

From: STilbury@WINCHESTER.GOV.UK 
Subject: IMPORTANT UPDATE - WASTE COLLECTION ARRANGEMENTS
Date: 1 October 2019 at 16:29
To: ParishClerks@WINCHESTER.GOV.UK
Cc: <_Members-All@winchester.gov.uk> _Members-All@winchester.gov.uk, ESimpson@winchester.gov.uk, LTaylor@winchester.gov.uk, RBotham@WINCHESTER.GOV.UK



Dear Parish Clerk

As I know you are aware, the distribution of paper calendars giving details of new bin collection days has fallen behind schedule. Many householders did not receive a calendar when they should have done, and as a result did not know that their collection day had changed. Some of them have therefore missed their collection. We need to understand the reasons our distributor did not meet the schedule but for time being the main priority is to deal with the problems this has caused.

Since we became aware of the late delivery, we have used social media and other channels, including targeted Facebook advertising, to direct as many people as possible to the council's website where the calendars are available and can be looked up on a property specific basis – the search tool has been used over 34,000 times. Helpfully, many people have been sharing information through local networks and as result, on Monday the collection rate for bins was much higher than we thought it might be in areas where calendars had not arrived. We hope this rate will be maintained.

We have been told that all the remaining calendars should be delivered today, or tomorrow at the latest. Whilst this is very late in the day, it does mean that the latter part of the week should see improvement in bin presentation.

We are providing what we have tried to ensure are straightforward measures to deal with the missed collections which have arisen. These are set out in the letter attached to this email. A copy of this letter will be dispatched as soon as possible (probably by COP tomorrow and updated thereafter) to each household that Biffa record as not presenting their bin for collection - but I should stress that this data is unlikely to be 100% complete and the letter itself may not reach every single missed property. The arrangements are designed for anyone who finds themselves with a missed collection – whether they get a letter from us or not. If you can assist us by spreading the word to those parts of your community that have had missed collections we would be very grateful.

A small number of properties did not receive glass collection boxes in the main distribution and I apologise for that. We are working to get these out to people and would ask you to direct enquiries to the online form for reporting if they have not received a box. Please note however, that people living in flats and other communal premises will not have received a box. This is intentional as we will be providing containers for communal premises suitable to the location and this requires a bespoke approach.

We are very aware that the late delivery of the calendars has caused great inconvenience for some of our residents. The delay should not have happened, and we are grateful to everyone in the community who has been helping get the right messages out. Calendar delivery should be completed shortly and whilst

this will not address the problems which have already occurred, the situation should improve during the week.

Individuals should use the website and on line forms to report any problems, or ring our CSC, but if you have any questions on behalf of the Parish Council please feel free to email them to me and I'll respond as soon as I can.

Steve

Steve Tilbury
Strategic Director
Winchester City Council
01962 848 256
stilbury@winchester.gov.uk

This email and any files transmitted with it are intended solely for the addressed individual. The information in this email may be confidential; if you have received it in error, please accept our apologies and notify the sender as soon as possible, and delete it from your system without distributing or copying any information contained within it. Under UK Data Protection and Freedom of Information legislation, the contents of this email might have to be disclosed in response to a request. We check emails and attachments for viruses before they are sent, but you are advised to carry out your own virus checks. Winchester City Council cannot accept any responsibility for loss or damage caused by viruses.



gm L9- Mainline
final let...).docx