Version/change control

Business continuity plan – waste service

Version Number	Date	Details
1	November 2024	Version/change control sheet and GDPR Note added. Updated after annual review.
2	October 2025	Updated after annual review.
3	October 2026	Updated following start of the three new waste contracts

All council policies and procedures that require personal data to be collected, used or stored must be compliant with the most recent data protection legislation.

If changes to this policy, or the processes used to enact it are proposed, a data protection impact assessment (DPIA) may need to be completed and signed by either the project sponsor or the appropriate Director. For further information please contact the data protection officer.

Business continuity plan – waste and street cleaning services

INTRODUCTION

This document sets out how the councils and contractors will operate in business continuity conditions. It's intended to address such issues as extreme heat, snow and ice but can equally be implemented in other situations like flooding or shortages of collection staff.

The purpose of this plan is to set out the approach and procedures the councils and contractors will follow if waste collections and/or street cleansing services are disrupted for a period of time.

The objectives of this plan are to:

- Raise awareness of the different approaches for dealing with disruptions, depending on the length of them, time of year and contractor(s) affected

- Raise awareness of the procedure set out in this plan for activating the business continuity plan.

- Ensure the councils and contractors are aware of this plan and their roles and responsibilities in responding to events which require business continuity arrangements.

- Ensure adequate resources are available to deal with any disruptions and are deployed in the most effective way.

ALERTS – for adverse weather

Advance warnings

The council's Environmental Services Manager or delegated substitute (Authorised Officer) receives warnings of adverse weather from the Met Office and is responsible for notifying the relevant people in line with the Communications plan, attached in Appendix one, if there are likely to be disruptions, to waste and street cleaning services.

Weather forecasts

The council's Authorised Officer and the respective Contract Managers are responsible for checking weather forecasts when there's no warnings, but cold or extreme weather is expected to ensure precautionary actions are considered and this plan could be activated if required.

Activation

The council's Environmental Services Manager will activate the plan following consultation with the following people that it's necessary to suspend any waste collections:

- Responsible Director
- Contract Managers
- Chief Executive
- Deputy Chief Executive - Place
- Cabinet Members for Waste and Street Cleansing

This decision must be made as soon as possible so that Biffa can amend the day's collections and street cleaning activities. Allowing the council's communications team to begin sending messages out to residents.

It's the authorised officer's responsibility to start the escalation process. By issuing the following message.

"Please be aware that we are enacting the Waste and Street Cleaning Business Continuity Plan, information will follow shortly from the Communications team."

STAFFING

Biffa's inclement weather policy

Biffa employees are expected to make every reasonable effort to get to work by adapting their means of travel if necessary.

Biffa has to balance the need to safely maintain services during adverse weather conditions with its duty of care to employees.

All employees are expected to present themselves for duty, this may mean, with management approval, they are given alternative duties if it's not safe to carry out their regular duties.

Re-deployment of resources

If this plan is activated under snow or ice conditions, Biffa will, where safe to do so, deploy their staff to help clear pavements, walkways and the councils' car parks in the main town centres. This will involve utilising Biffa's fleet of street cleansing vehicles.

Biffa's business manager will agree the locations in consultation with the Authorised Officer, and the councils' Emergency Planning Officer.

Where possible, Biffa will organise central working points close to where individual staff live to reduce any unnecessary travel.

There is also the option of suspending some waste collections and/or street cleaning services, so that the vehicles and crews can be used to respond to disruptions with services.

COMMUNICATIONS

The councils' communications team is responsible for producing a plan for communicating any disruptions to waste collections each year. This year's plan is attached in appendix one.

If a Radio or TV interview request is received, where possible this should be carried out by the Authorised Officer, with a briefing note provided by Communications.

OPERATIONAL ACTION PLAN

Winter preparation

All contractors will ensure there's sufficient personal protective clothing available for their staff to operate in adverse weather.

Priority

In any disruption, we will prioritise our services in the following order:

- refuse
- food
- clinical waste
- recycling
- litter bins
- dog bins
- garden waste
- bulky waste
- street cleansing

- delivery of bins

This prioritisation is provided by Defra and the Councils' reserve the right to amend the order of priority at the time of an individual event, if there are influencing factors that need to be considered or responded to.

