

A graphic consisting of three concentric circular arrows. The innermost circle is green and contains the text 'Reduce Reuse Recycle'. The middle and outer circles are a darker green and also feature arrows pointing in a clockwise direction.

Reduce
Reuse
Recycle

Torfaen Recycling and Waste Strategy

2025-2030

TORFAEN
COUNTY
BOROUGH



BWRDEISTREF
SIROL
TORFAEN

Foreword

In 2022 Torfaen County Borough Council released its' five-year corporate strategy Future Torfaen: A County Plan 2022-2027 and its' Well Being Objectives. One of its' ambitions was to promote and support initiatives to deliver decarbonisation, manage climate adaptation and tackle the nature emergency.

Torfaen recognises that Climate Change is one of the defining issues of our time and the biggest threat to our well-being – globally and locally. In 2022 Torfaen published its' Climate and Nature Emergency Action Plan in which Torfaen has committed to a target of being a net zero carbon Council by 2030, and furthermore to lead, support, facilitate and encourage its' communities, residents and businesses so Torfaen becomes carbon neutral by 2050.

Recycling and waste services are services that residents think of as being essential Council services. This sets an expectation on service quality and performance.

This Recycling and Waste Strategy will set out our aims to ensure that service users and stakeholders have a clear understanding of the recycling offer provided by Torfaen, the education

and engagement activities it can undertake to promote these, and the Council's future plans to meet its statutory recycling targets and move Torfaen towards a circular economy.

Achieving higher recycling is important to ensure we meet our net zero declaration, demonstrate our commitment to improvement and avoid Welsh Government statutory recycling fines for failing to achieve the target.

Torfaen offers its' residents a comprehensive kerbside service, shown on pages 2 & 3.

However, we recognise that there is more that can be done, and our vision and ambitions are described in detail in this strategy.

		
Container: 23-litre brown kerbside caddy for food waste, and 5 litre green kitchen caddy	Material collected: Food waste, such as eggshells, breads, cakes, rice, pasta, beans, tea bags, coffee grounds	Collection frequency: Weekly

		
Container: 90-litre red hessian bag	Material collected: Metal cans and tins Plastic bottles, pots, tubs and trays Cartons	Collection frequency: Weekly

		
Container: 140-litre purple lidded wheeled bin	Material collected: All non-recyclable items	Collection frequency: Fortnightly



Container: 55-litre black box for dry recycling	Material collected: Glass bottles and jars Paper, including magazines and newspapers Textiles Batteries	Collection frequency: Weekly
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Container: 90-litre blue hessian bag	Material collected: Cardboard Brown corrugated card Cereal boxes Brown and grey packaging paper	Collection frequency: Weekly
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Container: 240-litre green wheeled bin	Material collected: Garden waste Grass cuttings Twigs/sticks/branches leaves	Collection frequency: Fortnightly through March to November (no service through the Winter)
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Container: Single-use yellow sacks	Material collected: AHP, such as nappies, hygiene products, gloves, aprons, catheters, stoma bags	Collection frequency: Fortnightly, allowed as side waste to the purple lidded bins Weekly for some households
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Provide a weekly recycling service for
44,000 households



Recycling rate in 2023/24 was
64.14%
2025 recycling rate target is
70%



Operate one household recycling centre achieving a rate of
82.70%

Our vision

Our strategic vision is shown below in Figure 1 along with 5 workstreams we have identified which will enable us to “**Raise the Rate**” of recycling to 70% in line with Welsh Government targets and ambitions.

The workstreams run concurrently with service quality and engagement. The needs of our residents and local businesses are embedded in the priorities for each of the strategic objectives identified in this Recycling and Waste Strategy.



Figure 1: Torfaen's Strategic Vision

Our strategic objectives

The Road Map

The Road Map builds on existing work and considers interventions that may lead to an overall reduction in waste and further increase recycling performance. The core drivers of early interventions are customer engagement, behaviour change and ensuring the service is customer focused. These drivers are embedded in each of the priorities included in this Recycling and Waste Strategy.

The Road Map is guided by the waste hierarchy of prevention, reuse, recycling and recovery over disposal. This is delivered by a strong governance structure that is broken down into five work streams that will build to form a holistic path to success for Torfaen and defines the strategic objectives listed herein.

The Road Map identifies, at a high level, the key activities that are proposed for review and implementation over the 6 -year period of this Recycling and Waste Strategy. Further details of how we will achieve this are included in the 6 priorities outlined below:

