

Project Plan: Introduction of the Policy for Waste Collections from Private and Unadopted Roads

1. Introduction

- 1.1 The Council currently operates a collection point for waste at the edge of a property where it meets the public highway. When the wheeled bin service was introduced, collection continued from remote properties accessed from private or unadopted roads. Collection from new properties, however, or those properties which were assessed following collection issues, changed to a collection point on the public highway, requiring residents to move their bins to that point of collection.
- 1.2 Collection of these remote properties can incur a significant amount of time for the collection crews. In addition, many of these properties are located down roads in very poor condition and there have been instances where the Waste Service has caused damage to its vehicles incurring vehicle repair and maintenance costs. These roads are not normally built to highway standard; often have soft verges and overhanging trees. In addition, several roads must be reversed down for considerable distances, sometimes in the dark, with no safe place for an employee to operate as a reversing assistant to see the vehicle safely back.
- 1.3 Waste vehicles are assets of ECDC and therefore any damage caused to them must be paid for by the Council. This puts added financial pressure on the Council. It must ensure that mitigations are put in place to reduce possible insurance claims and repair costs caused as a result of substandard private and unadopted roads.

2. New Policy for Waste Collections from Private and Unadopted Roads

- 2.1 In a small number of cases due to the access or the remote location of a property it may not be possible for residents to place bins near the public highway for collection. In certain circumstances a collection from a point on a private/unadopted road may be agreed subject to an inspection and the following conditions being met:
- a) **Road surface:** Roads must be of sound construction with a suitable hard surface, free of large/deep potholes and obstructions which could cause damage or injury to vehicles or persons. The vehicle should be able to travel safely at 25 kmph along the road
 - b) **Road width:** The minimum road width is no less than 3.5 metres with no obstruction from trees, shrubs etc. which could cause damage to the vehicle
 - c) **Road length:** If there are several properties located down a road, then there should be passing places, suitable for a refuse collection vehicle (hard surface, not a verge)
 - d) **Height clearance:** The minimum clearance should be no less than 5.5 metres with no obstruction from overhanging branches, cables etc. which could cause damage to the collection vehicle
 - e) **Turning area:** Where a through road does not exist, a suitable turning area must be available to allow the vehicle to turn. The turning area should have a hard surface which is of a sufficient size to allow an 11.5-metre-long vehicle to turn with no more than three manoeuvres and have sufficient space either side of the

vehicles to safely turn in the dark. Collection vehicles shall not reverse onto a public highway to turn around

- f) **Access:** There must be access for the collection vehicle. Any gates must be left unlocked and open as our crews will not open and close these when undertaking collections
- 2.2 **Indemnity:** An indemnity will be required from the road owner/s so that the Council will not be liable for any damage due to wear and tear to the road surface which is unlikely to have been built to highway standard. In addition, where a new development is being built or has been recently completed and the road is not yet adopted by the County Council the developer must sign the developer's indemnity agreement.
- 2.3 For all future developments located on private or unadopted roads, including individual dwellings, ECSS will take a proactive approach and contact the developer as soon as a new development has planning permission (this will be carried out in partnership with Planning Services). The developer will be required to sign the indemnity agreement for the whole site. The indemnity agreement will stay in place until such time as the County Council adopts the road.
- 2.4 **Alternative Collection Arrangements:** Where the conditions above cannot be met then the collection point will be where the private/unadopted road meets the public highway. If this location is not suitable for wheeled bins, then alternative collection arrangements may be made, such as a sack collection or a communal collection point if there are several properties located on a private/unadopted road. In some circumstances a collection point part of the way down a private/unadopted road may be used if the above criteria can be met at that point.
- 2.5 **Adverse Weather:** In adverse weather conditions where waste crews are concerned regarding visibility of the road, e.g. due to snow cover or icy conditions where they feel the vehicle may slip off the road then the service, will suspend collections to such properties. Waste will need to be placed on the public highway for collection, or it will be collected on the next scheduled collection day if conditions have improved.
- 2.6 If a road is substandard or becomes substandard overtime (even after the indemnity agreement is signed), ECSS will not access the road by either its crew or vehicles and it will be assessed against the criteria listed under 2.1 of this Project Plan.
- 2.7 An annual review of each private and unadopted road will be conducted against the criteria set out within the Project Plan. If ECSS highlights concerns of a road being of a substandard nature during the intervening month's measures will be put in place. Each road will be assessed on an individualised basis.
- 2.8 Residents will be updated forthwith on any decisions made from actions taken by ECSS following any interim road condition assessments.
- 3. Implementation Requirements**
- 3.1 The Development Officer shall write to all the properties advising them of the policy and how it is to be implemented.
- 3.2 Where residents have concerns the Assistant Manager of ECSS will arrange to meet them on site to discuss the issues and try and come to a mutual solution. This will be done on a phased basis due to the potential number of locations the Assistant

