1. **Why collect food waste separately?**  
   An estimated 10.2 million tonnes of food is wasted in the UK, with household food waste accounting for 7.1 million tonnes of the total. By collecting food waste separately, we produce green energy to power homes and a rich fertiliser for farming. It also helps reduce the borough’s carbon footprint. As well as benefiting the planet, recycling food waste saves councils money – local authorities are non-profit organisations and pay for the disposal of waste by the tonne. Recycling waste brings disposal costs down and reduces pressure on budgets, helping to protect other frontline services.

2. **How does the weekly food waste collection service work?**  
   Households in Telford and Wrekin have two food waste caddies, a small caddy for inside the home and a larger caddy with lockable lid for outside – the larger caddy is what should be presented each week alongside your other containers. Please ensure your caddy is presented so it is easy for the food crew to spot (food waste is collected by a different crew/wagon to your other waste/recycling collections). All containers need to be out for 7am on your collection day.

   Households with shared recycling and waste containers (e.g. flats) have a small caddy for inside and a silver top wheelie bin in their communal bin area in which to empty the contents of their smaller caddy.

   Tips for windy days - very windy weather is always going to present a problem with any type of container, particularly once emptied and no longer weighted down by their contents. The advice is to ensure containers are presented in a visible place but not too exposed. Windy weather also highlights the importance of marking containers with your house number, so it is easier for you to identify which are yours and for crews to return them to the right property.

3. **What can I put in my food caddy?**  
   Raw and cooked meat and fish, bones, fruit and vegetables (raw and cooked). All dairy products such as eggs and cheese, bread, cakes, pastries, pasta, rice and beans, tea bags, coffee grounds, pet food as well as leftovers and uneaten food from your plates. Please remove packaging from any unopened food before emptying into the caddy, and then dispose of the packaging in the correct container.

4. **What can’t I put in my caddy?**  
   Non-food products such as packaging of any sort, cling film, food trays, fruit punnets, plastic bags, pet mess or faeces, pet litter or pet bedding, liquids (e.g. orange juice, squash, fizzy drinks) or oils (e.g. fats/oils from cooking).

5. **What happens if I put the wrong items in the food caddy?**  
   If your food caddy contains the wrong things, crews will not be able to collect it. If this is the case, they will leave a hanger on your caddy to explain the problem and what you need to do.
6. I don't produce food waste/already compost at home – how can I use the service?
Some people produce more food waste than others, but all of us produce some sort of food waste (e.g. bones from the Sunday roast, a bit of stale bread or something lurking at the back of the fridge that has been forgotten). Households are encouraged to recycle what they don’t eat. If you already compost at home, please keep composting all your vegetable/fruit peelings, teabags and garden waste. However, the food waste service accepts a variety of food waste that can’t go in your compost bin (e.g. meat, fish, bones, dairy products and leftovers); these can all go in your food waste caddy.

7. I don’t have room for a food caddy in my kitchen, what can I do?
The food caddy is only 7ltr and is designed to be kept indoors (e.g. on a kitchen work surface/under the sink). However, if you don’t have space or prefer not to use your indoor caddy, then you can empty your food waste directly into the larger food caddy outside.

8. Can I put my kitchen caddy out for collection?
No, it is intended for indoor use only, is not lockable and could easily blow away.

9. What happens to my food waste once it is collected?
Your food waste is taken to a special facility in Stourbridge called an Anaerobic Digester where it is broken down naturally by bacteria in an oxygen-starved environment. This process produces biogas which is used to create energy and produces a rich fertiliser which can be used in farming.

10. I have too much food waste for one caddy, can I have another one?
The food caddy has a capacity of 23ltr which should be enough for most households, as this is a weekly collection service. You can, however, order an additional food caddy here.

11. I don’t want to recycle my food waste; do I have to?
Households have a choice whether to use this service. However, we all have to dispose of our food waste, and so the choice is which container to place your food waste in and how often you want it collected. You can either dispose of food waste in your grey food caddy which is collected weekly or your red top bin which is collected fortnightly. We encourage all households to take part in the weekly scheme so that we can reduce our impact on the environment.