Priority 1 Continued Improvement to Recycling Services

Priority 2 Increase Recycling

Priority 3 Infrastructure

Priority 4 Business Recycling Services

Priority 5 Waste Minimisation and Reuse

Priority 6 To reduce carbon emissions within waste services by 2030

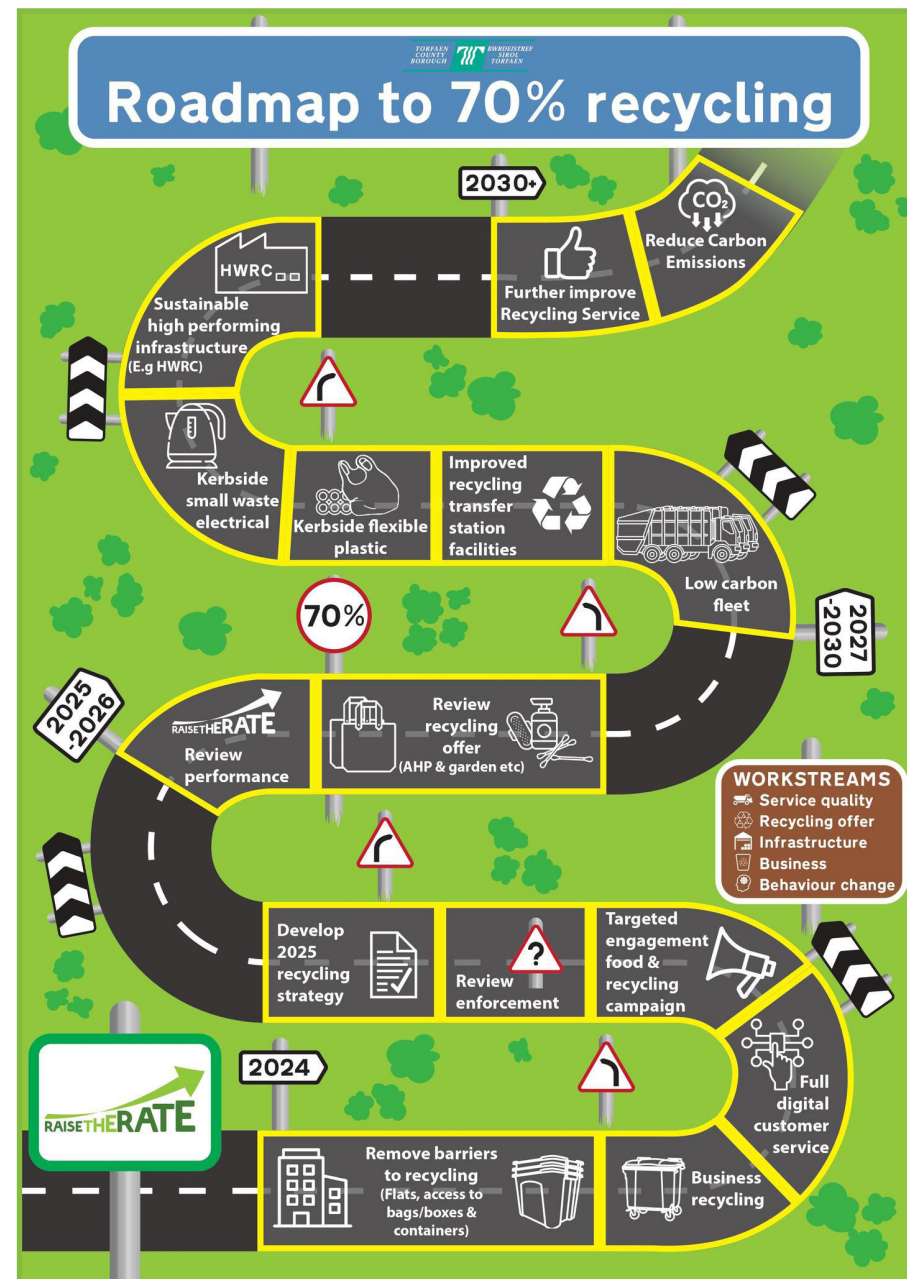


Figure 2: Torfaen's Road Map to 70% Recycling

Our strategic objectives

The Road Map to **Raise the Rate** was consulted on in 2023 and the feedback received from residents guides the priorities, aims and actions included in this strategy.

1	To continuously improve recycling services for residents.
2	To achieve and maintain the 70% recycling target, and any future targets set by Welsh Government.
3	Provide resilient infrastructure required to deliver the service fit for the future.
4	Provide a customer focused business recycling service in line with future legislation.
5	To encourage waste minimisation and recycling through working collaboratively with local reuse organisations and a programme of Education and fair Enforcement.
6	To reduce carbon emissions within waste services by 2030.

The case for change

Moving to a circular economy is key to significantly reducing our carbon emissions and it can also improve economic and social outcomes. The drivers, and legislative and strategic framework in place to support our move towards a more circular economy are summarised below:

