



Briefing note

New waste service starts in Mid West Cornwall from Monday 10 March

5 March 2025

We start the new weekly food waste and fortnightly rubbish collection service from **10 March** for people living in Mid West Cornwall.

You and your community will be 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.

We'll change the collections of approximately 89,000 households in Camborne, Redruth, Falmouth, Penryn, St Mawes, Truro, Probus, Trispen, Mitchell, Perranporth, St Agnes, Portreath 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 Mid West Cornwall and where their property sits in our new collection schedule.

People can find their new collection day in the 'Go!' Collection Calendar we posted to them in February 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 Mid West Cornwall has the right bins, a collection calendar, instructions, and the 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 West Cornwall offering face-to-face support.

But we know from the experiences of other local authorities and from the changes so far in areas 1, 2, 3, and 4 that there will be some 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.

Bin or sack changes

The service mainly uses wheelie bins for rubbish, but we know that one size doesn't fit all, so we provide three types of container:

- a 180 litre wheelie bin
- a 180 litre protective sack or
- shared communal bins (various sizes depending on the available storage and number of residents).

The approach to the allocation of these containers has been the same throughout each area and is based on an assessment which was completed ahead of the changes. The assessment takes into account various criteria based on the characteristics of the property and operational reasons which include:

- The presence of 3 or more steps
- Whether the customer has storage for a bin at the front or back of their property and this should not be on the pavement or road
- Whether a customer has access from their storage location to put their bin or sack at the boundary of their property for collection
- Whether we can access the property with a vehicle that can operate a bin-lift or where we have to use a specialist vehicle.

These criteria make sure we are all keeping the highways clear of obstructions, reducing hazards and improving health and safety and for operational reasons.

If a household thinks that the bin or sack will not work for their property, maybe the property has been incorrectly assessed or property characteristics have changed since the assessment, they should apply to change their container using this link [Rubbish Container Change Request - Introduction - MyCornwall](#) or by calling our contact centre who will complete this form on their behalf. We will reassess the property based on the information provided to see if it meets the criteria and we can make the change.

The approach to bin allocation is not one of customer preference or choice, but is based on the assessment criteria to ensure that the most appropriate container is provided. The preference being for most properties to have a wheelie bin as long as they meet the criteria.

Customers can apply for an assisted collection if they are struggling to move their container, because of a mobility issue, disability, or medical condition. If they are eligible, the collection team will collect, empty and return their containers to the agreed collection point on their collection days. This service can be applied for using this link [Assisted](#)

[collections - Cornwall Council](#) or by calling our contact centre who will complete this form on their behalf.

Additional support

To help you at this busy time, we have put together a checklist of things residents can do:

- **Check your collection calendar**

The new service starts in rollout area 5 from 10 March. Most people's collection day will change when their new service starts, so it's important to double check.

Remember, waste needs to be out by 7am as collection times may also change.

This information is included in the 'Go!' leaflet which we posted out in February.

Residents 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 as a garden water butt, a compost bin, a place to store firewood, or for rinsing out wet suits. If not, we can collect and - where possible - recycle it once the new service has started.

Residents must sign up by midnight on 12 March to access this service.

<https://www.cornwall.gov.uk/rubbish-recycling-and-waste/new-food-waste-recycling-and-rubbish-service/ask-us-to-recycle-your-old-bin/recycling-and-rubbish-service/ask-us-to-recycle-your-old-bin/>

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

If for any reason residents haven't 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).

We know this is going to be a very busy time for you, as well as for us in the Waste Service and our 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 and to log customer queries coming to you direct.

- Only giving the Contact Centre number to people who can't use online services/log their own queries online.

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 October. 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 reduction tips	Visit www.cornwall.gov.uk/wastechanges and click the ' Tips to reduce your rubbish ' tile
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 www.cornwall.gov.uk/rubbish-recycling-and-waste/new-food-waste-recycling-and-rubbish-service/talk-to-us-face-to-face-at-a-community-roadshow/

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