

## Newcastle-under-Lyme Borough Council - Operational Services Directorate

### Operational Protocol for Recycling Collections in Bad Weather / Snowy Conditions

#### Recycling and Fleet Services.

#### Measures to deal with recycling and waste in extreme weather and snowy conditions:

<b>Measures to help deal with operations in extreme weather and snowy conditions, and to recover the service if suspended.</b>	<b>Action Required</b>	<b>Lead Officer (s)</b>
<p>Monitor weather forecast / updates from met office and Staffs CCU. Advise residents to hold off putting recycling boxes out when snow is forecast</p>	<p>Communications through Website / Social Media and service leaflets.</p>	<p>Development Officer / Recycling Officer – Recycling &amp; Fleet Services. Councils Coms Team</p>
<p><b>If snow falls, or there is heavy ice.</b> Risk assess rounds / streets to decide if safe enough to operate / part operate or suspend collection services. If services are deemed to be safe to operate, recognise, productivity could be affected, leading to missed streets, therefore consider and plan for recovery of the service.</p>	<p>On site checks of streets and rounds by Assistant Collection manager and relevant Trade Union Representative. Decision on what to do by Operations Manager Continue to monitor throughout the day.</p>	<p>Head of Recycling &amp; Fleet services Operations Manager / Collection Managers Recycling &amp; Fleet</p>
<p><b>Recovery Plan following snow / heavy ice.</b> If whole service is suspended, <b>Garden Waste will not be recovered</b> and residents will have to wait until the next scheduled collection. <b>Refuse &amp; Recycling collections will be prioritised</b>, the aim being to get materials off the streets, particularly recycling materials presented in boxes. This will be achieved as follows:-</p> <ul style="list-style-type: none"> <li>• Food waste will be collected with Refuse if refuse is presented, otherwise residents will need to hold until the next scheduled collection.</li> <li>• Recycling will be collected using Garden waste RCV's. Materials in boxes emptied into slave wheelie bins and comingled in vehicle.</li> </ul>	<p>Planning and monitoring of collection operations. Use of in-cab technology 'Bartec' to monitor collections and rate of completion. Adjust recovery plan as necessary to complete outstanding collections as safely and quickly as possible. Ongoing communication through focused campaigns through resident talks, Website / social Media.</p>	<p>Operations Manager / Collection Managers Recycling &amp; Fleet</p> <p>Development Officer / Recycling Officer – Recycling &amp; Fleet Services. Councils Coms Team</p>

<p>This will allow more speed in collections, therefore reducing the time materials are left on the streets. All materials collected in this way will be recycled.</p> <ul style="list-style-type: none"> <li>• Additional crews sent out when available</li> </ul>		
<p><b>Recovery Plan – Dealing with Materials for Recycling at Depot TFS</b></p> <ul style="list-style-type: none"> <li>• Existing material bays at Depot TFS to be utilised for comingled material.</li> <li>• Vehicles will tip on by entrance and material pushed into bay utilising site JCB Loadalls.</li> <li>• Transfer of material using bulk vehicles to take material to an MRF for separation and recycling.</li> <li>• Use of Stoke-on-Trent City Councils bulking facility as a backup.</li> <li>• Commitment to residents that all materials collected for recycling will be recycled.</li> </ul>	<p>Agreement with an MRF in place to take material for recycling. Monitoring of tonnages and vehicle movements &amp; storage capacity. Plan / arrange adequate number of bulkers to take material to MRF. Communication through focused via Website / social Media</p>	<p>Operations Manager Technical Officers TFS supervisor Development Officer – Recycling &amp; Fleet Services. - Coms</p>

<b>Additional measures being considered</b>	<b>Action Required</b>	<b>Lead Officer (s)</b>
<p>New Recycling Collection service, based on a bin system to come into operation 2020.</p>	<p>Build into programme of cabinet and scrutiny meetings</p>	<p>Head of Recycling &amp; Fleet services</p>
<p>Increased communications on messages/options in above table</p>	<p>Annual Communications plan – ‘Smarter Communications’</p>	<p>Development Officer – Recycling &amp; Fleet Services. - Coms</p>