



North Somerset Re-Route Plan

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Biffa

Why?

Biffa

Municipal

Why do we need to Reroute?

- **Biffa inherited the collection routes from the previous contractor, these routes were not being achieved on a daily basis with the resource allocated and cannot be achieved with our resources.**
- **In the past year, housing growth across North Somerset has placed an increasing pressure on the waste & recycling collection service.**
- **To address this and to ensure that we improve the current service to make the best use of our resources we need to reroute.**
- **Was part of our original tendered solution**

Who?

Who will be affected by the changes?

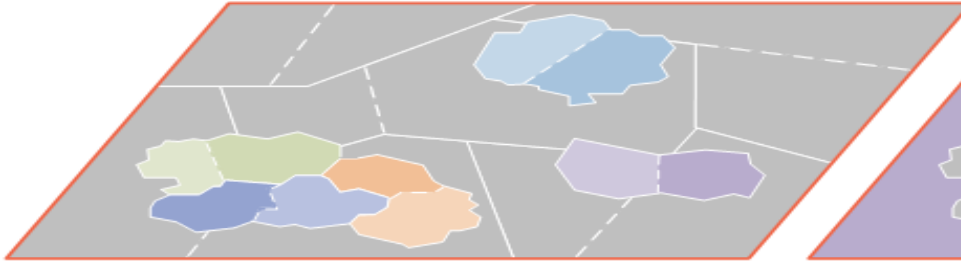
- **The whole of North Somerset will notice some change to their Refuse or Recycle or Garden Collections**
- **It is anticipated that AT LEAST 80% of properties will have a Day or Week change.**
- **Even if the Residents Day or week do not change then their collection time will change**

What will the changes be?

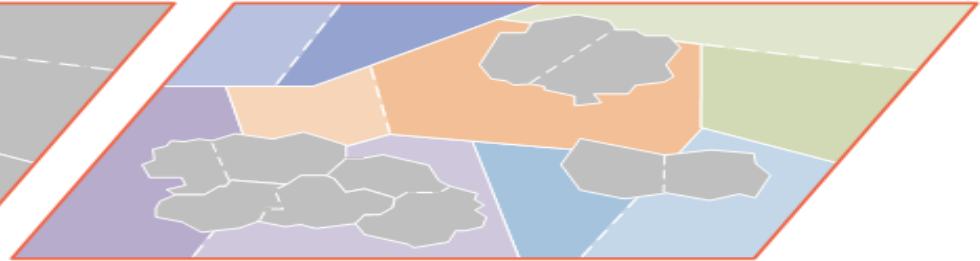
What will the changes to the routes be?

- The “Pocket Approach”
- Biffa’s approach is a new format for collection of household waste & recycling across the borough. We will be splitting the borough into smaller areas to help improve and manage waste & recycling collections; these areas will be known as ‘pockets’ for collection purposes only, and will operate with dedicated pocket based teams

Urban Area Zones



Rural Area Zones



| Localised Zonal Approach | | |
|--------------------------|--------|--------|
| Monday | Week 1 | Week 2 |
| Tuesday | Week 1 | Week 2 |
| Wednesday | Week 1 | Week 2 |
| Thursday | Week 1 | Week 2 |
| Friday | Week 1 | Week 2 |
| Authority Area Boundary | | |

Benefits?

What are the benefits of a 'Pocket approach'?

- A 'Pocket approach' brings together local teams to provide a better and more reliable service for residents.
- The waste & recycling workforce will work in smaller teams in a specific area ALL WEEK, which helps to build local knowledge and understanding of the area.
- The teams are more accessible to residents; they are the regular faces residents see on waste and recycling days
- By having dedicated area based teams, they are able to be more responsive in case of missed bins and other events which require quick attention.
- Smaller localized teams create a feeling of ownership, sense of responsibility and pride.
- The new waste & recycling areas bring environmental benefits, as waste & recycling trucks will need to travel less, they consume less fuel and generate less carbon dioxide, helping Biffa and the North Somerset to reduce their carbon footprint overall.

When?

When are the proposed changes going to take place?

- **Biffa want to commence the new routes on the 4th June 2018.**
- **The 4th June is the next available Summer day after the Spring and May Bank Holidays this gives more time for the new routes to settle before the next bank holiday in August**
- **The Daylight is longer in June should the crews be needed to collect a little later than normal**
- **June is preferred to July or August due to Holiday season starting in July and any later in the year we begin to loose to daylight to embed the rounds.**
- **Biffa are aware the Football World Cup start on June 4th and have organised staff accordingly**

Expected FAQ's from Residents

- How will Residents know what their new collection day will be?

All residents will be issued with a new Collection Calendar in May 2018. The calendars will be delivered through each household letter box and residents will be asked to keep these safe for future reference. These calendars are important as they will indicate which day households should present their bins for collection. The changes will not come into effect until June 2018. Further copies of these calendars will also be available on the Council's web site at www.n-somerset.gov.uk from May.

- Are the frequencies changing?

No, collection frequencies are not affected. The majority of households will still have their residual waste collected fortnightly and Recycling weekly. The Daylight is longer in June should the crews be needed to collect a little later than normal.

Expected FAQ's from Residents

- How will I know which bin to put out on which week? Will my collection days change?

Your new collection days and times may change. However, you will now only need to remember one day of the week as both household waste and recycling will be collected on the same day of the week, however the Refuse will be on alternate weeks.

An information pack will be delivered to your home in May 2018 before we introduce the new routes. This property-specific pack will tell you exactly when to put out your bins and which bins you will need to put out each week.

This information will also be available for you to check online at any time via your Personalised Waste and Recycling Calendar.

Note: The time of your usual collection may change as well so please ensure you put your bin out by 7am on the day

Expected FAQ's from Residents

- Where will my bin be collected from?

Please continue to place your bins out at your normal collection point. The time of collection may change from your previous collection time so please ensure your bins are out by 7am on your collection day. Collections continue until 5pm across the Borough

- I currently get an assisted collection service, will I still get this?

Yes. There are no changes to the assisted bin collection service

- I can see/hear the collection truck in a road close to me but my waste & recycling has not been collected, why is this?

Please check your collection calendar for the correct day for your property as the waste & recycling crews may not be collecting from your road on the same day as your neighbouring streets.