

Wiltshire Council Waste Services Update July 2026 Briefing Note No. 26 - 14

Service: Waste

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1. Overview and introduction

In December 2025, Cabinet approved changes to the provision of waste service delivery arrangements in Wiltshire, which was ratified at the budget setting Council in February 2026. From 1st August 2026 provision will be:

- Ubico to provide Kerbside Waste and Recycling Collection Services
- Norse to operate the Materials Recovery Facility
- Hills Waste Solutions Ltd to continue to provide Waste Transfer Stations, Composting of garden waste, disposal of non-recyclable residual waste and the operation of two provider owned Household Recycling Centres
- FCC Waste Services Ltd (UK) to continue to operate the 8 Council-owned Household recycling centres

2. LATCO Models

Ubico and Norse are public-to-public Local Authority Trading Companies (LATCO). They were chosen via extensive processes which culminated in evaluation of both financial and quality questions to confirm their ability to deliver services.

The LATCO model offers Wiltshire Council transparency and flexibility through a partnership approach, leading to best value and quality services to residents.

3. Supporting Wiltshire's Waste Service

Residents of Wiltshire should not notice any difference to the services they receive. The transfer is happening over the weekend to minimise impact on service delivery.

TUPE transfers of staff from incumbent to new providers ensure the same excellent service, with residents purely observing a change to the branding on collection vehicles and operators' PPE.

Minor impacts may be noticed by a small number of residents due to the requirement to pause a number of web forms which support the waste service (These will be paused from Friday 31 July at 00:01 until Monday 3 August at 09:00) Collection rounds data will be transferred over the weekend, during which the data must remain in a steady state to ensure there is no data loss. Usual email inboxes will be open to residents with an automatic response over this time to support management of queries and will be actioned during business hours again from Monday 3 August.

4. Waste Transformation Activity

Officers supporting on the Waste Transformation Programme have been facilitating the mobilisation of the new providers whilst working with the incumbent to ensure a smooth transition of services.

Extensive detailed plans are in place for the transfer weekend (Friday 31 July – Sunday 2 August) to enable continuous delivery of the services as usual from Monday 3 August. Escalation routes are established should the need arise.

5. Communications

Communications with residents on the introduction of the new providers will be minimal, using the Wiltshire Council website, newsletter and social media channels to highlight “same great service, just a different uniform”.

Any impact on residents will be escalated and communicated via the usual route; the Waste Transformation Communications and Engagement Business Manager is on call over the transfer weekend to supply specialist support if required.

6. Programme governance

Delegated authority was granted to Sarah Valdus as Director, in consultation with the Cabinet Member for Environment, Climate and Waste on Tuesday 9 December 2025 to take all steps to finalise the contractual arrangement and to mobilise the future services. Officers have recorded decisions appropriately in support of these transitions.

7. Further info:

For more information or issues relating to service delivery, please email wasteandrecycling@wiltshire.gov.uk or visit [Rubbish and recycling - Wiltshire Council](#). Member queries relating to service strategy should be directed to Sarah Valdus, Director of Waste, Safety and Public Protection - sarah.valdus@wiltshire.gov.uk.