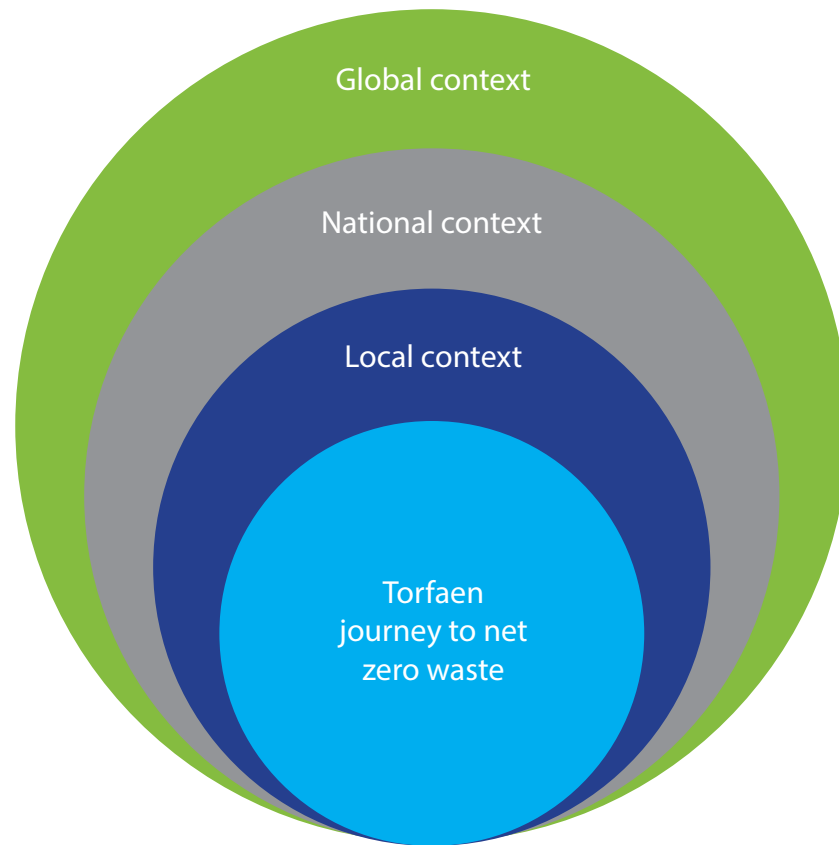


Figure 3: Global, national, and local context

Global Drivers

Climate Change is the defining issue of our time and the greatest threat to our well-being, globally and locally. It will put pressure on ecosystems, infrastructure and landscape and threaten the well-being of both current and future generations. To avoid the worst impact of these effects we need to take urgent action.

National Drivers

In 2021 Welsh Government published Beyond Recycling – a strategy to make a circular economy in Wales a reality which has set an overall zero waste target by 2050 and ambitious recycling targets for councils in the interim period.

Welsh Government's Towards Zero Waste Strategy places a statutory obligation for councils to achieve the following key targets from a base year of 2006/07:

By 2025:

- ✓ 26% reduction in waste
- ✓ Zero waste to landfill
- ✓ 50% reduction in avoidable food waste
- ✓ 70% recycling

By 2030:

- ✓ 33% reduction in waste
- ✓ 60% reduction in avoidable food waste

By 2050:

- ✓ One planet resource use
- ✓ 62% reduction in waste
- ✓ Zero waste
- ✓ Net zero carbon

Extended Producer Responsibility (EPR)

Extended Producer Responsibility (EPR) will place the responsibility for managing the lifecycle of packaging back onto packaging manufacturers. Manufacturers will be driven towards designing and producing packaging with recyclability in mind.

The composition of the packaging we collect in the future may change as manufacturers adapt to this change and create packaging that is more readily recyclable. Torfaen may see an increase in the types of packaging that can be recycled and in turn see a rise in material volumes through our kerbside recycling collections and Household Recycling Centre (HRC).

We need to ensure that our collection fleet and waste infrastructure are able to cope with an increase in new materials and volumes in future years.

Deposit Return Scheme (DRS)

The Welsh Government, alongside governments for England, Northern Ireland, and Scotland, will legislate for a Deposit Return Scheme (DRS) for drinks containers which is currently scheduled for implementation in October 2027. A Deposit Management Organisation (DMO) will be appointed to manage the DRS, and a 90% target (year 3 onwards) will be set for DRS capture of in-scope drinks containers which will be referred to as “deposit items”.

The scheme could help reduce litter in Torfaen as in-scope materials would have value and therefore less likely to be discarded. Similarly, there could be a reduction of in-scope drinks containers being presented at the kerbside for collection, which could adversely affect the Council’s recycling rate. We therefore need to ensure that we take action to increase our recycling rates to 70% and beyond to strengthen our position against such impacts.

Fair Society, Healthy Lives (The Marmot Review)

Published in 2010 the review identified action that should be taken to reduce health inequalities. It states that action is required in six main policy areas. One of those identified is the “creation of sustainable places and communities”. Torfaen wants to ensure that it has effective waste management in place to align with providing sustainable places and communities for its residents.

The measurements it has put in place to determine its’ progress in this area are the percentage achieved for recycling and composting performance and reducing the amount of non-recyclable waste it collects. These have been embedded in this strategy.

Local Drivers

Who are we:

- Torfaen is located in the Southeast of Wales and covers 12,600 hectares. It is a “valleys” authority area bordered by Blaenau Gwent, Caerphilly, Monmouthshire and Newport with a population of 92,300, and 42,100 households (Census 2021).
- In the Welsh Index of Multiple Deprivation (WIMD) 2019, 3 of Torfaen’s LSOAs are in the most deprived 10 per cent in Wales.
- Much of the Southern part of the Borough around Cwmbran is Urban. There are also more rural areas.
- Blaenavon in the North is a recognised UNESCO World Heritage Site.
- Torfaen has 6 Community Councils.

Local Context

- In 2019, Torfaen Council declared a climate emergency and committed to becoming net carbon zero by 2030. Since then, the Council has also declared a nature emergency to recognise the serious threat of declining biodiversity.
- In January 2022, Torfaen published its’ Climate and Nature Emergency Action Plan.
- In January 2024, Cabinet approved its’ Strategic Improvement Plan with an associated Roadmap for achieving 70% recycling in Torfaen. The Road Map outlines a clear plan and high-level actions to meet the statutory target.
- An extended period of consultation took place in 2022/23 via the ‘Raise the Rate’ Survey.

