

This information pack is designed to make town and parish councils aware of arrangements for recycling and waste services during bad weather such as snow and ice, if disruption to services occurs.

The information in turn can then be communicated to residents, if they contact you or your council.

This pack contains:

- A summary of North Somerset Council's severe weather policy – service arrangements during disruption – advice to residents
- The update information town and parish councils will get during disruption
- Where you can direct residents for more information or to report issues
- Frequently asked questions (FAQs)
- Copy of the Winter Weather Special from November's issue of North Somerset Life – which has general winter advice
- Copy of a poster that can be displayed on public notice boards – please put this in your council's notice board if disruption occurs.

For more information contact Colin Russell, Waste Services Manager, 01934 427 546.

The severe weather policy – service arrangements during disruption

ADVICE FOR RESIDENTS DURING DISRUPTION

Where disruption continues for longer than a day, the advice is to:

- Take your recycling and food waste back in if it is not collected by 7pm on your scheduled collection day and put it back out next week on your next scheduled collection day.
- Leave your refuse out until it is collected.
- Take your green garden waste back in if it is not collected and put it back out the next month on your normal scheduled collection day.
- Please don't report a missed collection if a whole road is missed – we will know about it.
- Our three recycling centres (at Backwell, Portishead and Weston-super-Mare) will be open for anyone who wishes to bring their refuse, recycling and green waste and is able to do so safely.
- Please continue to sort your recycling into individual materials – it speeds up collection, reduces congestion and allows crews to collect from more properties.
- If the disruption continues we may use different vehicles from those you normally see or we may not sort your recycling at the kerbside, but however we collect your food waste or recycling it will still be sent for reprocessing and will not go to landfill.
- We may also set up temporary recycling centres across the district so that you can dispose of your waste and recycling as well. If these are set up we will advertise their locations and opening times on our website.

We are doing everything we can to return to a normal collection service as soon as possible.

Check our website regularly for updates – www.n-somerset.gov.uk/recycle

Please help out your neighbours who may have difficulties with their waste and recycling.

What update information will town and parish councils get during disruption?

The quickest and easiest way for councillors to get the latest update on the situation with recycling and waste services is to look at our website:

www.n-somerset.gov.uk/recycle

Information will be on our homepage (www.n-somerset.gov.uk) which will link to the recycling and waste page.

Information on other council services affected by severe weather (school closures, highways issues etc) can be found at:

www.n-somerset.gov.uk/snow

The waste team will also send a daily email update to councillors at **9am** during disruption periods.

Where you can direct residents for more information or to report issues

Once again the main point of contact for the latest situation and useful advice for residents can be found on our website:

www.n-somerset.gov.uk/recycle - for waste and recycling

www.n-somerset.gov.uk/snow - for school closures, highways issues etc

If residents do not have access to the internet then they can refer to North Somerset Life magazine (a copy of this is included in this pack) for advice.

You can also tell them about the services we are providing from the information in this pack and any email updates we send you.

Reporting missed collections

Residents should **not** report a missed collection (either by phone, email or online) if their whole road is missed – our contractors May Gurney and the waste team will know about it – and will take action.

If individual collections are missed then residents should report it. The quickest way for residents to do this is online at www.n-somerset.gov.uk/connect (under Recycling and waste), or they can telephone the contact centre on 01934/01275 888 802.

PLEASE NOTE: These FAQs have been prepared prior to any disruption and therefore are subject to change due to the extent and duration of weather conditions and any operational decisions. For the definitive list of FAQs during disruption look on our website at www.n-somerset.gov.uk/recycling

Q: What should I do if my refuse has not been collected?

Put your wheelie bin or grey council-issued sack out on your scheduled collection day, if it is safe for you to do so.

If your wheelie bin is not emptied please leave it out in a safe position. The collection crew will come back as soon as they can. If it's not safe to leave it out, please leave your bin as close to the road as possible where the crew will see it.

If your sacks are not collected but could cause a hazard for other people please take them back in and put them out on your next scheduled collection day. But if you have space, please leave them as close to the road as possible where they can be clearly seen and the collection crew will come back as soon as possible.

There's no need for you to report a missed collection if your whole road has been missed. The crews will be back next week to collect your refuse if it's safe for them to do so.

Q: What should I do if my recycling and food waste has not been collected?

Put your recycling boxes and food caddy out on your next scheduled collection day, if it is safe for you to do so.

If they are not emptied by 7pm that day please take them back in and put them back out again next week on your scheduled collection day.

There's no need for you to report a missed collection. The crews will be back next week to collect your recycling and food waste if it's safe for them to do so.

Please continue to sort your recycling into individual materials – it speeds up collection, reduces congestion and allows crews to collect from more properties.

