

## APPENDIX D

### Waste Disruptions Recovery Response

3 x workstreams

1 – work to reverse previous decision of TC

2 – work to obtain a new Operator's Licence

3 – to put in place contingency arrangements to allow core operations to take place

Date	Event	Note	Additional information or documents
Tue 23 Jan 2024	Calls and emails to Office of Traffic Commissioner (OTC) trying to find a way to reinstate licence	Spoke to compliance officer who suggested that it would be possible for them to ask the TC consider our case.	Not included as part of pack but available.
Tue 23 Jan 2024	Messaged Transport Consultant 1 / trainer for assistance	Seeking advice on predicament, possible Transport Manager (TM) CPC support. Not available for immediate assistance.	N/A
Tue 23 Jan 2024	Contact made with Transport consultant 2 and provider of interim TM CPC support	Agreed to allow Transport Consultant to speak to OTC on UDCs behalf.	Not included as part of pack but available.
Wed 24 Jan 2024	Letter of Authority provided to interim TM to act on our behalf and talk to OTC.		Not included as part of pack but available.
Wed 24 Jan 2024	Halted operation 24 Jan. Stood down crews etc	Held a meeting with all front line staff at 6:45 informing them that we would not be operating, staff redeployed to training and vehicle washing.	Not included as part of pack but available.
Wed 24 Jan 2025	Called Logistic UK – Transport trade association and provide advice to Members. UDC a member.	Sought view of their compliance and licencing expert on best approach.	Not included as part of pack but available.
Thurs 25 Jan	Meeting with chief exec to discuss potential contingency plans and making contact with any companies that had offered to assist.	At this point in time a number of organisations had come forward to offer TM advice or operational support.	N/A
Fri 26 Jan 2024	Email to all Essex CEOs asking for operational support and mutual aid.		Not included as part of pack but available.
Fri 26 Jan 2024	Interim Transport Manager appointed and details provided to OTC	Interim TM supplied qualification documents etc collected by UDC staff	N/A
Fri 26 Jan 2024	Saffron Walden Reporter arranged public notice for new operator licence application.		Not included as part of pack but available.
Fri 26 Jan 2024	Sent all information required for a new licence to OTC enquiries + recorded delivery	Attempted to submit new licence application but system issue identified. Attempted to call OTC.	N/A

	Email from OTC saying the commissioner has considered the request and licence should remain revoked.		Not included as part of pack but available.
Mon 29 Jan 2024	Interim TM contract outlining support returned		Not included as part of pack but available.
Mon 29 Jan 2024	Calls made to OTC for support and assistance with Vehicle Operator Licensing system (VOLS) , emails also sent.		Not included as part of pack but available.
Mon 29 Jan 2024	Followed up all offers of help and proactively rang / contacted all neighbours to see if mutual aid was possible	Start of Operation Patchwork Quilt	N/A
Tue 30 Jan 2024	Calls made to OTC for support and assistance with VOLS system, emails also sent.		Not included as part of pack but available.
Tue 30 Jan 2024	Lightwood PLC (max 2 vehicles)	Given two UDC vehicles and inspected records and concluded that they could not assist.	N/A
Tue 30 Jan 2024	Widdington mobilised 2 x Trade vehicles (under their own licence)		N/A
Wed 31 Jan 2024	Insurance issues identified with BDC	Insurance providers view as that UDC staff would not be insured if working for BDC. Individual drivers would need to be added to BDC insurance.	N/A
Wed 31 Jan 2024	Submitted application for new licence on VORS after resolving technical issues with assistance from OTC helpline.	Application paid for	N/A
Wed 31 Jan 2024	BDC mobilised vehicles 2 BDC owned domestic vehicles – under their licence.	No food waste recycling capability	N/A
Wed 31 Jan 2024	Widdington mobilised 2x UDC owned Trade vehicles (under their own licence)		N/A
Wed 31 Jan 2024	UDC sent 1 x domestic vehicle to BDC for inspection Thurs		N/A
Thu 1 Feb 2024	UDC sent 1 x domestic vehicle to BDC for inspection Fri.		N/A
Thu 1 Feb 2024	UDC sent 2 x domestic vehicle to Widdington Operations Fri.		N/A
Thu 1 Feb 2024	UDC vehicle 1x to BDC		N/A
Fri 2 Feb 2024	Vehicles operating across district		N/A

Fri 2 Feb 2024	UDC vehicle 2 x vehicle to BDC for inspection.		N/A
Sat 3 Feb 2024	BDC operating at the weekend supported by UDC staff, some areas with food waste recycling capability.		
Sun 4 Feb 2024	No operations		
Mon 5 Feb 2024	Some BDC vehicles operating.		
Tue 6 Feb 2024	2 trade vehicles operating from Widdington 2 domestic vehicles operating from Widdington 2 UDC domestic vehicles operating from Braintree depot 2 BDC domestic vehicles operating all day + supported in PM by 3 vehicles		
Wed 7 Feb 2024	Interim Licence Granted 7 Feb 2024		
Thu 8 Feb 2024	UDC Vehicles recalled and restarted operations from Canfield depot		
Thu 8 Feb 2024	Catch up operations begin support continued from BDC.		