<table>
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<tr>
<th><strong>Gloucestershire Joint Waste Committee</strong></th>
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<tr>
<td><strong>Overview Of Severe Weather Arrangements</strong></td>
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<th><strong>Committee Date</strong></th>
<th>19 December 2013</th>
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<tr>
<td><strong>Significant Decision</strong></td>
<td>No</td>
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<tr>
<td><strong>Responsible Officers</strong></td>
<td>Steve Read, Head of Service, Joint Waste Team (01823 625707; <a href="mailto:steve.read@gloucestershire.gov.uk">steve.read@gloucestershire.gov.uk</a>)</td>
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<td><strong>Main Consultees</strong></td>
<td>Individual Collection Authorities</td>
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<td><strong>Purpose of Report</strong></td>
<td>The purpose of this report is to provide an overview of the severe weather (or other disruption) contingency arrangements put in place by the JWC authorities.</td>
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<td><strong>Recommendations</strong></td>
<td><em>It is recommended that the Committee:</em> - Note and comment as appropriate on the overview of arrangements as described in the report.</td>
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<td><strong>Resource Implications</strong></td>
<td>The additional costs involved in responding to severe weather disruption fall to the contractor. In the case of Ubico, this cost is borne by CBC and CDC. In all instances it is everyone’s interest to recover from the disruption as quickly as safely possible.</td>
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<td>Such disruption places pressure impacts on customer contact centres and the client and communications teams and this may displace other work and/or reduce response times. This impact is usually intense but short. If responses to events are managed effectively, so the impact on all concerned is shortened.</td>
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<td>While a degree of disruption in such circumstances will be accepted by the majority of residents, there are reputational risks to the JWC authorities if responses are seen to be unnecessarily delayed or protracted and/or if communication is unclear or inconsistent.</td>
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1. **Background**

(a) In January 2013 Gloucestershire experienced a spell of significant snowfall which caused disruption to Waste & Recycling collection services in Cotswold District, Cheltenham Borough and Forest of Dean areas.

(b) Following the event a review was commissioned by the collection authorities to understand the issues surrounding how and why certain decisions were made and what lessons could be learnt in preparation for future spells of severe weather or similar disruption. Officers from the Joint Waste Team have been supporting the Councils to conduct individual reviews and develop some general principles in the event of future disruption.

(c) Each authority has differences in collection methodologies, vehicle configurations, tipping points, population density and/or topography. The magnitude and impact of disruptive weather events is also likely to be different across the county.

(d) Severe weather disruption is therefore likely to affect collection services in different ways. These factors together will mean that the impact on residents may vary not only from district to district but also from round to round and day to day. Active response plans will therefore inevitably vary from council to council. It is however possible to ensure that basic principles are established in advance which aim to communicate consistently and minimise disruption.

(e) This report summarises the policies now in place for the JWC partners.

2. **General Principles - Collection**

(a) The following principles summarise the general common approach and policies for Cheltenham, Cotswold and Forest of Dean – the precise and detailed wording of the principles as expressed below may vary from partner to partner. Detailed policies are included as appendices.

   i. Guidelines for residents about what to do and expect in the event of snow and ice disrupting waste and recycling collection services will be available in advance of the winter and highlighted in the event of likely or actual event.

   ii. Conditions will be assessed as early as possible on each morning of disruption in consultation with the contractors. Details of decisions taken will be publicised as soon as possible to call centres, staff, members, website editors and local press and media.

   iii. Collections will be made on the scheduled collection day if they are accessible and it is safe to do so.

   iv. If collections are missed, a catch up plan will be put in place so that crews will return as soon as conditions improve. The crews will work late and on Saturdays to operate the catch up plan.

   v. On catch up priority will be given to refuse collections
vi. Garden waste services may be suspended in order to use the resource to catch up with refuse collections

vii. Some restrictions – such as no side waste policies – will be suspended allowing resident who have missed a collection to place out extra refuse sacks for when collection is possible

viii. Updates will be publicised at least daily using websites as well as local and social media

3. General Principles – Recycling Centres

(a) The impact of weather on Recycling Centres including safety of access roads and walkways, will be assessed daily prior to opening. Centres will open as soon as possible (e.g. after snow is cleared, gritted as appropriate and assessed as sufficiently safe for staff and public access).

(b) Updates will be publicised at least daily using websites as well as local and social media.

(c) Residents will be directed to Recycling Centres as an alternative if they are unable or reluctant to wait for the next collection of black bag waste or recycling.

4. Communications

(a) As noted above, each partner will have detailed messages to residents as events unfold. However there are advantages in establishing and communicating consistent basic messages across the JWC partners.

(b) A meeting of lead communication personnel from each authority has therefore been arranged at the beginning of November with the aim of agreeing a common communications strategy which can be used across the JWC partners. This action is being facilitated by the Joint Waste Team. Other GWP partners are welcome to be included if they have adopted or are about to adopt similar principles.

(c) Other GWP partners are welcome to be included if they have adopted or are about to adopt similar principles.

5. Status of Process Approval by Partner Authorities

(a) Cheltenham BC
The new CBC emergency collection policy which includes the detailed prescribed actions is drafted and will shortly be submitted for approval by the Cabinet Lead.

(b) Cotswold DC
CDC’s emergency waste collection policy has been updated and has had Cabinet approval from the Portfolio Holder

(c) Forest of Dean
FODDC’s policies have been approved
(d) **Gloucestershire County Council**

There have been no major issues with or changes to the Recycling Centre policies but, like the others above, these will remain open to review following any further events.

6. **Further Information**

(a) Detailed policies are available on each partner’s website (for CBC these will be added shortly after final approval). A signpost to the appropriate links will be placed on the *Recycle for Gloucestershire* website.