Herefordshire Council

Title of report: Recyclables and Waste Collection Contract

Meeting: Environment and Sustainability Scrutiny Committee

Meeting date: Monday 24 March 2025

Report by: Waste Services Manager

Classification

Open

Decision type

This is not an executive decision

Wards affected

(All Wards);

Purpose

Following the successful award and mobilisation of the new recyclables and waste collection service the report provides an update to the Environment and Sustainability Scrutiny Committee regarding the delivery of the new contract.

Recommendation(s)

That:

a) **The committee notes the benefits to residents and success in the delivery of the contract to date;**
b) **The committee notes the enhancements due to be delivered.**

Alternative options

1. None identified. This report provides an update to the Environment and Sustainability Scrutiny Committee.

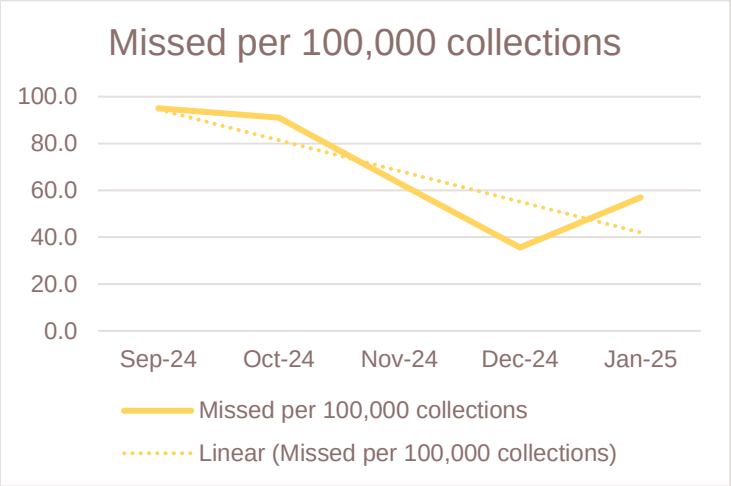
Key considerations

2. In July 2021 Cabinet approved an ambitious new Herefordshire Integrated Waste Management Strategy with new targets to achieve recycling rates of 55% by 2025, 60% by 2030 and 65% by 2035. The current recycling rate is 40%.
3. On 25 November 2021, Cabinet approved the adoption of a three weekly residual collections with twin stream recycling service in line with the outcome of a public consultation.

4. Between November 2022 and February 2024 the Council conducted a competitive dialogue procurement process for a new recyclables and waste collections services contract.
5. During this process, initial submissions highlighted significant cost escalation due to a number of compounding market factors and Government delays to implementing and resourcing the new obligations within the Environment Act 2021. In order to mitigate the significant cost escalation the proposed solution was to phase the introduction of the new service.
6. On 5 October 2023, Cabinet approved the continuation of the existing waste collection model and for a phased introduction of the new collection model to be introduced at the appropriate time, subject to funding, legal responsibilities and approved business case(s).
7. FCC Environment were successfully awarded the new contract which commenced on 1st September 2025 with an initial 8 year term with an option to extend by up to a further 12 years.

Contract performance

8. This is a modern contract with a performance management framework to target service improvement and ensure that those who need additional help are prioritised.
9. The performance management framework aims to ensure that the contractor is focussing efforts to deliver the contract right first time but where failures do occur, they are identified quickly with solutions put in place.
10. ICT improvements allow real time identification to crews of properties where additional assistance is required. There are greater penalties associated with these properties if services are not delivered according to the contract.
11. Real time reporting by collection crews and integration with the council's customer relationship management system resulting in an improved customer journey for residents. For example if a resident reports a missed collection online and their street has been reported as having a problem such as roadworks, they are informed that we are aware of the problem and will be returning.
12. Missed collections initially spiked due to crews being cautious with the new vehicles travelling lanes that were overgrown and getting used to new technology but these have dropped back to expected levels.
13. A "good performance" for missed waste collections per 100,000 would generally be considered to be below 100 missed collections; with a range between 50-100 missed collections being considered acceptable depending on the size and complexity of the collection area and local weather conditions.
14. Figure 1. Graph of missed collections per 100,000 collections, Sept 2024 – Jan 2025



15. The new digital solutions allow increased reporting and analysis of performance which FCC must report to the council. Waste management officers also monitor performance on a daily, weekly and monthly basis.

