



Title of report: Food Waste Collection Implementation

Meeting: Cabinet

Meeting date: Thursday 30 July 2026

Cabinet member: Cabinet Member for Culture and Environment

Classification

Part exempt.

Appendix B to this report is exempt by virtue of the paragraph(s) of the Access to Information Procedure Rules set out in the constitution pursuant to Schedule 12A of the Local Government Act 1972, as amended.

- 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information)

Decision type

Key

This is a key decision because it is likely to result in the council incurring expenditure which is, or the making of savings which are, significant having regard to the council's budget for the service or function concerned. A threshold of £500,000 is regarded as significant.

This is a key decision because it is likely to be significant having regard to: the strategic nature of the decision; and / or whether the outcome will have an impact, for better or worse, on the amenity of the community or quality of service provided by the authority to a significant number of people living or working in the locality (two or more wards) affected.

Notice has been served in accordance with Part 3, Section 9 (Publicity in Connection with Key Decisions) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

Wards affected

(All Wards);

Purpose

Following the successful award and mobilisation of the new recyclables and waste collection service, Cabinet resolved to approve the introduction of the new food waste collections scheme in May 2025. This report recommends the optimal approach to implementing this scheme and sets out the rationale for this recommendation against other potential options.

Recommendation(s)

That:

- a) **Cabinet approves the commencement of a new food waste collection service from September 2027 as a countywide service implementation;**
- b) **Cabinet authorises the revenue expenditure detailed in paragraphs 49 and 50 to mobilise the service,**
- c) **Cabinet authorises the capital expenditure detailed in paragraphs 43 and 50, to purchase and deliver the new food containers and caddy liners and to undertake the required depot improvements works;**
- d) **Cabinet delegate all operational decisions to implement the above recommendations to the Chief Operating Officer - Economy and Environment.**

Alternative options

- 1. Phased roll-out moving from initial service delivery across urban areas to full-service delivery across the whole county, with four tranches covering 14 months - this is not recommended primarily due to this approach resulting in a higher cost.
- 2. Countywide implementation of the food waste collection service, with collections commencing at an alternative time to the recommendation. Other dates within the financial year 2027/28 have been considered for first collections but the recommendation has been chosen due to the best combination of benefits and reduced draw backs across a number of metrics as highlighted in this report, and best possible fit with the legislative deadline.

Key considerations

Background

- 3. Herefordshire Council currently provides a range of household waste and recycling services to approximately 91,000 households across the county. Each year, the council collects over 82,000 tonnes of waste from households and businesses, with around 40% of household waste being reused, recycled or composted in recent years. This performance reflects sustained effort to promote recycling, with the council keen to introduce the widest possible range of recycling options for residents. 99% of all collected household waste is either recycled, composted or sent to generate energy from waste in Herefordshire.
- 4. Under the Government's "Simpler Recycling" reforms (appendix E) and wider environmental legislation, local authorities were required to introduce separate weekly food waste collections by 31 March 2026. While this is an initiative that has been imposed on the council, it does align with Herefordshire's Integrated Waste Management Strategy which identifies the introduction of a food waste collection service as a priority measure to reduce residual waste and increase recycling.

5. On 1 May 2025, [Cabinet approved](#) the recommendation to commence the new household food waste collection service on the condition of sufficient annual new burdens revenue grant being received from government. In November 2025 it was announced by government that new burdens funding would not be provided separately and instead the 'Local Government Finance Settlement 2026-2027 to 2028-2029' would need to be used to fund the service. Unfortunately, the Local Government Finance Settlement for Herefordshire did not include sufficient funding to introduce the service without needing to remodel the business plan and review the ability of the council to fund the service in the 2026/27 budget cycle. This means that the introduction of the service has been unavoidably delayed until the 2027/28 financial year.
6. On determining and understanding the change in funding from government, a detailed business modelling process commenced in early 2026 to determine the most appropriate delivery model for the introduction of the new household food waste service. This modelling reviewed and balanced the operational, logistical, financial and legislative considerations required to bring the service to Herefordshire residents at the right time to best comply with the government requirement whilst also balancing the need to deliver a balanced council budget and the best possible customer experience.
7. Approaches considered include phased and non-phased approaches being introduced at varying points in time. Additional considerations for other key factors such as participation rates, technical operational challenges and additional efficiency opportunities have been considered through this report and the supplementary FAQs (appendix C).
8. The business modelling clearly demonstrated that a countywide implementation represents the most cost-effective, efficient and low-risk approach to delivering the new household food waste service. Furthermore, a commencement date of September/October 2027 provides the optimal balance between operational readiness, financial sustainability, resident participation and long-term service success.