Housing Delivery is behind LDP target. To date only 2,114 units (44.9% of the total housing requirement) have been delivered, equating to an average of 192 dwellings per annum, which is significantly below the LDP target of 313 per annum. However, it is anticipated that there will be significant housing growth over the next 10 to 15 years. Therefore, the waste service needs to prepare for the planned housing and population growth.

Further drivers for change

Data reported by Torfaen highlights that historically, recycling performance in the region has been lower than the national target, figures for 2022-23, show a decrease in performance to 58.71%, from a performance of 62.61% in 2021-22. This position has improved to over 64% in 2023/24 but is still far short of the current 70% target.

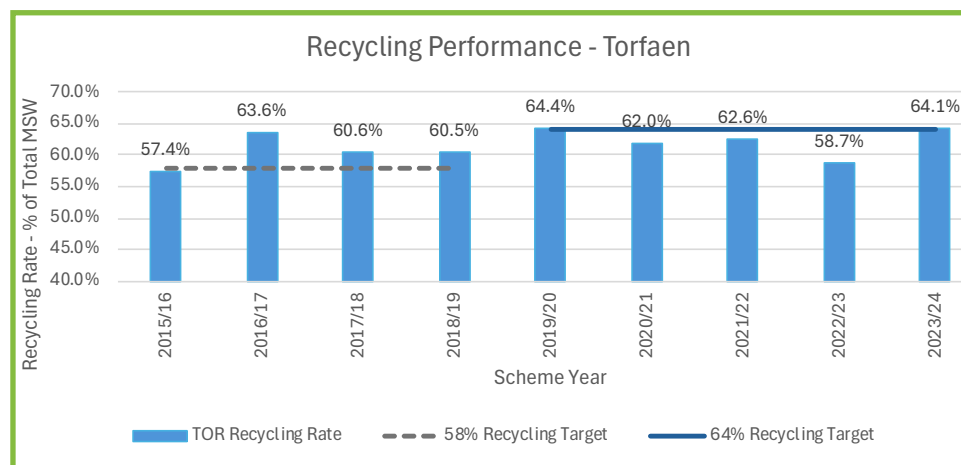


Figure 4: Recycling Performance

Torfaen would like to thank our residents for engaging with our services to achieve this performance so far but realises that to achieve 70% will require considerable effort from the Council, the residents and local business working collaboratively and engaging with each other.

Waste Composition

In 2022, we undertook an analysis of our household residual waste, the results of which can be seen in the pictorial diagram below.

The analysis shows that despite Torfaen's comprehensive weekly recycling service, 62% of the contents of the purple lidded bin are materials that could be recycled either at the kerbside or at the household recycling centres. The remaining 38% are items that are not currently recyclable and should be placed in the purple lidded bin.

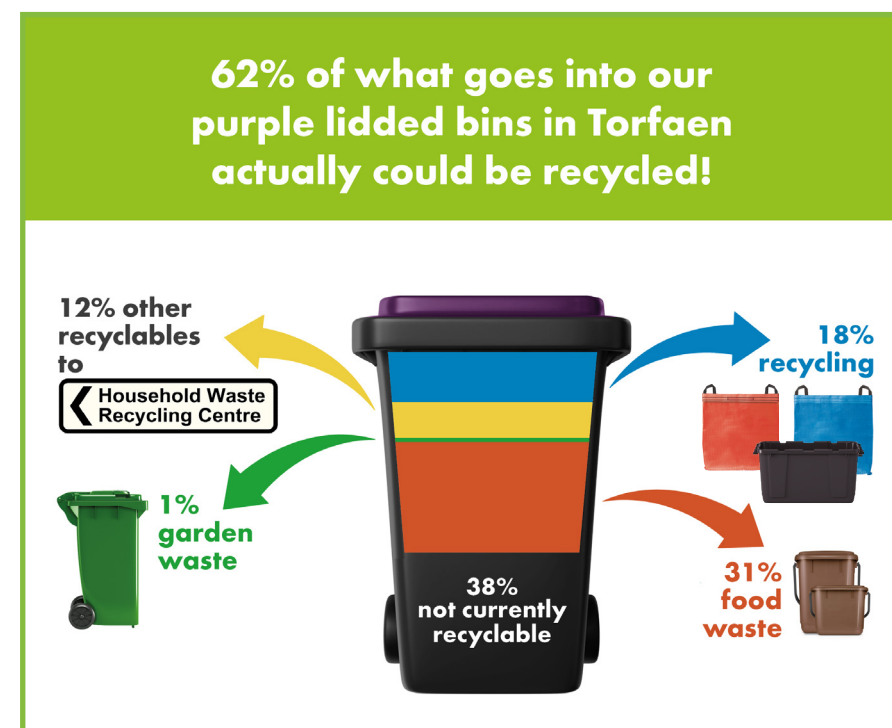


Figure 5: What more can be recycled?

The key area for focus identified in the above analysis is food waste, with only 74kg/hh/pa being collected in Torfaen, which is 34% lower than a top performing council at 112kg/hh/pa.

The quantity of food waste in the residual purple lidded bins compared to other authorities in Wales evidences the priority and need for change to both help residents dispose of their food waste weekly, as well as help the Council achieve higher recycling rates.

For the benefit of the environment, to avoid unnecessary disposal costs, increase income and reach the 70% recycling rate we must prevent unnecessary disposal of recyclable materials in the non-recyclable bin.

