

**Summary of recommendations to the executive and executive responses**  
**Scrutiny Committee: Environment and Sustainability Scrutiny Committee**  
**Date: 24 March 2025**

<b>Recommendation 1</b>	Commission a piece of work, exploring further options for improving current reuse and recycling rates across the county, in advance of any expansion of the waste collection streams to food and garden.			
<b>Executive Response</b>	<b>Partly agreed</b>			
<b>Action –</b> Limited resources available to allow commissioning of additional work streams due to the preparation works for existing expansion of services which were outlined within the Scrutiny meeting in March 2025 but a list of completed and planned actions are below.	<b>Owner</b>	<b>By When</b>	<b>Target/Success Criteria</b>	<b>Progress</b>
Introduce Commercial food waste collection service	Paul West	1 April 2025	Collecting food waste from commercial customers	<ul style="list-style-type: none"> <li>Introduced a service on 5/5/25 sharing resources with Wychavon for initial 2 day per week which expanded to 3 days on 20/6/25 due to positive take up by businesses.</li> <li>Providing service to 196 customers.</li> <li>Diverted 165 tonnes to anaerobic digestion Apr 25- Jan 26.</li> </ul>
Increase commercial recycling offer to include 1100 litre wheeled bins and expand customer base	Paul West	1 April 2025	Bins purchased and advertised on web	<ul style="list-style-type: none"> <li>Introduced service on 19/5/25.</li> <li>101 new customers using 1100 litre recycling bins with 138 x 1100 bins between them.</li> </ul>
Expand recycling collection service from householders to include batteries and small waste electrical and electronic equipment	Gary Williams	April 2025	Collecting new materials	<ul style="list-style-type: none"> <li>Introduced a service on 07/04/25</li> <li>Diverted 4 skips of WEEE and 4x 1m<sup>3</sup> containers of batteries diverted for recycling since service launch.</li> </ul>

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<p>Additional items added to recycling collection service from home to include disposable vapes</p>	<p>Gary Williams</p>	<p>June 2025</p>	<p>Collecting new materials</p>	<ul style="list-style-type: none"> <li>• Introduced a service on 03/06/2025</li> <li>• 4 x 60 litre containers of vapes diverted for recycling.</li> </ul>
<p>Implement glass collections from all properties unable to recycle glass from home</p>	<p>Gary Williams</p>	<p>October 2025</p>	<p>Boxes delivered and being used by residents</p>	<ul style="list-style-type: none"> <li>• Reviewed 5301 sack collection properties to determine if they were suitable for a recycling bin</li> <li>• Sent 4462 postcards to residents informing them of the new glass box recycling service, and in some cases offering the option to move to a recycling bin from recycling sacks.</li> <li>• 270 requests for change of service from recycling sacks to bins. Reduction in 28,080 recycling sacks each year.</li> <li>• Reviewing all flat blocks currently on a recycling sack service, moving 184 individual properties to a recycling bin service, alleviating the need to provide them with plastic recycling sacks each nor the glass recycling box.</li> <li>• Delivered glass boxes to 3522 householders through Sept 2025</li> <li>• Feedback from crews on use of boxes is positive.</li> </ul>
<p>Launch garden waste collection service</p>	<p>Craig Cornish</p>	<p>September 2025</p>	<p>Subscriptions open online  Collections taking place – March 31 2026</p>	<ul style="list-style-type: none"> <li>• Cabinet decision to introduce service approved in May 2025.</li> <li>• Launched subscription sign up on 22 October 2025</li> <li>• 3108 subscriptions at 10/2/26</li> <li>• Planned promotions for 2026 include:</li> </ul>

