

# **Adverse weather plan – waste service**

## **INTRODUCTION**

This document sets out how the councils and Biffa will operate in adverse weather conditions. It's intended to address the issues caused by snow and ice but can equally be implemented in other situations like flooding.

## **AIM AND OBJECTIVES**

### **Aim**

The purpose of this plan is to set out the approach and procedures the councils and Biffa will follow if waste collections are disrupted due to adverse weather.

### **Objectives**

The objectives of this plan are to:

- Raise awareness of the different approaches for dealing with disruptions, depending on the length of them and time of year
- Raise awareness of the procedure for activating the adverse weather plan.
- Ensure the councils and Biffa are aware of their roles and responsibilities in responding to adverse weather.
- Ensure adequate resources are available to deal with any disruptions and are deployed in the most effective way

# **ALERTS**

## **Advance warnings**

The council's Environmental Services Manager 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 these are likely to result in disruptions to waste collections.

## **Weather forecasts**

The council's Environmental Services manager and Biffa's business manager are responsible for checking weather forecasts when there's no warnings, but cold weather is expected to ensure precautionary actions are considered and this plan is activated if required.

## **Activation**

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

- Responsible Head of Service
- Biffa's Business Manager
- Chief Executive
- Cabinet members for Waste

This decision must be made as soon as possible so Biffa can schedule the day's collections and the council's communications team can start getting messages out to residents. It's the Environmental Services manager's responsibility to inform the waste and communications teams of the situation, and Biffa's responsibility to inform their call centre staff.

## **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 the action plan is activated, Biffa will deploy their staff to help clear snow/ice from pavements, walkways and the councils' car parks in the main town centres. This will involve utilising Biffa's fleet of street cleansing vehicles to carry the equipment and grit/sand.

Biffa's business manager will agree the locations in consultation with the head of service, the Environmental Services manager, 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 garden waste collections, so we can use the vehicles and crews to help with the build-up of waste caused by disruptions to 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.

## **OPERATIONAL ACTION PLAN**

### **Winter preparation**

The councils' Emergency Planning Officer will liaise with Biffa to make sure council owned salt/grit bins are filled before the winter period and any extra salt/grit gets stored indoors at Biffa's depot, so they can use it to clear pavements, walkways, council car parks if needed, and to help with collections.

Biffa will ensure there's sufficient personal protective clothing available for its 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

### **Missed collections and frozen garden waste bins**

The advice we will give to residents if adverse weather affects collections is to leave their bins out as normal for three days unless we tell them otherwise. If after three days we haven't been able to empty their bins, residents should take them in.

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

If it's their rubbish (grey bin) we missed, we'll collect extra on their next rubbish collection, residents can put up to three sacks' worth next to their grey bin.

## **CHRISTMAS PERIOD**

If there's any disruption to the waste service when the Christmas collection timetable is in operation, 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 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 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	<ul style="list-style-type: none"> <li>• refuse</li> <li>• food</li> <li>• clinical waste</li> <li>• recycling</li> <li>• litter bins</li> <li>• dog bins</li> <li>• garden waste</li> <li>• bulky waste</li> <li>• street cleansing</li> </ul>	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	<ul style="list-style-type: none"> <li>• refuse</li> <li>• food</li> <li>• clinical waste</li> <li>• recycling</li> <li>• litter bins</li> <li>• dog bins</li> <li>• garden waste</li> <li>• bulky waste</li> <li>• street cleansing</li> </ul>	<p>Collections will be one day late with a catch up on the next Saturday.</p> <p>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.</p>	<p>Councils to arrange for the disposal sites to be open on Saturday (these are not open to the public).</p> <p>Biffa to deploy staff to clear pavements, walkways and council car parks in the main town centres, which the council's Emergency Planning Officer will confirm.</p>

Two Days	<ul style="list-style-type: none"> <li>• refuse</li> <li>• food</li> <li>• clinical waste</li> <li>• recycling</li> <li>• litter bins</li> <li>• dog bins</li> <li>• garden waste</li> <li>• <b>bulky waste</b></li> <li>• street cleansing</li> </ul>	<p>Collections will be two days late for the first week with a catch up on the first Saturday that follows.</p> <p>Then one day late the second week with a catch up on the Saturday.</p> <p>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.</p>	<p>Councils to arrange for the disposal sites to be open on both Saturdays (these are not open to the public).</p> <p>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.</p> <p><b>Consider suspending the bulky waste service to help with collections.</b></p>
Three to ten days	<ul style="list-style-type: none"> <li>• refuse</li> <li>• food</li> <li>• clinical waste</li> <li>• recycling</li> <li>• litter bins</li> <li>• dog bins</li> <li>• <b>garden waste</b></li> </ul>	<p>Revert back to the published calendar when collections resume and collect extra/side waste for the next two collections.</p>	<p>Biffa to suspend street cleansing service and use staff for catch ups.</p> <p><b>Consider suspending the garden waste service to help with collections.</b></p> <p>Deploy staff to clear pavements, walkways, and council car parks in the main town centres, which the council's emergency planning officer will confirm.</p> <p>Use supervisor vans to deploy more staff and snow clearing equipment.</p> <p>Council to ensure disposal sites are open when needed.</p> <p>Suspend the bulky waste service to help with collections.</p>

<p>Ten days or more</p>	<ul style="list-style-type: none"> <li>• Refuse</li> <li>• food</li> <li>• clinical waste</li> <li>• recycling</li> </ul>	<p>Revert back to published calendar when collections resume and collect extra/side waste until further notice.</p>	<p>Biffa to suspend street cleansing service and use staff for catch ups.</p> <p>Suspend garden waste to help with collections</p> <p>Both the garden waste and bulky waste services to be reviewed daily for possibility of continuity of service.</p> <p>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</p> <p>Deploy staff to clear pavements, walkways, and council car parks in the main town centres, which the council's emergency planning officer will confirm.</p> <p>Use supervisor vans to deploy more staff and snow clearing equipment.</p> <p>Council to ensure disposal sites are open when needed.</p> <p>Consider arranging for agency staff and additional vehicles if available.</p> <p>Consider setting up strategic collection points throughout the district for residents to take their waste for disposal. Confirm locations with Oxfordshire County Council</p> <p>Consider giving residents sacks with additional collection points throughout the districts.</p>
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