

Food waste policies

working
together for a
greener future

Thank you taking part in our weekly food waste collection service which will help us to boost recycling levels across the district.

This document outlines our policy approach to collections we've put in place to help us deliver an efficient, fair, and environmentally responsible service for all residents.

By setting clear expectations around missed collections, bin use, contamination, and more, we aim to reduce waste, improve recycling rates, and support you to make greener choices.

Missed caddies

We will return to empty missed caddies provided they were:

- Out at the kerbside by 6am on your collection day.
- Presented in front of your larger bins (so visible to our crew)
- Did not contain the wrong waste - we will leave a tag on your bin if it is contaminated.
- Was not frozen.

We use CCTV on our vehicles to check reports of missed caddies before returning to empty them.

If your caddy was missed:

- Before reporting, please check our website to see if your street was missed today – we publish a list of streets we will return to.
- If your street was not missed, please fill in our [online form](#) **by the end of the next working day*** after your bin was missed.
- If you don't have access to a website or smartphone, call our customer services team on [01543 308000](tel:01543308000) weekdays, Monday - Friday 9am - 5pm (not including bank holidays).

*If you have an assisted collection, we recognise you may not notice your caddy is not collected straight away, so please report it anytime.

Caddy removal requests

We encourage all households to take part in our food waste collection service which is part of our shared responsibility to reduce landfill waste and lower carbon emissions. Food waste bins are allocated to the property, not the person living there.

This means:

- We do not offer a food caddies removal service, even on request. This ensures that the next resident who lives in the property has access to the service and supports consistent waste collection infrastructure.
- If you do not want to participate in the food waste collections (please give it a go!), you are welcome to use your caddies for other storage purposes, but please remember to leave them at your property if you move out.

Contaminated caddies

We will consider a food waste caddy contaminated if it contains materials that are not accepted in the food waste stream – find out [what to put in your foodwaste caddies](#).

Items we cannot collect include, but are not limited to:

- Packaging (plastic, paper or card) such as meat wrappers or trays. **This does not include caddy liners, which can go in your inside and outside caddy.**
- General household rubbish.
- Liquids (oils, soups, drinks).
- Glass, metals, or plastic items.
- Nappies.
- Garden waste or soil.

If we see that your food waste caddy is contaminated, we will not empty it and instead we will leave a tag on it to let you know.

Please remove the contaminated item(s) and present your caddy on your next usual collection day and we'll empty it then. We will not return to collect contaminated caddies until your next normal collection day.

Caddy liners

You will receive a free set of 52 caddy liners with your initial caddy delivery. We also hold a further roll of caddy liners for each household, subject to demand.

Each liner includes a tag at the end of the roll, with a QR code on it that you can scan for guidance on how to use the service. The tag also includes a telephone number for those without access to digital.

When you first run out, you will be asked to tie the tag to your external caddy, and our crews will drop off a free roll of liners.

Longer term, and subject to funding, this approach may change, and you may be asked to buy your own liners. This initial approach is necessary as funding has not yet been confirmed. You can also use any clear plastic bag to dispose of your food waste or newspaper.

We provide and recommend plastic caddy liners. This is because our processing plants have confirmed these can be easily removed, washed, and sent to a waste-to-power facility. You are advised **not to use compostable bags**, as these begin to degrade, clog machinery, and are not composted during food waste processing. Compostable bags are also removed and sent to the waste-to-power facility.

Lost or broken caddies

We recommend labelling your external caddy with your house number to reduce the chance of it being lost or mixed up with a neighbour's. If either of your food waste caddies are missing (e.g., due to wind, theft, or accidental damage) or are broken and can no longer be safely used, you can request a free replacement by filling on our [online form](#).

Large families and amazing food recyclers

If you live in a large household and regularly fill your food waste caddy before your collection day or if you are amazing food waste recyclers, you can request additional caddies free of charge by filling on our [online form](#).

Assisted collections

We offer assisted collections for food waste caddies. If you require an assisted collection, please complete our [online form](#) or if you don't have access to a website, please call us on [01543 308000](#) weekdays, Monday - Friday 9am - 5pm (not including bank holidays).

Need more help?

If you're unsure about anything please WhatsApp our customer services team on [01543 308171](#) anytime or call us on [01543 308000](#) weekdays, Monday - Friday 9am - 5pm (not including bank holidays).

Thank you!

Thank you for doing your part to reduce food waste. Together, we can make a meaningful impact on our environment, improve public health, and support a cleaner, greener future for everyone in our community.