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Date 21 January 2026

Dear Contractor

Re: Clinical Waste Contract Mobilisation

We begin 2026 with the need to implement new clinical waste contracts following extensive legal review and governance processes to complete. The implementation of the new service provider will facilitate significant financial and environmental benefit with your support.

This briefing is provided to all primary care locations to inform you that there will be a change to who provides your clinical waste collection and disposal service. The mobilisation phase started **5th January 2026**, and we are working closely with Anenta and the new provider to commence services on or around **4th April 2026**.

Anenta Ltd is our designated managing agent, overseeing all aspects of this mobilisation, service management on your behalf and all associated contract management functions. You should consider Anenta your internal waste manager therefore you should utilise them as such by using the communications methods provided at the end of this briefing.

To avoid any confusion or disruption to NHS services, it is really important that all locations and their staff are made aware of what to expect in the coming months.

What's changing?

- The organisation who is currently responsible for providing clinical waste collection and disposal services to your location on behalf of the ICB, including the provision of waste receptacles will be changing following a thorough procurement process.
- Some aspects of your current service may change such as the day collections take place and where that waste is taken for onward processing and disposal.
- A greater emphasis on the use of offensive waste will be managed closely.
- Anenta will shortly be providing you with detailed information regarding the specific changes impacting you and more specificity on exact service commencement dates.

Why is my clinical waste service provider changing?

- NHS Integrated Care Boards (ICB's) are responsible for commissioning clinical waste services for Pharmacy contractors.



- The current contracts held for Clinical Waste services have come to an end and required re-procuring via a competitive process, as required by Public Contracts Regulations 2015.
- The ICB has awarded a new contract for clinical waste services and Anenta are now supporting the mobilisation of this new contract.

What to expect and what we need from you?

- We need you to complete any request for information issued by Anenta. This will support accurate service information requirements being shared with the new service provider.
- Anenta will communicate with you regularly to provide updates as we transition the service from one supplier to another.
- Anenta will provide greater detail to you on the benefits of the new contract and associated services in due course. This will include financial and environmental benefits which will be supported by you through effective segregation.
- Service guides will be issued to every location detailing all aspects of the service that is available to you and how you can access them. These are being developed and will be distributed by Anenta.

How do I contact Anenta?

You can contact Anenta and discuss any aspect of the existing or new service through two channels set out below. You do not need to contact the new service provider or the existing one as all requirements and communications must go via Anenta Ltd.

1. Open a service ticket by logging into your [Vector account](#) and clicking "How can we help?"
2. Call the team on 03301 222 143

We appreciate the time taken to read and distribute this briefing to your colleagues. Thank you for your continued support on this matter.

Signed:



Neil Coulter
Senior Primary Care Manager