12. I am worried my food waste will smell/attract vermin/flies, what can I do?
The food service is a weekly collection, leaving less time for smells to develop. Always shut the lid of your kitchen caddy and transfer waste to the outside caddy regularly. Lining your caddy keeps it cleaner. If the food is off, smelly or high risk (e.g. raw meat) wrap it in newspaper/a caddy liner and take it straight to your outdoor caddy, which has a lockable lid. Put your outside caddy out for collection every week, no matter how small the amount.
13. I had maggots in my food caddy/bin, what can I do?
Don’t panic, although not nice, maggots should not cause you any harm. You will only have a problem with maggots if flies can get to your waste. Flies are attracted to the smell of food and other rubbish. They lay their eggs on the waste and within 24 hours these eggs hatch into maggots. The speed of this means that we will never be able to collect your bins quickly enough to prevent maggots, but you can limit their production. Placing food waste in the outside food caddy which has a lockable lid and is collected weekly, rather than putting it in your red top bin which has a fortnightly collection, will reduce the risk of maggots. Other advice is to never leave food uncovered inside the home longer than necessary, including cat and dog food; put your food waste into your kitchen caddy for recycling and ensure the lid is closed properly to keep flies out; transfer the bagged contents to your outside caddy regularly; and put your outside caddy out for collection every week, no matter how small the amount. After your container is emptied, rinse it out with hot water, white vinegar or disinfectant.

14. Do I have to use liners in my caddy?
You don’t have to use liners in your caddy, these are completely optional. Other alternatives are kitchen paper towels or newspaper to line your kitchen caddy or, as some people do, nothing at all – just empty the contents of your kitchen caddy directly into your outdoor caddy ready for your weekly food waste collection.

15. I have run out of liners for my caddy, where can I get more?
When you get towards the end of your roll of liners, there’s a tag for you to hang on your outdoor caddy, which will instruct the crew to leave you another roll when they empty the caddy. If you live in a household that shares a communal outdoor food wheelie bin (e.g. flats), you can order replacement liners for your kitchen caddy online here website. Households can also buy their own biodegradable liners if they wish, but no plastic bags please. Alternatively, you can wrap food in newspaper, kitchen roll or just empty the contents of your kitchen caddy directly into your outdoor caddy.

16. The caddy liners provided aren’t very strong, why do they break so easily?
The liners provided are biodegradable and not made of heavy duty plastic. The advice is not to overfill them and to avoid putting in hot food (as this could start the biodegrading process). Don’t worry about using too many as when you get towards the end of the roll you will see a tag to place on your outside caddy so that the crews know to leave another supply. Also, you can wrap food in newspaper, kitchen roll or food waste can go directly into the caddy.

17. My food caddy has been damaged/lost/stolen or I have just moved to the area and don’t have any, how can I order them?
You can order caddies here

18. Crews have spilt food waste on the street
Crews are responsible for clearing any food spillages they make during collection rounds. If you notice them spilling any and not clearing up, please
let us know the location so we can ask Veolia to review the video footage from the round and arrange for crews to return and clear it.

19. **My food waste hasn’t been collected, what should I do?**
Providing that you put your caddy out by 7am on your collection day, you can report a missed collection [here](#). Please note that your food waste is collected weekly by a different crew and wagon to your other refuse/recycling collections, so will not be collected at the same time. With 70,000+ households to collect from each week, the odd missed collection is inevitable. You can help food crews by ensuring that your caddy is presented so it is easy for them to spot.

20. **Can I take my food waste to Household Recycling Centres?**
No, unfortunately Household Recycling Centres don’t have the facility to store food waste safely.

**Further information and useful links:**
- Recycle for Telford and Wrekin – what goes in your containers
- Bin collection day checker and calendar
- Apply for an assisted bin collection
- Report a missed bin collection
- Request additional/replacement containers
- Book a bulky item collection
- Household Recycling Centres and e-permits