

## Briefing note

# Transition to new waste collections starts for people in West Cornwall

7 March 2024

We start the process of introducing the new weekly food waste and fortnightly rubbish collections in your community from today, Monday 5 March, with the delivery of 'Get Ready' information leaflets that will be landing on doormats for the next couple of weeks.

### How we're supporting your community

The new service doesn't start in your area until July. We know, though, from the successful rollout of the service in Mid Cornwall that we can make adapting to the changes easier if we start talking to householders about the process 4 months beforehand.

The 'Get Ready' leaflet is the first of 3 direct communications that we'll send to households in Penzance, Marazion, Sennen, St Buryan, St Just, St Ives, Hayle, Helston, The Lizard and surrounding areas over the next 4 months. It lets them know that we'll be delivering food waste and rubbish containers to homes in their area between 15 April and 21 June, ready for them to use when their collections change in July.

Householders in West Cornwall will also find that their property information in My Area updates from today. When they enter their address, they will see a new message that tells that waste collections are changing in their area next, and to look out for their new containers.

The second 'Get Set' leaflet will be delivered to householders inside the new food waste caddies and provides full instructions for switching to and using the new service. The third 'Go' leaflet will land on doormats just before the service changes in July. It includes a calendar showing the household's new collection day, as most are changing, as well as useful reminders about switching to and using the new service.

Our Community Engagement Team are holding roadshows in West Cornwall throughout the 3-month transition period, offering face-to-face support.

Both the leaflets and our social media updates will drive householders to the dedicated [www.cornwall.gov.uk/wastechanges](http://www.cornwall.gov.uk/wastechanges) pages on the Council website, where they'll find all the information and key transactions they need.

### How you can help your community adapt

Members and Town & Parish Councils in Mid Cornwall and South East Cornwall have been doing lots to help us guide and support their communities through these changes. They've been reminding people why we have to change their service and helping them to understand that it's vital if we are to reduce waste, increase recycling and create a thriving, sustainable carbon-neutral Cornwall.

- Giving the 0300 1234 141 Contact Centre number to people who can't go online.
- You can make the change to fortnightly rubbish collections easier for any household that's not yet recycling by getting them **to order recycling containers and start now**. We won't be giving people coloured recycling bags and boxes when we deliver the new food waste and rubbish containers to them. Householders that don't have recycling containers or need more must order them directly from the website themselves (see useful links below)

- 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](http://www.cornwall.gov.uk/wastechanges) for all the information and key transactions they need to use 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. Thank you to those who use Casework Assist. This is the most efficient way to contact the team and be prioritised.

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

### Useful links and support

For	Refer to
How to recycle food waste	Visit <a href="http://www.cornwall.gov.uk/foodrecycling">www.cornwall.gov.uk/foodrecycling</a>
Getting started with recycling	<a href="http://www.cornwall.gov.uk/getrecycling">www.cornwall.gov.uk/getrecycling</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
Report large piles of extra rubbish	Using <a href="#">Casework Assist - Cornwall Council</a>
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	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
Apply for extra bin	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> '
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
Tell us about a property you believe may be a business using household waste services	Email <a href="mailto:commercialwasteenquiries@cornwall.gov.uk">commercialwasteenquiries@cornwall.gov.uk</a> putting 'Possible business using household waste service' in the subject line
Advice for businesses who need a commercial waste service	Visit <a href="http://www.cornwall.gov.uk/commercialwaste">www.cornwall.gov.uk/commercialwaste</a>