

## Briefing note

# Delivery of food waste caddies and bins starts in North East Cornwall from Monday 5 August

We start the new weekly food waste and fortnightly rubbish collections in North East Cornwall from week commencing Monday **4 November 2024**.

This important new service has already helped people in the first 3 rollout areas of Mid, South East, and West Cornwall to recycle over 3,2000 tonnes of food waste, increase the amount of recycling we collect, and reduce the amount of rubbish and street litter.

Now we're ready to start introducing the new collections in North East Cornwall to make it easier for your community to contribute to the creation of a thriving, sustainable Cornwall by reducing their waste and recycling more too.

Next week sees us begin to deliver bins to over 53,000 homes in Bodmin, Bude, Launceston, Padstow, Wadebridge, Camelford, Kilkhampton and surrounding areas, which will take around 10 weeks. Inside their bins, people will find Get Set leaflets telling them everything they need to know to switch to the new service.

Most households will get:

- a silver kitchen caddy for separating their food waste from their rubbish
- a green caddy for storing and putting food waste out in for collection
- a wheelie bin/reusable protective sack for putting their rubbish out in for collection

People should keep using the same coloured bags and box for recycling as before. Please note that we won't be delivering recycling containers with the new caddies and bins, as most households already have them. If people don't have them yet or need more, they will need to go online to order them: [Order recycling containers](#)

## Wheelie bin or sack?

We've assessed the outside of every home in North Cornwall on our waste collection rounds and will give most a 180-litre wheelie bin for their rubbish.

A small number will get a 180-litre reusable protective sack, though, on the basis that the home:

- doesn't have enough outdoor space to store a wheelie bin
- Has too many steps to the boundary of the property or
- Is serviced by one of our specialist collection vehicles

We can't tell householders in advance whether their home is getting a bin or sack. If they think, once their new rubbish container has arrived, that we got their property assessment wrong, they'll find instructions in their Get Set leaflet on asking us to review the decision.

Please note, details may vary for blocks of flats and other properties with shared bins or bin stores.

## **New fortnightly 180-litre limit on rubbish**

From 4 November, we'll start collecting people's food waste every week and limiting the amount of rubbish we collect to 180-litres fortnightly. That's about 3 or 4 bags' worth.

Most households find that recycling their food waste each week rather than binning it reduces their rubbish by about a third and helps them stay within the new limit.

If people are recycling all their cardboard, glass, plastics, cans, paper and textiles too, they should have no trouble with only putting out one wheelie bin or reusable sack's worth of rubbish every two week.

You can help your community adapt to this vital change by encouraging any household that's not yet recycling (much) to start recycling (more) now by:

- [Ordering \(more\) recycling bags and boxes now](#)
- [Finding out how to get started with recycling now](#)
- [Finding out how to recycle more now](#)

We will collect more rubbish under certain exceptional circumstances. The householder must apply to us to review their fortnightly 180-litre rubbish limit: [Apply for an extra bin or sack](#)

## **Support through the changes**

People will find all the information they need to adapt to the changes in their Get Ready, Get Set and Go leaflets, which we deliver directly to them through their door and in their food caddies.

Households that want more information can go online to [cornwall.gov.uk/wastechanges](http://cornwall.gov.uk/wastechanges) and anyone needing more personalised help can get face-to-face support at our community roadshows from our recycling officers. Find roadshow dates and times here: [Talk to us face-to-face at a community roadshow - Cornwall Council](#)

Follow us on Facebook at [www.facebook.com/cornwallrecycles](http://www.facebook.com/cornwallrecycles) and email [cornwallrecycles@cornwall.gov.uk](mailto:cornwallrecycles@cornwall.gov.uk) with any events going on in North East Cornwall over the summer that our recycling officers could attend so we can take face-to-face support out into the community.

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.

**Please help us make sure we have the more personal Contact Centre and face-to-face engagement support available to those who really need it 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
- Encouraging people to attend one of our roadshows advertised at [www.cornwall.gov.uk/wastechanges](http://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 <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	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
Apply for extra bin	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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