

**COUNCIL
2 OCTOBER 2025**

PUBLIC DOCUMENT

TITLE OF REPORT: NOTICE OF MOTIONS

The following Motion has been submitted, due notice of which has been given in accordance with Standing Order 4.8.12.

Motion on the Waste Service Rollout

May 2025 saw the start of the new waste contract with Veolia, a shared service covering North and East Herts. Many residents in North Herts experienced problems and, worryingly, the process for resolving them has often been slow and confusing for residents and Members alike.

The chief concerns are:

- Ongoing missed collections despite reporting by residents and members
- Lack of crew knowledge of rounds including assisted collections
- “Narrow round” arrangements not continued
- Customer Services completely overwhelmed
- Inaccurate advice given to members e.g. on flats
- Inconsistent advice given to residents on multiple issues including side waste
- Blue-lid bins not delivered in time for roll-out
- Collapse of system for collecting communal bins
- System unable to cope with commercial and domestic waste at same property e.g. farms
- Member uncertainty about how to report problems and whether the portal works

North Herts Council believes that:

- The introduction of the new service could and should have been better managed and the above-stated problems prevented
- The Executive Member for Environment must accept responsibility for the shortcomings in the implementation of the new arrangements in North Herts which have unnecessarily caused inconvenience to many residents.

Therefore, Council resolves that:

- **The Executive Member for Environment makes a public statement apologising to all residents who have been unnecessarily inconvenienced by the failure of the service implementation. This should include writing apologies to all parish and town councils where avoidable problems such as those listed above have been identified.**
- **The Executive Member works more closely with her counterpart in East Herts to ensure that they are giving the Shared Waste Service Manager and her officers a clear direction of travel and doing so with a common voice. This should entail scheduling meetings together in addition to the calendared briefings organised by officers.**

- **The Executive Member takes responsibility for ensuring that all IT systems operate effectively and that coherent, accurate information is accessible wherever and whenever needed, including by Customer Services.**
- **The Executive Member reports, as a matter of urgency, to the Overview and Scrutiny Committee on actions taken, at a date to be agreed with the Chair.**

Proposer: Councillor Caroline McDonnell

Seconder: Councillor Bryony May