

# Disruption to some recycling collections

## **Summary**

- **Despite considerable planning for the festive period, extremely heavy loads and increasing Covid-related staff absence means some recycling collections are being delayed.**
- **In some instances, missed recycling collections will not be returned for until the next scheduled collection day the following week.**
- **Rubbish and clinical collections are being prioritised.**
- **The latest information and advice can be found on the SWP website [here](#) and daily summaries will be circulated to members.**
- **Please encourage residents to report issues online and direct them to SWP web information and social media channels wherever possible.**

## **Background**

As forecast in the information sheet of 16 December, the combination of very heavy waste presentation over the festive period and growing Covid-related staff absence is putting mounting pressure on collection services.

Despite considerable planning to mitigate this pressure, some recycling collections are, regrettably, delayed.

Like all services, we are monitoring the Covid situation closely and taking all relevant steps to manage the impact of increased staff absence.

Services in different parts of the country are already seeing collections affected. The Covid mitigation measures introduced by our collections contractor, Suez, have been maintained throughout the pandemic and include staggered starts and regular cleansing.

Please note that until next week, collections days are still slightly changed as we accommodated festive public holidays. The schedule is as follows – there were collections on Sunday (2 Jan) and there will be collections on Saturday (8 January).

### **Usual collection day**

Monday 3 January  
Tuesday 4 January  
Wednesday 5 January  
Thursday 6 January  
Friday 7 January

### **Revised collection day**

Tuesday 4 January  
Wednesday 5 January  
Thursday 6 January  
Friday 7 January  
Saturday 8 January

## **Impact on collections**

SUEZ crews are working very hard (as they have throughout the pandemic) but we are unfortunately now starting to see a notable impact.

We prioritise rubbish and clinical waste – if these are missed, they will be returned for as soon as possible and within two working days.

If recycling collections are missed, we will do our best to return within two days. If we cannot get back in that time we will return on the next scheduled collection day the following week.

If it is clear that the available crews will not be able to complete all of a day's scheduled collections rounds will be 'dropped' in a planned way. These will not be returned for until the next scheduled collection day (which will be the following week).

This helps manage the situation and avoid a growing number of 'rolling' incompletions in different parts of the county which are difficult to return for efficiently.

Today (4 January) a number of recycling collections in Mendip and South Somerset will be missed and returned for on Monday 10 January. Details are available on the SWP website.

## **Information and communications**

**The best place to find the latest information and updates is the SWP website [here](#).**

This will be updated when information is available in as much detail as possible. We are also posting into local Facebook pages and groups where relevant and available.

Please direct any social media contact you may have to the SWP Facebook page @somersetwaste

Wherever possible signpost people to the My Waste Services feature on the SWP website to report missed collections or raise other issues.

We will restart the daily updates for members until services are back on track. The first is attached with this information sheet.

## **Managing waste if your collection is delayed**

Information and guidance on how residents can manage their waste if collections are delayed can be found on the same SWP webpage as the latest updates [here](#).

Key points:

- Make use of recycling sites – all 16 are open on winter hours and are the best place to take large loads.
- If it is safe, crush, squash and flatten recycling to save space and speed up collections.
- Use a makeshift container, such as a cardboard box or similar, for extra recycling.
- Keep food waste somewhere cool and make sure the food waste bin lid is always closed. If it really has to go, then double-bag it and put it in your rubbish bin. Better still, home compost it if you can.
- Report any issues online using the My Waste Services feature on the SWP [homepage](#).

**Somerset Waste Partnership**