Waste collection and transfer statement

This statement sets out The Little Door & Co's proposed arrangements for daily waste collections, transfers from the basement to the ground-level collection point, and staff responsibilities and training.

Collection frequency

We plan to have waste collected every day, seven days a week, including weekends. Food waste will be included in the daily collection service. This reflects the waste volumes we expect from the business and the limited capacity of the proposed containers, particularly the 120-litre food waste container.

The daily collection service and times will be agreed with the waste contractor. All collections, including any additional collections, will take place within the collection times agreed with and stipulated by the council. We will organise daily transfers so that waste is ready at the ground-level collection point for the scheduled collection.

Container levels will be checked as part of the daily waste routine. Staff will be instructed to report any capacity concerns or missed collections to the duty manager promptly, so that management can contact the contractor and arrange an additional collection where required.

1 Transfer from the basement to ground level

Kitchen support and bar support team members will transfer waste from the basement to the ground-level collection point each day. The waste will be carried manually via the stairs in smaller, secure, lidded containers. At ground level, the contents will be emptied into the larger collection containers ready for collection.

The smaller containers will be used for carrying waste on the stairs, while the larger containers will hold waste for collection at ground level. Transfers will be divided into manageable loads, with repeated trips where required. The transfer routine will take account of the amount of waste produced during the day.

The transfer containers will be kept closed and secure while being carried. Staff will check that each container is suitable for use and that its lid is secure before starting the transfer. At the collection point, waste will be emptied into the appropriate collection container, including the designated food waste container, and the lids will be closed afterwards.

The proposed procedure will include checking that the transfer route is clear, dealing with any spillage promptly and cleaning the smaller containers after use before returning them to the basement. Any damaged container or problem with the route will be reported to the duty manager.

2 Service lift

There is no service lift available for staff to move waste between the basement and ground level. The waste transfer arrangements therefore rely on staff carrying the smaller containers manually via the stairs.

The daily routine will use manageable batches rather than a single large load. Staff training will cover the agreed transfer route, the use of the smaller containers and the manual handling procedure for this task. Staff will be instructed to seek assistance or stop the transfer and speak to the duty manager if they have concerns about the load, the container or the route.

3 Responsibility and training

Kitchen support and bar support team members will be responsible for carrying out the daily transfers. These duties will form part of their service standards and steps of service, so that waste removal is built into the normal daily routine for both teams.

The proposed management arrangement is for the duty manager to coordinate the daily transfers, make clear which team members are assigned to the task and check that waste is ready at the collection point for the scheduled collection. This will also provide a clear person for staff to contact if a transfer cannot be completed or a collection is missed.

Training will be provided before team members are assigned to carry out the task. It will cover the route between the basement and collection point, how to fill and secure the smaller transfer containers, safe manual handling, dividing waste into manageable loads and emptying it into the correct collection containers at ground level.

Training will also cover keeping container lids closed, checking container condition, maintaining a clear transfer route, dealing with spillages, cleaning containers after use and reporting any issues to the duty manager. Staff will be shown the procedure so that they understand both the daily sequence and their individual responsibilities.

The transfer procedure will be included in the service standards and steps of service used to train the kitchen support and bar support teams. The same procedure will be used when training new team members, with further instruction provided if the route, containers or collection arrangements change.