New Food Waste Service

Business Case

9. The business case for the recommended method and commencement period is summarised in Appendix A.
10. The contractor had provided, as part of the procurement process in 2022, a countywide implementation approach which outlined accurate itemised costings for that method. HC requested that the contractor consider a realistic, phased approach along with an updated cost model and any risks associated. The contractor provided their proposal based on the larger vehicles being used across the urban areas initially, with further vehicles included within later tranches to provide collections across rural locations.
11. In conjunction with the contractor's proposal the resource requirements for communications, internal staff resources, and the associated disposal costs for both a phased and countywide rollout were developed in order to provide a full option cost analysis.
12. The Waste and Resources Action Programme (WRAP) Food Waste Collection guidance for communications was considered in order to plan the methods of communication to residents prior to container deliveries and through service implementation.

13. It was identified that communication across a phased rollout would be more complicated and in order to mitigate confusion among residents it would be necessary to directly communicate with only those properties prior to delivery of their caddies and start of collections in each phase, this resulted in higher costs of communications. Where a countywide approach is taken, it is possible to use Royal Mails bulk delivery service with only a limited requirement for direct mailing in areas which cross the county border.
14. Alongside the above, costs have been included to provide service information leaflets and collection calendars for delivery with the caddies to households.
15. Other communications that have been incorporated into the plan for both options would be the use of Herefordshire Now's back cover as a new service announcement, paid for media, banners at HWRCs and resources for other pop-up events that would see the Waste Management team promoting the service introductions.
16. The internal resource requirement within the customer services team was also identified as requiring additional officers in order to answer queries and questions. This resource would be required over a longer period of time for a phased implementation resulting in higher costs.
17. The collection of food waste quantities was analysed using WRAP's indicative yields which is 1.5kg per household served per week. This takes into consideration that not all households will participate within the service.
18. The diversion of food waste from the Energy from Waste facility (EfW) to an anaerobic digestion facility will cost circa £119 per tonne less. This saving was agreed as part of a variation to the waste disposal contract in 2023.
19. In summary, the justification for the countywide implementation approach over the alternative phased approach is financial (£370k less cost across the first three years, assuming identical commencement date of June 2027).
20. The justification for the September / October Commencement date is through the considerations of risk mitigation (this is considered the best time of year operationally), service efficiency (this is considered to be an optimal time for the public to adapt to this type of change) and opportunities to enhance the waste service (this time enables prior round optimisation which will maximise the efficiency of our entire waste collection service).
21. The below table summarises Appendices A and B for quick reference to advantages and disadvantages of each method:

Criteria	Phased (June 2027)	Countywide (June 2027)	Countywide (Sept/Oct 2027)
Overall cost (3 years)	Highest cost	-£370k	-£748k
Mobilisation costs	Highest cost	-£421k	-£421k
Cost per household collection (during implementation period)	40% higher	Typical	Typical

Financial certainty	Lower – reliance on estimates and unmodelled elements	High – based on procurement pricing	High – based on procurement pricing
Operational complexity	High – multiple tranches and prolonged mobilisation	Low – single, coordinated rollout	Low – single, coordinated rollout
Mobilisation duration	Extended over 2+ years	Shorter, defined mobilisation period	Shorter, defined mobilisation period
Operational efficiency	Reduced during rollout; delayed “business as usual”	Achieved earlier post-launch	Achieved earlier post-launch
Workforce recruitment	Gradual but prolonged; risk of inefficiency	Concentrated but more efficient	Concentrated but more efficient
Communications approach	Complex, repeated, highly targeted; higher cost	Clear, consistent countywide campaign	Clear, consistent countywide campaign
Customer experience	Potential confusion and increased enquiries	Simpler, clearer offer to all residents	Simpler, clearer offer to all residents
Participation rates	Likely lower due to confusion and staggered access	Higher due to clarity, consistency and time of year	Highest due to optimal time for behaviour change
Legislative compliance	Delayed further due to staggered rollout	Earliest compliance	Earlier compliance relative to phased
Environmental benefits	Delayed (slower tonnage capture and diversion)	Realised soonest and at greater scale	Realised sooner than phased and at greater scale
Disposal savings	Delayed (~£380k less savings in modelling period)	Achieved earliest	Achieved earlier than phased
Commercial waste opportunities	Delayed growth; risk of lost revenue and market share	Enables earliest expansion and income	Enables earlier expansion and income
Supply chain risk	Higher – prolonged exposure to cost volatility	Lower – shorter, more controlled period	Lower – shorter, more controlled period
Vehicle utilisation	Increased risk for some due to longer underuse	Full utilisation from service start	Higher due to delayed service start
Programme risk	Higher – multiple dependencies and uncertainty	Lower – simpler delivery model	Lower – simpler delivery model
Strategic alignment	Weaker – inefficient and delayed outcomes	Increased alignment with financial and service objectives	Strong – aligns with financial and service objectives
Service Optimisation	Round optimisation not possible	Round optimisation not Possible	Round optimisation achievable
Overall value for money	Lowest	Strong	Strongest

