

Frequently asked questions

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Why collect food waste separately?

All councils must collect food waste separately, if they don't already do so, as part of the government's ['Simpler Recycling'](#) reforms.

A weekly collection of food waste will reduce issues around smelly rubbish bins, and the food that is collected will be treated and ultimately be used as a fertiliser.

Will there be an increase to council tax?

This is fully funded by central government, so no increase is planned to council tax to pay for this collection.

Where does the food waste go?

The food waste is taken to an anaerobic digestion facility, where it's recycled into renewable energy and fertiliser.

What about if I live in a flat or HMO (home of multiple occupancy)?

Food recycling services for flats and communal properties is not live yet and will be introduced in the coming months.

Before the service starts, each flat will receive a small kitchen caddy to collect food waste. The larger outdoor food waste bin depends on your current provision. If you have a communal bin for waste and recycling, you will be provided with a communal food waste bin where your other bins are stored. If you have individual bins for each flat, you will be provided with individual food waste bins.

What if I do not have space to store my food waste caddies?

The kitchen caddy is very small so you can store this under the sink, next to the kitchen bin or on the worktop - wherever suits you. Remember you can also use your own sealable container if it fits better in your kitchen, if you empty it into the main outdoor bin for collection.

Outdoor bin: This is much smaller than your black bin (23l and similar in size to a bucket).

It is preferable to use the larger outdoor blue caddy for our crews to empty, but if space is an issue the smaller internal caddy can be used. Just make sure you take it back following collection.

Why aren't you supplying compostable bags?

The new food waste collection service is funded by central government, and monies are not provided to supply caddy liner bags. You can reuse any type of clear bag to line your kitchen caddy such as bread bags, cereal bags or fruit & veg bags. All bags are removed at the recycling facility before the food waste is processed.

Alternatively, you can line your caddy with newspaper, paper towels or kitchen roll.

Why do the bags have to be clear?

Clear bags make it easy for crews to check that only food is present, preventing waste from being contaminated. They don't need to be completely transparent but as long as they are clear enough for the contents to be visible.

How can I avoid getting maggots in my food waste caddy?

We will be collecting your food waste every week, so maggots should not be a problem. You can minimise the risk by locking your larger outside food waste caddy by moving its handle to the forward position.

What can I do about foxes & vermin?

Lock your food waste bin to keep smells inside and the animals out. The lock is operated by moving the caddy's handle to the forward position.

I don't have time to do this – why should I?

It's easy, all you do is follow the instructions we will give nearer the time. You are already dealing with the food waste in your home by putting it in the black bin. This simple change can make a big difference.

Recycling food waste generates green energy and helps reduce the impact of climate change.

What if I don't produce any food waste?

Remember no amount is too small. The best thing we can do with our food is enjoy it, but some things like banana skins, tea bags, and bones are inevitable and can all be recycled.

Why can't food waste go in garden bins?

Food waste can't go in garden waste bins because they are processed differently; garden waste uses open-air composting, while food requires anaerobic digestion. Food waste is turned into renewable energy and fertiliser, whereas garden waste becomes compost, necessitating separate collection.

My caddy lid won't lock/I can't close the caddies?

The caddies are made from polypropylene, which has "material memory." During transport or storage, especially with temperature changes, the plastic can shift slightly. The lid may feel less snug at first or need a little wiggling to lock - this is normal. Leaving the caddy at room temperature with the lid locked for a short period allows the material to settle back into shape, after which it should close and lock securely.

How can I store my bin when it's windy?

Store the caddy in a sheltered spot, such as against a wall, fence, or in an alleyway, rather than in the open. Bring the bin back in as soon as possible after it has been emptied to prevent it from being taken by the wind.

I'm elderly/disabled and will struggle to put my food waste caddy out for collection; can I get help?

We provide an assisted collection service. If you already receive this service for your other bins, you will also receive it for the food waste collection scheme.

Can I have more than one caddy?

You shouldn't need more than one of each size blue caddy. The external caddy has a capacity of 23 litres which, if used properly, should be ample. Visit lovefoodhatewaste.com for more advice.

How do I know that this caddy is mine?

There is a space on each of the blue caddies to write your house number. Following collection simply pop out and pick up your blue bin.

What if my bins are damaged?

If your food waste bins are damaged, you can [report this online](#).

What if my food waste bin is not emptied?

If your food waste bin is not emptied, you can report this online by completing the [form on our website](#).