

Briefing note

The new waste service starts in West Cornwall from Monday 1 July

24 June 2024

We start the new weekly food waste and fortnightly rubbish collection service next week for people living in West Cornwall.

You and your community will begin with this important new service, which we're putting in place to help people reduce waste and increase recycling for a more thriving and sustainable Cornwall.

We'll change the collections of approximately 49,000 households including Hayle, St Ives, St Just, Penzance, Marazion, Praa Sands, Porthleven, Helston, the Lizard and surrounding areas over a two-week period.

The date of each household's first collection on the new service will vary according to where they live in West Cornwall and when the collections are scheduled on the new routes.

People can find the date of their first collection and new collection day in the 'Go Collection leaflet' we posted to them in June or by going to www.cornwall.gov.uk/myarea and entering their address.

Support through the changes

We've continued to work hard over the last few months to make sure every household in West Cornwall has the right bins, collection calendar, instructions and support they need to switch to the new service.

We've written to every household directly to tell them their new collection day and to explain exactly what they need to do and when. Our recycling engagement officers continue to hold roadshows in libraries, village halls and community centres across West Cornwall offering face-to-face support.

Please note that there was a mistake on one of the 10 calendars that we sent out to the people who are collected on Monday week 2. This has been corrected and the 3,315 affected properties will get a new collection calendar with a letter of explanation in the post.

We know from the experiences of other local authorities and from our own experience of the changes in Areas 1 and 2, that there will be teething problems in the first few weeks and months. Our crews will be adjusting to new vehicles, collection rounds and schedules, and collecting food waste for the first time in your area.

We understand that some people will find it harder than others to adapt to a new collection day, separating their food waste and using the new caddies and rubbish containers. There will also be people using our recycling services for the very first time.

We have already had over 4,000 people sign up to have their old green bins collected. But we know that some local community groups and sports clubs are asking for them. If you know of any organisation offering to take them, please feel free to signpost you constituents to them.

We know this is going to be a very busy time for you, as well as for us in the Waste Service and for colleagues working in our Contact Centre. With that in mind, we've put together a list below of useful links and information.

You can help us ensure we have personal support available to our most vulnerable residents by:

- Signposting people who can go online to www.cornwall.gov.uk/wastechanges for all the information and key transactions they need to switch to the new service
- Using [Casework Assist - Cornwall Council](#) for any questions you can't find answers to online so your query goes to the right person first time
- Only giving the Contact Centre number to people who can't use online services
- Encouraging people to attend one of our roadshows advertised at www.cornwall.gov.uk/wastechanges.

Useful links and support

For	Refer to
First collection on new service New collection day New collection calendar	See the Go Collection Calendar posted to homes in June. Visit www.cornwall.gov.uk/myarea and enter the property address
How to recycle food waste	Visit www.cornwall.gov.uk/foodrecycling .
Rubbish reduction tips	Visit www.cornwall.gov.uk/wastechanges and click the ' Tips to reduce your rubbish ' tile

Missing or damaged bins	Visit www.cornwall.gov.uk/wastechanges and click the ' Tell us there's a problem with your bins ' tile
Apply to exchange bin or sack	Visit www.cornwall.gov.uk/wastechanges and click the ' About your new bins ' tile
Rubbish limit	Visit www.cornwall.gov.uk/wastechanges Click ' How to use your new rubbish service ' tile
Apply for extra bin	Visit www.cornwall.gov.uk/wastechanges Click ' About your new bins ' tile and Click ' Apply to us to review your fortnightly rubbish limit ' link
Rubbish reduction tips	Visit www.cornwall.gov.uk/wastechanges and click the ' Tips to reduce your rubbish ' tile
Lost Get Ready, Get Set, Go instruction leaflets	Visit www.cornwall.gov.uk/wastechanges for copies of the leaflets and how to use the service
Face-to-face support	Future events are listed here: Talk to us face-to-face at a community roadshow

Remember...

- **Check your collection calendar**

The new service starts in rollout Area 3 from 1 July. Most people's collection day will change when their new service starts, so it's important to double check. This information is included in the Go! leaflet which we posted out in June people can also go the 'My Area' section of our website and enter their address to see their property information: <https://cornwall.gov.uk/my-area/>

- **Old bin collections and recycling**

Residents won't be able to use their existing rubbish bins once the new service starts. We encourage everybody to consider reusing their old bin for another purpose, this could be used as a garden water butt, a compost bin, a place to store firewood, or for rinsing out wet suits etc. If customers can't reuse these or no longer want their old bin we can collect and - where possible - recycle it once the new service has started. **Residents must sign up for this service by midnight on Wednesday 3 July** <https://www.cornwall.gov.uk/rubbish-recycling-and-waste/new-food-waste-recycling-and-rubbish-service/ask-us-to-recycle-your-old-bin/>

- **Bins that haven't been delivered:**

If for any reason residents have not received their bins or food waste caddies, they must let us know via our website (www.cornwall.gov.uk/wastechanges) or by calling us (0300 1234 141) and we'll get it sorted.

- **Keep recycling!**

We will all need to recycle our food waste, cardboard, glass, plastics, cans, paper

and textiles. New or replacement bags can be ordered via our website (www.cornwall.gov.uk/recycling) or by giving us a call (0300 1234 141).

Prepared by:

Genevra Fletcher / Rachael Reid

Job title Marketing & Communications Specialist / Waste & Recycling Community

Engagement Team Leader

Communications & Engagement / Waste Management

24 June 2024