Q: What should I do if my green waste has not been collected?

Put out your green waste bag(s) on your scheduled collection day. If they're not collected by 7pm bring them back in and put them back out next month on your scheduled collection day.

Q: Is there anywhere that I can take my waste and recycling to get rid of it?

Yes, if it's safe to do so you can take your refuse, food, recycling and garden waste to any of our three Recycling Centres at Backwell, Portishead or Weston-super-Mare. Food waste can be taken to the centres but regrettably we cannot recycle it there and it will be dealt with as general waste.

Details of locations and openings can be found on our website at www.n-somerset.gov.uk/recyclingcentres

Q: Where are the temporary waste and recycling centres and what time are the open?

If these are set up we will promote their locations and opening hours on our website and through the local media.

Q: What can I take to the temporary waste and recycling centres

If these sites are set up you will be able to take your refuse, recycling, food and green waste to the temporary centres

Q: Your plans show that you could have up to 15 temporary waste and recycling centres - will all of these be open and operating at the same time?

The intention is that these the temporary centres could be available in your area on your collection day and the day after, if normal collection vehicles cannot get to the general area. Collection vehicles will be used at the static sites – these sites may not all be operating at the same time as vehicles may be required for kerbside collecting.

Q: What plans do you have in place to deal with the disruption?

We have prepared and planned for adverse weather so we can continue to collect recycling and waste, reduce disruption and return to normal collections as soon as possible.

More details can be found in our Severe Weather Policy – Recycling and Waste Services (insert link to policy).

Q: I'm having to put out extra waste as my wheeled bin is now full, will you take this?

Normally we would not take this "side waste", but yes, during periods of disruption we will take it. Leave it in a bag next to your wheeled bin.

Q: What extra resources are being put in place?

This depends on operational requirements but may include weekend working, crews working extra hours and resources being brought in from other areas.

We may also introduce different vehicles onto the recycling rounds to help us speed up the collections during the bad weather. This may mean that your recycling isn't sorted at the kerbside to speed up the collections, but rest assured it will be sorted later for re-processing.

Q: Do the crews have crampons?

Yes, in preparation for the bad weather we have made sure that the collection crews have appropriate footwear to reduce the risk of slipping on the ice.

Q: I can get my car out on the road, why can't the collection vehicles?

The collection vehicles have to operate as safely as possible – for the crews, other road users and pedestrians. Due to the vehicles' size and weight, as well as health and safety issues, it may be deemed unsafe for them to operate in certain conditions.

Q: How long will it take for collections to return to normal?

We have changed our catch-up procedures this year to ensure we are able to cope with the back-log of collections more effectively. How long it takes will depend largely on how long the severe weather conditions last, but the new procedures will help us to get back to normal as quickly as possible.

This is a national issue and our catch-up operations are dependent on availability of resources and the ability to bring in extra crews and vehicles from other areas.

Q: I have an assisted collection. What happens if my recycling and waste is not collected?

If you can see that the rest of your street has been collected, but yours has not then please report it as a missed collection online at www.n-somerset.gov.uk/connect (under recycling and waste) or ring council connect on 01934/01275 888 802

Q: Why can we leave our refuse out but have to bring in our recycling if it has been missed?

Leaving your refuse out means that our crews can return to collect it. If it's brought back in it may not be collected for two weeks. As recycling is collected every week presenting it the next week means it's more likely to be collected. If recycling is left out contents may blow onto the street.

It is easier and quicker to collect bins and bags from icy pavements as crews will normally have a free arm to use to balance. A recycling box can be heavy and also requires both hands to carry making the risk of slipping greater.

Q: Who is paying for the extra resources if they need to be brought in?

The contract with May Gurney has provision for this type of situation and residents can be assured that there will be no additional burden on council tax for the cost of additional resources.

Q: Have collection vehicles been fitted with special equipment to help them cope with icy roads?

We have looked into this and have considered snow socks and snow chains, but both would not be entirely effective.

Q: Why has my food waste been picked up, but my green boxes left full?

Due to the slower speed at which the crews can collect when surfaces are slippery, we have asked them to focus on food waste if they are behind schedule. We know this is the recycling that people are keenest to get rid of, and can be more difficult to store for longer periods. If your green boxes have not been emptied by 7pm, please take them back in, and put them back out next week on your scheduled collection day.

Q: My whole road has been missed today, what should I do?

You don't need to do anything to tell us – we will already know. Just follow the advice in the first three questions in these FAQs which tells you what you need to do for each type of missed collection – refuse, recycling and green waste.

Q: What should I do if my collection has been missed but the rest of my road has been collected?

If you can see that the rest of your street has been collected, but yours has not then please report it as a missed collection either online at www.n-somerset.gov.uk/connect or ring Council Connect on 01934/01275 888 802.