Recommendation	Not viable	Viable but not preferred	Preferred option
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Implementation

22. The proposed new household food waste service will include the following and further details are illustrated in appendix C:
 - a. Purchase of new food waste containers
 - i. Small food waste caddy (7 litre) for residents to use in the kitchen.
 - ii. Provision of compostable caddy liners (starter roll)
 - iii. A larger (23 litre) outdoor caddy with lockable lid to use for collection.
 - b. Communal properties will require a more bespoke approach due to the complexities associated with such properties. Provision for an initial trial for up to ten communal sites to receive a shared unit which encloses a wheeled bin has been included.
 - c. Temporary operation and maintenance costs for dedicated new food waste collection fleet until the service is implemented.
 - d. Depot improvements at the Waste Collection depots to facilitate the vehicle fleet and additional staffing requirements.
 - e. Amendments to the waste transfer station to allow the off-loading of food waste prior to bulk transfer to the AD facility.

Mobilisation

23. FCC Environment can achieve mobilisation for the recommended commencement date of September 2027; this also includes consideration for the prerequisite round optimisation work as outlined in the business case in appendix A. This is on the assumption that they are commissioned to commence in August 2026.
24. The mobilisation includes resource allocation for:
 - a. Project management and staffing
 - b. ICT, legal and training provision
 - c. Communication and promotional resources
25. A dedicated communications and engagement campaign will be finalised and launched prior to the new service commencement date in order to raise awareness of the new service and encourage participation, whilst also informing residents on the items that can be diverted from their general rubbish bin and recycled through the new service.
26. Severn Waste Services require a minimum of six months for appropriate capital works to support food waste disposal activities on the transfer station.

Approach for collection for other property types

27. The Waste Management Team have actively been assessing flats across Herefordshire. Where they have identified that flats are suitable to receive a caddy-based service, like standard street level residential properties, residents of those flats will be given the opportunity to opt in to the service from the start. This is to ensure that caddies are not delivered and left out on the streets (e.g. for flats above shops) as the person that has requested the service will expect delivery and take them into the property.
28. Where the team have identified that a shared communal service is required, the service introduction will take place at a later date. It is estimated that the number of properties that will require a non-standard approach (either opt-in or communal approach) will be circa 6000 properties.
29. Service introductions at these properties are more complex and therefore require careful planning of space, access, and collection arrangements with all stakeholders. The business model includes provision for an initial trial to include a cross section of ten sites to define the most appropriate methodology.

Community impact

30. A comprehensive communications and engagement strategy is being developed to support the mobilisation and implementation of the new service.
31. The new food waste collection service will have a positive impact on contributing towards local and regional strategy priorities, targets and legislation. These all are complementary to The Council Plan 2024 – 2028 objective to reduce waste, increase reuse and increase recycling.

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 and offset use of raw materials. Sending food waste to anaerobic digestion results in both material recycling and high efficiency energy recovery. It also provides a biofertilizer which retains the essential nutrients to be used to grow further crops.
33. In order to ensure that the resulting biofertilizer does not contribute to local river quality issues, digestate resulting from the anaerobic digestion process will not be used within either the River Wye or River Lugg catchment areas.
34. Waste composition analysis undertaken in Herefordshire highlights that a substantial proportion of residual (black bin) waste could be diverted through improved collection systems. Analysis of general rubbish waste bins across the county found 26.5% of residual waste is compostable material such as food and garden waste, in addition, a further 15.8% was categorised as non-compostable food waste (e.g. meat and dairy).
35. Based on moderate household participation (circa 45%), modelling undertaken by Frith Resource Management (FRM) estimated that 5,311 tonnes of food waste could be diverted from the residual waste stream annually.
36. The FRM figures have been updated to align with the WRAP ready reckoner tool which estimates an expected yield of between 1.2kg - 2kg of food waste per household served, per week.

