collection Services

The Council operates a kerbside collection service for its 59,000 householders across the County Borough.

Recycling is collected at the kerbside on a weekly basis from a range of containers which the householders fill with the appropriate material. Two black boxes, one for waste paper and the other for glass and cardboard, blue bag for plastic containers, cans, aerosols and foil and a brown box for food waste. These containers are then carried to the recycling vehicle by the operatives who deposit them into the appropriate receptacle on the vehicle. The storage containers are then returned to the threshold of the householder’s property. Black bag and residual waste items are collected on a fortnightly basis by a waste team and vehicle.

An assisted collection is provided for residents unable to take their recycling or refuse containers to the kerbside.

Special collections of bulky items are collected by the contractor on an appointment basis, as agreed between the Council and householder.

Where special arrangements have been made with a resident for the collection of sharp boxes and clinical waste, these collections are separately undertaken on a request and scheduled basis respectively.

The Council also offers a chargeable trade waste service.

3.4 Resources

The Council’s waste and recycling partner employs approximately 118 people, 6 in a management or supervisory role and 80 operatives between the refuse and recycling services.

At any time a total of 6 refuse vehicles and 14 recycling vehicles are deployed on the contract and used across the County Borough for the collection of residual waste and recycling.
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## 4.0 Operational Plan

The following Operational Plan sets out how the Council's waste collection services will operate during periods of inclement or adverse weather, where due to the prevailing conditions, it is considered impractical or unsafe to collect household refuse and recycling from the kerbside.

In the event that inclement or adverse weather conditions are predicted to occur or have already caused disruption to service the Supervising Officer will activate this plan.

## 4.1 Supervising Officer (SO)

During a period of inclement or adverse weather the duly appointed Supervising Officer will:

- Deal directly with the Council’s waste and recycling partner Kier
- Issue and approve press releases.
- Liaise with and brief officers on the Corporate Management Board.
- Liaise with and brief the Leader of the Council, Cabinet Members and Councillors (via Member Services), Members of Parliament and Welsh Government.

The role and duties of the Supervising Officer will be undertaken by an Authorised Officer on the basis of availability taking into account the circumstances and conditions at the time of the inclement or adverse weather, in the following order of priority:

<table>
<thead>
<tr>
<th>Supervising Officer</th>
<th>Authorised Officer</th>
<th>Authorised Officer</th>
<th>Authorised Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zak Shell</td>
<td>Andrew Hobbs</td>
<td>Sian Hooper</td>
<td>Gail Lewis</td>
</tr>
<tr>
<td>Head of Neighbourhood Services</td>
<td>Group Manager Street Works</td>
<td>Team Manager Waste Services</td>
<td>Team Manager Cleaner Streets</td>
</tr>
</tbody>
</table>
4.2 Communication

During periods of inclement or adverse weather, which give rise to a suspension or change in refuse or recycling collection times, the following communication protocol will be implemented by the Supervising Officer, Authorised Officer, Business Manager and the Council’s Communications Manager.

<table>
<thead>
<tr>
<th>Action</th>
<th>Responsible Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>A communication briefing will be held and relevant information circulated to the Council’s Communications Manager by 10:00 on day of interruption</td>
<td>Supervising Officer</td>
</tr>
<tr>
<td>Relevant information and messages issued to media via regular press release updates.</td>
<td>Communications Manager</td>
</tr>
<tr>
<td>‘Get Ready For Winter’ page at Council website regularly updated to reflect latest details <em>(note: new content management software means that these updates can be carried out daily, hourly or as required).</em></td>
<td>Communications Manager</td>
</tr>
<tr>
<td>Regular updates issued on social media e.g. Twitter. These will incorporate hyperlinks back to the ‘Get Ready For Winter’ webpage.</td>
<td>Communications Manager</td>
</tr>
<tr>
<td>Regular and relevant updates issued to Council staff via Bridgenders internal email.</td>
<td>Communications Manager</td>
</tr>
<tr>
<td>Regular updates issued to elected members.</td>
<td>Communications Manager (via Council’s Member Services team)</td>
</tr>
</tbody>
</table>

Whenever possible and in advance of the onset of adverse weather conditions which are likely to give rise to the disruption of refuse and recycling collection services the SO in consultation with the Council’s Communications Manager will issue pre-prepared media briefs advising the public on the potential for collection services to be disrupted and what they should do to prepare for this.

The ‘Get Ready For Winter’ page at the Council’s website will be promoted as the main mechanism for providing householders with the latest news and information on services during severe weather. Related publicity activities e.g. media releases etc. will encourage residents to check the page on a regular basis.
4.3 Levels of Service

The Council receives detailed forecasts on expected weather conditions on a daily basis during the period October to March. These forecasts are reviewed by the Supervising Officer, Authorised Officers and Contract Manager to establish the likely impact of forecast conditions on the provision of waste and recycling collection services.

