



Appendix C: Food Waste Collection Implementation FAQs

Meeting: Cabinet

Meeting date: 30 July 2026

Report by: Cabinet member for Culture and Environment

Introduction of a food waste collection service to households across Herefordshire.

Why are we introducing the service.

Under the Environment Act 2021 and the Governments Simpler Recycling guidelines, all local authorities are required to provide a weekly food waste collection service from 31 March 2026.

Introducing the service will also help Herefordshire Council achieve progress towards our waste strategy targets to:

- Reduce residual household waste arisings to less than 330kg /household/year by 2035.
- Achieve national municipal reuse and recycling rate targets of 55% by 2025, 60% by 2030 and 65% by 2035.

Frequency of collections

- Food waste will be collected on a weekly basis using a new fleet of specialist food waste collection vehicles.

Caddies & liners

Households will be provided with:

- A 7-litre kitchen caddy to collect food waste in their kitchen.
- A 23-litre outdoor caddy with lockable lid to put out for collection.
- An initial roll of compostable liners will be delivered with the caddies to encourage use of the service. Households will then need to purchase their own liners should they choose to use them.

The exact type and colour of the kitchen & outdoor caddy will be determined during mobilisation. Details of the service provided to flats is described below.

Collection Day, Time & Location

- Collections will take place on the same days as the rubbish/recycling.
- Collections will take place from existing collection locations. Where a household receives an assisted collection, crews will collect from the approved location on the property.
- Collection will take place from 6:30am.

Will other services change?

There are no changes to general waste, recycling or garden waste collections.

How is the food waste being processed following collection?

Separation of household food waste from the residual waste stream and treating it via anaerobic digestion results in both material recycling and high efficiency energy recovery.

Bulking facilities will be installed at the Rotherwas transfer station, allowing for efficient transfer of food waste to a local anaerobic digestion (AD) facility for processing.

The anaerobic digestion process uses microorganisms to break down the food waste in an enclosed system. The results generate a biogas which in turn is used to generate electricity.

It also provides a biofertilizer which retains the essential nutrients to be used to grow further crops. Digestate resulting from the anaerobic digestion process shall not be used within either the River Wye or River Lugg catchment areas.

Container Deliveries

The approach to container delivery will be finalised during the service mobilisation period. A County wide mobilisation would see containers delivered to all suitable properties across Herefordshire in one tranche prior to the service commencing.

Should the phased mobilisation option be chosen, deliveries will be completed to the designated properties in that phase prior to the collections commencing.

Each property will be delivered:

- A 7-litre kitchen caddy to collect food waste in the kitchen.
- A roll of compostable 52 liners to line the kitchen caddy.
- A 23-litre outdoor caddy (with lockable lid) that will be put out for collection.
- A service information leaflet.

Deliveries will be made to a same location inside the boundary of each property and residents will not need to be home to accept the items.

Dedicated forms will be created for customer services and the website to allow households to report any delivery issues.

Do households have to take part.

We are legally required to provide a service to every suitable property in Herefordshire, and therefore will be delivering the required caddies, liners and information to every suitable property. We will be encouraging all households to use the service.

Should a household not want to use the service, we will require the caddies to remain at the resident's property and will not be removing them. This will ensure that the household can use the service in future should they choose to or the service can be used by any new resident moving into the property.

In addition, this reduces the complexities associated with bespoke deliveries and extra collections which would not provide value for money. This will be applicable for all properties with the exception of those identified as part of the opt in service.

Communication Plans.

The communication approach will use a range of channels, including the council website, social media, local press and direct communication. Councillors & Local Councils will be updated throughout the process.

A robust communication plan is being developed, to cover the service introduction. The plan will take place over 4 phases:

- Pre-service launch – Communications to raise awareness of the introduction of the food waste service.
- Container Delivery – Households will receive a direct communication to their property in advance of deliveries starting. A leaflet explaining how to use the service and when collections will start will be delivered to every property alongside the household caddies.

- Service Start – Communications to inform resident of when they can start to use the service and when the collection will begin.
- Post service Launch – Communications to remind households that the service has started and to encourage participation.

The communication approach will use a range of channels, including the council website, social media, local press and direct communication. Should the phased mobilisation option be chosen, the approach outlined above will be repeated in advance of each delivery and collection phase.

What can be collected in the food waste service.

We will be able to collect (without packaging):

- All uneaten food, scraps and leftovers
- All meat, fish and bones (raw and cooked)
- Dairy products (cheese, eggs, yoghurt)
- Fruit and vegetables
- Bread, rice, pasta
- Tea bags and coffee grounds
- Pet food
- Food peelings, nut shells and fruit stones
- Mouldy or out-of-date food

We cannot collect any caddy that includes:

- Packaging of any kind
- Liquids (milk, oil, fat)
- Garden waste or flowers
- Compostable products (except caddy liners)
- Animal waste or bedding

Replacement caddies & compostable liners

Caddies

It is our intention to not charge households for the replacement of external food waste caddies should they go missing or be damaged, to remove any financial barrier to service participation.

Replacement Liners

A roll of 52 compostable liners will be delivered to a property with the caddies. Once this roll has been used no additional liners will be provided.

An initial cost assessment across seven high street suppliers estimated the average cost to householders to be £9.68 per year (assuming 7-10 litre compostable liners at a usage rate of two per week)

Service users can purchase compostable caddy liners from most supermarkets should they choose to use them. Communications will include information on suitable liners such as those with the European standard BS EN 13432 or the 'seedling' logo and paper liners.



Our website will also include additional advice on good practice should liners not be used.

How will households report issues.

Our website, customer service team and web forms will all be updated to incorporate the food waste collection service.

Will the service be provided to flats.

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 food waste service.

Where the team have identified that a communal service is required, the service introduction will take place at a later date. Service introduction at these properties is more complex and requires careful planning of space, access, and collection arrangements with all stakeholders. The business model includes provision for an initial trial to help define the most appropriate methodology.

What about reducing food waste

We will still actively encourage our households to reduce food waste wherever possible.

What about households who perceive issues with pests and smells:

Appropriate advice will be provided to households in regard to reducing the chances of pests within their waste. The collections are designed to commence moving into the less problematic months, enabling households to adopt appropriate food waste management behaviours.

Will a service be available for business customers.

A commercial food waste collection service has been provided by Herefordshire Council since April 2025. From April 2027 Simpler recycling legislation will require all business to have a food waste collection service. To meet the additional demand the commercial waste collection service was expanded in June 2026 to run 5 days a week.