37. HC has assumed this would be an average of 1.5kg of food waste per household served, per week, which equates to circa 6500 tonnes of food waste per annum. This will significantly increase the Council's recycling rate and combined with the accompanying chargeable garden waste service is estimated to increase recycling rates by 8% in the first year. This would increase HC above the current average recycling rate of 44.6% across the country.
38. The introduction of the food waste service, without any other changes to the recycling and rubbish collection service, will result in an estimated additional one million kg of CO₂ equivalent. This is due to the separate fleet of vehicles required for the collections and associated emissions, and the environmental burden of the provision of the collection containers.

Equality duty

39. 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.
40. 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.
41. A new Equalities Impact Assessment (Appendix D) has been carried out, all actions as detailed will be built into the project plan. Assisted collections, which is a service managed by the waste management team will also be expanded to include food waste collections. The Equalities Impact Assessment (EIA) will be reviewed should a new impact be identified that has not been considered within the EIA.

Resource implications

42. On 10 February 2023 Full Council approved the inclusion of £18.09m within the Council's capital programme for the provision of new vehicles, new receptacles, depot enhancement and service improvement.
43. The total capital expenditure required to deliver the service for the recommended approach is £3.7 million. This is funded by £1.8 million grant, £500k borrowing and £1.4 million waste reserve.
44. On 9 January 2024 DEFRA wrote to all local authorities providing indicative capital transitional grant for the introduction of weekly household food waste collections. This allocation was confirmed as £1,847,132 for Herefordshire. This money has already been received and is detailed below.

Kitchen Caddies (inc spares)	£186,276
Kerbside caddies (inc spares)	£405,609
Communal wheeled bins (inc spares)	£27,647
Vehicles (inc spares)	£1,227,600
TOTAL	£1,847,132

45. The capital allocation from DEFRA is only for the household food waste collections and does not include contributions towards commercial food waste collections as these are expected to operate on a full cost recovery basis. As the DEFRA capital allocation model was based on 2023 costs and housing numbers there is a gap between the capital allocation and the actual 2026 costs. The Council did challenge the capital allocation at the time of allocation; however, this was unsuccessful.
46. On 5 March 2025 DEFRA confirmed the revenue transition payment to support with the mobilisation of this new service. This was partially paid in 2024/25 with the remaining paid in 2025/26. This is detailed below:

2024/25		2025/26		Total
Container delivery	Project Management	Procurement	Communications	
£302,475	£67,000	£2,000	£160,305	£531,780

47. On 9th February 2026, the government released the 'Local Government Finance Settlement 2026-2027 to 2028-2029' which outlined an alternative funding method using a central spending power pot rather than itemised new burdens which seeks to give increased powers to local authorities to allocate funds appropriately to cover their statutory obligations.
48. This change from the original intention to provide dedicated new burdens funding for ongoing revenue collection costs created an uncertainty in funding the service therefore we have reviewed alternative options for household food waste roll-out to ensure best value for money. As covered within this report, the recommended approach is the countywide implementation carried out from September/October 2027.
49. The estimated annual revenue costs of the service are £0.1 million in 2026/27, £1.2 million in 2027/28 and £1.6 million in 2028/29. The total additional annual cost to the council for the food waste service once fully implemented is £1.6m.
50. The table below provides an overview of the estimated annual revenue costs and total capital expenditure required to deliver the service for the recommended county wide approach commencing from September 2027. Supporting financial details, which are itemised in Appendix B, are exempt from publication due to commercially sensitive content so the table below is limited to headline figures.

Revenue Budget	Countywide Approach: Sept 2027			
	2026/27 £'000	2027/28 £'000	2028/29 £'000	Total £'000
Household Food Waste				
Operational Expenditure	181	2,106	2,398	4,686
Waste disposal saving for diverting EfW to AD	-	(433)	(743)	(1,176)
Expenditure	181	1,673	1,655	3,510
<i>New Burdens - Transitional grant</i>	(97)	(132)	-	(229)
<i>DEFRA Container Delivery grant</i>	-	(302)	-	(302)
Income	(97)	(434)	-	(532)
Net Expenditure - Household Food Waste	84	1,239	1,655	2,978
Net Expenditure - Commercial Food Waste	15	(6)	(18)	(9)
Total Revenue budget	99	1,233	1,637	2,969