There is a risk of fines from Welsh Government for failing to meet the statutory target. This means that the Council faces potential statutory financial penalties for not achieving recycling targets for 2022/23 and all subsequent years that the target is not achieved. This could equate to £461,800 for failing to hit the target in 2022/23, rising to £512,800 for 2024/25 when the target increases to 70%.

Within this strategy we have outlined our 6 priorities that seek to reduce our waste, increase recycling and reuse, and decarbonise our activities so that we meet our corporate and strategic objectives. We recognise that we will need to engage with residents and local businesses to be able to achieve these objectives.

Year	WG Statutory Target	Actual Performance	Potential fine for failed target
2022-23	64%	58.7%	£461,800
2023-24	64%	64.14%	
2024-25	70%	Based on 2023/24 tonnages	£512,800

Table 2: Potential Fines for Failure to Meet Recycling Targets

Priority 1 : Improve recycling services

Our goal is to deliver a well-designed, reliable and effective service to enable us to reduce, re-use, recycle and compost more.

Our desired outcome is to see an improvement in participation in the recycling and waste services.

What we currently do:

- **We currently monitor reported missed collections and aim to achieve over 99.5% success rate.**
- **In Quarter 1 2024/25 we recorded a success rate of 99.9%.**
- **Current Service Standards are included in our Customer Charter which can be found in Appendix 1.**

What we want to achieve

- Introducing a digital system to provide a suite of performance and insight data to manage workforce performance, identify areas for improvement and to identify where further interventions and support for communities / residents may be needed (including enforcement).
- Delivering reliable and high-quality recycling and waste services (including delivery of replacement containers).
- Improving the reported collection success rate to 99.94%, particularly for assisted collections, through digitising the service.
- Ensuring that we have a well-trained and effective workforce.
- Ensuring we have a modern, fit for purpose and reliable fleet of vehicles.
- Improving the depth of data gathering on round-by-round basis to improve knowledge of what is happening at ground level.
- Adopting the digital first principle and ensuring customer service requests are managed effectively and efficiently.
- Delivering strong contract management to ensure value for money.
- Improving communication channels between internal departments that support Waste Services.

Priority 1 : Improve recycling services

How we will achieve this

Communication and Engagement

Consistent and clear messages are essential to support wider behavioural change. We recognise that residents across Torfaen want to be able to make the right decisions on how to minimise their impact on the environment. We want to improve our engagement with residents seeking more effective ways in which to communicate and raise awareness.

We will work towards this goal by:

- Introducing an end-to-end digital process for resident service requests.

Kerbside

We will work towards this goal through:

- Introduction of in-cab technology to support crews to deliver an efficient and effective service.
- Ongoing engagement, training and support of frontline workers to ensure they understand the importance of their role in delivering the objectives of this strategy.
- Ensuring efficient and effective collection services.

Household Recycling Centres (HRC's)

- A review of the current HRC arrangements to identify opportunities to enhance the customer experience and ensure best practice is adopted to provide an efficient and effective service.
- Identification of opportunities to collaborate with other LAs to increase the service offering.

Proposed changes to our services will be based on data, insight, intelligence and industry best practice.

Priority 2 : Increase recycling

Our goal is to remove barriers to recycling to ensure all residents have access to the recycling service, both current and future offerings.

Our ambition is to increase our recycling rate to 70% and beyond to ensure we avoid materials from being needlessly discarded, promote a circular economy and meet net zero carbon targets.

Currently 62% of materials in the residual bin could be recycled using existing services and therefore we need to ensure these items are not needlessly discarded.

What we currently do:

- **Provide 140 litre purple lidded residual bins to householders and collect them fortnightly.**
- **Provide black boxes for the weekly collection of glass, paper, textiles and batteries.**
- **Provide a blue reusable hessian bag for the weekly collection of cardboard.**

- **Provide a red reusable hessian bag for weekly collection of plastic, cans and cartons.**
- **Provide weekly food waste collections, with food co-collected with dry recycling on kerbside sort vehicles.**
- **Provide a 240l green bin for garden waste collections.**
- **Provide a reuse facility adjacent to the HRC site at New Inn.**
- **Black bag sorting at our HRCs since 2019.**

What we want to achieve

- Increase recycling ensuring the HRC continues to exceed 80% recycling.
- Ensure that a full range of services are provided to residents to enable residents to repair, reuse and recycle as much as possible.
- Capture bulky items collected and presented at HRCs to maximise reuse.
- Ensure that all materials collected for recycling have sustainable, ethical and resilient end markets to ensure the product is recycled.
- Maintain the quality of recyclable materials to maximise the income value for the Council.
- Ensure that bags, caddies, liners and boxes are available for residents to access to enable them to recycle.
- Provide an effective bulky waste service so that as many items as possible can be diverted from disposal to reuse.
- Endeavour to work with housing associations/private landlords to introduce recycling for as many flat complexes and multiple occupancy dwellings as possible.

Priority 2 : Increase recycling

How we will deliver this

Providing a comprehensive recycling service which increases opportunities for residents, visitors and businesses to reuse and recycle more.

Communication and Engagement

We will consistently promote how residents, visitors and business can recycle their waste.