Missed collections

The advice we will give to residents if collections are affected is to leave their bins out as normal for up to two days after their normal collection day unless we tell them otherwise. If after this time we haven't been able to empty their bins, residents should take them in.

If their recycling is missed - we'll collect extra recycling in clear sacks or cardboard boxes next to their green recycling bin on their next recycling collection.

If their rubbish (black bin) is missed - we'll collect extra on their next rubbish collection, residents can put up to three sacks' worth next to their black bin. If their garden waste is missed, we'll collect extra in sacks next to their brown garden waste bin on their next garden waste collection.

CHRISTMAS PERIOD

If there's any disruption to the waste service during the Christmas collection timetable, we will try catching up for two days but only after the collections that are scheduled for each day have been completed. For example, if Monday's waste collections are cancelled, we will return to these once Tuesday's collections have been completed. This approach means the published Christmas calendar remains relevant, the disruptions are kept to a minimum and gives Biffa the morning to decide the most efficient way of returning to the missed bins.

The exception to this is in the days leading up to the Christmas calendar - if we're already trying to catch-up on collections we'll stop and revert to the scheduled Christmas timetable.

ACTION PLAN

If adverse weather affects our waste collection service, we'll take the following actions:

Disruption	Priority Services	Action	Additional actions
Part of a day	• refuse • food • clinical waste • recycling • litter bins • dog bins • garden waste • bulky waste • street cleansing • bin delivery	Crews will catch up the following day if they haven't been able to finish their round on the scheduled day.	Biffa to send a list of any outstanding roads/areas to the waste team, communications team and call centre by the end of the day so they can get messages out/deal with callers.
One Day	• refuse • food • clinical waste • recycling • litter bins • dog bins • garden waste • bulky waste • street cleansing • bin delivery	Collections will be one day late with a catch up on the next Saturday. If some roads get missed, Biffa will return over the following two days to attempt collections, if this is not possible, they'll collect extra on the next scheduled collection.	Councils to arrange for the disposal sites to be open on Saturday (these are not open to the public). Biffa to deploy staff to clear pavements, walkways, and council car parks in the main town centres, where safe to do so, which the council's Emergency Planning Officer will confirm.

Two Days	• refuse • food • clinical waste • recycling • litter bins • dog bins • garden waste • **bulky waste** • street cleansing • **bin delivery**	Collections will be two days late for the first week with a catch up on the first Saturday that follows. Then one day late the second week with a catch up on the Saturday. If some roads get missed, Biffa will return the following two days to attempt collections, if this is not possible then they'll collect extra waste on the next scheduled collection.	Councils to arrange for the disposal sites to be open on both Saturdays (these are not open to the public). Biffa will collect, where it is safe to do so, and deploy staff to clear pavements, walkways, and council car parks in the main town centres, which the council's emergency planning officer will confirm. **Consider suspending the bulky waste service and deliveries to help with collections.**
Three to ten days	• refuse • food • clinical waste • recycling • litter bins • dog bins • **garden waste**	Revert back to the published calendar when collections resume and collect extra/side waste for the next two collections.	Biffa to suspend street cleansing service and use staff for catch ups. **Consider suspending the garden waste service to help with collections.** Deploy staff to clear pavements, walkways, and council car parks in the main town centres, which the council's emergency planning officer will confirm. Use supervisor vans to deploy more staff and snow clearing equipment. Council to ensure disposal sites are open when needed. Suspend the bulky waste service to help with collections.

Ten days or more	• Refuse • food • clinical waste • recycling	Revert back to published calendar when collections resume and collect extra/side waste until further notice.	Biffa to suspend street cleansing service and use staff for catch ups. Suspend garden waste to help with collections Both the garden waste and bulky waste services to be reviewed daily for possibility of continuity of service. Dog and litter bin collections will be reviewed on a daily basis and may be subject to prioritisation based on location and use of the bin Deploy staff to clear pavements, walkways, and council car parks in the main town centres, which the council's emergency planning officer will confirm. Use supervisor vans to deploy more staff and snow clearing equipment. Council to ensure disposal sites are open when needed. Consider arranging for agency staff and additional vehicles if available. Consider setting up strategic collection points throughout the district for residents to take their waste for disposal. Confirm locations with Oxfordshire County Council Consider giving residents sacks with additional collection points throughout the districts.