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				<ul style="list-style-type: none"> <li>○ Online social media &amp; google advertising campaigns.</li> <li>○ Additional advertising in local press through February and March 2026.</li> <li>○ Promotional stands at local garden centres during the spring.</li> <li>○ Advertising in Herefordshire Now.</li> <li>○ Promotional screens at The Courtyard.</li> </ul>
Launch food waste collection service	Nicola Percival	March 31 2026	Collections taking place	<ul style="list-style-type: none"> <li>● Cabinet decision to introduce service approved in May 2025, subject to sufficient new burdens revenue funding from Government.</li> <li>● Delayed announcement of revenue funding which eventually was included within settlement in Dec 2025 but not identified separately. This did not provide sufficient funding for service.</li> <li>● Following full council budget agreement, the food service decision now requires new Governance.</li> </ul>
Increase awareness of recycling services to householders	Craig Cornish	January 2026	Increase in recycling tonnages	<ul style="list-style-type: none"> <li>● Herefordshire Now Winter edition included garden waste service promotion on front and back cover pages.</li> <li>● Middle pages included reminder of acceptable recycling from home and introduction to battery, WEEE and vape recycling.</li> <li>● <a href="#">Herefordshire Now December 2025</a></li> </ul>

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<p>Recover 240 litre additional capacity bins from householders no longer eligible for them</p>	<p>Gary Williams</p>	<p>Dec 2025</p>	<p>Reduction in 240 litre bins in use</p>	<ul style="list-style-type: none"> <li>• Reviewed 258 properties since 1 April 2025</li> <li>• Swapped 170 bins back to the standard sized 180 litre for households no longer eligible for the larger bin.</li> </ul>
<p>Implement Duty of Care project to contact commercial waste customers with lapsed Waste Transfer Notes (Duty of Care forms)</p>	<p>Paul West</p>	<p>Mar 2026</p>	<p>Increase in compliance of commercial waste businesses</p>	<ul style="list-style-type: none"> <li>• Approx 475 lapsed customers contacted by letter &amp; email between 28/1/26-4/2/26</li> <li>• 122 customers compliant within first 2 weeks</li> <li>• Over £8.5k received through purchase of HC commercial waste and recycling sacks within 2 weeks</li> <li>• Follow ups &amp; enforcement ongoing</li> </ul>
<p>Encourage reuse</p>	<p>Nicola Percival</p>	<p>March 31 2026</p>	<p>Items reused</p>	<p>Collections</p> <ul style="list-style-type: none"> <li>• 3 tonnes of items reused through diversion from booked bulky collections by FCC.</li> <li>• Looking into possibility of supplying HRRO with appliances from bulky bookings.</li> <li>• Difficulties experienced due to weather, restrictions from reuse organisations on what they can accept and many items are broken or incomplete.</li> </ul> <p>HRCs</p> <ul style="list-style-type: none"> <li>• Almost 25 tonnes diverted by reuse organisations from HRC reuse containers.</li> </ul>

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				<ul style="list-style-type: none"> <li>• Help for Ukraine set up to accept items from FCC collections and as new off-taker from the reuse containers at HRCs.</li> </ul>
Increase repair cafés across the county	Craig Cornish	March 31 2026	Additional repair cafes running	<ul style="list-style-type: none"> <li>• Grant funding remains available</li> <li>• Hereford City Repair Café provided grant funding in April 2025 and now running regular cafes. This makes 6 across Herefordshire, 5 provided with grant funding.</li> </ul>
Investigate possibilities for increasing recycling from charity organisations using the 'tip permits' for free disposal through our transfer station.	Nicola Percival	March 31 2026	Policy updated	<ul style="list-style-type: none"> <li>• Ideas discussed with one of our reuse organisations to provide additional 'recycling permits' for disposal of single loads of materials such as wood, metals so that can be recycled.</li> <li>• Redraft of policy commenced.</li> </ul>
Increase recycling items in collection service to include foil and plastic tubes.	Craig Cornish	March 31 2026	Collecting new materials	<ul style="list-style-type: none"> <li>• Plans are in place to implement this from 31 March 2026. Promotions planned to advertise this across all households.</li> </ul>
Increase recycling items to include flexible plastics	Gary Williams	1 April 2027	Collecting new materials	<ul style="list-style-type: none"> <li>• Exploring options with disposal contractor for how these can be effectively extracted from recycling stream.</li> </ul>