We will work towards this goal by:

- Developing a communications plan that supports the aims and objectives of this strategy.
- Ongoing participation analysis to ensure a data led approach for intervention.
- Door-to-door engagement, which involves engaging directly with residents to help them recycle.
- Working closely with our communications team to carry out periodic customer feedback surveys on barriers to recycling and how to make it easier to inform future decisions.

- Continuing targeted campaigns to encourage recycling, particularly for low participating households.
- Introducing a fair and equitable enforcement service to complement the recycling offer and behaviour change projects. For example, the campaign “Keeping Up with The Joneses” to promote recycling at the kerbside.

Household Kerbside Collections

We will work towards this goal by:

- Reviewing the potential to send separately collected Absorbent Hygiene Products (AHP) for recycling (nappies etc).
- Reviewing the garden waste service to encourage increased participation through provision of appropriate containers to those households who cannot accommodate wheeled bins.
- Reviewing the introduction of further material for kerbside collections – e.g. stretchy plastic and small electrical waste.
- Target food waste that is being incorrectly presented in purple lidded bins.
- Regularly review recycling performance to ensure the effectiveness of measures undertaken, and to identify whether a further review of residual waste provision is required.

Priority 2 : Increase recycling

How we will deliver this

Providing a comprehensive recycling service which increases opportunities for residents, visitors and businesses to reuse and recycle more.

Household Recycling Centres (HRC)

We will ensure our HRC provision makes it easy and convenient to recycle and identify items suitable for reuse.

We will work towards this goal by:

- Reviewing existing controls, such as the Black Bag Sorting Procedure, to ensure maximum segregation of materials.
- Continually reviewing markets for new materials.
- Reviewing site controls to ensure a cost-effective service for the residents of Torfaen.
- Reviewing whether the service could be adapted to take trade recycling i.e. wood, green, card ensuring all waste is controlled.

Street Scene

Working closely with our colleagues in the Street Scene Team, we will improve our communications and engagement with residents and visitors to Torfaen to keep our streets clean and recycle more material from litter pickings.

We will achieve this by:

- Exploring opportunities to recycle litter pickings.
- Reviewing the provision of “on the go” litter bins for greater segregation of materials for recycling.
- Working to segregate fly-tipped materials.

Priority 3 : Infrastructure

Our goal is to provide the resilient infrastructure required to deliver a service fit for the future.

What we currently do:

- **Operate a waste transfer station (WTS) at Ty Coch which handles kerbside sort collected materials of paper, plastics and cans, cardboard, glass, textiles, cartons and batteries.**
- **Oversee a WTS at New Inn run by our contractor which handles residual waste, garden waste, food waste, gully/sweepings, and plasterboard.**
- **Provide a Household Recycling Centre (HRC) at New Inn run by our contractor. The site is one of the best performing in Wales, consistently recycling over 80 percent and collecting over 30 different material streams for recycling.**

What we want to achieve

- Infrastructure that is operating within the requirements of permit compliance.

- To ensure that Torfaen in the short and long term has a resilient site for the receiving and processing of kerbside dry recycling and food waste.
- To ensure that the WTS has the capacity for new recycling streams as well as increased recycling volumes.
- For Torfaen to have developed and implemented a long term, cost effective, sustainable site(s) for the receiving and management of kerbside collected dry recyclables and food waste.
- For Torfaen to have resilient and effective facilities for Torfaen residents to take their non-kerbside waste and for the Council to maintain effective transfer station facilities for the management of the waste collected.
- Allow provision for growth in collection and management of recycling.
- Best practice in material management for onward sale to market to achieve best value and support local economic development, carbon and circular economy goals.

- Infrastructure that supports a single pass solution for residents and maximises operational efficiencies.

How we will achieve this

We will work towards this goal by:

- Ensuring our infrastructure supports our net zero carbon objectives.
- Ensuring our waste management sites meet modern permitting requirements.
- Ensuring waste management sites have suitable capacity for increased recycling volumes and new materials, for example plastic film.
- Undertaking an options appraisal on the future location of a Recycling Transfer Station, then developing the outline and full business cases.
- Considering the future operating model for the HRC / Transfer Station and ensuring an appropriate plan is approved for delivery.

Priority 4 : Business recycling

Deliver a customer focused business recycling service in line with current and future legislation.

What we currently do:

- **Provide a recycling led service, which is compliant with the Business Waste Regulations (as confirmed by Natural Resources Wales).**
- **Weekly collection of food.**
- **Weekly collection of paper, cardboard, cans, plastics and cartons.**
- **Fortnightly collection of residual waste and glass.**
- **Ring and request service for textiles and WEEE.**

What we want to achieve

Effective and strong engagement with current and future customers will underpin all that we do.

We will work with local businesses and business groups to ensure they have all the information needed so that they are legally compliant and working in line with their duty of care under the workplace recycling regulations, introduced in April 2024.

Through active engagement with businesses, we aim to ensure that they have the information they need to promote waste minimisation and reuse in the delivery of their services.

We will work towards this goal by:

- Considering the service offering for further legislative changes in the future with the inclusion of textiles and small WEEE and the introduction of extended producer responsibility.
- Ensuring we are adaptable for future changes required to our service provision.
- Ensuring continued compliance with the Business Waste Regulations.
- Undertaking trade customer/ satisfaction surveys.
- Reviewing the service annually to ensure a cost effective service for both Torfaen and its customers.
- Monitoring recycling performance of the Business Waste Service to ensure it is supporting Torfaen to achieve the Statutory Recycling Target of 70%.

