

## **Appendix 2** - 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>
Monitor weather forecast / updates from met office and Staffs CCU. Advise residents to hold off putting recycling boxes out when snow is forecast	Communications through Website / Social Media and service leaflets.	Development Officer / Recycling Officer – Recycling & Fleet Services. Councils Coms Team
<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, collection crews undertake dynamic risk assessments as they progress their round. Need to recognise, productivity could be affected, leading to missed streets, therefore consider and plan for recovery of the service.	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. <b>Updates to be given to Customer services and coms at 8am, 10am, and 12 noon.</b>	Head of Recycling & Fleet services Operations Manager / Collection Managers Recycling & Fleet
<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:- <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</li> </ul>	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.	Operations Manager / Collection Managers Recycling & Fleet  Development Officer / Recycling Officer – Recycling & Fleet Services.

<p>collection.</p> <ul style="list-style-type: none"> <li>Recycling will be collected using Garden waste RCV's. Materials in boxes emptied into slave wheelie bins and comingled in vehicle. 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.</li> <li>Additional crews sent out when available. Use of streetscene staff if they are unable carry out their normal operations.</li> </ul> <p><b>If operations can commence 'as normal' the following day, then that day's work will be prioritised, to minimise further disruption. Account shall be taken, however, that collection operations could be slower, due to any remaining snow / ice. Recovery of the previous day will be undertaken as detailed above utilising additional resources which otherwise would be collecting garden waste.</b></p>	<p>Ongoing communication through focused campaigns through resident talks, Website / social Media.</p>	<p>Councils Coms Team</p>
<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 in bay entrances and material pushed into bay utilising site JCB Loadall's.</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>

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