

## Briefing note

# New waste services in Mid Cornwall

01 February 2024

### **We have started the new weekly food waste and fortnightly rubbish collection service for households in Mid Cornwall.**

You and your community are leading the way in adopting 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.

People can find their collection day in the 'Go Collection Calendar' we posted to them in December or by visiting [www.cornwall.gov.uk/myarea](http://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 Mid 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 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 Mid Cornwall offering face-to-face support.

But we know from the experiences of other local authorities 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 separately for the first time.

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 first time.

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 support available to our most vulnerable residents by:

- Signposting people who can go online to [www.cornwall.gov.uk/wastechanges](http://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

### Useful links and support

For	Refer to
New collection day New collection calendar	See the Go Collection Calendar posted to homes in December. Visit <a href="http://www.cornwall.gov.uk/myarea">www.cornwall.gov.uk/myarea</a> and enter the property address
How to recycle food waste	Visit <a href="http://www.cornwall.gov.uk/foodrecycling">www.cornwall.gov.uk/foodrecycling</a> .
Rubbish reduction tips	Visit <a href="http://www.cornwall.gov.uk/wastechanges">www.cornwall.gov.uk/wastechanges</a> and click the ' <a href="#">Tips to reduce your rubbish</a> ' tile
Missing or damaged bins	Visit <a href="http://www.cornwall.gov.uk/wastechanges">www.cornwall.gov.uk/wastechanges</a> and click the ' <a href="#">Tell us there's a problem with your bins</a> ' tile
Apply to exchange bin or sack	Visit <a href="http://www.cornwall.gov.uk/wastechanges">www.cornwall.gov.uk/wastechanges</a> and click the ' <a href="#">About your new bins</a> ' tile
Rubbish limit Apply for extra bin	Visit <a href="http://www.cornwall.gov.uk/wastechanges">www.cornwall.gov.uk/wastechanges</a> Click ' <a href="#">How to use your new rubbish service</a> ' tile Visit <a href="http://www.cornwall.gov.uk/wastechanges">www.cornwall.gov.uk/wastechanges</a> Click ' <a href="#">About your new bins</a> ' tile and Click ' <a href="#">Apply to us to review your fortnightly rubbish limit</a> ' link
Rubbish reduction tips	Visit <a href="http://www.cornwall.gov.uk/wastechanges">www.cornwall.gov.uk/wastechanges</a> and click the ' <a href="#">Tips to reduce your rubbish</a> ' tile
Lost Get Ready, Get Set, Go instruction leaflets	Visit <a href="http://www.cornwall.gov.uk/wastechanges">www.cornwall.gov.uk/wastechanges</a> for copies of the leaflets and how to use the service
Face-to-face support	Future events are listed here: <a href="#">Talk to us face-to-face at a community roadshow</a>

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