

Date Provided: 4 December 2018

Food Waste Recycling

Ref: FOI / 8175

Information Request and Response by Lewes District Council

1. *Is Lewes District Council's household food recycling contract managed by an external contractor? – No*
2. *If so, what is the contractors name? – Not applicable*
3. *What are the guidelines provided to those who collect the household food waste on how they should collect the waste from the house and what should then be done with it between the house and the truck. And where in the truck the food waste bag should be put.*

The crews follow the same rules as we ask customers to follow (link to our website) <https://www.lewes-eastbourne.gov.uk/bins-waste-and-recycling/food-waste-recycling/>. Not all trucks food pods are at the back of a truck; some are on the side of the vehicle. However, the crew should ensure contained food waste bags are placed in the correct pod.

4. *What are the oversight obligations of the council to ensure that the service provider adheres to those guidelines and fulfils their role well?*

Regular vehicle and crew checks and Team Leaders investigate and take appropriate action if a complaint is received

5. *What are the guidelines on how the staff who collect the household food waste should be trained? – Risk assessment and safe systems of work in place*
6. *Is this training undertaken? – Yes*
7. *What amount of food waste is collected from Lewes annually?*

April 17 / March 18 - 678610kg collected

8. *How does the amount collected compare to national averages for similar population sizes?*

We do not hold a record of this information

9. *How many complaints have been received by Lewes council in the last 12 months regarding poor practices by those who collect the household food waste?*

We do not have a category for complaints for 'Poor practices'

10. *How did the Council's service provider respond to those complaints?*

Please see link to our website - <https://www.lewes-eastbourne.gov.uk/about-the-councils/make-a-complaint/>

11. *What plans does the council have in place to improve household food waste collection practices in Lewes.*

Communication campaigns both in written format such as the District News and Christmas mail-out pack; also online activity such as social media campaigns