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| 14 June, 2021 |  |

**Update from Somerset Waste Partnership**

**Weekend working**

Crews worked throughout Saturday in considerable heat, collecting all the Sedgemoor recycling rescheduled from Tuesday and other outstanding rubbish and recycling collections.

They almost cleared the garden waste backlog, but will need to return for around 300-400 collections tomorrow in parts of Taunton town centre (around Wellington Road), Hatch Beauchamp, Stoke St Gregory, North Curry, Brushford, Fivehead, Ilminster, and Seavington St Mary).

**Issues with My Waste Services**

There have been issues with the My Waste Services (MWS) online customer portal today with some options being intermittently unavailable. Our external provider has confirmed that these issues are likely to persist into tomorrow, though it is working hard to find a fix.

This means that customers may, at times, be unable to carry out some of the MWS actions including requesting recycling containers and reporting missed collections or logging comments.

**Disruption to today’s collections**

The main reason for disruption is a major nationwide driver shortage, coupled with local difficulties securing agency staff.

SWP’s collection contractor, SUEZ, has drafted in additional drivers from elsewhere in its operations for the coming weeks. However, unexpectedly high levels of sickness absence today has led to significant disruption as summarised below.

Crews are still out and the picture may change as the afternoon progresses. We will continue to post into local Facebook groups when further information is available.

SWP sincerely apologises for this disruption and asks for your patience as we work with our contractor to bring out services back on track in this tough period.

**South Somerset:**

Approx 6,800 properties will have their recycling collected tomorrow instead of today. Affected locations include parts of South Petherton, Hinton St George, Merriott, Stoke sub Hamdon, Montacute, and Crewkerne.

Please note, delivery of Bright Blue Bags for the new Recycle More service started today.

**Somerset West and Taunton:**

Around 4,000 recycling collections (in parts of Taunton town centre, Bathpool, Monkton Heathfield, will be collected tomorrow instead of today.

Rounds missed last Monday and rolled over to this week’s scheduled collections are being prioritised today but some may not be collected until tomorrow.

**Mendip:**

In Frome around 1,400 recycling and 800 rubbish collection will be missed and returned for tomorrow.

**Sedgemoor.** All today’s rounds should completed, including those which were missed last Monday.