Service Improvements

16. New fleet of the most fuel-efficient Euro VI compliant models including 2 electric refuse collection vehicles and electric vehicles for use by supervisors. These are owned by Herefordshire Council but maintained by the contractor which reduces risk if for any reason the contract ends prior to the contract term.
17. Timed collections for specified streets in the centre of Hereford and Leominster to ensure that waste is collected before the shops open therefore ensuring a more attractive and less hazardous environment for pedestrians.
18. Weekly collections of recycling and rubbish to those with no external storage space (mainly city and town centres).
19. Reuse of items collected as part of the bulky waste collection service through working with third sector organisations. This has been limited so far due to weather conditions but we are looking into how this can be improved moving forwards.
20. Vehicle livery used to promote the correct recycling items on all household vehicles, sell the commercial collection service and bulky collection service with reuse that we offer.
21. The contractor is committed to the council's net zero target by 2030 and a contract specific carbon management plan will be developed for year two of the contract following the establishment of baseline measurements.
22. This is the first large council contract to include the social value framework and has resulted in a commitment from the contractor to the following:
    a. To employ ten care leavers per year (or demonstrate efforts to recruit and dedicate time to enhancing the opportunities for care leavers to gain employment)
    b. 500 volunteering hours per annum
    c. £35,000 per year to deliver environmental improvements and initiatives such as creating green spaces, improving biodiversity, or helping ecosystems in Herefordshire.
23. FCC have attended the recent markets fair for care leavers and are developing a care leavers recruitment campaign, working with our Children in Care and Care Leavers Manager.

Future Service Improvements

24. Commercial recycling service to be expanded to include the option of 1100 litre bins from 31 March 2025.
25. Glass collections to be expanded to households who currently use recycling sacks through the introduction of a reusable box. This will be introduced by March 31 2026.
26. The contract has included specific cages on the collection vehicles which allows the collection of small Waste Electrical and Electronic Equipment (WEEE) such as hair dryers, kettles and irons along with household batteries for recycling. This will start when we receive delivery of the containers to place the collected items into.
27. The contract includes a change mechanism which allows for the future introduction of the following services, subject to a financial business case and future governance decisions:
    a. Garden Waste Collection Service (legislation introduction by 31 March 2026)
    b. Food Waste Collection Service (legislation introduction by 31 March 2026)
    c. Three Weekly Twin Stream Recycling Service

Community impact

28. There are no direct community impacts as a result of providing this update to the Environment and Sustainability Scrutiny Committee.
29. The new waste collection contract ensures that those who require assistance are prioritised.
30. It has improved the customer experience by improving the available information and feedback to residents if there is a problem with the collection service.
31. The additional and enhanced services that will be delivered over the next 12-18 months which will allow every resident to increase their own recycling from home.

Environmental Impact

32. The council seeks to treat waste as a resource, supporting a more circular economy for Herefordshire reducing, reusing and recycling materials so that they stay in use for longer, offsetting use of raw materials and reducing carbon emissions.
33. The future introduction of the enhanced service options will enable a significant improvement to Herefordshire's current ~40% recycling rate. The future introduction of both food and garden waste collections will increase this to ~58% and the further option to introduce a three weekly twin stream collection service would further increase this is ~63%.
34. Environmental sustainability was an integral consideration to the service specification for the new collection contract which includes contractual commitments to use 100% renewable electricity, minimise energy use and carbon emissions.
35. The new service has already introduced two new electric collection vehicles for the residual and dry-recycling services, two electric supervisor vehicles, improved route optimisation and the creation of a new biodiversity investment fund.
36. The new waste collection contract will continue to drive environmental benefits through the development of a detailed carbon reduction plan and annual improvement plan which will be developed as part of the annual contract review.

Equality duty

37. The Public Sector Equality Duty requires the Council to consider how it can positively contribute to the advancement of equality and good relations, and demonstrate that it is paying 'due regard' in our decision making in the design of policies and in the delivery of services.
38. The previous cabinet decisions to approve the new contract and collection model were considered in line with the council's Equality Act 2010 duties and an extensive public consultation exercise was undertaken.
39. No new impacts were identified beyond those identified in the 25 November 2021 Cabinet report and Equalities Impact Assessment.

    a. https://councillors.herefordshire.gov.uk/ieIssueDetails.aspx?IId=50039497&PlanId=0&O pt=3#AI59562

Resource implications

40. There are no resource implications associated with providing this progress report to the Environment and Sustainability Scrutiny Committee.
41. Any recommendations arising from the scrutiny committee will require separate governance.

Legal implications

42. The role of the scrutiny committees is to help develop policy, to carry out reviews of council and other local services, and to hold decision makers to account for their actions and decisions. The Constitution includes a mechanism where recommendations from scrutiny committees must be considered by Cabinet.

Risk management

43. There are no risks associated with providing this progress report to the Environment and Sustainability Scrutiny Committee.
44. Any new projects arising as a result of recommendations from the scrutiny committee will require separate governance.

Consultees

45. None

Appendices

- None

Background papers

- None identified

Report Reviewers Used for appraising this report:

Please note this section must be completed before the report can be published		
Governance	Danial Webb	Date 14/03/2025
Finance	Click or tap here to enter text.	Date Click or tap to enter a date.
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Approved by	Ross Cook	Date 17/03/2025

Please include a glossary of terms, abbreviations and acronyms used in this report.