ENDS

Compiled 1 November 2011

Keep warm and well at home

Winter weather will soon be sweeping in so now is the time to make sure residents can keep warm and well in their homes during the months ahead.

Cold weather can be a real concern for older people so residents are being urged to make sure they get the help they need.

Here are some useful contacts and top tips for keeping well as the nights draw in...

- ✓ Hot meals and drinks are delivered to hundreds of people in the district who struggle to cook for themselves. Call Community Meals on Wheels to find out more: 01275 882 155
- ✓ 24-hour peace of mind is given to people who need extra support staying independent at home. Find out more about the Carelink community alarm by calling Care Connect: 01934 888 801
- ✓ Try to maintain a temperature of 21°C in rooms used throughout the day. For assistance with heating and insulation call 01934 426 686

- ✓ Keep moving – physical exercise generates extra body heat and improves health and wellbeing
- ✓ Dress well and wear enough layers when going outside (particularly older people and very young)
- ✓ Flu jabs are free from your GP for those aged 65 and over, or those with other conditions. Call your doctor for information.



Clearing snow and ice

Residents can help out their local communities by clearing snow from pathways outside their homes to prevent them freezing over with slippery ice.

There is no law stopping people from clearing snow and ice from the pavement outside their property as long as it is done carefully and not made more dangerous than before.

How you can help:

- ✓ If you live on a slope or have steep steps consider buying and using your own salt

- ✓ Only use neighbourhood grit bins on public roads and paths (tell the council if supplies run low). Do not take grit for your own paths and driveways
- ✓ Start early – it's much easier to clear fresh, loose snow than compacted ice
- ✓ Do not use hot water – this will melt snow but may replace it with black ice
- ✓ Offer to clear snow from outside your neighbours' homes if they are unable to do it themselves
- ✓ Do not block other people's paths or drainage channels, or roads, with the shovelled snow
- ✓ Spreading some salt on the area you have cleared will help stop ice forming (table or dishwasher salt will work)

Who to contact?

If an emergency happens, the council may be able to help:

Council Connect:
01934 888 802
www.n-somerset/emergency

Prepare now for snow and ice ❄



Heavy snowfall, ice and freezing temperatures have hit the UK for three successive winters and brought large parts of the country to a standstill each time.

Here in North Somerset schools closed and transport crews worked round the clock to keep busy roads open.

So what is the council doing to gear up for the months ahead and what can residents do themselves to help? Keep this guide close to hand during the cold winter weather...



Snowy schools

Schools make independent decisions about closures based on their local situation, such as icy roads nearby.

Parents and carers can visit the council's website for live information about closures as soon as the information is available. Visit www.n-somerset.gov.uk/snow

Local radio stations will also provide regular updates, and closures will be posted on the council's social



networking pages on Facebook and Twitter.

www.facebook.com/NorthSomersetC
www.twitter.com/NorthSomersetC



During extreme weather visit www.n-somerset.gov.uk/snow for the latest information about school closures, transport problems, or recycling collections.

Ready for recycling in severe weather

Harsh weather last winter seriously affected recycling and waste collections during the busy Christmas and New Year period.

Heavy snowfalls and consecutive days of sub-zero temperatures meant there was significant disruption to recycling and waste collection services.

The situation was not unique to North Somerset but the time taken to get back to normal was too long, so a comprehensive review was carried out.

May Gurney, the council's contractor, has developed contingency and recovery plans to ensure it is better prepared for adverse weather in future.

So, if severe weather hits again this winter, follow this advice...

Waste

Continue to put out your wheelie bin or grey council-issued bags on your normal collection day. If it is not collected then leave it out and crews will come back as soon as possible.

Recycling boxes and food caddy

Continue to put your recycling boxes and food caddy out on your normal collection day. If they are not collected by 7pm that evening, take them back in and put them out again the following week on your normal collection day.

Green waste

Continue to put out your green waste bags on your normal collection day. If they are not collected, take them back in and put them out again the following month on your normal collection day.

Remember

If collections are missed from a whole street there is no need for residents to individually report them to the council – it will already be logged.

Static collection vehicles at locations across the district may also be introduced for people to take their recycling and waste, if it is safe to do so. Otherwise, recycling centres can be used. Information will be provided at the time.

The council's website and social media websites Facebook and Twitter will be frequently updated, as well as local media.

How you can help:

- Put recycling and waste out on your normal collection day. Check www.n-somerset.gov.uk/calendar
- Separate recycling into individual materials within the box. It means crews can collect items quicker and more efficiently
- Check the council website for updates
- Help neighbours who may have difficulties.



Stay safe on the roads this winter

Driving in snow and ice can be treacherous so take care on the roads when temperatures plummet.

