



Policy for Food Waste Collections

1. The Food Waste Service - Summary

1.1 This is a weekly collection service, commencing 30th March 2026, which is offered to every household in the city.

1.2 Each household is provided with a silver / grey kitchen caddy into which they can dispose of food waste.

1.3 For households which have their own set of bins (or bags) for waste collection, their silver / grey (smaller) kitchen caddy contents should be emptied into the kerbside (larger) caddy (black with orange lid), which they then present at the kerbside for a weekly collection, on the same day as their residual waste / recycling collections, by 6.30am.

1.4 For households which are served by communal waste bins (e.g. flats), their kitchen caddy contents should be emptied into a communal food waste wheeled bin (black with orange lid) which is in their bin store / area. Food waste communal bins are emptied weekly, or more frequently if required. Collection days will be designed to maximise operational efficiency and may not be the same as refuse / recycling communal bins.

1.5 Food waste is collected using specialist, dedicated food waste vehicles.

1.6 Food waste should be placed only in the Food Waste caddy / communal bin, to avoid contaminating other waste bins / bags.

2. What is Food Waste?

2.1 The service collects any form of food waste that arises from human food preparation, or is left over. This may be cooked or uncooked.

3. Caddies

3.1 The Council provides the kitchen caddies and kerbside caddies.

Kitchen caddies – 5 litres – silver / grey

Kerbside caddies – 23 litres – black with orange lid

3.2 At the initial rollout of caddies, kerbside caddies must be marked, by the resident, with their house name or number. Following that, for new and replacement caddies, kerbside caddies are marked with the house name or number prior to delivery. Residents can add further markings relating to their address if they wish.

3.3 Residents can request a replacement caddy (of either type) if their caddy is lost or damaged beyond reasonable use. Residents are asked to take their kerbside caddy back in as soon as possible after collection, and if they store their kerbside caddy outside, to store it somewhere that it is sheltered and safe.

3.4 If the collection crew notice that a kerbside caddy is damaged beyond reasonable use during the emptying process, they will report it so that a replacement can be arranged.

3.5 Residents can request one additional caddy (of either or both types) if there are six or more people living in their household. Such households are asked to use the service for at least a month before requesting an additional caddy / caddies.

3.6 If someone moves into Lincoln and there are no caddies at their new address, they can request caddies, and liners if liners are being provided (see Liners below).

3.7 When additional, new or replacement caddies are requested, they will be delivered within one week.

3.8 The Council reserves the right to refuse to supply, or to charge for the supply and delivery, of a replacement caddy, if a household is deemed to not be taking reasonable care of the caddies supplied (this will usually apply if a property has requested an unusual / unreasonable number of replacements).

3.9 If a resident refuses to accept delivery of their caddies at the start of the service, no further attempts will be made, and their refusal will be recorded. The resident can opt back in to the service later on.

3.10 If a resident chooses to opt out of the service after receiving their caddies they may be asked to store them. Future residents of their address may wish to use the service. In exceptional circumstances the Council will collect the caddies. In such cases the resident can opt back in to the service later on.

3.11 Individual kerbside caddies will not be provided to residents who are served by communal bins.

4. Communal Bins

4.1 The Council provides 140 litre communal bins – black with an orange lid.

4.2 Communal bins are provided to communal bin areas following an assessment which takes into account:

- The number of properties served
- Expected yield based on guidance
- Expected yield based on other research

- Expected yield based on experience
- Space available (in some cases, collections may be more often than weekly when there isn't space for sufficient bins for a weekly collection)

5. Liners

5.1 A supply of 52 liners will be supplied at the launch of the service, and when any new property joins the service during its first 12 months. The liners will be made from recycled material.

5.2 The Council may or may not continue to provide liners after the initial delivery of 52 at its discretion. This will be the subject of routine review, so the situation on supply may change at any time.

5.3 If residents prefer, they can provide their own liners. They may buy bags made for this purpose cheaply, or reuse other bags for example reusing bread or vegetable bags.

5.4 Residents are encouraged to use liners of some form, to keep their caddies clean and smell-free, and to make the collection process more efficient.

6. Assisted Collections

6.1 Residents can receive assisted collections if they have difficulty presenting their kerbside caddy at the kerbside for emptying. The qualifying criteria to get an assisted collection is the same as for other waste collection services, but it is acknowledged that some people who can safely move a wheeled bin won't be able to safely carry a kerbside caddy, and vice versa.

6.2 Residents who would like to check if they can qualify for this service should contact the Council.

7. Side Waste

7.1 'Side waste' (waste presented outside of a caddy) will not be collected. All food waste must be contained within the kerbside caddy.

8. Contamination

8.1 Residents must remove any packaging before placing food waste in their caddy. Waste other than food waste (and associated liner) cannot be collected, and putting anything other than food waste (and associated liner) in the caddy risks it not being collected.

8.2 If a caddy or communal bin is repeatedly misused it will be investigated, and support and advice will be provided. In extreme circumstances where persistent

contamination risks the integrity of the load being collected, it may be necessary to withdraw the service, including the removal of a communal kitchen waste bin.

9. Missed collections

9.1 It is acknowledged that there is an increased risk of food waste kerbside caddies being missed by collection crews, compared with wheeled bins and purple sacks.

9.2 Both the small size of the caddies, and the lower rates of presentation compared with other waste streams (meaning the crew can't assume there will be one outside almost every property) increase the risk of them being missed.

9.3 Collection crews will do their best to find and empty every caddy presented.

9.4 Residents must present their caddy by 6.30am for collection, and give consideration to making it visible to the collection crew (whilst not causing an obstruction or hazard in the public footpath). For people on the Assisted Collection list, access to their caddy must be available from 6.30am.

9.5 If a caddy is missed by the collection crew, the resident is asked to take it back in and present it again the following week. If this means that they have more food waste than they can fit in their kerbside caddy, the additional food waste can be placed in the black bin / purple sacks until their caddy is emptied the following week.

9.6 If a caddy is missed by the collection crew on two consecutive presentations, the resident is invited to report this to the Council so it can be investigated.

10. Changes to Collections

10.1 In the event of a temporary change to collection days (for example if the collection would normally fall on Christmas Day), this will be advertised along with changes to refuse / recycling collections, for example on stickers / tags placed on the refuse / recycling bin and in local media where possible (including the Council's web site).

11. Washing Service

11.1 Residents are responsible for keeping the 5 litre (kitchen) and 23 litres (kerbside) caddies clean.

11.2 The Council provides a regular washing service for communal food waste bins.

ENDS