

16 July, 2021

Update from Somerset Waste Partnership

Returning for missed collections

We encourage residents to report all missed collections and to do it online where possible. People can call their district councils but Customer Service teams are extremely busy and the My Waste Services menu on the SWP homepage www.somersetwaste.gov.uk will be the quickest route for those with internet access and is available 24/7.

This is the current position regarding returning for reported missed collections is:

- **Missed rubbish and garden waste collections** - we will return within two working days. Make sure you leave it out in the usual place.
- **Missed recycling collections** - we will do our best to return within two days. If we cannot get back in that time we will return on your next scheduled collection day the following week.
Steps are being taken to make sure the same people are not affected repeatedly by this.

Hot weather and crews

The hot spell will make the difficult job of waste collection even harder over the next couple of weeks. Please note the new vehicles have air-conditioned cabs and SUEZ provides crews with chilled water. Collections can also start at 6am if needed to avoid the hottest time of the day.

After 18 hard months, the crews need the support of you and your communities more than ever. If you get the chance, please do show your appreciation and encourage others to do the same. It costs nothing but goes a long way with the crews.

My Waste Services:

The quickest and easiest way to make contact with SWP is by using the My Waste Service menu on the SWP homepage www.somersetwaste.gov.uk. Please encourage residents to use this as it will help ease the pressure on Customer Services.

Disruption to collections

Collections are seriously disrupted this week, with missed recycling collections in many parts of the county.

As well as the existing staff shortages, Covid self-isolation is having an increasing impact as the infection rate in the county rises.

Crews will be working on Saturday, catching up rounds rolled over from today, but they are unlikely to be able to recover all collections.

There will be further disruption next week and the situation is likely to get worse before it gets better. SWP and SUEZ apologise for this and are working flat-out to minimise and manage the disruption.

In this very difficult period it is important that expectations are managed. **The two key messages from SWP at the moment are:**

- We are doing our best to get services back on track, but there will be more disruption and we apologise for this.
- If your recycling collection is missed and crews have not returned within two days, they will not return until the following week's collection day.

RECYCLING COLLECTIONS DUE TO TAKE PLACE TODAY (FRI 16 JULY) IN SEVERAL AREAS WILL BE DELAYED. CREWS ARE AIMING TO RETURN FOR IT TOMORROW (SAT 17 JULY). Please leave containers out.

Mendip: Locations including Coleford, Evercreech, Trudoxhill and Wanstrow.

South Somerset: Locations including Bruton, Queen Camel and Sparkford, Wincanton.

Somerset West and Taunton: Locations including Taunton, Minehead and Stogursey.

Sedgemoor: Locations including Wembdon, Nether Stowey and parts of Bridgwater (including Chilton Trinity).

Crews are returning today for recycling collections missed in various locations across the county, including these below. If collections are not returned for within two days, they will not be returned for until the following week's scheduled collection day.

- **Mendip:** Locations including Glastonbury and Street.
- **South Somerset:** Locations including Langport, Aller and Drayton.
- **Somerset West and Taunton:** Locations including Cotford St Luke, Nynehed, and Wellington.
- **Sedgemoor:** Woolavington.

Yesterday's **garden waste collections** were not completed in and around Taunton, Mudgley and Nether Stowey. These should be returned for today.

Thank you for your patience.

Crews are still out so a final position will not be known until later this afternoon or early evening. Please visit the SWP website for updates [Service update – Somerset Waste Partnership](#) We also post updates of note into local Facebook groups if possible.

Container deliveries: Extra crews are catching up on deliveries of new and replacement recycling boxes, food waste bins and rubbish bins. Demand is high, so please bear with us as it is taking longer than usual.

South Somerset:

- Rubbish – No significant issues expected with today's collections.
- Recycling – Collections missed today in the following locations should be returned for tomorrow. Please leave containers out. Bratton Seymour, Brewham, Bruton, Charlton Musgrove, Cole, Cucklington, Holton, Kilmington, Maperton, North Brewham, Pitcombe, Shepton Montague, Queen Camel, Sparkford, Stoney Stoke, Weston Bampfylde, Wyke Champflower, Vobster, Wincanton.
Crews are returning today for recycling collections missed in various locations across the district including in Langport, Aller and Drayton. If collections are not returned for within two days they will not be returned for until the following week's scheduled collection day.
- Garden Waste – No significant issues expected with today's collections.

Mendip:

- Rubbish – No significant issues expected with today's collections.
- Recycling – Collections missed today in the following locations should be returned for tomorrow. Batcombe, Chesterblade, Cloford, Coleford, Cranmore, Ditchheat, Doultling, Evercreech, Lamyatt, Martson Bigot, Milton Clevedon, Nunney, Stoney Stratton, Trudoxhill, Tytherington, Upton Noble, Vobster, Wanstrow, West Cranmore, Westcombe and Witham Friary.
Crews are returning today for recycling collections missed in various locations across the district including Glastonbury and Street If collections are not returned for within two days they will not be returned for until the following week's scheduled collection day.
- Garden Waste – No significant issues expected with today's collections.

Somerset West and Taunton:

- Rubbish – No significant issues expected with today's collections.
- Recycling – Collections missed today in the following locations should be returned for tomorrow. Doniford, East Quantoxhead, Holford, Minehead, Nether Stowey, Norton Fitzwarren, Stogursey, Stingston, parts of Taunton (including Staplegrove, Pyrland), and Williton.
Crews are returning today for recycling collections missed in various locations across the district including in Cotford St Luke, Nynehead, and Wellington. If collections are not returned for within two days, they will not be returned for until the following week's scheduled collection day.
- Garden Waste – Collections missed yesterday in Taunton and other areas should be returned for today.

Sedgemoor:

- Rubbish – No significant issues expected with today's collections.
- Recycling – Collections missed today in the following locations should be returned for tomorrow. Wembdon, Nether Stowey and parts of Bridgwater (including Chilton Trinity).
Crews are returning today for recycling collections missed in various locations across the district including Glastonbury and Street If collections are not returned for within two days they will not be returned for until the following week's scheduled collection day.
Crews are returning today for recycling collections missed in various locations across the district including Woolavington. If collections are not returned for within two days they will not be returned for until the following week's scheduled collection day.
- Garden Waste – Returning today for collections missed yesterday in locations including Nether Stowey and Mudgley.

SWP apologises for the recent disruption. We and our contractor SUEZ are working together to get the service back on track. However, there may be further disruption and missed collections in the coming days.

These problems are largely down to the national shortage of LGV drivers. It's a long-term issue worsened by Covid - which has delayed driver training and testing - and the departure of many EU drivers. The driver demand created by the recent reopening of non-essential retail has added to the pressures.

Crews have been collecting about 20% more waste due to the pandemic. That makes it hard to complete rounds and means staff have worked extended hours for a long time.

Recruitment is especially difficult in Somerset because we are home to many distribution centres. SUEZ is providing extra staff and other support from elsewhere in the country, while working hard to address the longer-term staffing issues.

Please share information about SUEZ vacancies in Somerset
www.suez.co.uk/somersetjobs For an informal discussion about posts call Gary Shimmin on 07970724559 or email **somersetjobs.uk@suez.com**