North Somerset Council has six dedicated gritter lorries which spread salt along the main routes in the district but drivers are urged to take precautions before they head out.

Make sure the car is well serviced and contains enough equipment, such as a scraper, de-icer, warm clothes, hot drinks, torch or shovel.

When driving, take care at untreated road junctions, avoid harsh breaking and acceleration, use dipped headlights in poor visibility and maintain a safe stopping distance.

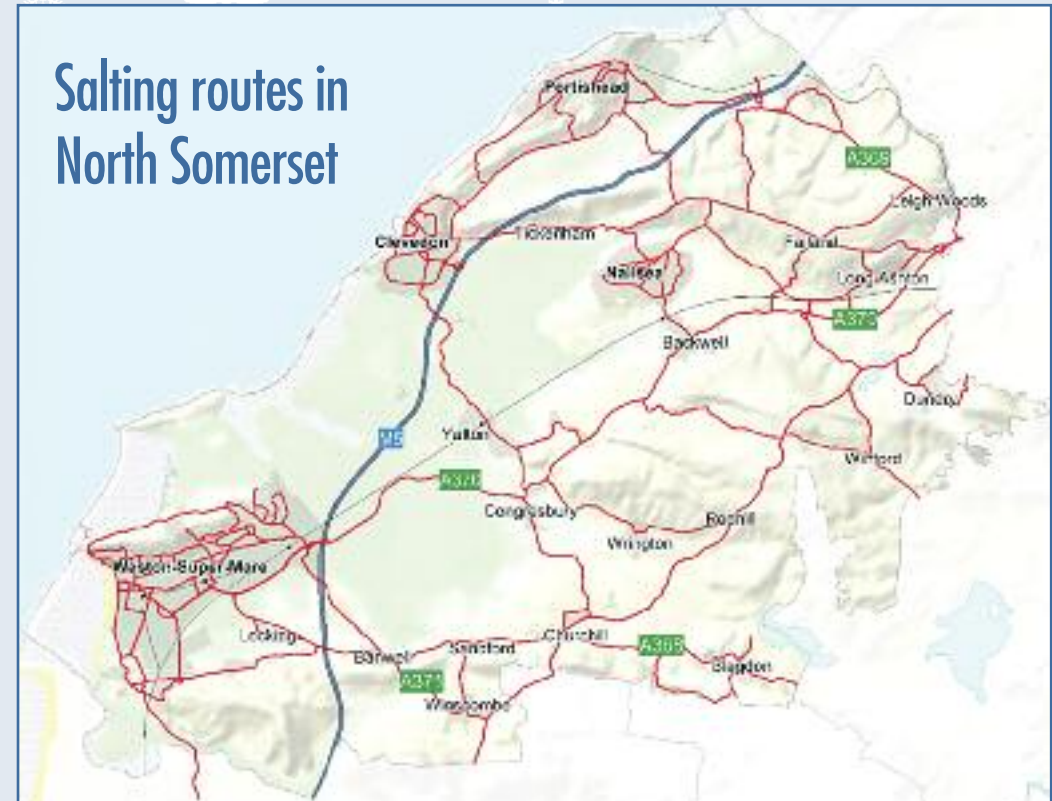
If you get in trouble, stay with your vehicle if possible until help arrives or give local police the details if you have to abandon it.

Did you know?

- North Somerset's salt barn now holds 2,000 tonnes, up from 600
- Decisions to salt roads are based on road temperature not air temperature, and these can be quite different
- Salt is less effective when road service temperatures fall below -9°C.
- Salt is used instead of grit because it has de-icing properties. Grit is only effective as an abrasive to break down ice and snow.
- Salt does not cause impact damage to car paintwork
- If snow falls overnight, the council only has resources to focus on main roads – the A370, A38, A368 and A369
- Major 'A' roads will be ploughed as a priority, followed by other strategic B and C roads
- In advance of prolonged snow or extreme freezing forecasts, the council may provide additional salt bag drop-offs.

Police non-emergency contact: 101 In an emergency: 999

Salting routes in North Somerset



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Potholes

Significant damage was caused to North Somerset's 1,100km road network last winter. Not every defect in the road is classed as a pothole, though. Visit: www.n-somerset.gov.uk/potholes

Visit www.n-somerset.gov.uk/winterroads



Recycling and waste services Advice for residents during disruption



- Take your recycling and food waste back in if it is not collected by 7pm on your scheduled collection day and put it back out next week on your next scheduled collection day.
- Leave your refuse out until it is collected.
- Take your green garden waste back in if it is not collected and put it back out the next month on your normal scheduled collection day.
- No need to report missed collections if your whole road has been missed.



Get the latest updates at
www.n-somerset.gov.uk/recycle

MAY GURNEY