Capital Programme	2026/27 £'000	2027/28 £'000	2028/29 £'000	Total £'000
Expenditure	3,090	620	-	3,709
DEFRA Food waste vehicle grant	(1,228)	-	-	(1,228)
DEFRA Food waste container grant	-	(620)	-	(620)
External Grant Funding	(1,228)	(620)	-	(1,847)
HC Capital borrowing (Vehicle Costs)	(500)	-	-	(500)
Waste earmarked reserve	(1,363)	-	-	(1,363)
HCC Funding	(1,862)	-	-	(1,862)
Total Capital Programme	-	0	-	-

Total Revenue & Capital Programme	99	1,233	1,637	2,969
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51. There are a number of overall assumptions that have been built into the costs as follows:

- a. The figures presented reflect contract prices as of September 2025 and other costs as of April 2026, and do not factor in estimates for the potential impact of contractual indexation or the Council's Medium Term Financial Strategy inflationary assumptions for future years.
- b. 86,068 properties are assumed for the waste disposal saving, which is made up of 93000 properties which allows for growth into the next financial year given the rollout period in 27/28, but excludes 5000 flats and 1932 registered empty properties.
- c. Waste disposal saving this has been assumed based on 86,068 properties (this excludes flats) at a rate of £119 per tonne, but is subject to participation in the scheme from residents.
- d. Food waste tonnages are estimated based on 86,068 properties at a collection rate of 1.5kg per household served, per annum.
- e. Cost of food waste containers are at current prices and therefore may still be subject to change at point of purchase.
- f. The costs for the trial of ten communal property sites are based on current prices and therefore may still be subject to change at point of purchase.
- g. Commercial food waste collections are assumed at 0.08kg/180 litre bin, per month from May 27.
- h. Expansion of commercial food waste collections are dependent upon the implementation of household food waste collections, and as such growth for both tonnage and income are assumed only after household collection services are fully rolled out.

Legal implications

52. The new waste collection contract was developed with external specialist legal and procurement support to include the future options for the proposed additional collection service and was procured in accordance with the Council's Procurement Rules and the Public Contract Regulations 2015.
53. The waste disposal extension in Dec 2023 was undertaken in line with the Council's Procurement Rules and Regulation 72 of the Public Contracts Regulations. This extension includes the provision for the future inclusion of food waste disposal through a variation agreement.
54. From 31st March 2026 the Council had a statutory duty to introduce weekly food waste collections under Section 57 (8) of the Environment Act 2021 and a new responsibility under the updated Simpler Recycling guidance November 2024.
55. HC has informed DEFRA of its intention to commence food waste collections at the start of financial year 27/28 which has been noted by DEFRA, although DEFRA have not granted an official extension as the proposed date is already outside of the statutory duties outlined in the Environment Act 2021. The inferred expectation from DEFRA is that HC are to implement food waste collection urgently, as the legislation date has already passed. DEFRA will be contacted upon Cabinet approval of implementation to confirm the anticipated timeline. It is anticipated that the logic underpinning this recommendation to Cabinet will also be accepted by DEFRA.

Risk management

56. The below table highlights risk and mitigations associated with the recommended rollout model:

Risk/Opportunity	Mitigation
Allocation of funding from centralised budget	This risk must be accepted as service delivery is a statutory requirement and therefore adequate budget should be allocated.
Public engagement and successful roll out of the new service	Public consultation exercises identified that: · 86% of residents agreed that more needs to be done to reduce waste and to increase recycling. · 60% of residents accept the need for the council to change the collection service. A wholesale countywide implementation results in less confusion or risk of errors in communication to the public as well as lower costs. A robust engagement plan will be developed with the communications team. HC staff will ensure close co-ordination with the contractor to ensure preparations are thoroughly planned and full training delivered to all staff so that

