

## **FAQs – food waste collection service**

### **Why collect food waste separately?**

An estimated 10 million tonnes of food is wasted in the UK, with household food waste accounting for 6.6 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 our Environment, residents who recycle food waste have extra room in their red top bin and food waste is collected weekly. Recycling food waste saves councils money. Recycling waste brings disposal costs down and reduces pressure on Council budgets, helping to protect other frontline services.

### **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 for outside. The larger caddy 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.

### **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.

### **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).

### **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.

### **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. pet food, 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.

### **I don't have room for a food caddy in my kitchen, what can I do?**

The food caddy is only a small container (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, you can use your own container or just empty your food waste directly into the larger food caddy outside and present it for emptying each week

### **Can I put my kitchen caddy out for collection?**

Its preferred if you present your outside caddy for collection as the smaller caddies can easily blow away when emptied' please don't present them inside of each other.

### **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 and recycled into biogas which is used to create energy and produces a rich fertiliser which can be used in farming.

### **I have too much food waste for one caddy, can I have another one?**

If you have extra food waste on a regular basis you can order an additional one for free, delivered directly to your doorstep in no time at all! [www.telford.gov.uk/recycleonline](http://www.telford.gov.uk/recycleonline)

### **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. If you can, store the caddy out of direct sunlight. If the food is off, smelly or high risk (e.g. raw meat) wrap it in newspaper/kitchen towel and take it straight to your outdoor caddy. Put your outside caddy out for collection every week, no matter how small the amount.

### **Can I line my caddies?**

You can line both caddies if you wish to, or put your food waste directly into the caddy – we will still empty it! For lining your caddies there is a number of options: kitchen paper towels, junk mail or newspaper; or buying your own biodegradable caddy liners, which are widely available in supermarkets and discount shops.

### **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 for free <http://www.telford.gov.uk/recycleonline>

### **Can I take my food waste to Household Recycling Centres?**

Yes, we can now accept food waste at both HRCs, there is a designated food waste wheelie bin at each site, a member of staff will be happy to show you where they are.

**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](#)