

Somerset Waste Partnership **Service Update 1 March 2018 as at 10:30**

Current position:

- All vehicles are out from all Somerset depots.
- Garden waste collections have been suspended so we can focus on collecting refuse.
- All Household Waste Recycling Centres that should be open are open.
- District Council customer contact centres are being kept up to date, and we are using social media, local media and our website to ensure the public are up to date.

Plans for the rest of the day:

- We are trying to get as much done today as possible. Crews will do their best but there are highly likely to be incompletions, especially in more rural areas/higher ground.
- Our priority is safety of the crews and public. Accordingly all crews will be back in the depots before 3pm today. If conditions change we will keep this under review.
- We will provide updates on areas of incompleteness as and when they are known.
- Together with Kier (our collection contractor) and Viridor (recycling centres and disposal contractor) we will keep the situation under review.

Likely position for the next few days:

- We will keep weather conditions under review and have not yet made a final decision, but based on the current forecast it is unlikely we will be able to undertake collections tomorrow (Friday) or to operate catch-up services over the weekend.
- We will make final decisions tomorrow morning on services tomorrow.
- How we catch-up next week will depend on the durations of extreme weather. There are around 80,000 collections each normal working day so this will be a major task.

Advice to the public (key points)

- Check www.somersetwaste.gov.uk or the SomersetWaste Facebook page or Twitter feed for latest updates and advice.
- If severe weather means your waste is missed, put out containers again by 7am as we will try to make a return collection for four calendar days (recycling) and seven days (rubbish).
- Alternatively, if it is safe and you have time and transport, take it all to any open recycling site, or if you have space, store your waste until your next planned collection.
- Recycling site will remain open where possible –check our website for the latest update
- Please help friend, family and neighbours if they are struggling with waste and containers in the bad weather.
- Missed collections can be reported as normal, but we will be aware of where rounds are incomplete (i.e. your neighbours haven't been collected)
- Where possible, follow government advice – see www.gov.uk/clear-snow-road-path-cycleway – and clear snow or ice from pavements to help pedestrians, kerbside collectors and other users.