

## Briefing note

# We will be delivering bins and food waste caddies in Mid West Cornwall from Monday 25 November

The new weekly food waste and fortnightly rubbish collection service will begin for people living in Mid West Cornwall from **10 March 2025**.

This important new service will help you and your community reduce waste and increase recycling for a more thriving and sustainable Cornwall. In areas 1-4 we have collected over 7,000 tonnes of food waste, kerbside recycling has increased, and rubbish has decreased.

Next week we will start delivering bins and food waste caddies to people living in Mid West Cornwall. Residents will also receive instruction leaflets with support they need to switch to the new service.

We'll be delivering bins and food waste caddies to approximately 81,000 households in Camborne, Redruth, Falmouth, Penryn, St. Mawes, Truro, Probus, Trispen, Mitchell, Perranporth, St. Agnes, Portreath, and surrounding areas.

Most residents will receive:

- a silver kitchen caddy to make separating your food waste from your rubbish easy
- a green outdoor caddy for storing your food waste and putting it out for collection
- a wheelie bin or reusable protective sack for putting your rubbish out for collection

Residents can keep using the usual coloured recycling bags and box.

Please be aware we are not delivering recycling containers with the new bins and caddies as many households already have these. Residents can order new ones here: [Order recycling containers](#)

## How we allocate each property a wheelie bin or sack

We've assessed the outside of all properties on our waste collection rounds and have allocated most a 180 litre wheelie bin for rubbish.

A small number of properties that:

- are unable to store a bin
- have too many steps, or
- are serviced by one of our specialist collection vehicles

have been allocated a 180 litre reusable protective sack instead.

Once the bin or sack has been delivered, and if a householder thinks we've assessed their property incorrectly they can apply to us to review their property assessment.

## The new fortnightly 180 litre limit on rubbish

From 10 March, we'll be collecting food waste weekly. The average household in Cornwall will find that recycling their food waste and not binning it, frees up 33% more space in their black bag.

Residents who are recycling all of their cardboard, glass, plastics, cans, paper and textiles too, should have no trouble with the 180 litre fortnightly limit, which is roughly 3 to 4 black bags.

- [Order recycling bags and boxes](#)
- [Find out how to get started with recycling](#)
- [Find out how to recycle more](#)

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

## Support through the changes

Come to one of our community roadshows. Our recycling officers will be there to answer any questions you have about the new food waste, recycling and rubbish collection service face-to-face. They'll also be able to give you tips and information that will make switching to the new service easier. Dates and times are available here: [Talk to us face-to-face at a community roadshow - Cornwall Council](#)

The team are also available to attend community events. Please let the Community Engagement team know if you would like them to come along by emailing [cornwallrecycles@cornwall.gov.uk](mailto:cornwallrecycles@cornwall.gov.uk). Don't forget to follow us on Facebook at [www.facebook.com/cornwallrecycles](https://www.facebook.com/cornwallrecycles)

Our website is filled with lots of useful information and support they need to switch to the new service [www.cornwall.gov.uk/wastechanges](http://www.cornwall.gov.uk/wastechanges)

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](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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