The following principles will be taken into consideration and applied where the forecast or prevailing conditions require the suspension of collection services.

For Fortnightly Waste (Black Bag) and Weekly Recycling Collection Services including Food Waste

Any refuse and recycling including food waste not collected as a consequence of the partial disruption to a collection round will be collected as soon as possible during the normal working week.

Where collection services for fortnightly black bags or weekly recycling and food waste are disrupted for a full day or days the collections will be made on the next scheduled collection day.

The collections of bulky and clinical waste will be by prior agreement with the householder.

4.4 Priorities

To support the public and to assist them with the disposal of their waste when the refuse and recycling services are suspended due to inclement weather conditions priority will be given to clearing the access roads and service areas of the four household recycling centres by all available Kier staff. The SO may issue further instructions to the Business Manager at any time during adverse weather conditions on the deployment of his resources.
## Waste & Recycling Adverse Weather Plan

### 5.0 Contact Details

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Office Number</th>
<th>Mobile Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mark Shephard</td>
<td>Communities Director</td>
<td>01656 643227</td>
<td>07747 622031</td>
</tr>
<tr>
<td>Zak Shell</td>
<td>Head of Neighbourhood Services</td>
<td>01656 643403</td>
<td>07817 806923</td>
</tr>
<tr>
<td>Andrew Hobbs</td>
<td>Group Manager, Street Works</td>
<td>01656 643416</td>
<td>07971 087041</td>
</tr>
<tr>
<td>Gail Lewis</td>
<td>Waste Services Manager</td>
<td>01656 643439</td>
<td>07443 430605</td>
</tr>
<tr>
<td>Adam Jones</td>
<td>Business Manager, Kier</td>
<td>01656 726010</td>
<td>07581 174649</td>
</tr>
<tr>
<td>Lisa Hemming</td>
<td>Operations Manager, Kier</td>
<td>01656 726010</td>
<td>07515 054731</td>
</tr>
<tr>
<td>Dennis Morgan</td>
<td>Other Cleaning Foreman</td>
<td></td>
<td>07899 921745</td>
</tr>
<tr>
<td>Stephanie Penny</td>
<td>Contact Centre Manager</td>
<td>01656 643330</td>
<td>07970 605471</td>
</tr>
<tr>
<td>Andrew Calow</td>
<td>Contact Centre</td>
<td>01656 643366</td>
<td>07581 157014</td>
</tr>
<tr>
<td>Lisa Harrison</td>
<td>Contact Centre</td>
<td>01656 643360</td>
<td>07581 157014</td>
</tr>
<tr>
<td>Liam Ronan</td>
<td>Media Communications</td>
<td>01656 643217</td>
<td></td>
</tr>
<tr>
<td>Bob Phillips</td>
<td>Internal Communications</td>
<td>01656 643663</td>
<td></td>
</tr>
<tr>
<td>Jason Jenkins</td>
<td>Highway Network Manager</td>
<td>01656 642814</td>
<td>07768 655879</td>
</tr>
<tr>
<td>Steve Cottrell</td>
<td>Highway Services Manager</td>
<td>01656 642851</td>
<td>07710 310650</td>
</tr>
<tr>
<td>Milan Dragic</td>
<td>Highway Works Manager</td>
<td>01656 642849</td>
<td>07771 904992</td>
</tr>
<tr>
<td>Gary Owen</td>
<td>Highways Maintenance</td>
<td>01656 725559</td>
<td>07768 655868</td>
</tr>
<tr>
<td>Neil Minchington</td>
<td>Inspector</td>
<td>01656 648736</td>
<td>07768 655901</td>
</tr>
<tr>
<td>David Hearne</td>
<td>Inspector</td>
<td>01656 864081</td>
<td>07768 655925</td>
</tr>
<tr>
<td>Lee Vale</td>
<td>Inspector</td>
<td>01656 729700</td>
<td>07901 712447</td>
</tr>
<tr>
<td>Nigel Hopkins</td>
<td>Inspector</td>
<td>01656 860396</td>
<td>07768 655907</td>
</tr>
<tr>
<td>Gareth Evans</td>
<td>Parks Manager</td>
<td>01656 642720</td>
<td>07747 622030</td>
</tr>
<tr>
<td>Sian Hooper</td>
<td>Bereavement Services</td>
<td>01656 643469</td>
<td>07967 005124</td>
</tr>
</tbody>
</table>
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6.0 Action Plan

Information on lessons learned going forward

7.0 Review Process

This procedure will be reviewed on an annual basis to ensure that it continues to meet the operational practices and procedures of the waste and recycling services.