Priority 5 : Waste minimisation, reuse and repair

Our goal is to engage with our residents and businesses, so that together we can reduce, re-use, recycle and compost more.

From the Climate and Nature Emergency Action Plan Torfaen recognises that the best thing we can do is to prevent waste from being generated. Where this isn't possible, we must reduce, re-use, recycle and compost more. By reducing the amount of waste sent for disposal and by increasing recycling we can reduce the amount of carbon and other greenhouse gases.

Torfaen wants to be ambitious. We want to Raise the Rate through working with and for our residents. Using data, insight and a range of innovative as well as tried and tested communication and education methods we aim to increase recycling, reuse and repair through winning hearts and minds.

When comparing the quantities of residual waste collected in Torfaen at 356kg/hh/pa it is almost 81% higher than the top performing council at 198kg/hh/pa (Waste Data Flow, 2022/23). We want to take as much material as possible out of the residual waste and where possible move up the waste hierarchy.



Figure 6: Waste Hierarchy

What we currently do:

- **Bulky waste collections service provided 4 days a week.**
- **The Steel House reuse shop at New Inn.**
- **Circulate furniture reuse/repair shop in Blaenavon.**
- **Repair café and Nappy Library at Pontypool market in partnership with Wastesavers.**
- **Our HRC contractor will divert items suitable for reuse directly to The Steel House.**
- **Compost/soil improver is made available to residents from our green waste collections.**

Priority 5 : Waste minimisation, reuse and repair

What we want to achieve

- Closed loop/circular economy keeping reuse in locality.
- To engage with residents, customers and schools through a behaviour change campaign, adopting best practice and being innovative in delivery to increase awareness, understanding and participation.
- To align Council activity and maximise the local impact of national WG funded recycling campaigns.
- To increase participation to over 90% for dry recycling and 65% for food waste.
- Reduce the quantities of recycling material in the residual bins.
- Continue to encourage residents to minimise the amount of food waste they produce and where it is generated, to either home compost it or use the Council's food caddy recycling service.
- Extend the composting service so that compost is available to allotments, community groups and schools.
- Maintain and develop reuse shop in partnership with third sector and build a repair and reuse network in the Borough.

How we will achieve this

Communication and Engagement

Consistent and clear messages are essential to support wider behavioural change. We recognise that residents want to be able to make the right decisions on how to minimise their impact on the environment. We want to improve our engagement with residents seeking more effective ways in which to communicate and raise awareness.

We will work towards this goal by:

- Delivering Raise the Rate social media campaign.
- Developing and launching an ambitious recycling behaviour change campaign exploring funding streams available to support the householder engagement programme.
- Developing a complementary householder engagement programme to sit alongside the Behaviour Change campaign.
- Ensuring maximum utilisation of WRAP Cymru campaigns such as Be Mighty and Keeping up with the Joneses.

- We will continue to support schools through a programme of engagement, including Recycling Assemblies and through the 'Eco Echo' newsletter.
- Introducing an Education and Enforcement Team to complement the recycling offer and behaviour change projects.
- Reviewing the impact of the Education and Enforcement programme at regular intervals to measure effectiveness and identify if further interventions are required.

Priority 5 : Waste minimisation, reuse and repair

How we will achieve this

Household Recycling Centres (HRC's) and Reuse Shops

We will make it easier for residents to reuse and donate items for reuse.

We will work towards this goal by:

- Facilitating Reuse and Repair networks within the community.
- Working with local groups to facilitate reuse via the HRC.

Household Kerbside Collections

- Review whether bulky service could or needs to be 5 days a week.

Collaboration

- We will continue to collaborate with and promote the work of partner organisations to encourage reuse and repurposing.
- We will make it easier for residents to repair broken items by continuing to support existing repair cafes and seeking to develop a local repair café network.



Reduce *Reuse* Recycle Lleihau *Ailddefnyddio* Ailgylchu

Priority 6 : Decarbonisation of services

Torfaen has committed to be a net zero carbon Council by 2030.

What we currently do:

- **We have 2 eRCV's within our fleet of waste vehicles.**
- **In 2019, Torfaen Council declared a climate emergency and committed to becoming net carbon zero by 2030.**
- **In January 2022, Torfaen published its' Climate and Nature Emergency Action Plan.**
- **Torfaen has developed a Carbon Management Plan / Energy Efficiency Programme for Torfaen buildings and set interim targets to accelerate the reduction of our own emissions.**
- **Torfaen is developing and implementing a net zero carbon fleet replacement programme.**
- **Manage waste processing contracts to reduce environmental impact and contribute to a circular economy. For example, through energy recovery and generation of fertilisers.**

What we want to achieve

- **Meet Net Zero ambition by 2030 in line with the Council corporate priorities.**
- **Ensure procured services are in line with carbon neutral objectives.**
- **Develop a Transport Plan that aims for a transition to a low emissions fleet by 2030.**
- **Ensure our infrastructure supports our net zero carbon objectives.**
- **Contribute to a Circular Economy through identifying markets that are local, sustainable and offer high rates of recovery.**

How we will achieve this

Communications and Engagement

Communicate with residents and business on how they can reduce their carbon footprint and continue to link in with messages on reduction, reuse and recycling. This will be delivered using targeted campaigns using social media, roadshows, and door-to-door engagement.

