



Welcome Pack

Food Waste Collection Service

Welcome to your new weekly food waste collection service from Cheshire West Recycling (CWR). This new service complies with the Simpler Recycling legislation, which came into effect on 31st March 2025.

This information pack explains how your new service will work, how CWR will process your food waste and your Duty of Care.





Simpler Recycling legislation in the UK

Simpler Recycling removes confusion around what can and can't be recycled and ensures that more valuable materials are recovered and reused. It also encourages people to reduce their impact on the environment and take ownership of their waste. By collecting and treating food waste separately from other waste, non-domestic premises can play a greater part in creating a more circular economy.

Find out more about Simpler Recycling on the Government's website:

www.gov.uk/guidance/simpler-recycling-workplace-recycling-in-england

Simpler solutions with CWR

Partnering with CWR ensures your organisation meets the requirements of the Simpler Recycling legislation with regards to food waste.

As the borough's existing provider of kerbside recycling and waste collections, we will collect your food waste alongside our weekly household collections.

By integrating your service into our established routes, we reduce transport needs and carbon emissions – delivering a solution that is efficient, cost-effective, and environmentally responsible.



Efficient



Cost-effective



Responsible





Introducing your new service

Our team will work with you to make sure everything is in place for a smooth start to your new service.

Ahead of your service start date, you will receive a set of food waste containers:

- **7-litre / 23-litre caddy(s) for indoor use**

Ideal for kitchens, staff rooms, canteens or food preparation areas.

- **140-litre outdoor wheelie bin(s)**

Food waste can be transferred from small indoor caddies to the larger outdoor wheelie bins before collection.

140 litre food waste container

Dimensions:

W=49cm H=105cm D=57cm

23 litre food waste caddy

Dimensions:

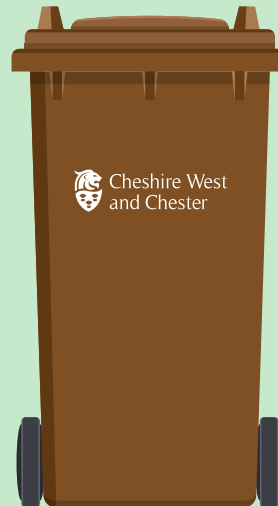
W=29cm H=39cm D=34cm

7 litre food waste caddy

Dimensions:

W=27cm H=23cm D=23cm

140 litre



23 litre



7 litre



Food waste caddies can be lined with newspaper, a compostable liner or plastic bag to keep cleaning to a minimum.



The number and combination of containers will be tailored to suit the needs of your organisation, based on the amount of food waste you are likely to generate and the number of food preparation or consumption areas on site.

If your needs change over time, you can request additional containers or amend the quantity to ensure your setup continues to work efficiently for you.





Collections

At the start of your service, you will be allocated a weekly food waste collection day.

On your collection day, containers must be available by 6:00am.

While actual collection times may vary, containers must be accessible and ready from this time onwards. You should ensure all food waste is enclosed within your container – and the lid is shut.

Please note: If your containers are not ready in time for our crews, we will not be able to return later to empty them.

What can go in your food waste containers?

All types of unwanted food – both cooked and raw – can be recycled in your food waste containers. **Food waste must be placed loose in your bin or liner, without any packaging or containers.**

Below is a guide to help you get your food waste right:



Yes please:

- Bread, cakes & pastries
- Dairy products
- Eggs & their shells
- Fruit & vegetables – raw & cooked
- Meat & fish – raw & cooked including bones
- Rice, pasta & beans
- Tea bags & coffee grounds
- Food scraps & leftovers



No thanks:

- Containers or packaging of any sort, including plant-based packaging
- Plastic film or lids
- Biodegradable or plant based partyware
- Dead wild or domestic animals or birds
- Cooking oil – please present this in a sealed disposable container and place it next to your food waste bin.

Important:



Please do not place any packaging, plastic or non-food items in your food waste container. Contaminated food waste cannot be recycled and may affect the entire collection load. If your food waste does contain unsuitable items (such as packaging), we will not be able to empty it.





Missed collections

In the unlikely event that your food waste containers are missed on your scheduled collection day, please contact our team directly to report the issue.

Please note that missed commercial food waste collections cannot be reported via the Council's website. This system is intended for household collections only.

Our collection crews will not return to collect your containers if:

- They were not available by 6:00am on your collection day, or
- The contents were contaminated with non-food items or packaging.



Bank holidays and Christmas collections

CWR collections continue as normal on all bank holidays, except for Christmas Day, Boxing Day and New Year's Day. If your scheduled collection falls on one of these exception days, we will contact you in advance to confirm your revised collection date.



Cancellations and business closures

If you need to cancel your service, please refer to your terms and conditions. While you may still be liable for the full annual service cost, we will take individual circumstances into consideration where possible.



Duty of care

Under the Environmental Protection Act 1990, both CWR and your organisation have a legal responsibility to complete a Waste Transfer Note. This document certifies the safe and responsible transfer of waste from your organisation to CWR and helps ensure full compliance with UK waste management regulations.

Failure to complete this form can result in enforcement action, including fines of up to £5,000 issued by the Department for Environment, Food and Rural Affairs (DEFRA).

On an annual basis, CWR will supply you with a Waste Transfer Note for you to complete and sign. Please ensure:

- **You retain a copy for a minimum of two years, as required by law**
- **You promptly return a copy to CWR.**



What happens to your food waste

After collection by CWR, your waste is taken to a specialist facility for anaerobic digestion – a process that recycles food waste into a source of renewable energy, as well as a nutrient rich fertiliser to grow new crops.

More info information on what happens to your food waste, [visit our website](#) or watch this [short video](#).

Contact Information

If you have any questions about your new service – or if you would like further guidance on how to improve your recycling practices – we're here to help. Please get in touch with our team for advice, support or to discuss any changes to your food waste collections.

Cheshire West Recycling:
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Winsford
Cheshire
CW7 3PD
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Email: businesssupport@cwrecycling.co.uk
Website: www.cwrecycling.co.uk



"We're committed to supporting you in making your waste management as efficient, sustainable and cost-effective as possible."