Managers may have to visit. Wherever possible the Assistant Manager will be looking to see whether an alternative collection point could be agreed (for instance this may be half way down the track where the vehicle can turn), or whether the service needs to consider an alternative collection method (such as sacks rather than bins to help facilitate collections). If all the owners of a track/road do not agree to provide an indemnity then a roadside collection will be necessary.

- 3.5 Detailed in Table 1 overleaf is the project plan for the implementation of the new policy.

Table 1: Project Plan: Introduction of the Policy for Providing Waste Collection Services to Private and Unadopted Roads (2019)

Key Action Point	Actions	Start Date	Expected End Date (RAG Rating)	Responsible Manager/Officer	Updates
Inform the residents affected by the introduction of the policy of the new policy and the implementation arrangements by letter.	The standard letter prepared for this purpose will be delivered to each property affected.	November 2019	December 2019	Development Officer	
Notification of the outcome of the surveys conducted to the residents from the affected roads and the future arrangements for collection services, including if necessary for an indemnity agreement	<ul style="list-style-type: none"> a) Using the prepared letter template, insert details of the inspection and the consequent amended collection arrangements as required. b) If required, including with the letter of indemnity agreement, the residents need to sign to support the future collection arrangements. c) Creation of a filing system for all correspondence sent to the residents and for signed indemnity agreements (to be compliant with GDPR regulations). 	November 2019	January 2020	Development Officer	
Site Meetings with residents of the affected roads to resolve any concerns following the notification of future collection arrangements.	<ul style="list-style-type: none"> a) Meeting residents on site to resolve any outstanding concerns about their future collection arrangements. b) Send confirmation in writing using a prepared letter template with any amendments to the proposed collection arrangements. 	December 2019	February 2020	Assistant Managers ECSS	
Preparation and then introduction of the confirmed collection arrangements.	<ul style="list-style-type: none"> a) Brief the crews, administration staff and customer services of the new collection arrangements. b) Amend daily round collection sheets if required. 	February 2020	April 2020	Assistant Managers	
Review of the implementation of the new collection arrangements	<ul style="list-style-type: none"> a) Review delivery of the project and the need for any remedial action. 	May 2020	June 2020	Head of Street Scene	

and initiation of any required remedial action.	b) Address any issues or problems that have arisen for the implementation of the policy. c) Update key Members on the initial review outcomes				
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RAG Rating:

	Overdue
	Work in Progress
	On Schedule

4. Project Management Arrangements

4.1 The following project management arrangements will be put in place to support the delivery of the project plan.

- a) The Project Sponsor will be the Director, Operations.
- b) The Project Lead will be the Head of Street Scene.
- c) The Project Manager will be the Development Manager.
- d) Reporting of progress against the project plan will be monthly at the scheduled Waste and Street Cleansing Leadership Team Meeting, which will act as the Project Board with an up to date project plan.
- e) The actions required in the project plan will be managed within existing line management arrangements and the relevant line managers must ensure progress and report any issues arising to the Performance Management Officer.
- f) The project will be delivered within existing resources.