

Member Briefing: Sedgemoor Collection Round Restructure

6th April 2018

Circulation: SDC Members; SDC area Parish and Town Councils

In the week commencing Monday 16th April Kier, working with Somerset Waste Partnership, will be restructuring the collection rounds in the Sedgemoor area. This will affect recycling, refuse and garden waste collections. This may mean different vehicles serving different routes and some roads switching from one collection round to another.

Why are we doing this?

This needs to happen every few years as new properties are developed and populations grow in different parts of the district. It means collection routes are remapped, so the workload is evenly spread and services continue to run efficiently. If we did not do this some rounds would, over time, become too big for the vehicles servicing them to cope.

What difference will this make to householders?

Most residents will probably not notice changes. Some will notice their collections happen earlier or later than usual. A small number (around 2500 properties in total) will have their collection day changed. All of these properties will receive a letter informing them of their new collection days (sample attached – this is an example only and days can vary), along with a calendar showing collection dates for the rest of the year.

How has this been planned and communicated?

These changes have been carefully managed by Kier's dedicated planning team, and thoroughly scrutinised by SWP officers.

As well as letters to residents whose collection days will change, in the week before the changes SWP will issue media releases and social media updates reminding everyone of the importance of having their waste out ready for collection by 7am on their scheduled collection day.

How will quality be maintained?

This has been a carefully managed process and we do not expect significant issues, however as a precautionary measure SWP officers and Kier supervisors will be in the district throughout the fortnight of the first new collection cycle, monitoring collections and ensuring quality standards are maintained.

Key messages for residents:

- Please follow SWPs standard advice and always have waste out by 7am, as collection times can vary.
- If you have not received a letter your collection day will not change.

Enquiries about waste services should be directed to the District Council Customer Services team in the first instance: customer.services@sedgemoor.gov.uk

If you would like to discuss the content of this briefing contact Somerset Waste Partnership: enquiries@somersetwaste.gov.uk

Sample Day Change Letter (Example only – Day changes can vary)

URGENT: Your waste collection days are changing

Dear Resident

Collection days for your recycling, rubbish, and garden waste are changing.

We will still collect your recycling weekly, and rubbish every other week, but your collection day will change to **Wednesday**.

If you are a garden waste subscriber, fortnightly collections will be the same week day in the non-rubbish week.

Your last collection on the current day will be on **Monday 16 April**, then change to Wednesdays as follows:

Wednesday 25 April	Recycling and Rubbish
Wednesday 2 May	Recycling (and Garden Waste)
Thursday 10 May (<i>one day later after bank holiday</i>)	Recycling and Rubbish
Wednesday 16 May	Recycling (and Garden Waste)
Wednesday 23 May	Recycling and Rubbish
Thursday 31 May (<i>one day later after bank holiday</i>)	Recycling (and Garden Waste)
And then continue on these cycles (see enclosed calendar).	

Thank you for your assistance.

Somerset Waste Partnership