Monitoring : How will we know we are making a difference?

The focus of the Waste Services team will be aligned to the Corporate Strategy and legislative/ regulatory duties. The overarching objective is to deliver an efficient and effective service, meeting savings requirements to enable a balanced budget for the Council.

Throughout the year we will report progress against a set of key indicators of performance (KPIs) that relate to the delivery of our priorities. We will also regularly update residents and the community on our performance against targets.

We will measure our performance against our Strategic Objectives and Goals using performance indicators to track our outcomes to ensure we are meeting targets and offering value for money.

Strategic Goal Alignment		Measurement	Unit	
Priority 1	Collection Success	Improved collection success rate in all areas of the service.	%	Quarterly
Priority 2	Increase recycling and composting	Proportion composted and recycled. Reported on Waste Data Flow, measured against statutory target.	%	Annually
Priority 4	Trade Recycling	Proportion of trade waste sent for recycling. Reported on Waste Data Flow, measured against statutory target.	%	Quarterly
Priority 5	Customer Survey and Continued Engagement	Participation monitoring surveys.	%	Annually
Priority 5	Minimise overall waste	Kilogram of residual waste generated per year household per annum	Kg/hh/yr	Quarterly
Priority 5	Increase Reuse	Reuse tonnages	Kg/hh/yr	6 monthly
Priority 6	Decarbonisation	% of operational waste fleet using alternative fuels.	%	Annually

Table 3: High Level KPIs and Outcome Measurement

Appendix 1 : Customer Charter

Waste and Recycling Services

Right Container, Right Place, Right Time

Torfaen County Borough Council is committed to encouraging residents to reduce, reuse, recycle and dispose of their waste correctly.

This Charter sets out the standard of service that customers can expect us to provide in relation to your waste and recycling collections.

The Charter also sets out how residents can help us make recycling and waste collections as efficient as possible.

We are always striving to improve the services we provide but we realise that we may not always get it right and need you to tell us when we don't. If you feel these standards are not being met, please get in touch with us on 01495 762200 or email your.call@torfaen.gov.uk. You can also report any issues with your waste and recycling collections via our online forms.

You can expect us to

- Provide a weekly recycling and fortnightly refuse collection on an allocated day between 6am and 3pm. You can check your collections dates and download a calendar via our bin collection days page.
- Provide you with a purple lidded bin for refuse, a brown caddy for food waste, a blue bag for cardboard, a red bag for plastic, tins, cans and cartons, a black box for glass, paper, textiles and batteries and a green bin for garden waste. Please note that garden waste is only collected between March and November.*
- Provide four HUBs across the Borough where you can collect additional recycling containers.
- Provide you with access to up-to-date information on available services and how to recycle your waste. Any changes to services will be publicised a month before they are introduced.
- Treat your bin/box/bag with care and put it back in the correct place.
- Ensure our crews are polite and courteous during their collections.
- Provide a Household Recycling Centre (HRC) where you can take your waste and recycling. If you drive a van or a trailer you will need a permit before you can use the HWRC.
- Provide replacement recycling containers for free, but there will be a charge for replacing purple lidded bins unless these are damaged by us. There will also be a charge for the full suite of waste containers for new properties.
- Only collect items that are in the right containers – if something is not in the right bin/bag/box we will leave a note saying why it wasn't taken. Please remove the contaminated material and place it in the correct container so that we can collect this on your next collection.
- Deliver replacement wheeled bins within two weeks, subject to availability.

- We don't collect extra bags of refuse/ side waste. We will not return for excess waste or if your bin was placed out late. Continuous presentation of excess waste may be investigated.
- The council reserves the right to refuse to access private, unsurfaced or unadopted roads with recycling and refuse collection vehicles.
- Provide an assisted collection service for people who are physically unable to take out their bins/bags/box.
- Provide a free adult hygiene and nappy collection service for families with children under three or adult incontinence.
- Provide a bulky household items - collection service and commercial waste collections however these extra services will need to be requested and are chargeable.
- Respond to both resident and business queries in line with our Corporate Standards.

Please help us by

- Ensuring you place the right materials in the right container, to help us recycle as much of your waste as possible.
- Placing your waste containers out for collection before 6am on your allocated day but not before 6pm the night before.
- Not reporting your waste container as 'missed' unless it's after 4pm on your collection day and by reporting any missed collections within 24 hours.
- Taking in your waste container by 7pm on your collection day.
- Placing all your waste containers for collection where your property meets the pavement (or your designated collection area).
- Personalising your waste containers with a house number/name to reduce the risk of it being lost/stolen and help the crews put it back in the right place.
- Using the Velcro on your red and blue bags to stop recycling being blown out of it and reducing wind-blown litter.
- Not weighing your box down – it can pose a health and safety risk to the crews.
- Rinsing out your bottles and cans, crushing your plastics, cans and cartons and not putting recycling in carrier bags unless it's for paper, textiles or batteries.
- Putting paper, textiles and batteries in separate bags inside the black box. It does also help if you are able to label these bags.
- Sorting your waste and recycling before visiting the Household Recycling Centre.
- Being courteous to the crews during their rounds and showing patience when driving behind them and complying with the Highway Code.
- Staying up to date with the information we provide on our home page, Twitter, Facebook, the local press and Torfaen Talks.

* Services may vary for some flats/shared accommodation

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