

# Member Briefing

**Number: 1111**

- Title:** Kerbside recycling and waste collections and Household Waste Recycling Centre (HWRCs) operations over the Christmas and New Year period 2017
- Summary:** This briefing note outlines changes to recycling and waste collections over the 2017/18 festive period, and details the revised opening days at the Household Waste Recycling Centres as well as providing preparatory advice should adverse weather impact.

## Christmas collection changes

The Waste Management Service continues to work closely with its commercial partners to improve service quality and minimise the disruption to our residents as much as possible. Collections over the festive period can be particularly challenging due to several factors, but not least the number of bank holidays. This year it has been very difficult to minimise day changes due to the fall of the bank holidays and as a result there will be more collection day changes over this festive period than there has been in recent years. As a consequence, Kier will be operating a service on three Saturdays to allow the service to return to scheduled collections by Monday 8 January 2018. The full collection schedule is outlined below.

Information will be distributed to households in a number of ways including: collection calendars, press adverts, local radio statements, social media and notices on both internal and external Council websites.

New annual collection calendars, which include Christmas collection information, will be distributed to residents by Monday 4 December. The garden waste collection crews will post them. Collection calendars will also be available online.

Normal collection date	Revised collection date
Monday 25 December 2017	<b>Saturday 23 December 2017</b>
Tuesday 26 December 2017	<b>Wednesday 27 December 2017</b>
Wednesday 27 December 2017	<b>Thursday 28 December 2017</b>
Thursday 28 December 2017	<b>Friday 29 December 2017</b>
Friday 29 December 2017	<b>Saturday 30 December 2017</b>
<b>Monday 1 January 2018</b>	
Monday 1 January 2018	<b>Tuesday 2 January 2018</b>
Tuesday 2 January 2018	<b>Wednesday 3 January 2018</b>
Wednesday 3 January 2018	<b>Thursday 4 January 2018</b>
Thursday 4 January 2018	<b>Friday 5 January 2018</b>
Friday 5 January 2018	<b>Saturday 6 January 2018</b>

**Garden waste collections**

Garden waste collections will be suspended for two weeks, from Monday 1 January 2018 and will resume on Monday 15 January 2018. The resources for the garden waste collections will be utilised to assist both recycling and domestic collections over this time. Following this period any real Christmas trees can be chopped up to a size which allows the lid to close, and placed into green wheeled bins for collection from Monday 15 January 2018.

**Recycle first**

Remember Christmas cards, envelopes and non-metallic wrapping paper can all be recycled in the green box. Cardboard boxes should be flattened to fit inside the green box with any plastic and polystyrene removed. Any extra recycling (including food waste) can be placed out for collection next to existing recycling containers in suitable, clearly labelled containers such as a carrier bag or a plastic storage box (this container will be returned after emptying). Larger boxes can either be ripped up in to smaller pieces and placed into the green recycling box or taken to a local Household Waste and Recycling Centre.

**Household Waste Recycling Centres (HWRCs)**

All HWRCs are closed on Christmas Day, Boxing Day and New Year’s Day, with the primary sites at Winsford, Ellesmere Port and Chester open as usual throughout the rest of the period, other than these days. However, to provide additional support for recycling and waste disposal, we have agreed to extend the opening days at the secondary HWRC sites at Neston, Northwich, Frodsham and Tattenhall between Wednesday 27 December and Wednesday 3 January. The revised hours and additional extended days (highlighted) are below.

Household Waste Recycling Centre Christmas opening hours				
Date	Northwich	Neston	Frodsham	Tattenhall
Wednesday 27 December 2017	8am - 4pm	8am - 4pm	8am - 4pm	8am - 4pm
Thursday 28 December 2017	8am - 4pm	8am - 4pm	8am - 4pm	Closed
Friday 29 December 2017	8am - 4pm	8am - 4pm	8am - 4pm	8am - 4pm
Saturday 30 December 2017	8am - 4pm	8am - 4pm	8am - 4pm	8am - 4pm
Sunday 31 December 2017	8am - 4pm	8am - 4pm	8am - 4pm	8am - 4pm
Monday 1 January 2018	Closed	Closed	Closed	Closed
Tuesday 2 January 2018	8am - 4pm	8am - 4pm	8am - 4pm	8am - 4pm
Wednesday 3 January 2018	8am - 4pm	8am - 4pm	8am - 4pm	8am - 4pm
Thursday 4 January 2018	Closed	8am - 4pm	Closed	8am - 4pm
Friday 5 January 2018	8am - 4pm	8am - 4pm	8am - 4pm	8am - 4pm

## Reporting of issues

The Council's Customer Service Centre will be closed from 7pm on Friday 22 December 2017, reopening on Wednesday 27 December 2017 for three days. It will be closed again on Monday 1 January 2018, reopening on Tuesday 2 January 2018. During this period any service issues can be reported online by using the Council's online portal.

## Adverse weather

Snow and ice over the festive period can, on occasion, bring challenging collection conditions. Whilst the vast majority of major roads often remain accessible, road and footway conditions on minor roads, housing estates and in rural areas can often become poor and make it difficult for large collection vehicles and their crews to operate safely.

Whilst every effort will always be made to access properties on their scheduled collection day, the safety of crews and the wider public is always paramount. Should adverse weather impact collection arrangements, householders will be advised to:

- continue to place wheeled bins/boxes/bags out for collection on the scheduled day
- leave any uncollected containers out, and every effort will then be made to return and collect these at the earliest opportunity
- check for regular updates provided on social media and the Council's website.

During this period, any service issues which Members deem as urgent should be directed through the Council's online portal.

**For further information contact:** Sue Davies, Customer Relationship Manager,  
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**Responsible Committee, Cabinet Member:** Councillor Karen Shore

**Date:** 23 November 2017