	deliveries are smooth and the likelihood of missed collections is reduced.
Value for Money	The procurement of the new waste collection contract, including the optional food waste service, was conducted with the support of specialist technical and legal consultants to ensure best value for money. Both phased and non-phased approaches for implementation have been reviewed. The countywide approach is the most cost-efficient approach to food waste collection as detailed within this report.
Waste disposal saving	Waste disposal saving has been assumed based on 86,068 properties (this excludes flats) at a rate of £119 per tonne. HC staff will ensure close co-ordination with the contractor to ensure preparations are thoroughly planned and full training delivered to all staff so that deliveries are smooth and the likelihood of missed collections is reduced. This will help to keep participation rates and subsequent tonnages collected as high as possible. The project will proactively monitor participation through tonnages and reflect any change within the food waste business case. Any changes outside of threshold would be escalated through the appropriate project board.
Waste collection cost increases	Contract cost prices are as of September 2025 which is the contract year start. No additional inflation has been applied thereafter. Potential inflation impacts will be considered upon release of indexation and included within the bid for contract inflation for the current financial year. Future years will be subject to the normal council inflation processes. It should be noted that contingency has not been applied at this stage to the project, it is assumed that provision will be made available as appropriate should this be required.
Cost of food waste containers	The costs are based on current prices and therefore may still be subject to change at point of purchase.

	Appropriate procurement process will ensure that best value for money is achieved based on the current market.
Communal properties and non-standard housing are unable to receive food waste collections	Identifying properties: The Waste Management Team have already commenced a detailed assessment of flats across Herefordshire. It is estimated that the number of properties that will require a non-standard approach (either opt-in or communal approach) will be circa 6000 properties. Opt-in: Where the team have identified that flats are suitable to receive a caddy-based service like standard street level residential properties, resident of those flats will be given the opportunity to opt in to the service as part of the countywide collections commencing in September. Communal option: Where the team have identified that a shared service is required, the service introduction will take place at a later date as service introductions at these properties are more complex and therefore require careful planning of space, access, and collection arrangements with all stakeholders. The business model includes provision for an initial trial to include a cross section of ten sites to define the most appropriate methodology (the cost of containers and housing are based on three time-limited budget quotations and are therefore subject to price increases).
Resourcing the collection service with qualified drivers	Our collection contractor will plan and implement a full and thorough recruitment process, offering internal opportunities for non-qualified staff to gain their drivers qualification, and starting early enough to secure the necessary resource before service implementation commences.

Consultees

The following consultations have taken place:

Consultation	Date	Feedback
Political Group Consultation	9 th July 2026	The Political Group Consultation took place on 9th July 2026. Members from the Conservative Party, The Green Party and the Liberal Democrats joined the consultation which was recorded and shared with all members alongside the presentation and an accompanying list of draft Frequently Asked Questions. No objections were raised and positive feedback was provided by members regarding the food waste

		collection implementation. Members discussed importance of continuing the key message around waste reduction, and importance of increasing participation such as same day collections for food waste as the recycling and residual collections where possible, clear information and communication to residents on the timescales and how they will use the service. Further clarification was sought around what food waste items can be put in the caddies, how residents might use the indoor and outdoor caddies, the plan for other property types such as flats, and how the collections will take place. The option to opt out of the service was raised, but the provision of containers to all properties was outlined as important to ensure that the food waste service is available for current residents as well as for future use. A clarification was requested in regard to average annual cost to householders of liners, this has been included within appendix C. It was also outlined that we have a significant number of people whose first language is not English, and therefore a request was made to ensure information is provided in other languages on request as appropriate. It was agreed that the webpage would be updated in due course with clear set of frequently asked questions so that residents are clear on all appropriate aspects of the food waste service. An information leaflet will also be provided to residents with the delivery of their caddies, and this will feature the alternative formats logo for those requiring the information in an alternate language.
Public Consultation	February 2021	MEL Research undertook a public consultation exercise on future waste collection models which reported that 56% of the 3,498 respondents indicated that they would use a household food waste collection service, with a further 20% of respondents replying 'maybe'.
Commercial survey	February 2021	MEL Research also undertook a business waste survey in February 2021 where 70% of the 181 business respondents confirmed they and/or other members of their business would be likely to use a food waste collection service if it was available and affordable.
Commercial survey	January 2025	HC undertook a subsequent business food waste survey which indicated of the 340 responses, 146 are required to have a separate food collection from 31 March 2025 and would use our service. A further 193 are not required to have a separate food collection but 25 indicated that they would use the service.

Appendices

Appendix A: Food Waste Collection Business Case summary

Appendix B: Food Waste collection Business case financial model - EXEMPT
Appendix C: Food Waste Collection Service Implementation FAQs
Appendix D: Equality Impact Assessment (EIA) for Food Waste Collection Service
Appendix E: Background paper - Simpler Recycling in England

Background papers

None

Glossary of terms, abbreviations and acronyms used in this report:

DEFRA: Department for Environment, Food and Rural Affairs
HC: Herefordshire Council